Ticket Portal

Polixen's Ticket Portal is one of the most efficient platforms to get our team to solve any issue you have with your system.

How to access the Portal

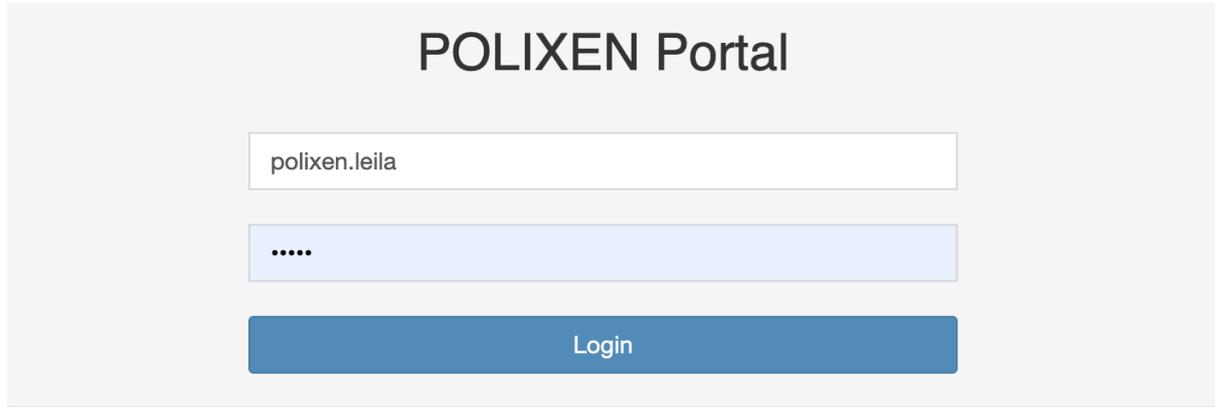To access the Ticket Portal, head to "Welcome, [username]" on the top right-side corner of your Polixen System. When you click on it, you'll see a dropdown menu where there's an option to select "POLIXEN Portal".
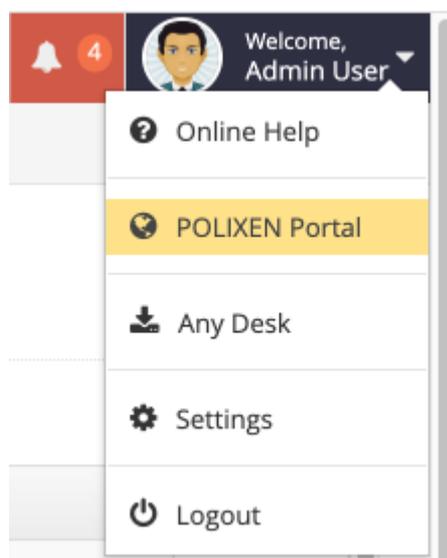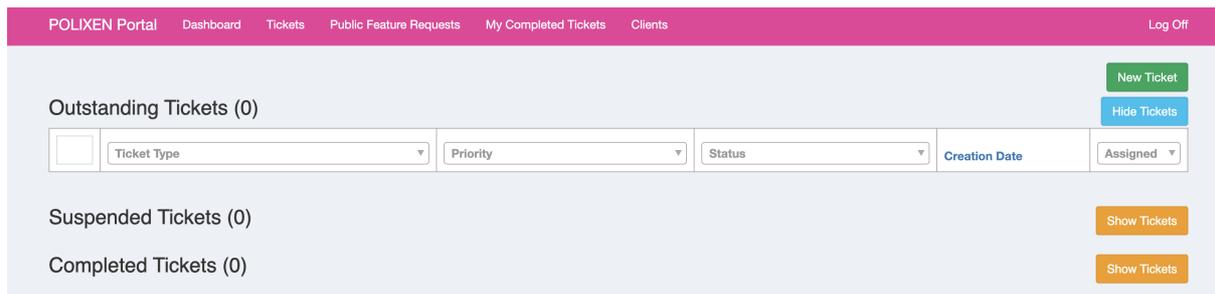
Once you click that button, the Ticket Portal will open up.

