

# Tech ticket creation workflow for AdOps

## Ticket creation process

AdOps can create new ticket by pressing "+ Add" button in top left corner

If you have multiple tickets open, the "+ Add" button will shift to the right but will remain at the top regardless.

+ Add

Views

Your tickets30

New & Open1

Pending14

Tech tickets197

JIRA63

On-hold7

Solved1K

Recently updated263

Open (assigned)30

IAS reports34

Signed IOs176

DSP Tech - Povilas33

DSP Tech - Arvydas164

DSP Tech - Karolis8

Tech tickets

Filter

197 tickets (Page 1 of 7)

Ticket status

Subject

Assignee

Requester

Requested

Ticket Tier

Status category: Solved

Solved

Technical Finance Issue - Wrong Amount - Mondelez - December 2024 In...

DSP Tech - Karolis

Yegor Larchenko

Yesterday 14:28

Tier 1

Solved

Technical Issue - change a user type to Admin

DSP Tech - Arvydas

Auguste Petraityte

Friday 14:47

Solved

Technical Issue - Not working previews

DSP Tech - Arvydas

Eskimi - Valentyn

Thursday 12:45

Tier 1

Solved

The IOS app isn't generating clicks

DSP Tech - Arvydas

Meda Leskauskaitė

Dec 30, 2024

Tier 2

Solved

Technical Issue - Spent based on revenue with margin

DSP Tech - Arvydas

Asif | Eskimi

Dec 27, 2024

Tier 3

Solved

Play Media Serbia - conversion events

DSP Tech - Arvydas

Yegor Larchenko

Dec 27, 2024

Tier 2

Solved

BidSwitch: an Access for the API user

DSP Tech - Arvydas

Agumennyi

Dec 24, 2024

Unknown

Solved

Technical Issue - [Click url macros is missing in JS tag]

DSP Tech - Arvydas

Justina Rutkauskaitė

Dec 23, 2024

Tier 3

Solved

Technical Issue - Queries on Brand Safety Policy

DSP Tech - Karolis

Asif | Eskimi

Dec 23, 2024

Internal

Solved

Technical Issue - Google/Facebook - [Write the title]

DSP Tech - Arvydas

Auguste Petraityte

Dec 23, 2024

Tier 1

## Filling ticket data

In the picture below you can see the steps of filling the ticket data.

**Ticket statuses** and **templates** are covered more in-depth below.

The screenshot shows the Zendesk 'New Ticket' form. Red arrows and numbers indicate the following steps:

- 1**: Points to the 'Requester' dropdown menu.
- 2**: Points to the 'Assignee' dropdown menu.
- 3**: Points to the 'Ticket Template' dropdown menu.
- 4**: Points to the 'Technical Issue - [Campaign is not spending]' title field.
- 5**: Points to the main text area containing a template with fields for Accounts, Campaign Ids, Steps to reproduce, Actual Behaviour, and Expected behaviour.
- 6**: Points to the status selection dropdown menu on the right, which includes options like New, Open, Pending, JIRA, On-hold, Solved, and JIRA Solved.

1. Select yourself as the requester
2. Select assignee "Tech" (group)
3. Select ticket template
4. Edit title according to your raised issue
5. Use template correctly (more information below)
6. Submit ticket as "Open"

Optionally you can add tags, category and other fields related to your ticket but **most of it is automated.**

## Ticket statuses

As of writing this article, our Zendesk configuration includes seven possible ticket statuses: New, Open, Pending, JIRA, On-hold, Solved, and JIRA Solved.

Tech related tickets should use only 5 of them: **Open, Pending, JIRA, Solved, JIRA Solved**


## Understanding Ticket Statuses

**Open** – this status should be used by AdOps when creating a new ticket for Tech Support or when replying to an unresolved Tech ticket.

**Pending** – this status is used **only** by a Tech Support when a specialist is awaiting additional information or a response from AdOps.

**JIRA** – this status is used **only** by Tech Support when a bug is logged in JIRA. AdOps can view the bug status on the right panel of the ticket.

If you do not see the **JIRA** logo please press "+" sign and add it to your view


 **JIRA**

Create issue

Link issue

Notify




Linked JIRA issues (1)


