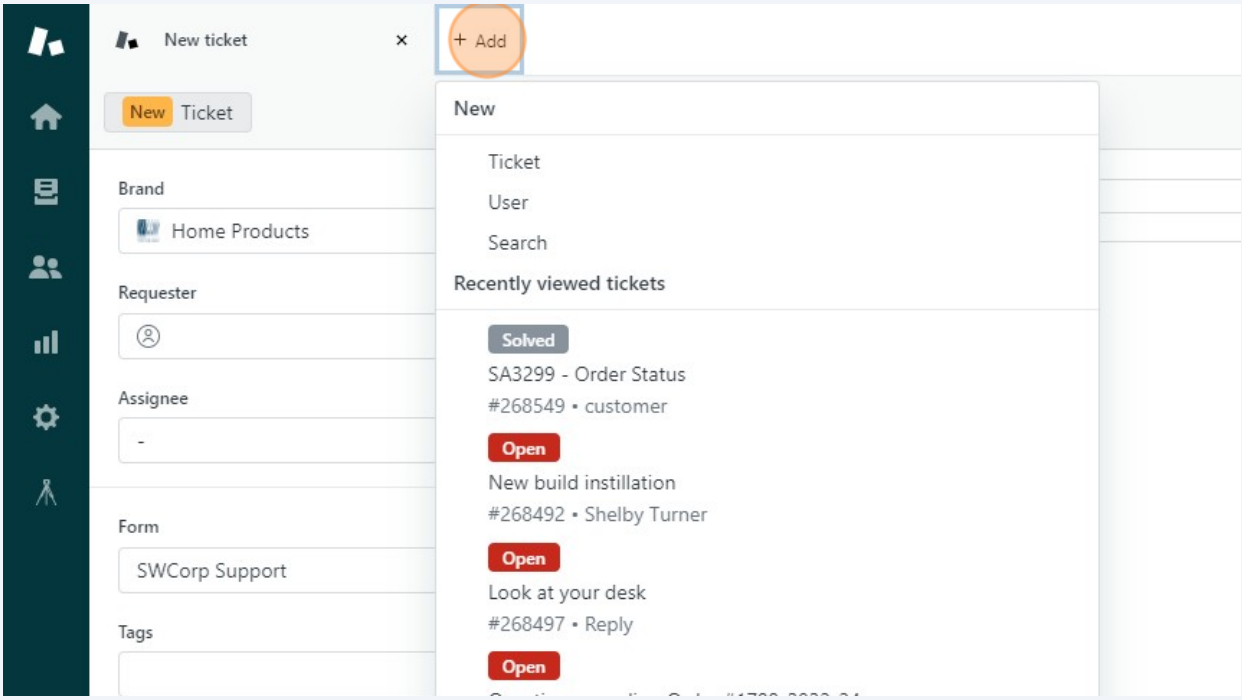
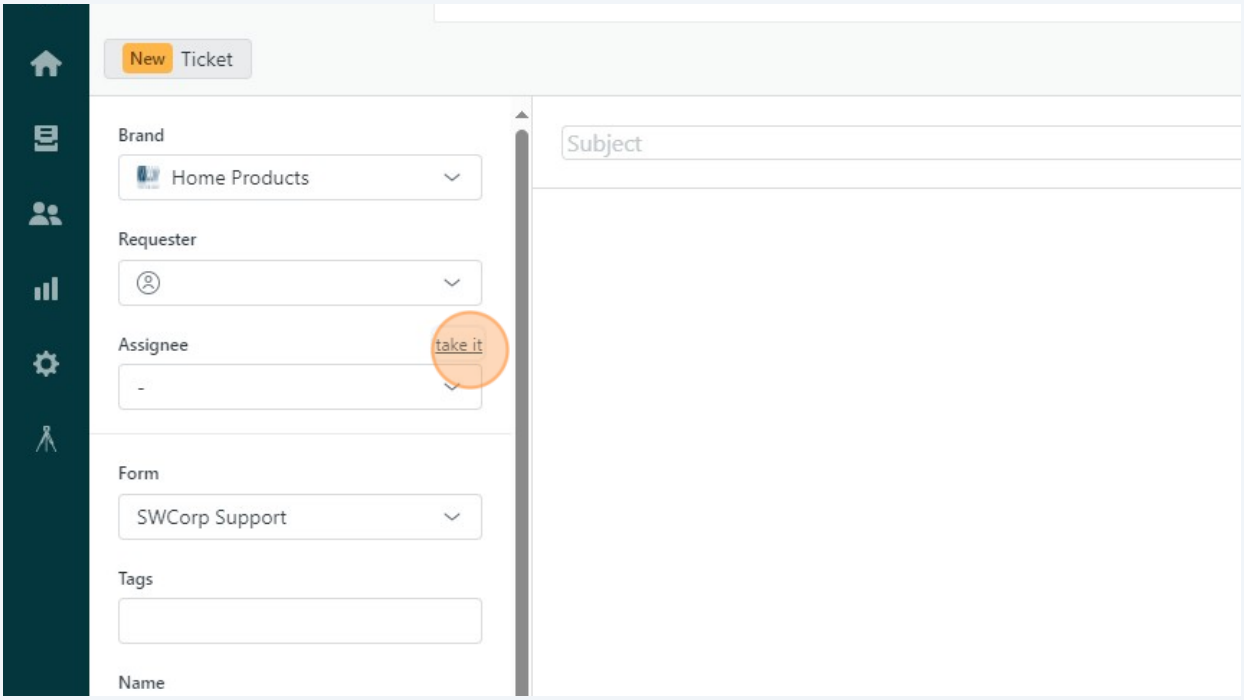
Creating a New Ticket in Zendesk

1 Go to Zendesk