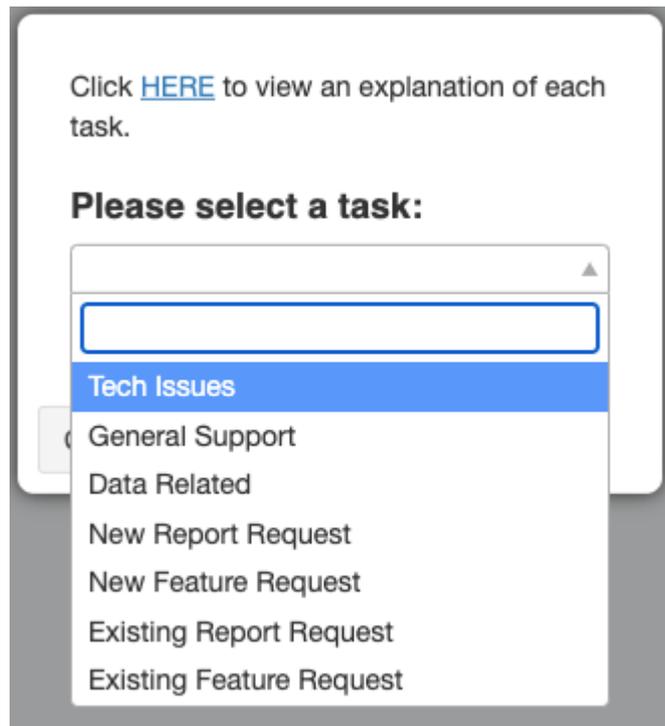Use the details sent in your registration email to login into the system.

Here you can see your outstanding, suspended and completed tickets.

Create a new ticket

To create a new ticket, click the green "New Ticket" button on the top right side and select a task.

Tasks Definitions

Tech Issues - Any technical issue with your Polixen Program that needs to be resolved

General Support - A general query or request for support relating to your Polixen Program

Data Related - Any task which involve interacting with large amounts of data such as:

- Exporting Data

- Importing Data

- Updating Data

Existing Feature Request - An enhancement to an existing feature in Polixen

Existing Report Request - An enhancement to an existing report in Polixen

New Feature Request - A new feature that is currently not present in Polixen

New Report Request - A new report that is not present in Polixen

Ticket description

On the New Ticket page, enter the title and content describing the issue.

You can also select the priority of the ticket.

Ticket Priority Matrix

Urgent - You cannot work due to a bug/issue blocking the running of the business. We will investigate within 24 hours

High - Bug/Issue blocking core business functionality, though a workaround is in place

Normal - An issue that is causing inconvenience to the business (e.g: filter or inconsistent reports)

Low - Ans issue that doesn't cause any real effect on the business, though creates user experience issues

Upload files and add a comment to a ticket

Click on "Create New Ticket" to submit it. Once that is done, you'll be able to see the ticket ID and status. You can also upload files and add comments using the comment box.

By default, you will be set as a ticket watcher and get notifications when our team comment and update the status on it.
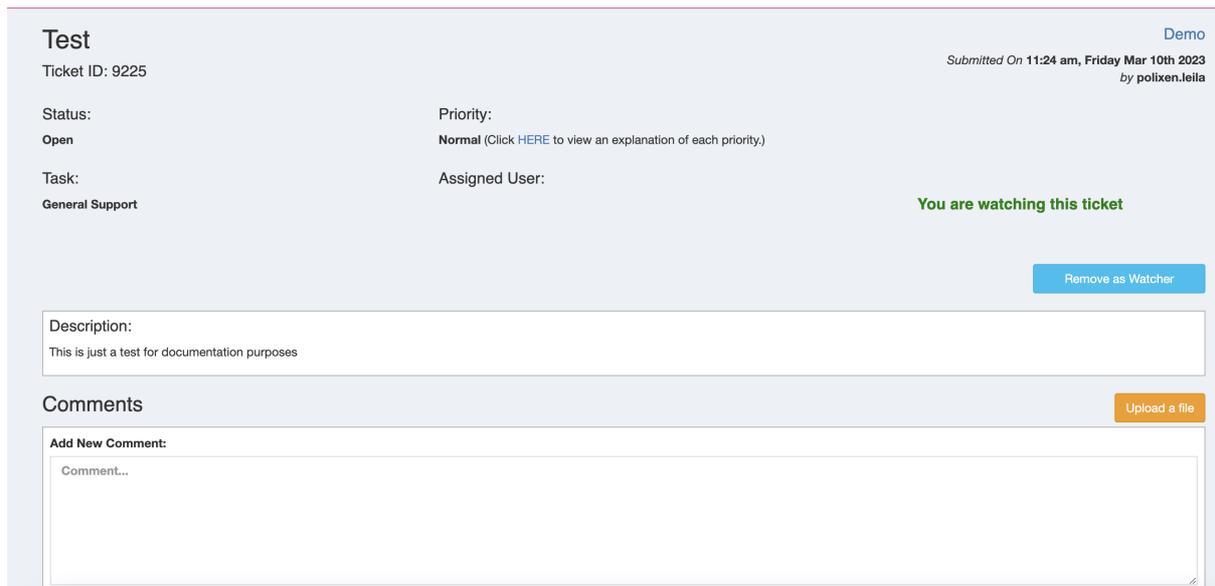
New Feature/Report Request Tickets

