

Nandini Infosystems

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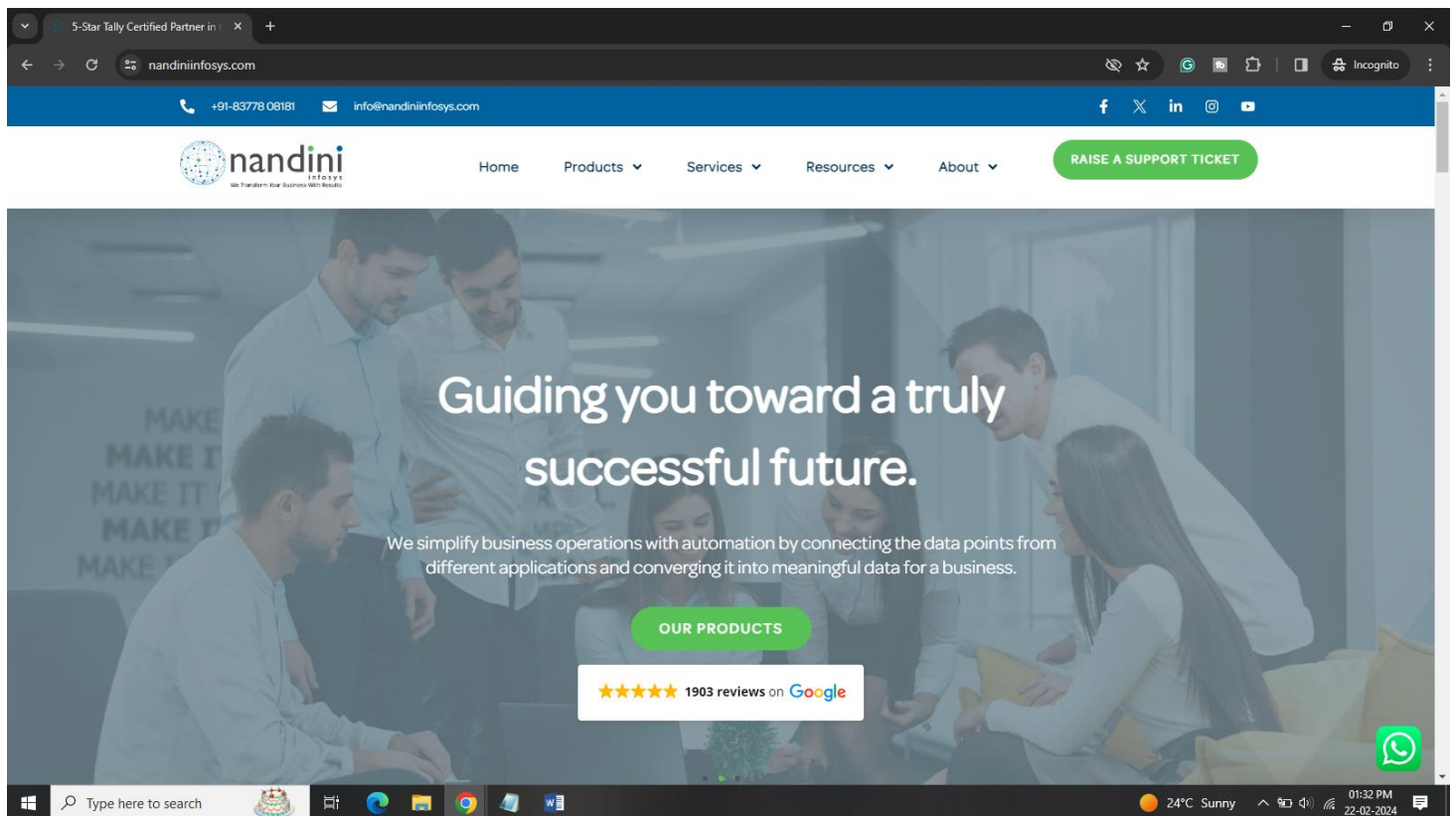
Create a Support Ticket on NANDINI'S CRM

Nandini Infosystems enables you to create and manage support requests, also known as support tickets. You can create and manage requests in the [Nandini Infosystems website](https://nandiniinfosys.com), which is covered in this document.