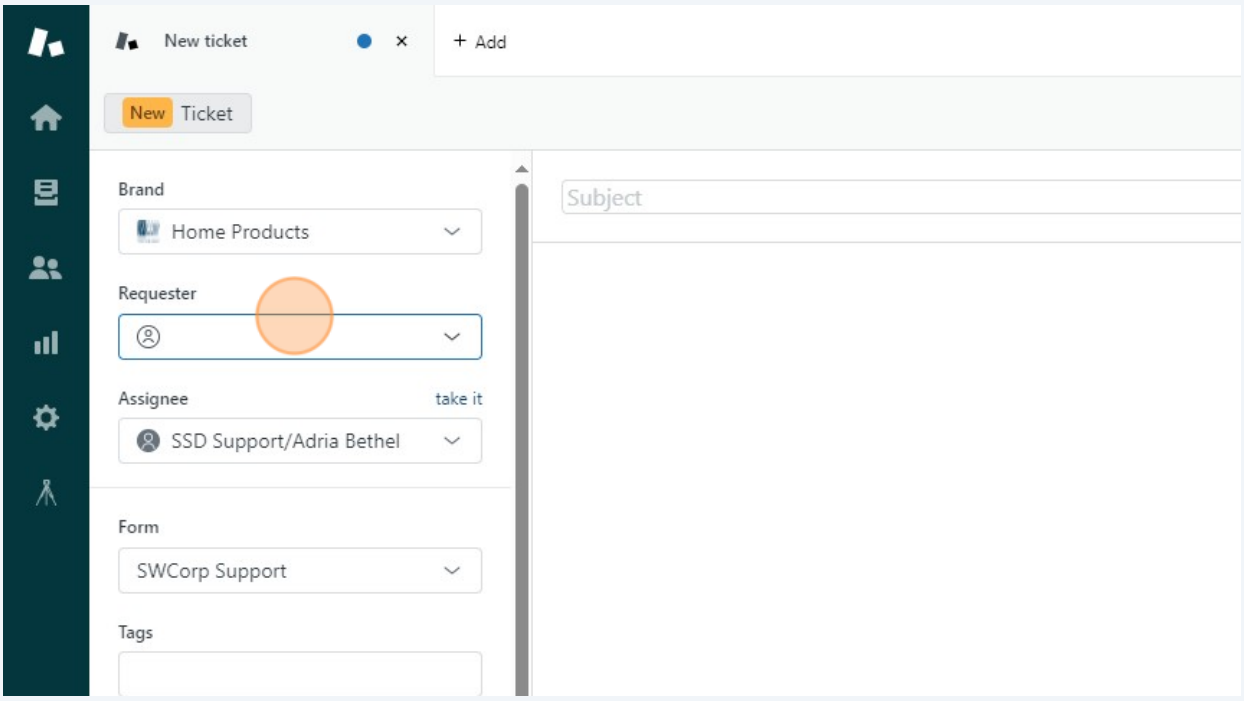
2 Click "Add"



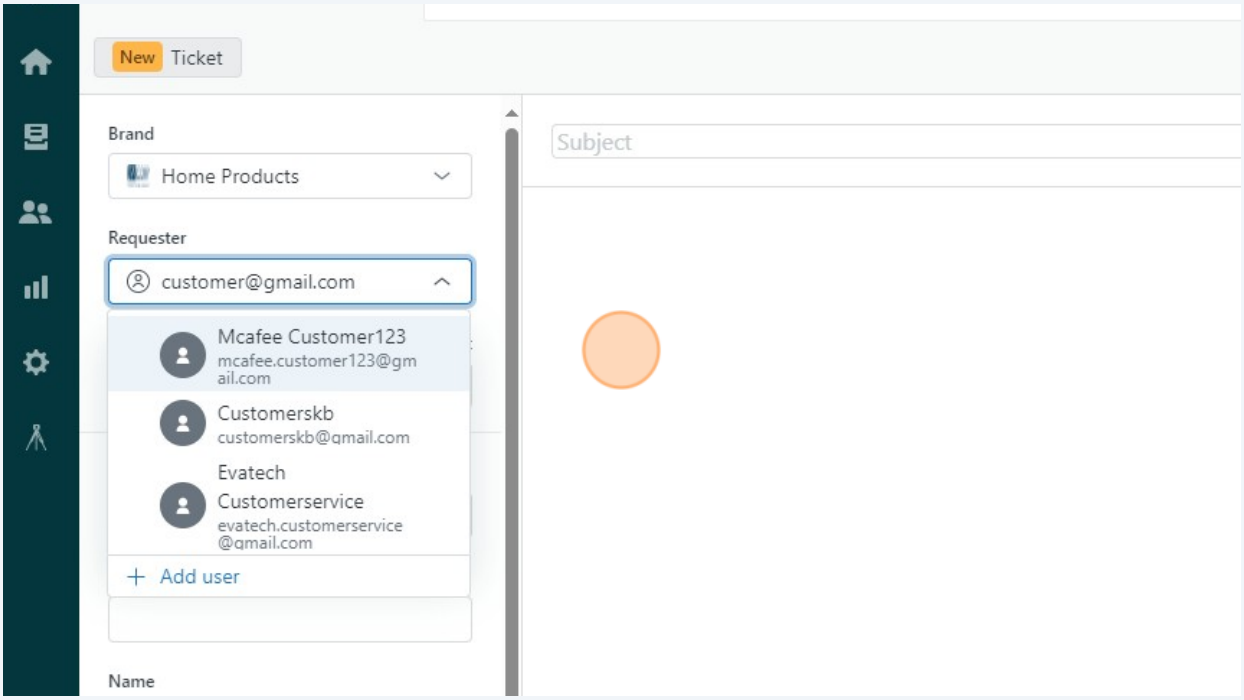
3 Click "take it"



