

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**

The screenshot shows a web browser window with the URL `manual.esiml.com/tech-tickets/page/general-issue`. The page is titled 'General Issue' and contains a form for creating a tech ticket. The form has two main sections: 'Subject' and 'Content'. The 'Subject' section has a placeholder text 'Technical Issue - [Write the title]'. The 'Content' section has several sub-sections: 'Accounts:' (placeholder: '(Account names where the issue was found)'), 'Campaign info:' (placeholder: '(Campaign ids that are facing the issue)'), 'Steps to reproduce:' (placeholder: '(Steps that need to be taken to reproduce the issue - if it is not possible to reproduce - no steps added)'), 'Actual Behaviour:' (placeholder: '(The actual behaviour of the issue that was returned)'), and 'Expected behaviour:' (placeholder: '(What is the expected outcome)'). On the right side of the form, there is a 'Details' section with 'Revision #1', 'Created 38 minutes ago by Anydies', and 'Updated 34 minutes ago by Anydies'. Below the details, there is an 'Actions' section with buttons for 'Edit', 'Copy', 'Move', 'Revisions', 'Permissions', 'Delete', 'Watch', 'Favourites', and 'Export'. The left sidebar shows a 'Book Navigation' menu with 'Tech tickets', 'Tech ticket creation workflow', 'Templates', and 'General Issue'.

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**

Revision #10

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