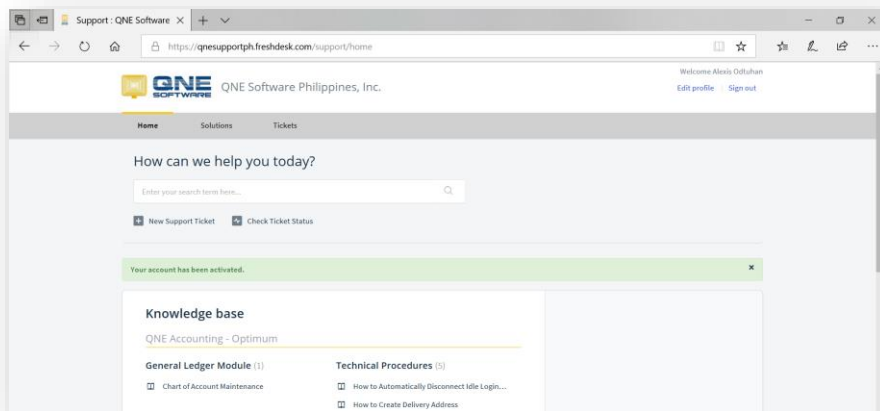QNE KNOWLEDGE BASE
Learn with us.
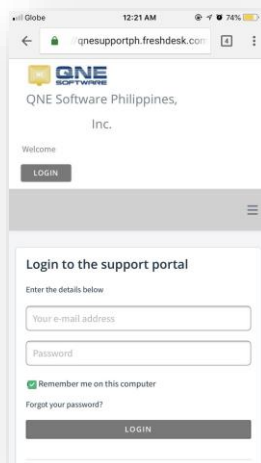Grow with us.

Support Ticketing System

QNE Software Philippines, Inc. is committed in providing excellent customer service to meet your satisfaction. Powered by *Freshdesk Application*, we are pleased to introduce **QNE Support Ticketing System,** a channel for QNE Customers that allows easy creation of Support Ticket to report any issues and concern, and which gives access to relevant articles and solutions in QNE built-in Knowledge Base!

You may access it from **https://qnesupportph.freshdesk.com**

Via Desktop Browser:
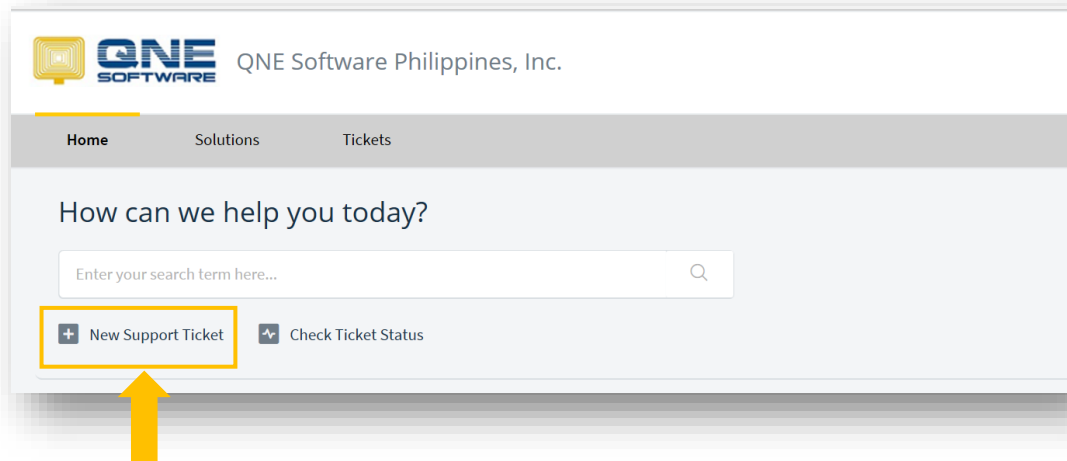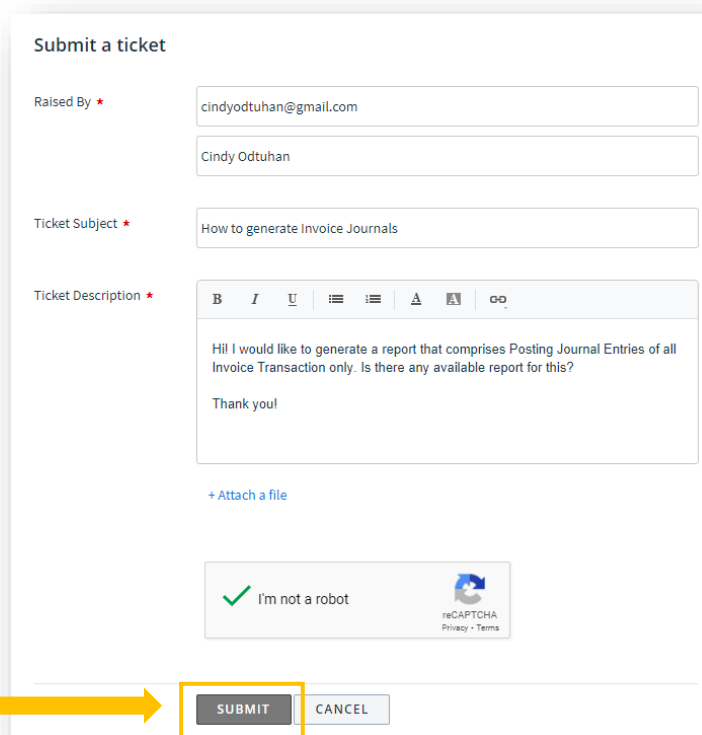

