

# 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.

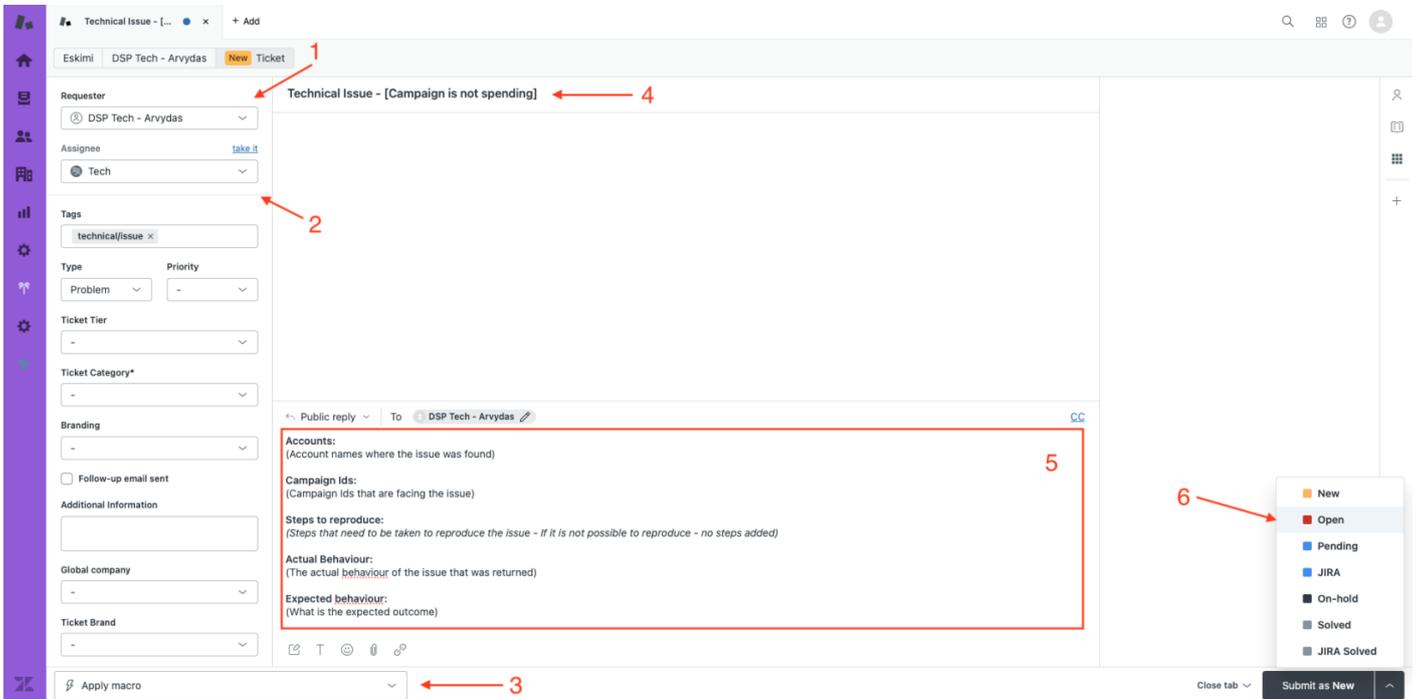
The screenshot shows a web interface for managing tickets. On the left, there is a sidebar with a navigation menu and a 'Views' section. The 'Views' section lists various categories and their counts: Your tickets (30), New & Open (1), Pending (14), Tech tickets (197), JIRA (63), On-hold (7), Solved (1K), Recently updated (263), Open (assigned) (30), IAS reports (34), Signed IOs (176), DSP Tech - Povilas (33), DSP Tech - Arvydas (164), and DSP Tech - Karolis (8). The 'Tech tickets' view is selected. The main content area displays a table of tickets. The table has columns for 'Ticket status', 'Subject', 'Assignee', 'Requester', 'Requested', and 'Ticket Tier'. The status for all tickets shown is 'Solved'. The subjects include technical issues related to finance, user types, previews, clicks, revenue, conversion events, API access, macros, and brand safety. The assignees are primarily from 'DSP Tech - Arvydas', with one from 'DSP Tech - Karolis'. The requesters include Yegor Larchenko, Auguste Petraityte, Eskimi | Valentyn, Meda Leskauskaitė, Asif | Eskimi, and Agumennyi. The requested times range from 'Yesterday 14:28' to 'Dec 23, 2024'. The ticket tiers are mostly Tier 1, with some Tier 2 and Tier 3, and one Internal.

| Ticket status | Subject   | Assignee           | Requester            | Requested       | Ticket Tier |
|---------------|---|--------------------|----------------------|-----------------|-------------|
| 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.



