



Tecnoideal

SISTEMA DI TICKETING



PAGINA DI LOGIN

<https://ticketing.tecnoidealsrl.com/>

Tecnoideal

Pagina iniziale centro di supporto Knowledge base Apri un nuovo ticket Verifica stato ticket

Cerca nella knowledge base Cerca

Apri un nuovo ticket

Verifica stato ticket

Benvenuti nel Centro Supporto Tecnoideal

Per semplificare le richieste di supporto e offrirti un servizio migliore, utilizziamo un sistema di ticketing.

A ogni richiesta di supporto viene assegnato un numero di ticket univoco che puoi utilizzare per monitorare lo stato di avanzamento e le risposte online. Per tuo riferimento forniamo archivi completi e cronologia di tutte le tue richieste di supporto. Per inviare un ticket è necessario disporre di un account associato ad un indirizzo email valido.

Articoli della knowledge base in evidenza

Manual

I have lost my password, how can I recover it?
You just have to log in as usual, but without providing a password. You will get a "Access denied" message, but below

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powered by osTicket

Accedi

Clicca su «Accedi» per effettuare il login.

La registrazione di nuovi account verrà effettuata da Tecnoideal per i **Clienti** che ne faranno richiesta.

È possibile richiedere più account, uno per ciascuna delle vostre risorse interne che avranno necessità di gestire le richieste di service.

Sarà necessario fornire alcune informazioni di base come:

- Nome del contatto
- Indirizzo Email
- Nome dell'azienda

PAGINA DI LOGIN



Accedi



[Pagina iniziale centro di supporto](#)

[Knowledge base](#)

[Apri un nuovo ticket](#)

[Verifica stato ticket](#)

[Accedi a Tecnoideal S.R.L.](#)

Per offrire un servizio migliore, incoraggiamo i nostri clienti a registrare un account.

Sono un operatore — [accedi qui](#)

**Accesso
area
CLIENTE**

Se questa è la prima volta che ci contatti o se hai perso il numero del ticket, puoi [aprire un nuovo ticket](#)

LANDING PAGE




Alessandro Rossi TEST | Profile | Tickets (2) - Sign Out




 Support Center Home

 Open a New Ticket

 Tickets (2)






Search

Help Topic: — All Help Topics — 

Tickets

 Closed (2)

Open Tickets

Ticket # 	Create Date 	Status 	Subject 	Department 
--	---	--	---	--

Your query did not match any records



Manage Your Profile Information

Use the forms below to update the information we have on file for your account

Contact Information

The fields marked with an asterisk are required

Email Address *

Full Name *

Phone Number Ext:

Country *
Select Country

Company *

Preferences

Time Zone:

Preferred Language:

Access Credentials

Current Password:
New Password:
Confirm New Password:

Country *

Select Country

- Italy
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Isle of Man
- Israel
- Italy
- Jamaica
- Japan
- Jersey
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Kuwait
- Kyrgyzstan
- Lao People's Democratic Republic
- Latvia
- Lebanon

I **clienti** possono gestire le proprie informazioni accedendo al menu "Profilo" disponibile in alto a destra.

Preferences

Time Zone:

Preferred Language:
— Use Browser Preference —
English (United States)
italiano (Italian)

Access Credentials

Current Password:
New Password:
Confirm New Password:

1

Support Center Home Open a New Ticket Tickets (2)



Open a New Ticket

Please fill in the form below to open a new ticket.

Email:
Client:

2



Help Topic

General Inquiry

Help Topic

General Inquiry

- Select a Help Topic —
- Assistance Request
- General Inquiry
- Report a Problem

Ticket Details

Please Describe Your Issue

Issue Summary *

Please provide a summary of your problem/request.

Indicate a subject

3

4

Richiedi assistenza per un problema? Descrivi il problema qui. **IMPORTANTE:** indica sempre il modello e il numero di serie della macchina.

Details on the reason(s) for opening the ticket. IMPORTANT: always indicate the model and serial number of the machine

Drop files here or choose them

Machine Model

Please indicate the model of the machine for which you are requesting assistance.

Model

5

Machine Serial Number

Please indicate the serial number of the machine for which you are requesting assistance.

Serial Number

6



Create Ticket Reset Cancel

APRIRE UN NUOVO TICKET

Come aprire un nuovo ticket:

1. Fai clic su "Apri un nuovo ticket"
2. Seleziona l'argomento di aiuto appropriato
3. Indica un riepilogo del problema
4. Descrivi la tua richiesta
5. Indica il modello e il numero di serie della tua macchina (se applicabile)
6. Fai clic su "Crea ticket" per inviarlo

Open a New Ticket

Please fill in the form below to open a new ticket.

Email:
Client:

Help Topic

General Inquiry *

Ticket Details

Please Describe Your Issue

Issue Summary *

Easycut, record number of cuts

<>

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

all changes saved

Drop files here or choose them

[Create Ticket](#) [Reset](#) [Cancel](#)

Easycut, record number of cuts #385504

[Print](#)[Edit](#)

Basic Ticket Information

Ticket Status: Open
Department: Support
Create Date: 24/06/2024 14:05

User Information

Name:
Email:
Phone:



posted 24/06/2024 14:05

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?



Created by Alessandro Rossi TEST 24/06/2024 14:05

Post a Reply

To best assist you, we request that you be specific and detailed *

<>

Drop files here or choose them

[Post Reply](#) [Reset](#) [Cancel](#)

Una mail di notifica verrà inviata sia al
Cliente
Che al
Supporto Tecnoideal

Support Ticket Opened [#385504] Posta in arrivo x



Support Tecnoideal - Tecnoideal SRL

14:05 (20 minuti fa)



a me

Dear Alessandro,

A request for support has been created and assigned #385504. A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).

