

# 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.

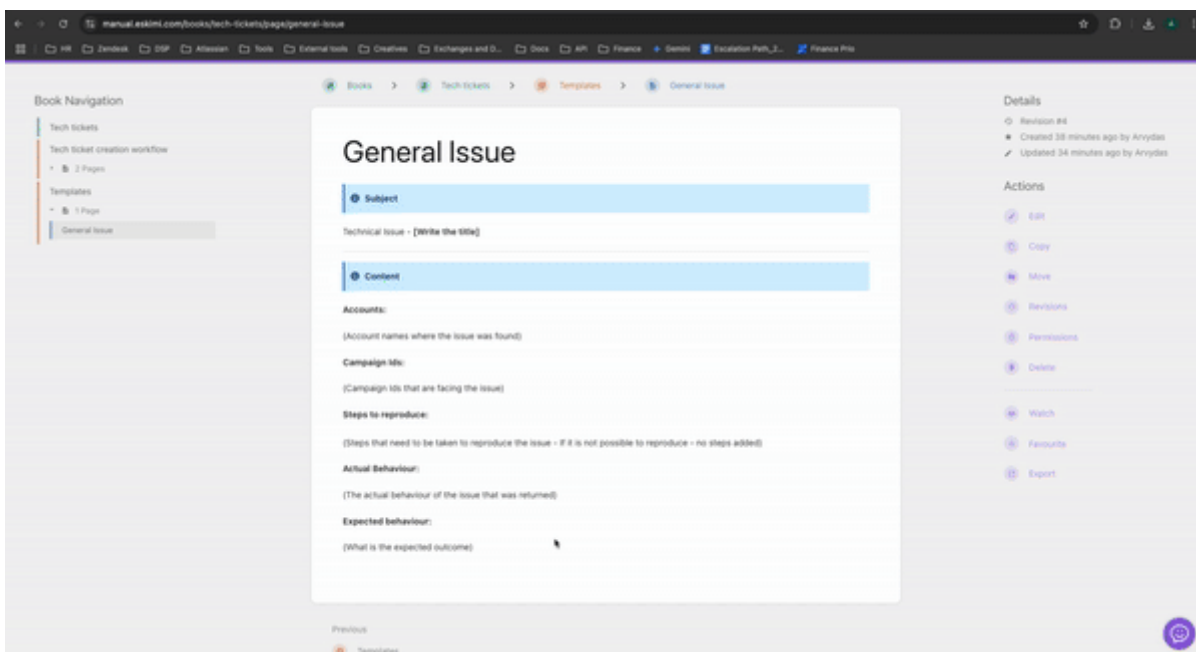
## Templates

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

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## 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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