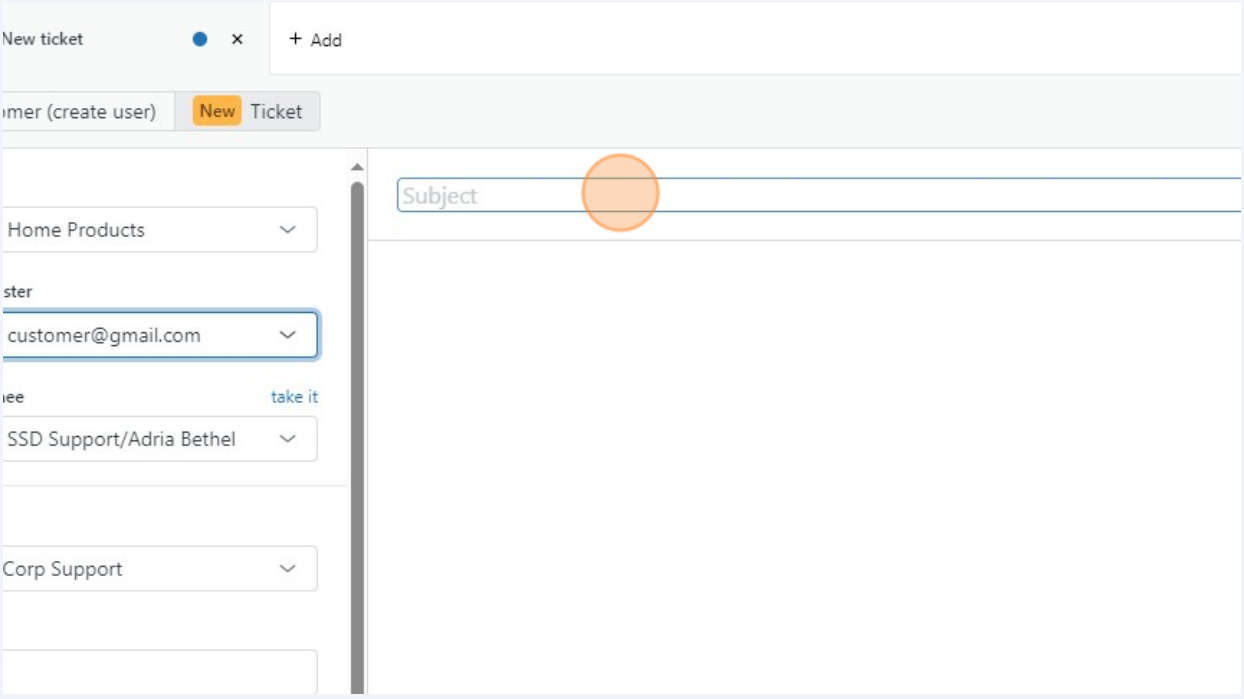
4 Click Requester



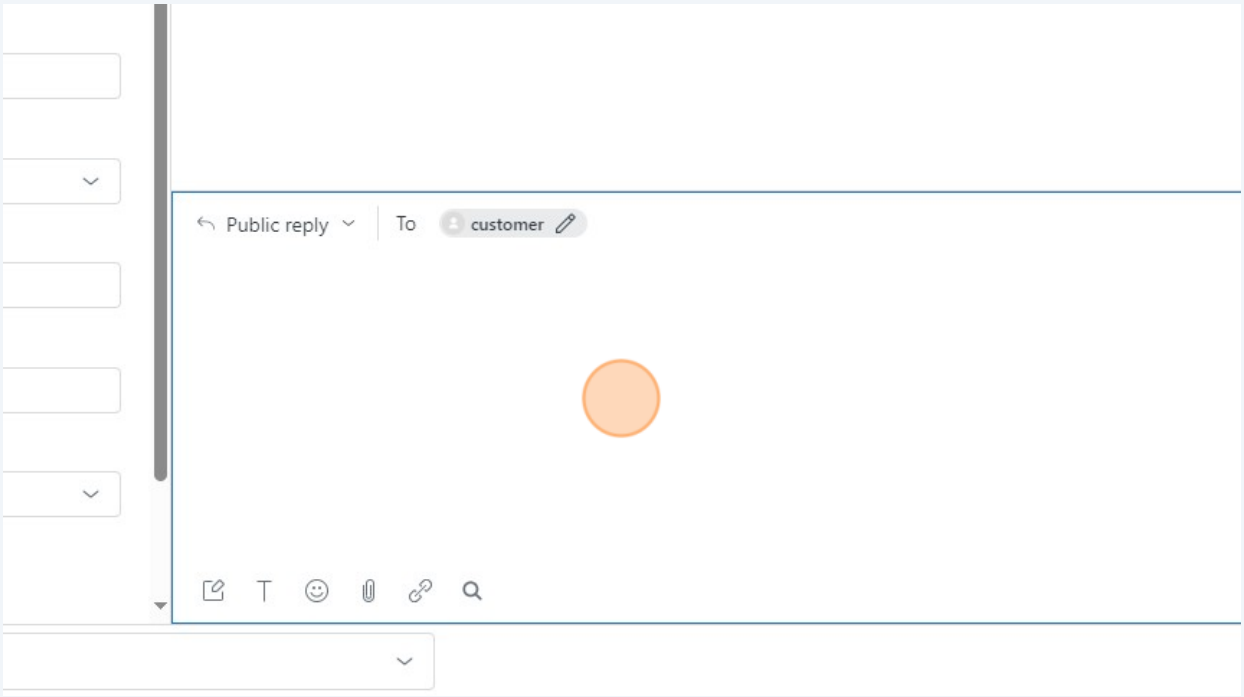
5 Enter customer's email