 **RTB-10009**

ProjectRTB

StatusTo Do

Summary[Bidder] Some VAST creatives in preview page return 503, fext

  
+

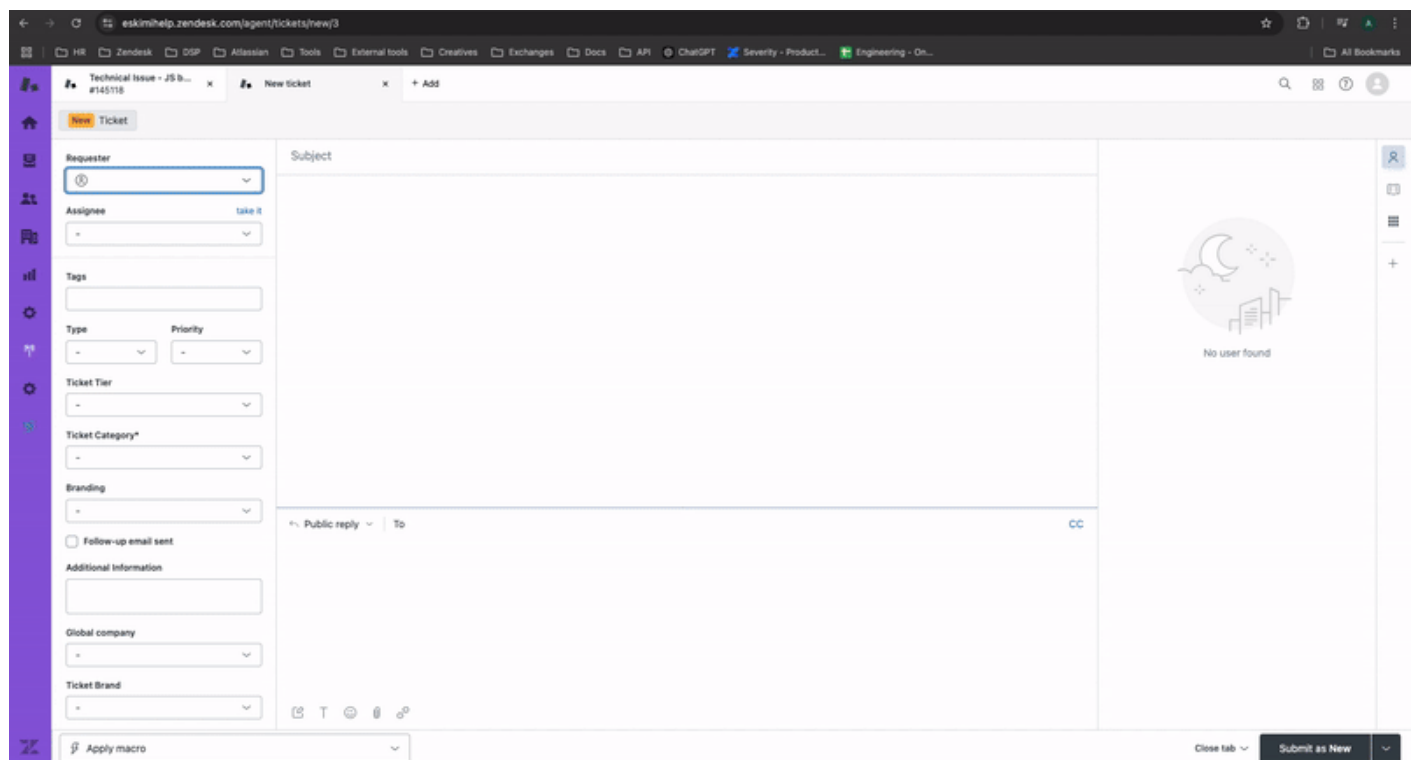
**Solved** – this status is used by Tech Support when the provided solution resolves the issue.

**JIRA Solved** - this status is used by Tech Support when the registered bug is resolved.

# Ticket templates

There are templates available for tech-related tickets. The video below demonstrates how to select and complete the appropriate template. Please ensure you choose the template that corresponds to the topic of your ticket.

If you cannot find a correct template for your needs please use [Technical issues] > General - [Write the title].

A screenshot of the Zendesk 'New ticket' form. The interface is divided into a left sidebar with various filters and a main content area. The main content area has a 'Subject' field at the top. Below it, there are several dropdown menus for 'Requester', 'Assignee', 'Type', 'Priority', 'Ticket Tier', 'Ticket Category\*', 'Branding', 'Global company', and 'Ticket Brand'. There is also a checkbox for 'Follow-up email sent'. At the bottom of the sidebar, there is a 'Apply macro' button. The main content area has a large text field for the ticket description. On the right side of the main content area, there is a circular icon with a moon and stars, and the text 'No user found'. At the bottom right of the form, there are buttons for 'Close tab' and 'Submit as New'.

It is important that you use the templates correctly. Account names, Campaign IDs must be written under and without additional text formatting

Links are acceptable and preferable

Accounts:  
Universal McCann Croatia - H&M

Campaign Ids:  
221679

Correct usage of template

**Steps to reproduce:**  
Open a preview link: <https://dsp.eskimi.com/adsPreview/45mmlqrt>

**Actual Behaviour:**  
I cannot see video previews.

**Expected behaviour:**  
Previews of both videos should be visible.

Creatives are remote VAST URIs, uploaded here: [https://dsp.eskimi.com/admin/creatives-manage?creative\\_set\\_id=142559](https://dsp.eskimi.com/admin/creatives-manage?creative_set_id=142559), but for some reason the sharable preview is not loading videos.  
Tags were checked ([here](#)) and seem to be working fine.  
Any setup flaw that I did not notice?

Thank you

If you believe a new template is needed or have suggestions for improving existing templates from an AdOps perspective, please reach out to a Technical Support specialist via Slack.

## Follow-ups

Solved tickets will automatically close after a certain period. To create a follow-up for the same issue, navigate to the closed ticket and click on "Create Follow-up."

 This ticket is closed and cannot be edited

Create follow-up

If the ticket is marked as "Solved" but not yet closed, please reply within the same ticket and change its status to "Open."

If the issue with a "Solved" ticket is unrelated to the new issue you're reporting, please create a new ticket and set its status to "Open."

## Additional notes

Please avoid adding Tech Support to the CC. Instead, provide a summary of your communication, highlighting the key issues and the specific areas where they occur.

