

Ticket Generation Steps

- In case of any issues regarding services, device onboarding, new integration client has to raise the ticket
- Go to the email utility such as Gmail, Outlook, etc.
- Mark a mail to email id 'sirt@leotechnosoft.net'
- The ticket will be raised on the Zoho Account
- Once ticket got registered in system, automated ticket number generated and receives the reply from id sirt@leotechnosoft.net
- -----Your ticket has been created

Email message will come in below format

Dear _____

Your ticket has been created with the ticket ID _____ and
subject " _____ "

Description:

Case Business Use Case:

Case Resolution:

Case Severity:

Case Devices:

Regards,
vSOCBox Support Team

[View ticket](#)