Via Mobile Browser:

How to create my own Support Ticket?

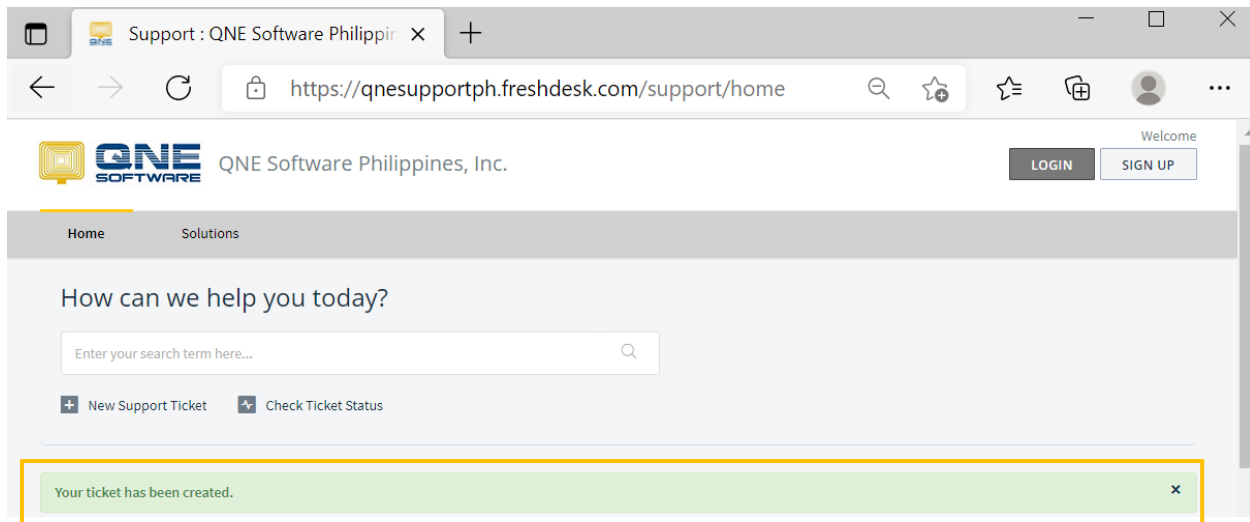You can click on the **New Support Ticket** button to raise any concerns to our Support Team:

You will now be taken to your ticket form. Fill out information like 'Email Address', 'Ticket Subject' and 'Ticket Description' to explain your concern. You can also attach related files or images to your tickets. *(e.g. screenshot of the error, prompt message, transaction, etc.)*
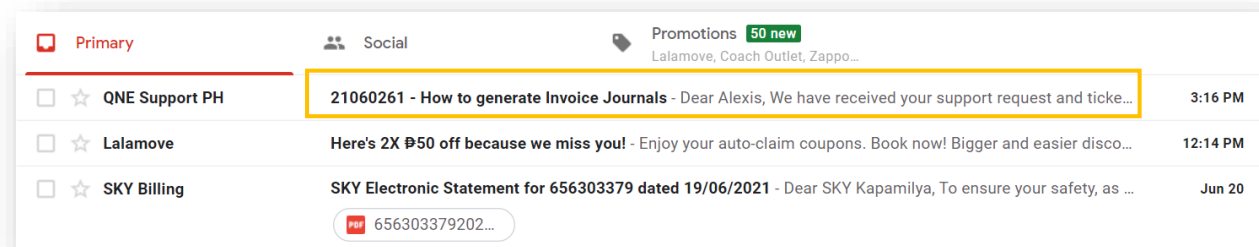

Finally, click the **Submit** button located in the lower part of the form.
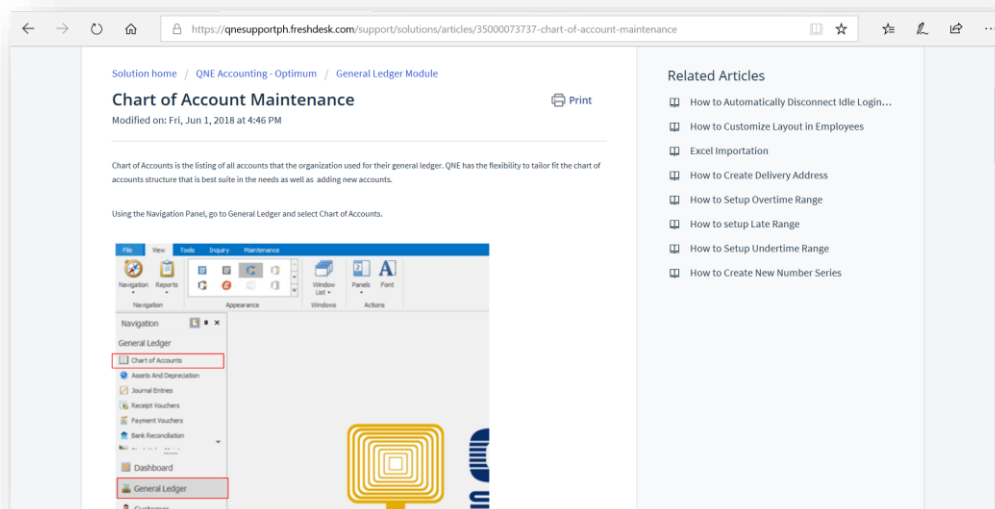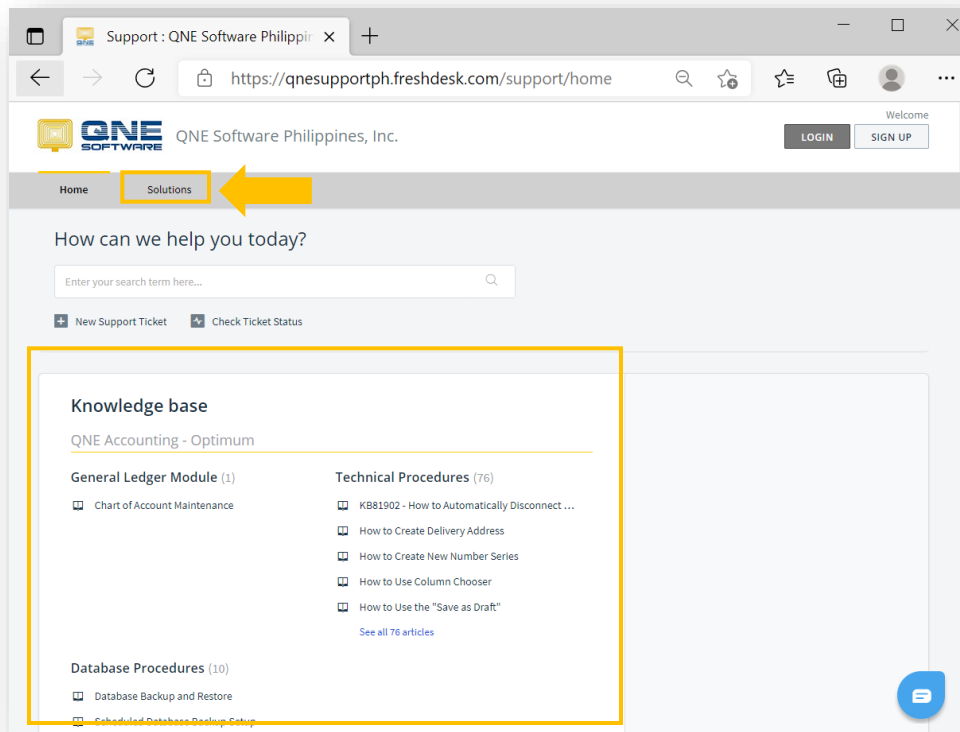
