

Yealink

Yealink Ticket Quick Guide

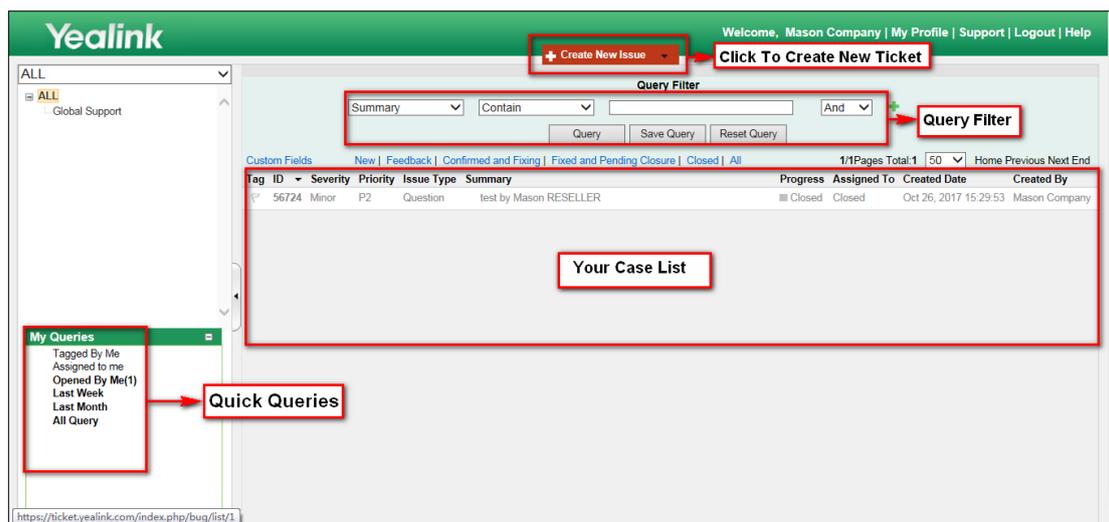
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Table of Contents

| | |
|--|---|
| 1. Ticket Main Interface Introduction..... | 3 |
| 2. Opening a Ticket..... | 4 |
| 3. Replying a Ticket..... | 6 |
| 4. Closing a Ticket | 7 |
| 5. Re-opening a Ticket | 8 |
| 6. About Yealink..... | 9 |

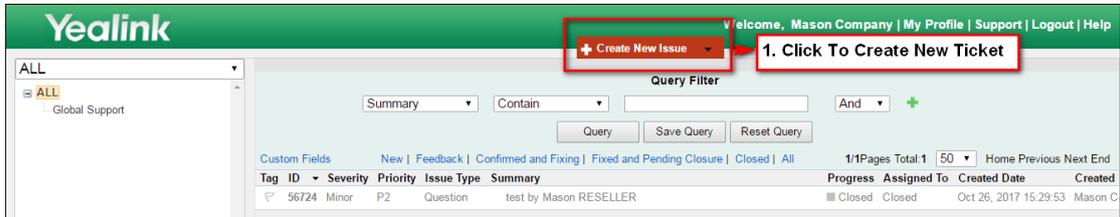
1. Main Interface Introduction of Ticket

After login Yealink Ticket System successfully, you will be directed to ticket's main interface. Below is the brief introduction for each area:



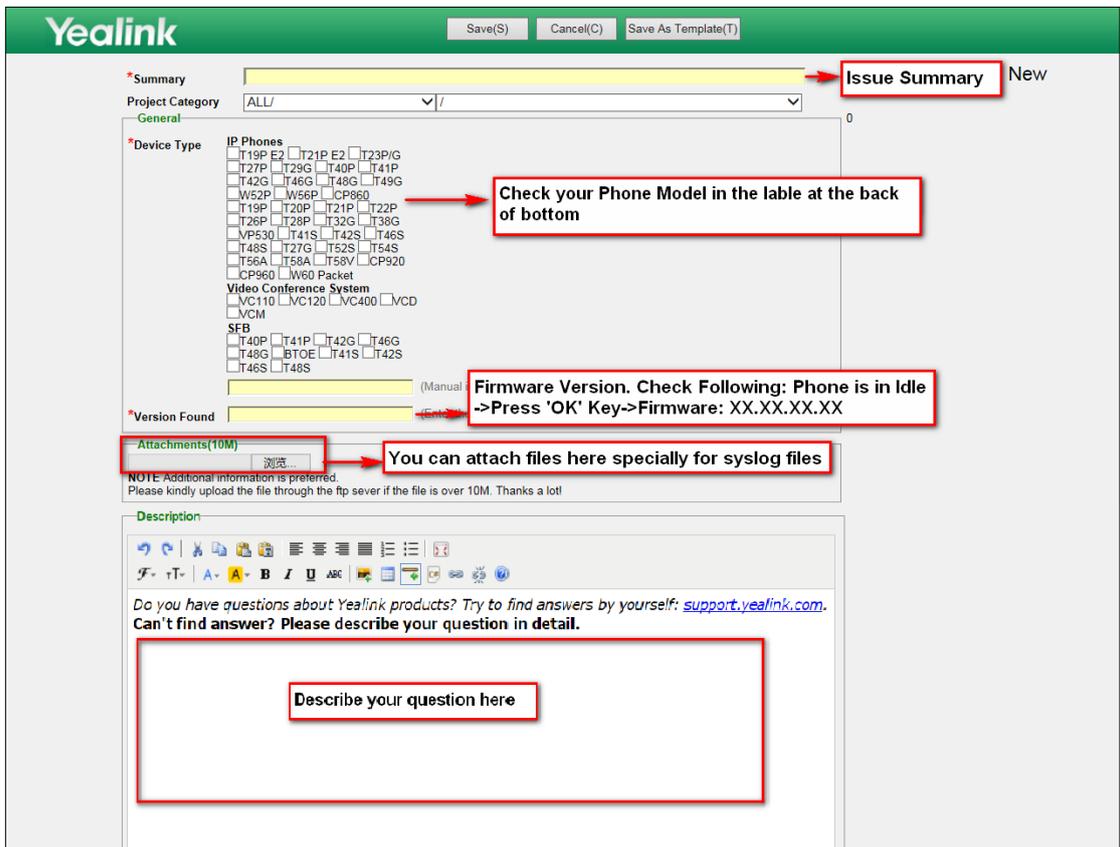
2. Opening a Ticket

1. In ticket main interface, click '**Create New Issue**'



2. Then you will be able to fill basic information and issue description as following:

For End User Account:



For Reseller or Partners Account:

The screenshot shows the Yealink ticket submission interface. At the top, there are buttons for 'Save(S)', 'Cancel(C)', and 'Save As Template(T)'. The form includes several sections:

- *Summary:** A text input field with a red box labeled 'Issue Summary' and a 'New' status indicator.
- Project Category:** A dropdown menu set to 'ALL/'.
- General:** A section containing 'Escalation' and '*Issue Type' (with a red box: 'Choose the right Type of your issue: Question/Bug/Feature Request').
- *Priority:** A dropdown menu with options (P1 > P2 > P3 > P4) and a red box: 'P1: Outage situation, P2: Service impacting but not an outage, P3: Improvement of the using experience, P4: Features and bugs which will be developed and fixed'.
- *Severity:** A dropdown menu with a red box: '(Please choose the severity of this issue.)'.
- *Device Type:** A list of device models (IP Phones, Video Conference System, SFB) with a red box: 'Check your Phone Model in the table at the back of bottom'.
- *Version Found:** A text input field with a red box: 'Check Firmware Version. Please Following: Phone is in idle -> Press 'OK' key -> Firmware: XX.XX.XX.XX'.
- *Platform:** A dropdown menu with a red box: 'Choose your platform or choose 'Others' then enter your platform or Service Provider'.
- Platform Version:** A text input field with a red box: 'How often your issue can be reproduced?'.
- Reproducibility:** A dropdown menu.
- Company Name:** A text input field.
- Project Stage:** A dropdown menu.
- Mail To:** A text input field with a red box: 'Enter the E-mail address you want to get notify. Separated by ':' if more than one address'.
- Attachments(10M):** A file selection area with a red box: 'You can attach files here specially for syslog files'.
- Description:** A large text area with a red box: 'Describe your Question/Bug/Feature request here following the tips.'

- At the top of page, Click **'Save'** to submit your ticket once you confirmed all the filled information is correct.