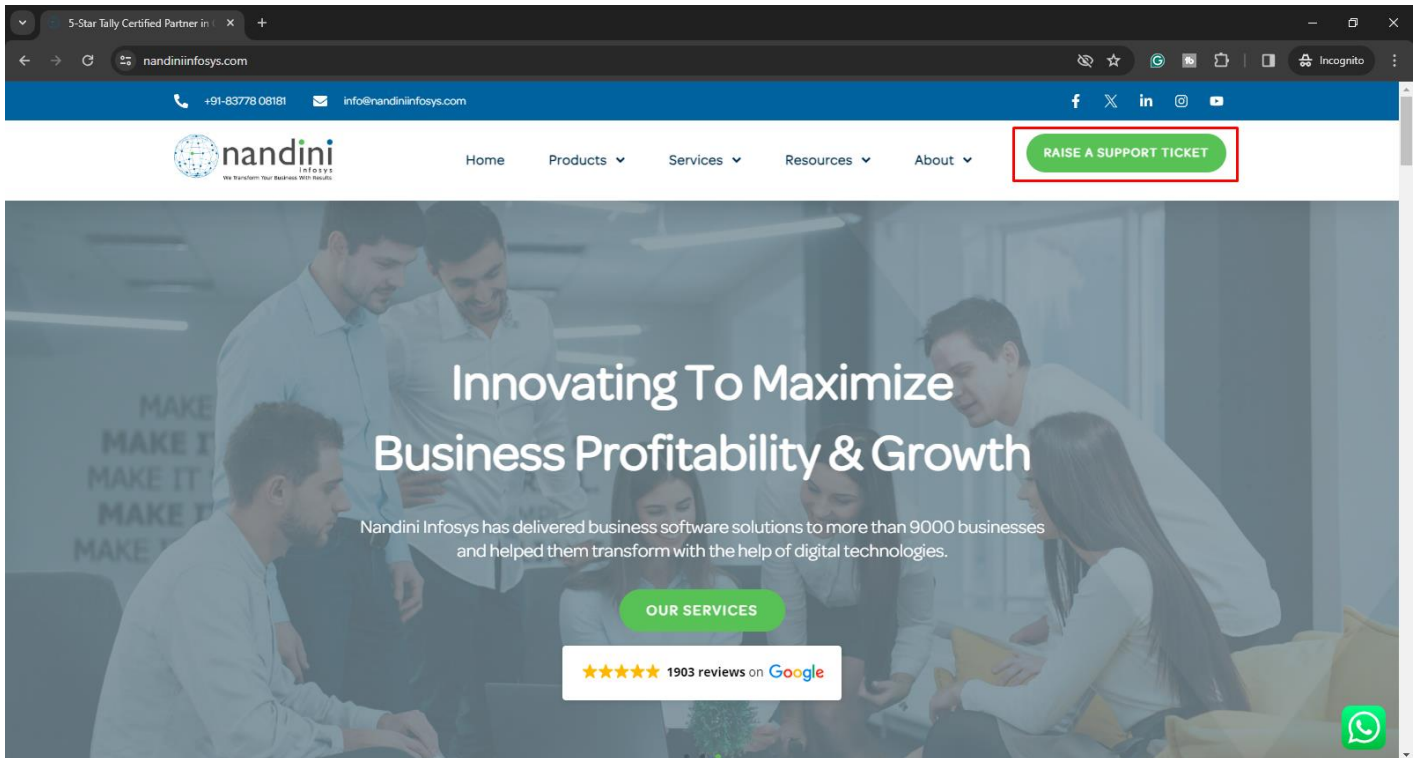
CREATING A SUPPORT TICKET

To create a support ticket from the Nandini Infosystems website:

1. Open Nandini Infosystems website (<https://nandiniinfosys.com>) in any internet browser.



2. Click on a **Support** button (Appearing on Right Hand Side in **Green Color**)



ENTERING TICKET FIELD INFORMATION

The following information will help you determine what to enter in the ticket creation fields so Nandini's Support Team can help you in a timely manner.

3. Required to fill the entire details in given panel than click on **Submit**.

The image shows the Nandini Infosys support ticket creation form. The form is titled 'support/' and has a blue header with contact information and social media links. The form fields are: 'Name and company' (filled with 'Ram and company'), 'Email' (filled with 'support@nandiniinfosys.com'), 'Phone' (filled with '083778 08181'), 'Billing Issue (Tax Issue)', and a text area for the issue description. The description reads: 'Please resolved our billing issue as GST is not getting calculated accurately. Please call on below number 08377808181'. Below the text area is a 'Submit' button. The form is protected by reCAPTCHA. There's also a 'Support' button and a WhatsApp icon in the bottom right corner.

SUBJECT

Make your ticket titles short and to the point, summing up the nature of the issue. This approach allows Support Team to quickly identify and respond to trends if multiple customers are experiencing the same issue.

DESCRIPTION

Provide as complete of a description of the issue as you can. A good, clear, complete description can help Support Team respond to your issue faster and more accurately, with a first response that is more likely to be a useful solution, rather than only a request for additional information.

AFTER FILING A TICKET

After you submit a ticket, you will receive a confirmation email, along with a Ticket Number. A member of the Nandini Support team will respond to the ticket and provide assistance as soon as possible.

TAT:

TAT for call solution normally is within the next 4 business hours since call logged but if any scheme is going on where tally data need to be update accordingly in tally then calls would be handled/treat on FIFO basis only.

NOTE:

If calls are related to other concerns like data rectification includes ledgers remapping, transactions correction and similar to this then support goes long until unless it's not solved so other logged calls might be delayed due to this.