We have a slightly different process for New Feature and Report Request Tickets. Once you put them in, our team will review them and divide them into the following stages:

- **Private & Open -** Recently added tickets that we haven't reviewed yet

- **Public & 'Open for Feedback' -** We believe this feature is a valuable addition to the Polixen System and would like clients to give their input on how they want to see that implemented

- **Private & Suspended -** We won't be working on this ticket the for now but we might re-open it in the future

- **Private & Closed -** We have no plans to implement this feature

- **Public & 'Approved for Build' -** This means that we shall be planning to implement this feature in the future and those tickets will be discussed at the

next monthly meeting. The approval of tickets will be based on the number of organisations who commented on it and how beneficial the proposed feature will be for the system.

Public Feature Request Tickets

How to view Public Tickets

Feature/Report request tickets set to public are available to everyone with access to the ticket portal to view. To do that, head to the "Public Feature Requests" tab at the top of the page.

Click on the blue button with the number ticket on the left to open it.

Watch a Ticket

You can set yourself up as a ticket watcher to receive updates on comments and the progress of a ticket. To do that, click on the orange button that says "Set as Watcher"

Click "Yes" to confirm.

Are you sure you want to set yourself as a watcher?

Yes

No
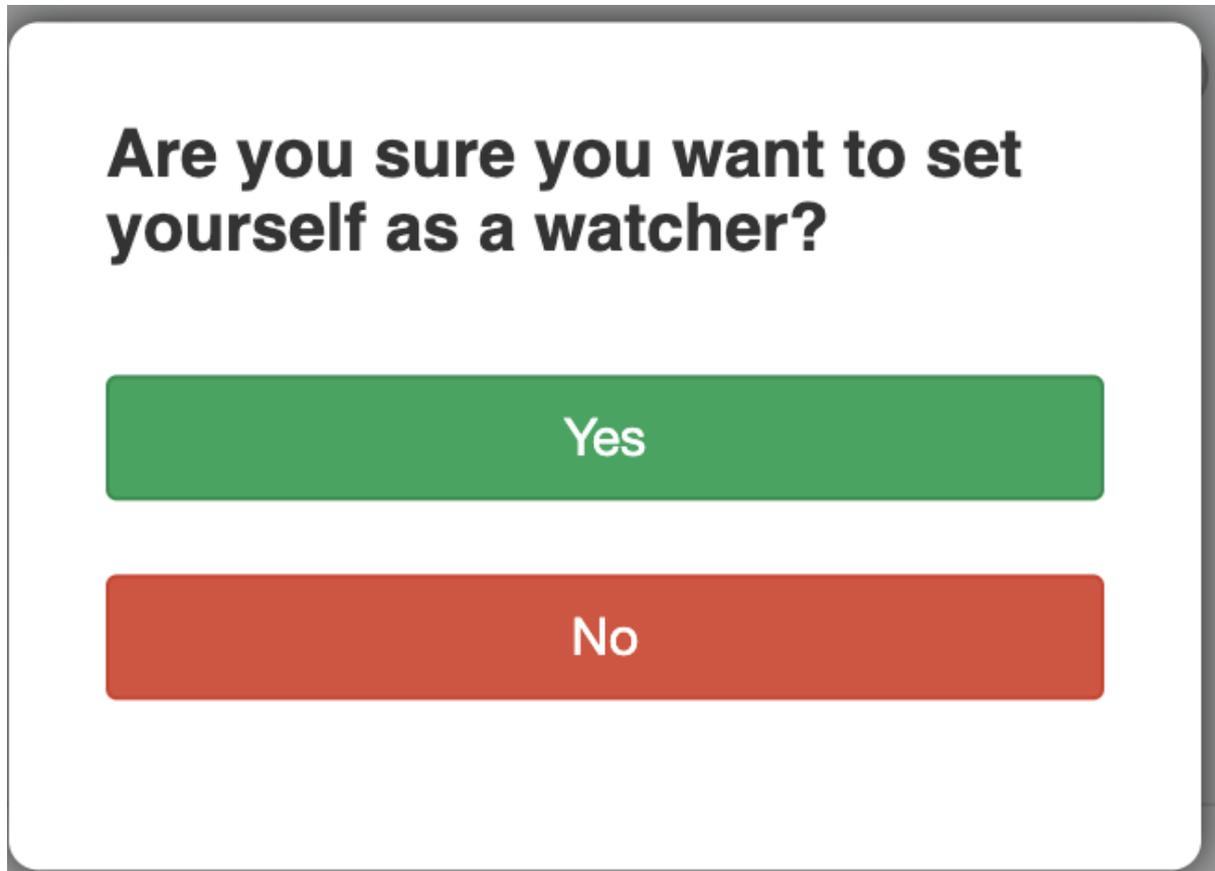
Once you do that, you'll be added as a watcher.

