

Yealink Ticket Quick Guide

Version 1.0 Nov. 2017

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:

Yealink		Welcome, Mason Company My Profile Support Logout Help
ALL	~	
Global Support	^	Custom Fields New L Eesthack L Confirmed and From a Fixed and Pending Closure L Closed L All 1/1/Pages Total 1 50 V Home Previous Next End
		Tag ID - Severity Priority Issue Type Summary Progress Assigned To Created Date Created By
		🕫 56724 Minor P2 Question test by Mason RESELLER 🔤 Closed Oct 26, 2017 15:29:53 Mason Company
My Queries Tagged By Me Assigned to me Opened By Me(1) Last Wonth All Owner	■ Qui	Your Case List ck Queries
All Query https://ticket.yealink.com/index.pi	hp/bug/list/1	

2. Opening a Ticket

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

Yealink	V (elcome, Mas	on Company My Profile Support Logout Help k To Create New Ticket
ALL	Query Filter Summary Contain	And •
	Query Save Query Reset Query Custom Fields New Feedback Confirmed and Fixing Fixed and Pending Closure Closed All	1/1Pages Total:1 50 Home Previous Next End
	Tag ID Severity Priority Issue Type Summary \[56724 Minor P2 Question test by Mason RESELLER	Progress Assigned To Created Date Created Closed Closed Oct 26, 2017 15:29:53 Mason C

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

For End User Account:

Yea	link		Save(S)	Cancel(C)	Save As Template(T)			
	*Summary Project Category	ALL/	∨]/			→	Issue Summa	ary New
	General *Device Type *Version Found Attachments(11	IP Phones T19P E2 T39P T19P E2 T34P T44P T42G T46G T48G T19P T23G T40P T41P T19P T23P T32G T36C T19P T23P T32G T36C T45SA T476 T42S T476 T42S T47 T19P T22P T32G T56A T56A T56A VCM WCN WCM VCM VCM SFB T49S T41P T42S T496 T61P T42G T64A T58V VC10	(Manual Firmy (Manual ->Pre	eck your Pl bottom vare Versio ss 'OK' Key files berg	none Model in the n. Check Followi /->Firmware: XX.	lable at th ng: Phone XX.XX.XX	e back	
	NOTE Additional T Please kindly uplo Description	ntormation is preferred. ad the file through the fip sever if t	i≡ I II	nks a lot!	yourself: <u>support.ye</u>	alink.com.		
	Can't find a	nswer? Please describe	your question i	n detail.]		

For Reseller or Partners Account:

alink	Save(S) Cancel(C) Save As Template(T)
*Summary	Issue Summary New
Project Category	ALL/ • / •
General	
Escalation	Choose the right Type of your issue: Question/Bug/Feature Request
*Delevite	
Priority	(1000 2 1000 10) P1:Outage situation P2:Service impacting but not an outage
*Device Type	P3: Improvement of the using experience
	T19F P2 T21P F20 T12P T12P F230 G T127P T228 G T400 T41P T14P T20P CP80 T127P T228 C T46G T496 T490 T14P T20P CP80 T19F T20P T21P T21P T20P CP80 Check your Phone Model in the lable at the back of buttom T19F T20P T21P T21P T20P T21P T20P CP80 Check your Phone Model in the lable at the back of buttom T19F T20P T21P T20P T21P T20P T21P T20P T20P T20P T20P T20P T20P T20P T20
	(Manusarian and an
*Version Found	Center the timware version of the device.)
*Platform	Choose your platform or choose 'Others' then enter your platform or Service Provider
Platform Version	
Company Name	How offen your issue can be reproduced?
Project Stage	
Mail To	Enter the E-mail address you want to get nofity. Separated by ';' if more than one address
Attachmente/10	Citier the c-mail address you want to notify. Separated by ;)
选择文件 未选持	 狂何文件 <mark>─────</mark> You can attach files here specially for syslog files
Description ¬¬¬¬¬¬→ ↓ ↓ 𝒴¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬¬	Image: Image

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

Yealin Click 'Save' to submit your ticket Save(S) Cance(C) Save As Template(T)