After Submitting your Ticket, you will be reverted back to the Home Page with an indication of successful Ticket Submission:
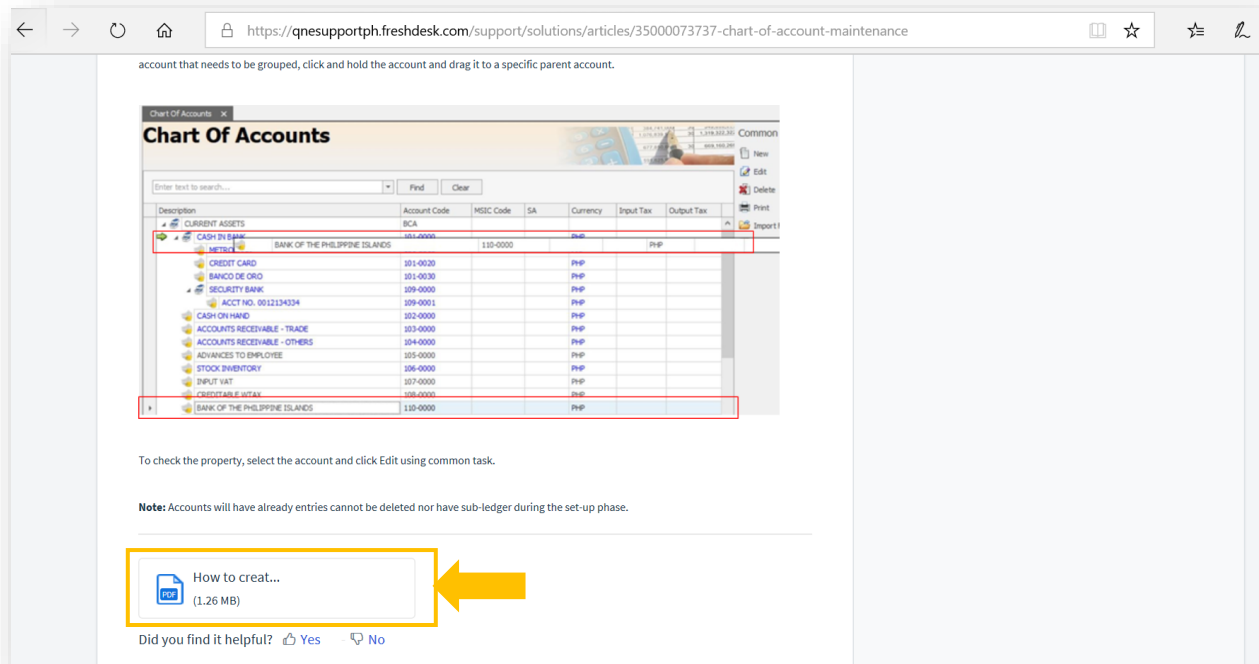

You may check your email for the confirmation email and generated Ticket Number. This will be your reference number for that specific concern you have raised, and a trail where you can receive the responses from the dedicated QNE Agent who will handle your Ticket.

