Helpdesk

Support hub for platform assistance.

- Contacting Support

Contacting Support

Overview

We outline the process for submitting a support ticket. If you have any further queries or require assistance, this avenue is available to you.

Locating the Support Button

We encourage you to contact our team for assistance if you still need to locate the answers you've been seeking within our available help materials. To initiate this process, click on the "Helpdesk" button in the left-hand menu.

Upon clicking, you will be directed to a dedicated page where you can provide specific details and elucidate the nature of the question or issue you're encountering. Once you've comprehensively outlined your concern, you can submit your ticket. Rest assured, our support team will promptly engage with you to address your query.

Alternatively, you can directly navigate to the support page here.



Creating and Submitting a Support Ticket

1. Please enter your inquiry subject in the box to help us quickly understand the general nature of your issue.
2. Indicate "Yes" or "No" to specify if this prevents your team from working. This information helps us prioritise critical issues.
3. Please provide your name, company name, and the email address associated with your Channels account so we can locate it quickly.
4. In this box, describe the problem you are experiencing in detail. Detailed descriptions help us diagnose the issue accurately.
5. Select when you first noticed this problem from the available options. Knowing the onset helps us identify potential changes or updates that may have caused the issue.
6. Choose the frequency of the problem from the provided options. Understanding how often the problem occurs helps us determine its severity and potential causes.
7. Please describe the steps you took to correct the error. This will allow us to replicate the issue and better understand its cause.
8. If you encounter error codes or messages, provide the details in this box. Error codes are crucial for diagnosing specific issues.

9. Explain how this issue is affecting your business operations. This information helps us understand the urgency and impact of the problem.
10. If you have multiple accounts, please specify if this issue is specific to one account or affects all of them. This will help us determine if the problem is isolated or widespread.
11. If the issue pertains to a specific order or shipment, please provide the reference, such as the order ID, shipment reference, or product code. This will help us identify the exact transaction in question.
12. If you've attempted to troubleshoot the issue yourself, describe your steps and results. This information can expedite our diagnostic process.
13. Upload any relevant log files or screenshots. If you have multiple files, place them in a .zip file and upload it as a single file. These attachments provide additional context and evidence for the issue.
14. Remember to include any additional information that may have been forgotten earlier, as extra details can be crucial for a comprehensive understanding of the issue.
15. Click "Submit" to send your ticket. Note your "ticket ID" for future reference when contacting us again. This ID helps us quickly locate your ticket for follow-up communications.