You are watching this ticket

Remove as Watcher
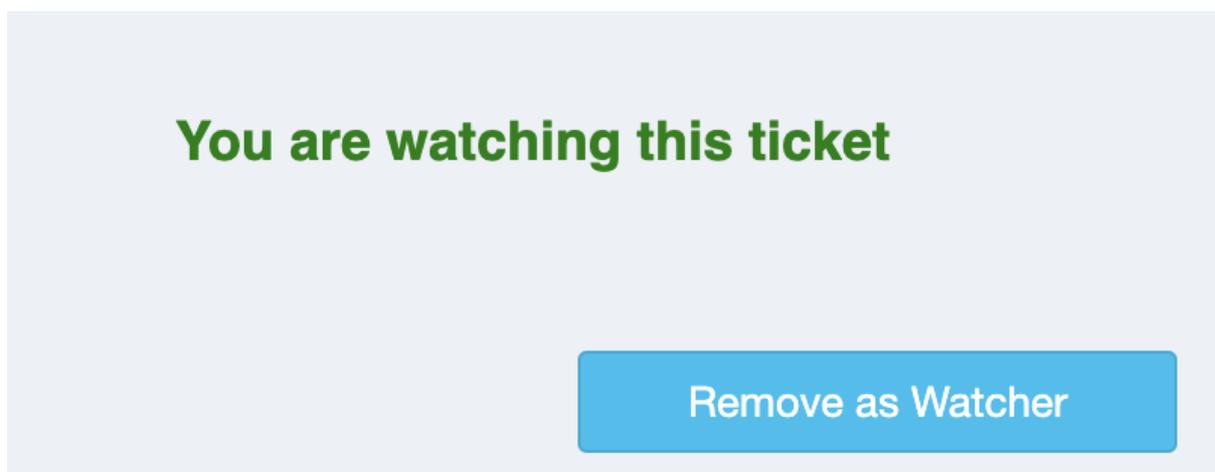
Comment on a public ticket

We highly recommend adding comments to feature request tickets you would wish to see on our roadmap.

To do that, simply type in the comment box and click "Add Comment". You can also scroll down to see previous comments from other organisations.

Comments	Upload a file
Add New Comment:	
Comment...	
Add Comment	
meganholland (Holland Park Meals on Wheels)	**Wednesday, Mar 8th 2023, 1:19 pm**
Yes please for MOWBS services	
copey (MOWMBR)	**Monday, Mar 6th 2023, 10:30 am**
Gerts an uptick in interest from MOWMBR....	
lucas (Polixen)	**Tuesday, Feb 21st 2023, 4:34 pm**
Ticket Updated: Status changed from Suspended Pending Review to Open	

Monthly Ticket Portal Meetings

Every first Friday of the month we host a zoom meeting to discuss what tickets we will be working on during that month and provide updates on Polixen's general roadmap.

Check previous meeting recordings here.

To receive meeting invites, please send an email to support@polixen.com to be added to Polixen's mailing list.