4. 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

文件	邮件	* *	
2	2017/11/8 (周二) 20:39 ticket.easyvoip@yealink.com IYealink Support] [ALI] #57667- Test Case		
收件人	10733620@qq.com		
抄送	nason@yealink.com		
Tick Sum Com	t Updated. may Test Case [Progress: Feedback] Directly reply to this email or click the link if you have an access account. https://dicket.yealink.com/index.pnp/bug/57.06/ ments. Mason_Yealink Reply Nov 08, 2017 20:39:40 + 0800 Dear Cusofmer, This is Mason From Yealink Technical Support Team. Nice to work with you. To help solve your issue, would you please kindly help to confirm below important information for us? Thanks in advance. 1. XXX 2. XXX 3. XXX Thanks. Best Regards Mason ription Do you have questions about Yealink products? Try to find answers by yourself. <u>support yealink com</u> . Can't find answer? Please describe your question in detail.	Comment from Yealink Technical Support Team	•

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.

Yealir		Reply(E)	Copy(C)	Close(L)	Reactivate(A)	Previous	(P) I	Next(N)			
Summary Project Category	Test Case									57667	
General			Progress Statu	s			Related	d Info			1
Escalation		s	Status	Active			Created	Ву	Masonqhy		
Issue Type	Question	A	Assigned To	Masonqhy			Created	Date	Nov 08, 2017 20:31:11		
Priority	P3	F	Progress	Feedback							
Severity	Minor	E	Planned Finish								
Device Tune	IP T40G	L	Jate								

:

Comments Reply in 'Comments' box		
🤊 (*) 🕺 🛍 🌉 📑 亜 🏣 🏣 🔛		
F~ TT~ A~ A B I U ABC 🗮 📰 🔽 🐼 🐼 🏈		
Dear <u>Yealink</u> ,	7	^
Please see my comment for your questions:		
1. XXX	The second secon	
Answer:~~~~	Type your comments in Comments box	
2. XXX		
Answer:~~~~		
3. XXX		
Best Regards		
Yealink Customer		-

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.

Yealin Click 'Save' to submit your ticket	Save(S)	Cancel(C)	Save As Template(T)

4. Closing a Ticket

 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.

Yealir	ık	Reply(E)	Copy(C)	Close(L)	Reactivate(A)	Previous	(P) Next(N)		
Summary Project Category	Test Case		[Close the tick	et				57667
General			Progress State	us			Related Info		
Escalation			Status	Active			Created By	Masonqhy	
Issue Type	Question		Assigned To	Masonqhy			Created Date	Nov 08, 2017 20:31:11	
Priority	P3		Progress	Fixed and Per	ding Closure				
Severity	Minor		Planned Finish						
Device Type	IP_T49G,		Date						
Version Found	51.23.0.15								
Platform	Others								

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

Yealink	Save(S) Cancel(C) Save A:	s Template(T)
*Summary Test Case		57667
Project Category ALL/ General	▼ // Progress Status	Related Info
Escalation	Status Closed	Created By Masonqhy
*Issue Type Question	Assigned To Closed	Created Date 2017-11-08 20:31:11
*Priority P3	Progress Closed	
*Soverity Minor	Planned Finish Date	
*Device Type	T22P/G T41P T41P T22P T22P T22P T22P T23R T453 T443 T443 T443 T443 T443 T443 T443 T443 T443 T443 T49 T49 T29 T29 T29 T29 T29 T29 T29 T2	Choose comment of this ticket for Yealink performance
VCM	Resolve	Close
	FAE Masonghy	Repeat Times 2
T46S T48S	Fixed Version na	Confirm Period 0
IP_T49G,	Pixed Period 1	Excellent
*Version Found 51.23.0.15	Solution Fixed	Comments
*Platform Others	TIXED	Details

Note: If Yealink does not get feedback from you for a week, we will send additional email. If Yealink don'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.

Yealink	Reply(E)	Copy(C) Close(L) Reactivate(A) Previous(P)) Next(N)	
Summary Project Categor	Test Case y ALL	Click to re-open this tic	cket 57	667
General		Progress Status	Related Info	
Escalation		Status Closed	Created By Masonqhy	
Issue Type	Question	Assigned To Masonqhy	Created Date Nov 08, 2017 20:31:11	
Priority	P3	Progress Closed		
Severity	Minor	Planned Finish		
Device Type	IP_T49G,	Date		
Version Found	51.23.0.15			
Platform	Others			

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.