Through the Support Ticketing System Homepage, you may also go to "Solutions", to view Knowledge Base posts which promotes self-help and provides accessibility for helpful articles:

These helpful articles and solutions may be freely downloaded for offline purposes.
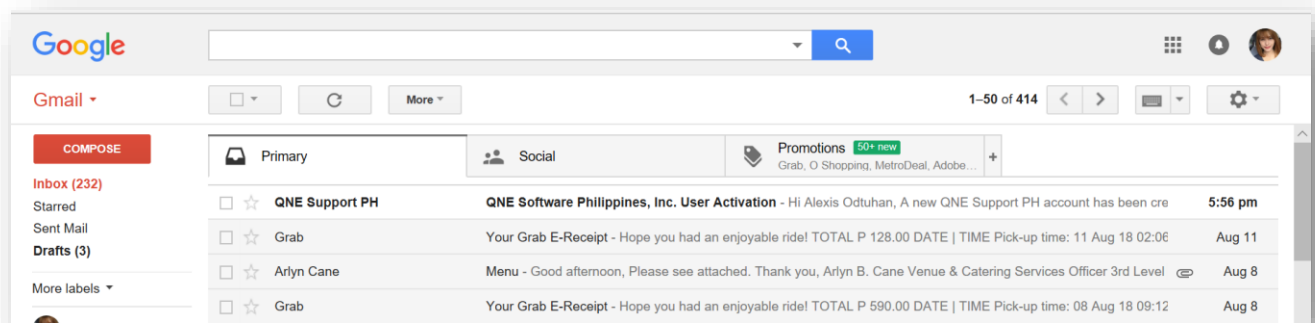
Customer Portal: A Better Experience

Ticketing System Customer Portal, a dedicated doorway of QNE customers to interact with QNE Support Team for easier management of support tickets, also entitles you for more:

- Keep track of the status of existing tickets
- Streamline updates and conversation for specific ticket
- Have visibility to all open tickets associated to your company
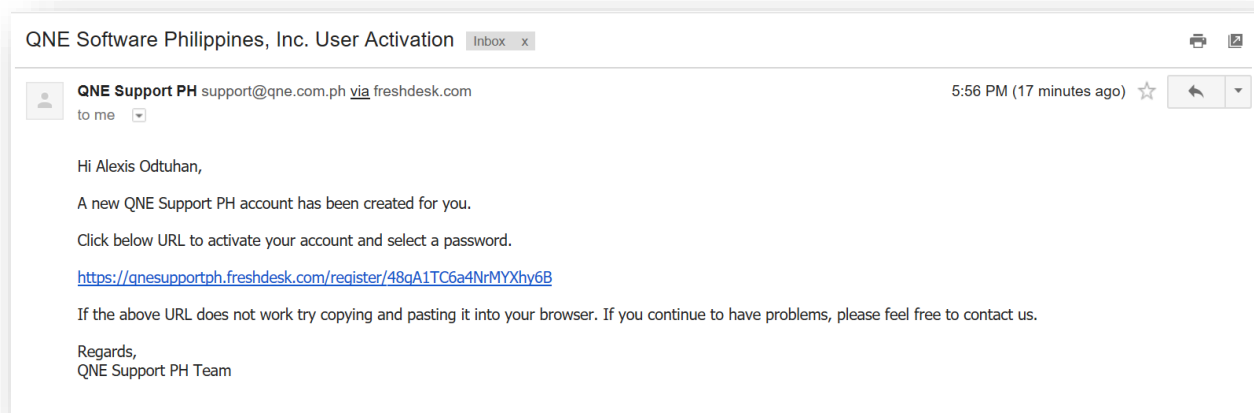- Browse all Ticket History for Closed and Resolved Tickets

To get Started:

With your provided email address, QNE Support Team will be sending you a **Support Activation Email.** This will be the 1st step for you to have an access in **QNE Ticketing System Customer Portal**.