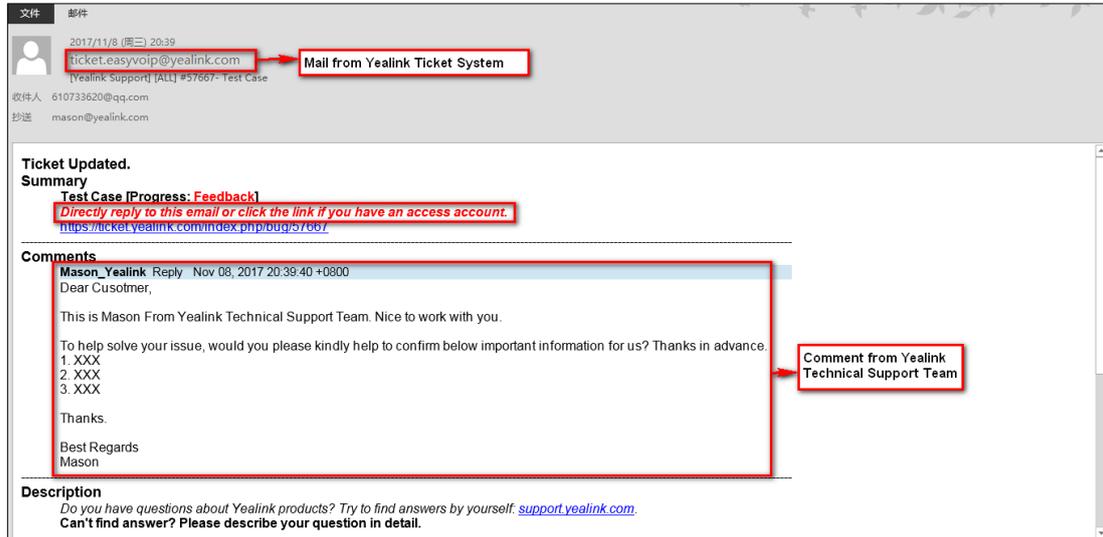


- Your case then will be assigned to Yealink Support Team, and ticket progress will be **'New'**. Yealink will feedback you within at most 48 hours.

Note: For better follow up your case, Yealink suggest you to submit one ticket just for one issue.

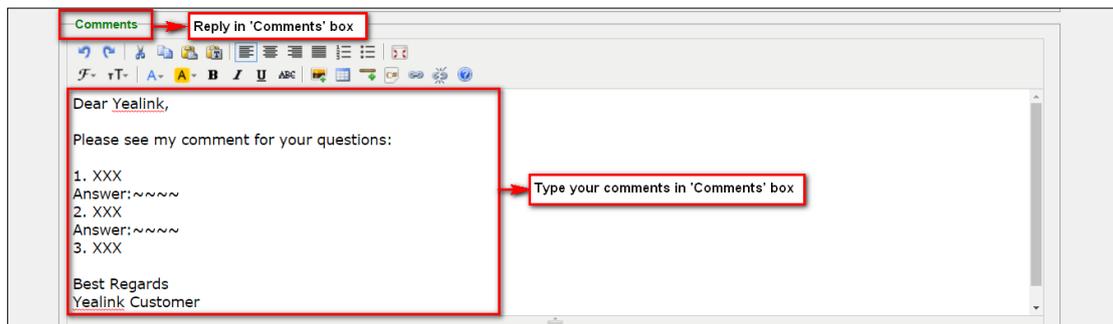
3. Replying a Ticket

1. You will receive mail notification from Yealink Ticket System when have feedback from Yealink



Note: Yealink Suggest you to login Yealink Ticket System to review ticket regularly, in case the mail notification doesn't find you well sometimes.

2. You can directly reply to the mail or login Yealink Ticket System, click 'Reply' to fill your comments.



Note: Please fill your comment in 'Comments' box but not in 'Description' box.

3. At the top of page, Click 'Save' to submit your comment, you comment will be sent to Yealink.



4. Closing a Ticket

1. When Yealink Engineer provided solution and you confirmed it solved your issue (Ticket Progress: **Fixed and Pending Closure**), you can click '**Close**' to close the ticket.

The screenshot shows the Yealink ticket management interface. At the top, there is a navigation bar with buttons: Reply(E), Copy(C), Close(L), Reactivate(A), Previous(P), and Next(N). The 'Close(L)' button is highlighted with a red box and a callout that says 'Close the ticket'. Below the navigation bar, the ticket details are displayed. The ticket ID is 57667. The ticket is categorized as 'Test Case' and 'ALL'. The 'Progress Status' section shows 'Status: Active', 'Assigned To: Masonqhy', and 'Progress: Fixed and Pending Closure'. The 'Related Info' section shows 'Created By: Masonqhy' and 'Created Date: Nov 08, 2017 20:31:11'. The 'General' section shows 'Escalation: Question', 'Issue Type: Question', 'Priority: P3', 'Severity: Minor', 'Device Type: IP_T49G', 'Version Found: 51.23.0.15', and 'Platform: Others'.