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**

|         |   |
|---------|---|
| Project | RTB   |
| Status  | To Do   |
| Summary | [Bidder] Some VAST creatives in preview page return 503, fext |

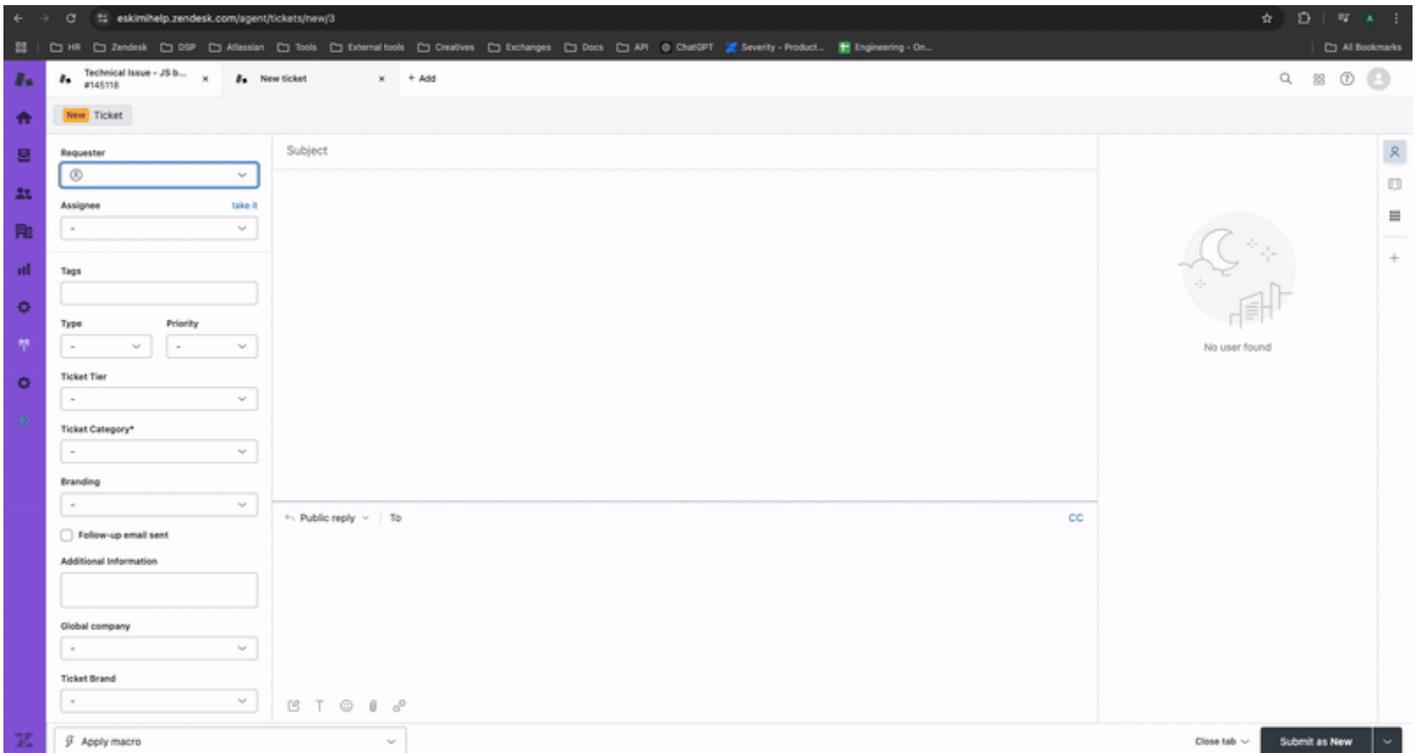
**Solved** – this status is used by Tech Support when the provided solution resolves the issue.

**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].



The screenshot shows the 'New ticket' form in the Zendesk interface. The form is divided into several sections:

- Requester:** A dropdown menu with a search icon.
- Assignee:** A dropdown menu with a 'take it' button.
- Tags:** A text input field.
- Type and Priority:** Two dropdown menus.
- Ticket Tier:** A dropdown menu.
- Ticket Category\*:** A dropdown menu.
- Branding:** A dropdown menu.
- Follow-up email sent:** A checkbox.
- Additional Information:** A text input field.
- Global company:** A dropdown menu.
- Ticket Brand:** A dropdown menu.

The main content area is titled 'Subject' and contains a large text input field. Below the subject field, there is a 'Public reply' section with a 'To' field and a 'CC' field. At the bottom right, 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

Correct usage of template

Campaign Ids:  
221679

**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.

Updated 18 March 2025 07:22:37 by Arvydas