If you are a constant contact of QNE Software Philippines or might have already been assisted before by our Support Team, you may want to review your Mail Inbox for Support Activation Email that may have been possibly sent to you. You may also email us at support@qne.com.ph to request for Ticketing System Support Activation Email.
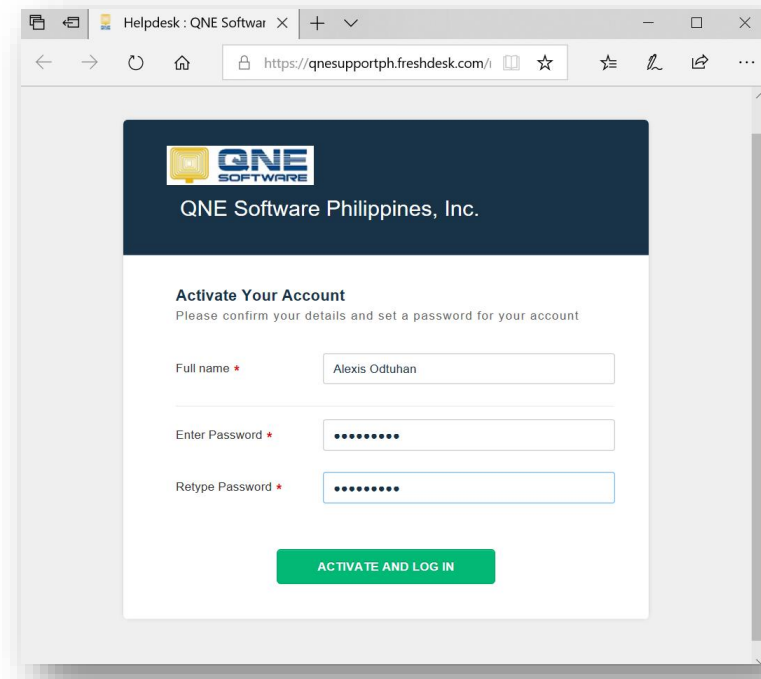

Please take note of the legitimate sender name which is "**QNE Support PH**", with email address support@qne.com.ph. If you receive from other suspicious emails, DO NOT CLICK LINKS OR OPEN ATTACHMENTS to get away from hackers or possible virus/ransomware.

The email will instruct you to click the URL given, which will redirect you to Sign-Up page.
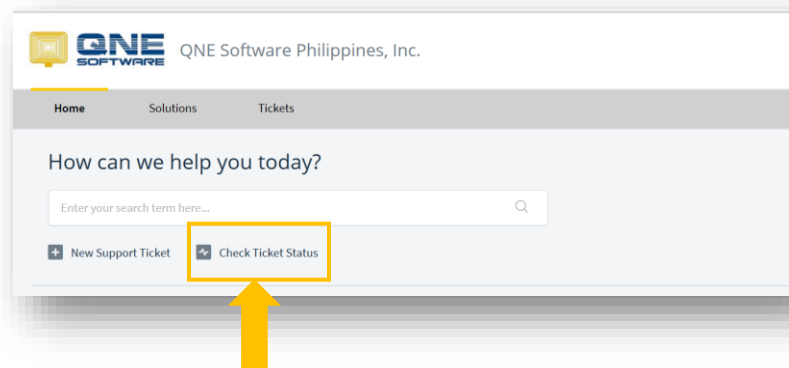
Learn with us.
Grow with us.
QNE KNOWLEDGE BASE

This is the **Sign-Up Page**.