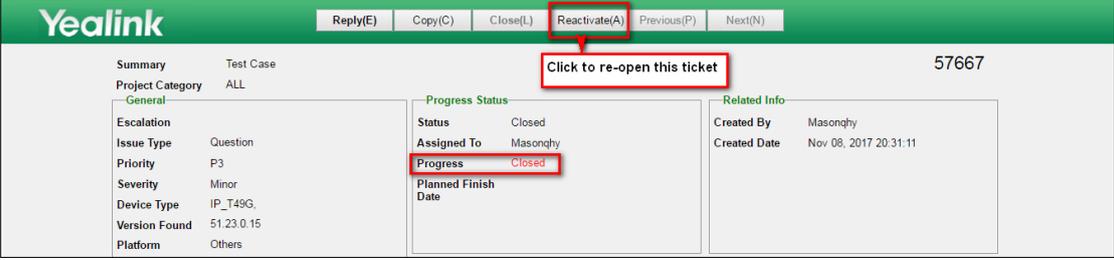
2. Please kindly give us the comments for Yealink performance of this ticket.

The screenshot shows the Yealink ticket management interface. At the top, there is a navigation bar with buttons: Save(S), Cancel(C), and Save As Template(T). The 'Save(S)' button is highlighted with a red box. Below the navigation bar, the ticket details are displayed. The ticket ID is 57667. The ticket is categorized as 'Test Case' and 'ALL'. The 'Progress Status' section shows 'Status: Closed', 'Assigned To: Closed', and 'Progress: Closed'. The 'Related Info' section shows 'Created By: Masonqhy' and 'Created Date: 2017-11-08 20:31:11'. The 'General' section shows 'Escalation: Question', 'Issue Type: P3', 'Priority: P3', 'Severity: Minor', and 'Device Type: IP Phones'. The 'Resolve' section shows 'FAE: Masonqhy', 'Fixed Version: na', 'Fixed Period: 1', 'Download URL: na', and 'Solution: Fixed'. The 'Close' section shows 'Repeat Times: 2', 'Confirm Period: 0', 'Confirmed Date: 2017-11-08', and '*Comments: Excellent'. The '*Comments' dropdown menu is highlighted with a red box and a callout that says 'Choose comment of this ticket for Yealink performance'.

Note: If Yealink does not get feedback from you for a week, we will send additional email. If Yealink doesn't get any reply after 2 weeks, Yealink will close the case but customers can re-open it based on their request or create new ticket

5. Re-opening a Ticket

1. If your problem re-occurs after your case is closed, you can always re-open the case, or submit a new Ticket. Click '**Reactive**' to re-open this ticket.



The screenshot shows the Yealink ticket management interface. At the top, there is a green header with the Yealink logo and a navigation bar containing buttons for Reply(E), Copy(C), Close(L), **Reactive(A)**, Previous(P), and Next(N). The **Reactive(A)** button is highlighted with a red box, and a red callout box with an arrow points to it, containing the text "Click to re-open this ticket". Below the header, the ticket details are displayed. The ticket ID is 57667. The ticket is categorized as "Test Case" and "Project Category" is "ALL". The "General" section includes: Escalation, Issue Type (Question), Priority (P3), Severity (Minor), Device Type (IP_T49G), Version Found (51.23.0.15), and Platform (Others). The "Progress Status" section shows: Status (Closed), Assigned To (Masonqhy), Progress (Closed), and Planned Finish Date. The "Related Info" section shows: Created By (Masonqhy) and Created Date (Nov 08, 2017 20:31:11).

2. Then Add Comments. And let us know why you try to re-open the ticket.

6. About Yealink

Yealink (Stock Code: 300628) is a global leading unified communication (UC) terminal solution provider that primarily offers video conferencing systems and voice communication solutions. Founded in 2001, Yealink leverages its independent research and development and innovation to pursue its core mission: "Easy collaboration, high productivity." The company's high-quality UC terminal solutions enhance the work efficiency and competitive advantages of its customers in over 100 countries. Yealink is the world's second-largest SIP phone provider and is number one in the China market.