

Tech ticket creation workflow for AMs/BDMs

The common practice for **AM/BDM** is to **reach out to AdOps first**. Please contact the Tech Support Specialist directly only in exceptional cases.

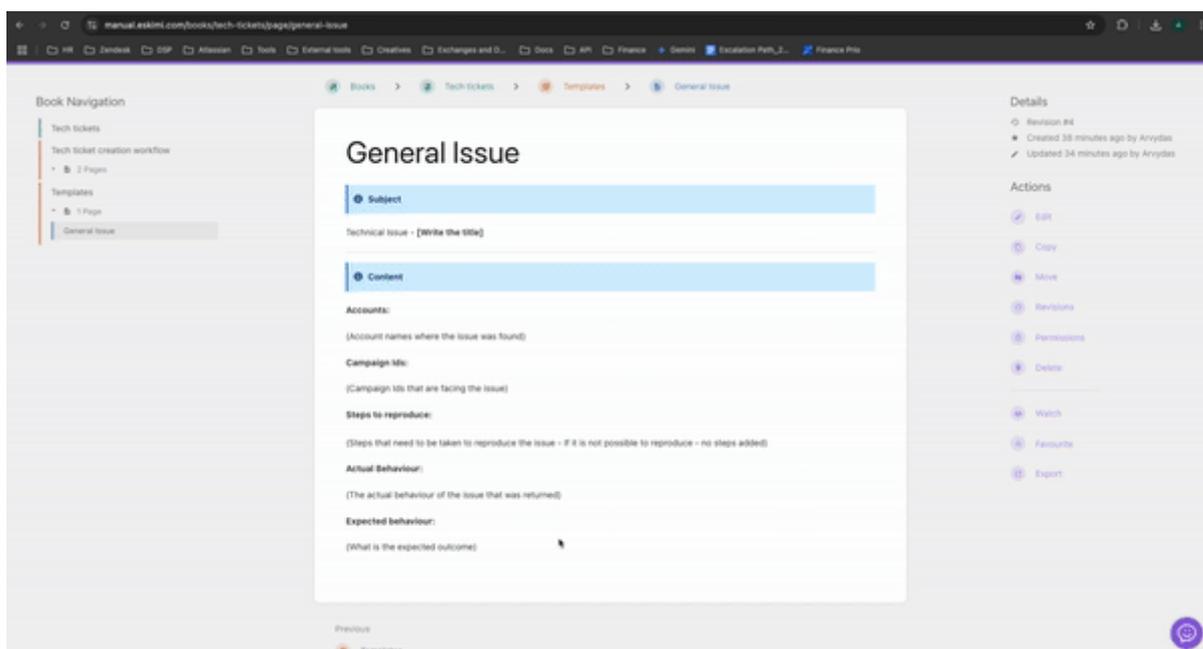
Templates

Templates are **mandatory**, they reduce back and forth communication, ensures faster issue resolution time.

How to add a template

Unfortunately, Gmail has limitations on sharing templates across team accounts, so they will **need to be added manually**.

1. Copy the template from [here](#) (can be found in the Manual - General Issue)
2. Add subject and content to gmail compose tab (same as writing regular email)
3. Click **three dots** below and navigate to **Templates -> Save draft as template -> Save as new template**



You can check out this [official google guide](#) for more information

How to use a template

1. Open Gmail compose, **click on three dots** below and navigate to **Templates -> Select your template**
 2. Fill in information **instead** of the text in brackets
 3. Do not forget to write an appropriate subject as well
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Contacting Tech support

Please consult with responsible AdOps before contacting Tech support

Now that you have successfully added the template to your Gmail account, you can use it to report technical issues to the Tech support team by sending a **templated email** to **tech@eskimi.com**

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