Your Tecnoideal S.R.L. Team,

Tecnoideal Support Department

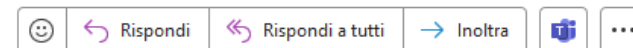
If you wish to provide additional comments or information regarding the issue, please reply to this email or [login to your account](#) for a complete archive of your support requests.

New Ticket Alert



Support Tecnoideal - Tecnoideal SRL

A Alessandro Rossi - Tecnoideal SRL



lunedì 24/06/2024 14:05

Hi Alessandro Rossi,

New ticket #385504 created

From: Alessandro Rossi TEST

Department: Support

Hi

We have two EasyCut machines, **do the machines record the number of cuts they have done for the life of the machine**, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

To view or respond to the ticket, please [login](#) to the support ticket system

Your friendly Customer Support System

Closed by Alessandro Rossi with status of Resolved 21/06/2024 11:15

Closed by Alessandro Rossi with status of Closed 25/06/2024 11:05

Post a Reply

To best assist you, we request that you be specific and detailed *

<> ¶ A Aa B / U S ☰ 🖼️ 📺 ☰ 🔗 —

Drop files here or choose them

⚠️ Ticket will be reopened on message post

Post Reply Reset Cancel

Un ticket chiuso può essere riaperto, semplicemente aggiungendo una risposta.

Ticket #385504: Reply posted successfully

Ticket #385504



Easycut, record number of cuts

Status:	Open	User:	Alessandro Rossi TEST (3) (Manage Collaborators)
Priority:	Normal	Email:	
Department:	Support	Source:	Web (172.16.21.46)
Create Date:	6/24/24 14:05		
Assigned To:	Alessandro Rossi	Help Topic:	General Inquiry
SLA Plan:	Default Service Level Agreement	Last Message:	6/24/24 14:05
Due Date:	6/26/24 12:05	Last Response:	6/24/24 14:42

Ticket Thread (2)

Tasks

Alessandro Rossi TEST posted 6/24/24 14:05

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

Created by Alessandro Rossi TEST 6/24/24 14:05

Alessandro Rossi claimed this 6/24/24 14:39

Alessandro Rossi posted 6/24/24 14:42

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

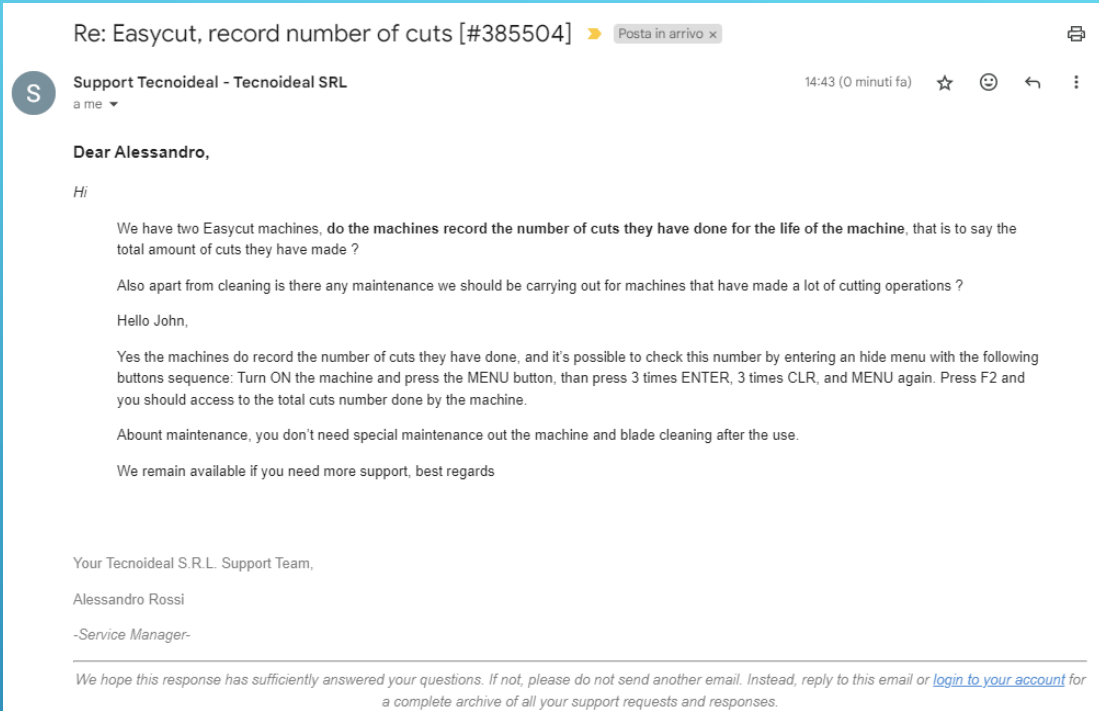
Hello John,

Yes the machines do record the number of cuts they have done, and it's possible to check this number by entering an hide menu with the following buttons sequence: Turn ON the machine and press the MENU button, than press 3 times ENTER, 3 times CLR, and MENU again. Press F2 and you should access to the total cuts number done by the machine.

About maintenance, you don't need special maintenance out the machine and blade cleaning after the use.

We remain available if you need more support, best regards

Rispondendo a un ticket, l'interazione completa sarà quindi disponibile sotto forma di conversazione, che mostra in dettaglio quali **Agenti** hanno partecipato alla soluzione.



Il **cliente** riceverà una notifica via email e all'interno del proprio account di Ticketing. Per rispondere al ticket, è necessario inserire la risposta all'interno del sistema di ticketing

(n.b.: prossimamente sarà possibile farlo rispondendo semplicemente alla email di notifica).