Full Name is already provided for you, based from our internal contact details enrolled. Supply the password, which will be necessary for your Account Login. Finally, click "Activate and Log In".
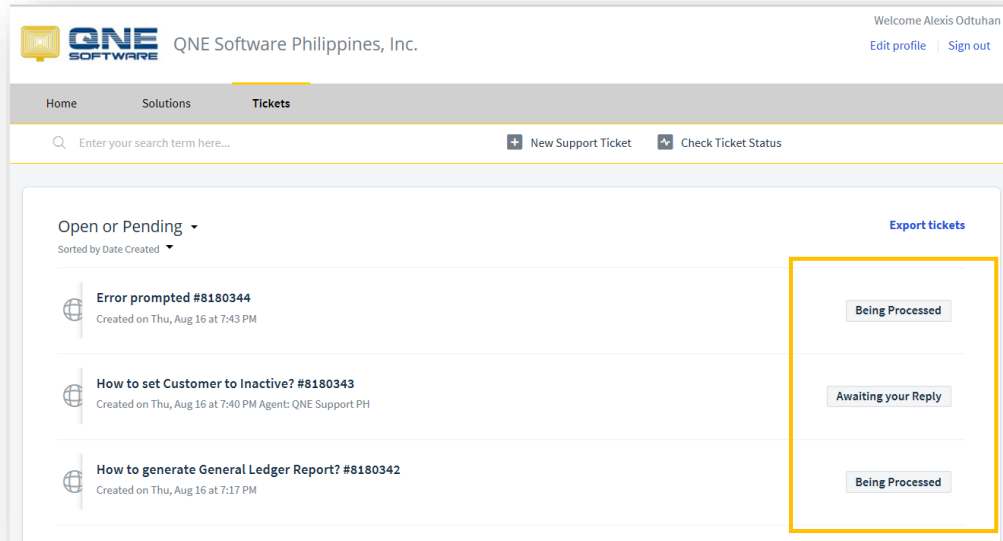
How to Know your Ticket Status?

At any point, you would be able to login and check the status of the tickets you've raised by clicking on the Check Ticket Status link, as shown below:
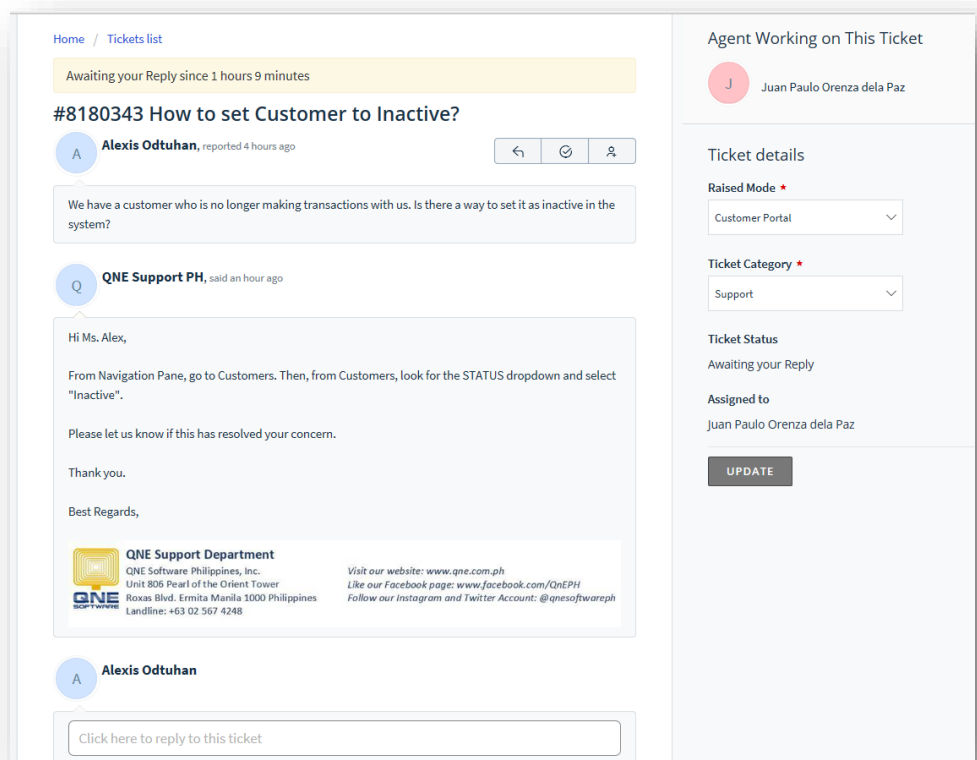
A ticket can have various status. Once the QNE Support Team responded to your reported concern, the ticket will change to "Awaiting your Reply".

