

Cyber-Cottage.co.uk Support

Opening a Support Ticket

Tickets can be opened by the following means

1. Phone, Call 08008620151 enter your 5 digit id if you have one or hold for assistance.
2. Email. send an email to supportdesk@cyber-cottage.co.uk and a ticket will be opened.
3. SMS. Send an sms to our office number 01225580025
4. Web. Go to <http://www.cypbx.co.uk/osticket/> and open a new ticket.

Opening a ticket by SMS

Send your SMS to 01225580025, The format of the SMS is important as this will mean its picked up as a support sms and not a general sms.

The Format is ***your@emailaddress.com Subject Support_message_here..***

The email address must be first then a **single** word subject such as **Support, Billing or Sales** is important, Then put the problem you have. You will be emailed with a copy as soon as the ticket is opened.

Submitting a Web ticket

Go to <http://www.cypbx.co.uk/osticket/> and click on new ticket.

When the page opens fill in the ticket as shown here.

Once the ticket is open you will receive an email confirmation.

To update the ticket you can either log onto the system with your email and ticket number or just reply to the last email sent from the system

The screenshot shows the homepage of the Cyber-Cottage.co.uk Support Center. The page has a header with the logo and navigation links for Home, New Ticket, and Ticket Status. The main content area includes a welcome message and two primary actions: 'Open A New Ticket' and 'Check Ticket Status'. The 'Open A New Ticket' section includes a button and a form with fields for Email and Ticket#. The 'Check Ticket Status' section includes a button and a form with fields for Email and Ticket#. The footer contains copyright information and a note about the support system.

The screenshot shows the 'Open a new ticket' form on the Cyber-Cottage.co.uk Support Center. The form is titled 'Please fill in the form below to open a new ticket.' and includes the following fields: Full Name (A Customer), Email Address (customer@email.com), Telephone (01234123456), Ext (), Help Topic (Support), Subject (Dead Extension), Message (Hi Extension 123 is dead), and Priority (High). There are buttons for 'Submit Ticket', 'Reset', and 'Cancel'. The footer contains copyright information and a note about the support system.