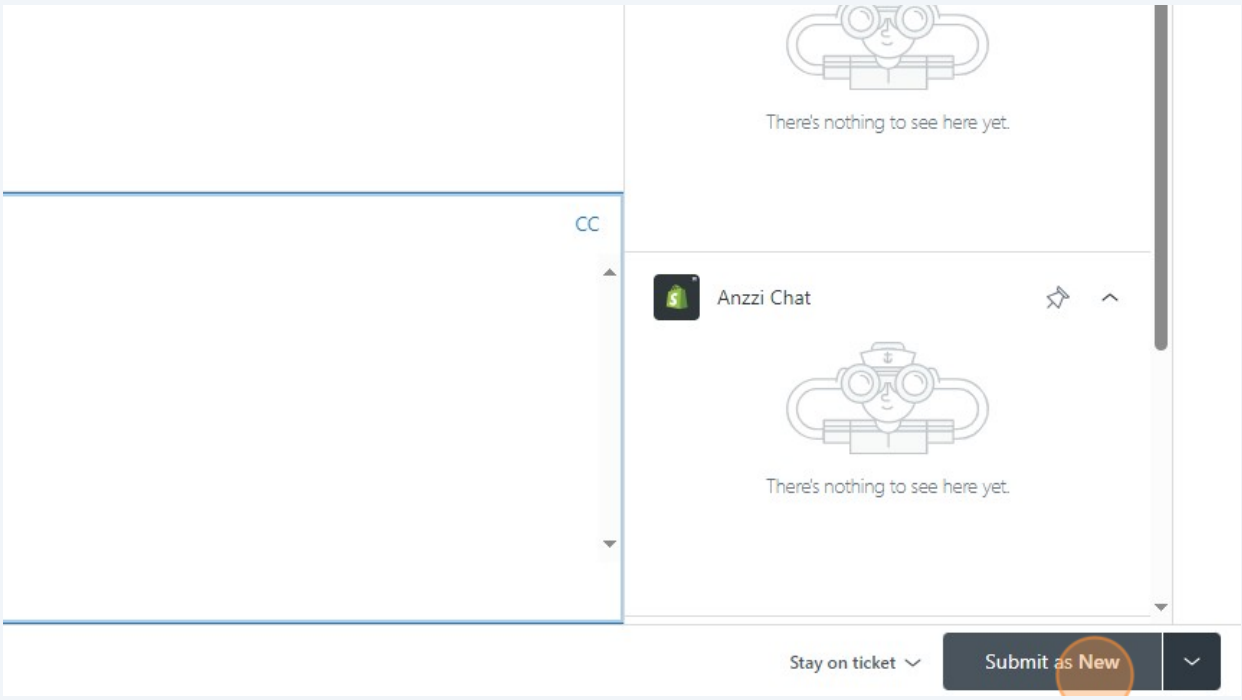
6 Click the "Subject" field and enter customer's order number and reason for ticket