Once you clicked the ticket number, you will be able to streamline to replies or feedback given.
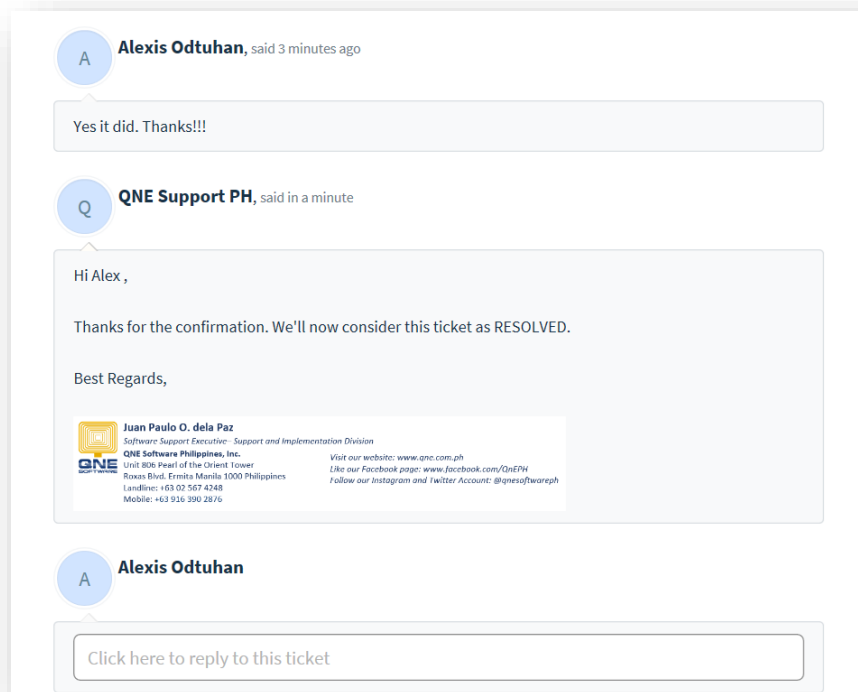
You can also view the Name of the Agent Handling your concern.

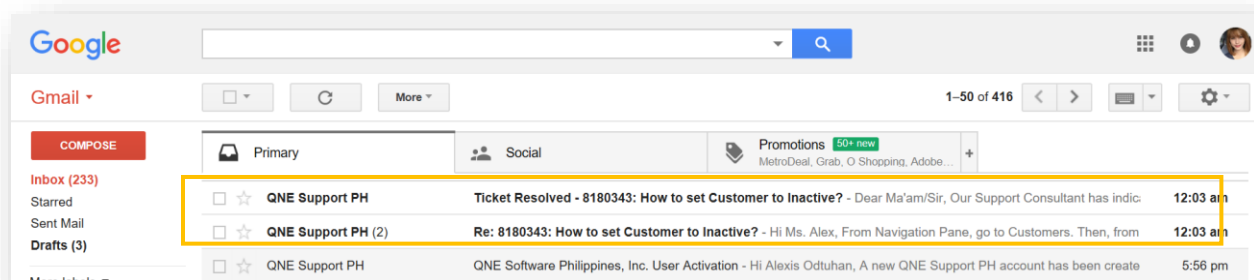In the lower part of the page, compose your reply for any additional questions or confirmations.

Once the issue has been settled or no further queries have been raised for the specific ticket, our friendly Support Agents will advise you that status will now be set to RESOLVED.

Kindly take note that every ticket update and once the ticket has been resolved, you will also be notified in your Email, along with all the other recipients cc'ed in the ticket.

As part of **Customer Portal** perks, you may always review your Past Tickets, having the filter below to display tickets based on the 'Status'.