

How to: Request profile change

- To make a profile change request, you must open a web browser and go to the URL: <https://ticketing.dome-marketplace-prd.org> , this procedure will allow you to enter a ticket on the Zammad platform. At the following link you will find instructions for opening a ticket: <https://knowledgebase.dome-marketplace-prd.org/books/ticketing-helpdesk-customer-user-guide/page/how-to-open-a-new-request> .
- You will be able to forward a request via the DOME ticketing platform to the group **05-Customer Service Tools**, selecting the **Knowledgebase – Access roles** item in the drop-down menu of the “Problem” section and briefly describing the type of request in the text field.

The screenshot displays the Zammad 'New Ticket' interface. On the left, a dark sidebar contains a search bar and a list of navigation items: 'Overviews', 'Knowledge Base', 'Prova', 'Mail address', 'Sales department', 'Certificate', 'Credentials', 'Navigation error', 'Knowledge base - workflow 1', 'Portale clienti', 'Portale clienti bis', and 'Knowledge base - workflow 1'. The main content area is titled 'New Ticket' and features the following fields:

- TITLE ***: A text input field containing 'Request Access Roles'.
- TEXT**: A text area containing the message 'The configuration of EDITOR permissions for the PaoloRossi@xx.com user is required' with a 'select attachment...' link below it.
- GROUP ***: A dropdown menu showing '05 - Customer Service Tools'.
- PROBLEM ***: A dropdown menu showing 'Knowledgebase - Access roles'.

At the bottom of the form, there are two buttons: 'Cancel & Go Back' and a green 'Create' button. An information icon (i) is visible on the right side of the form.

Revision #10

Created 5 August 2024 09:07:29 by Roberto Ciriello

Updated 8 August 2024 08:49:20 by Andrea Manfrinato