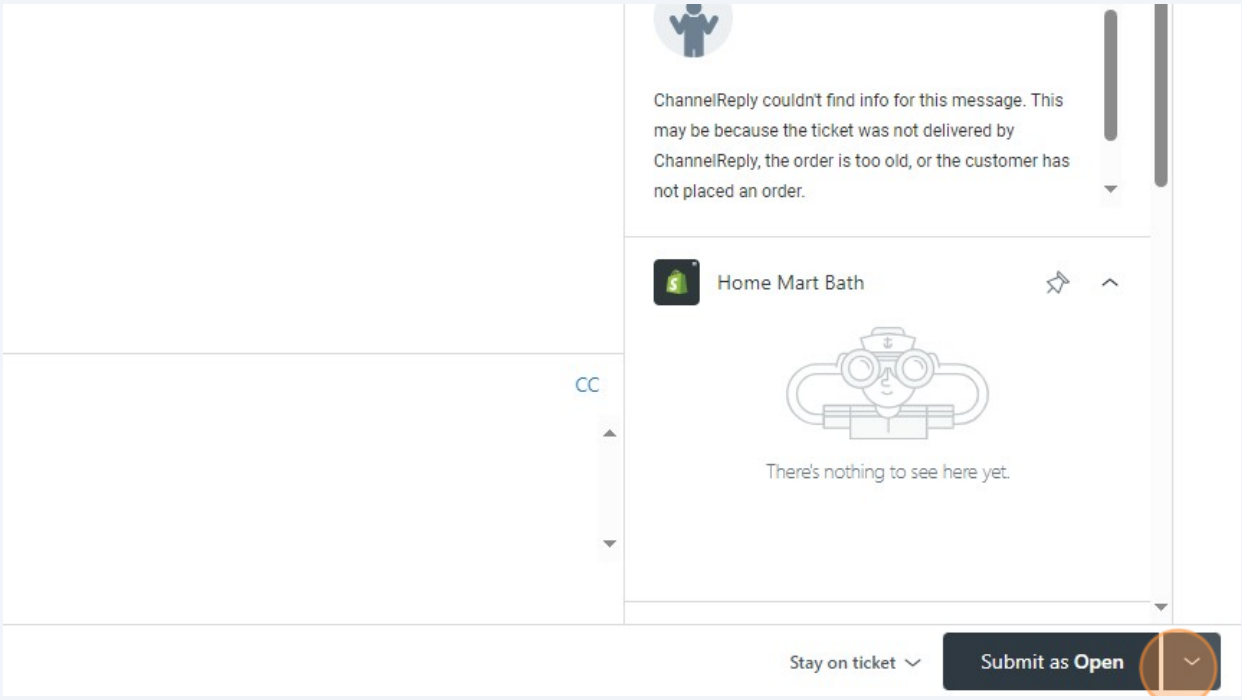
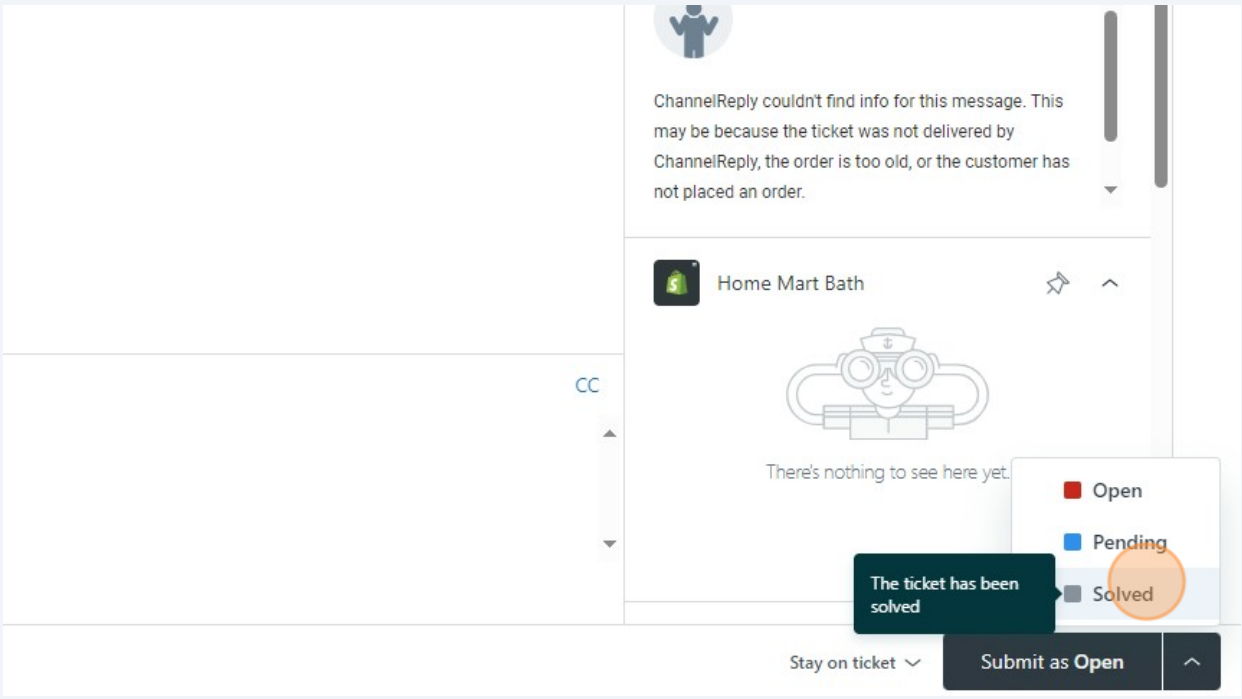
7 Go down and enter your message. Make sure it says "Public Reply"



8 Go to the bottom left and click "Submit as New"



9 Then click the drop down.



10 Click "Solved"