# ❖ Teaching how to send messages to Otet markets support (Helpdesk)

The Farsi-language support unit of Otet Brokerage is ready to respond to customers 24 hours a day, seven days a week. If you face any challenges or want to get more information about the services of this agency, you can directly contact the experts of this unit. For this purpose, live chat, ticket, and email communication methods have been provided to customers.

Below, we have explained the steps for sending a message (ticket) or 'ticketing'.

1. After logging in to your account, we have explained the steps for logging into the user account (text link), simply select the 'Helpdesk' option from the left menu and then click on the 'Create Ticket' option.
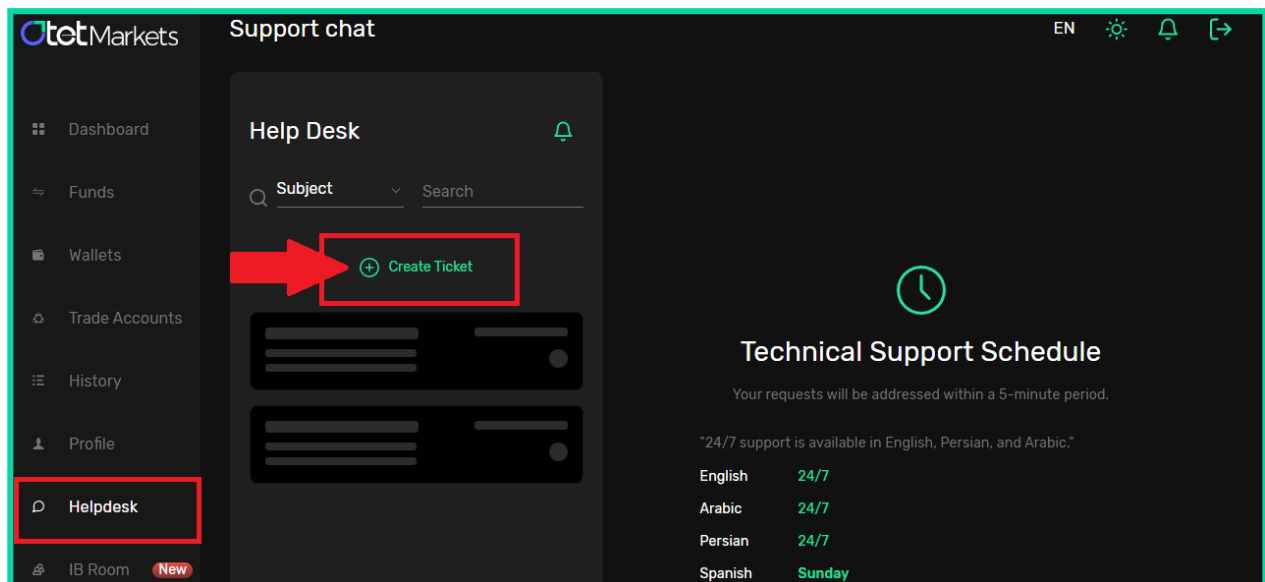
2. In the page that opens, there are three rows, two of which are starred; This means that filling them is mandatory, and only after filling these two fields the ticket registration key will be activated.

• In the first row, you can select the section to which your request is related.

• In the second row, marked with an asterisk, you should write the subject of your question or request.

• In the third row, marked with an asterisk, you should also ask your question or request.

Also, if you need to add a photo or file to the ticket, you can use the Attach Files button on this page and upload the desired image.
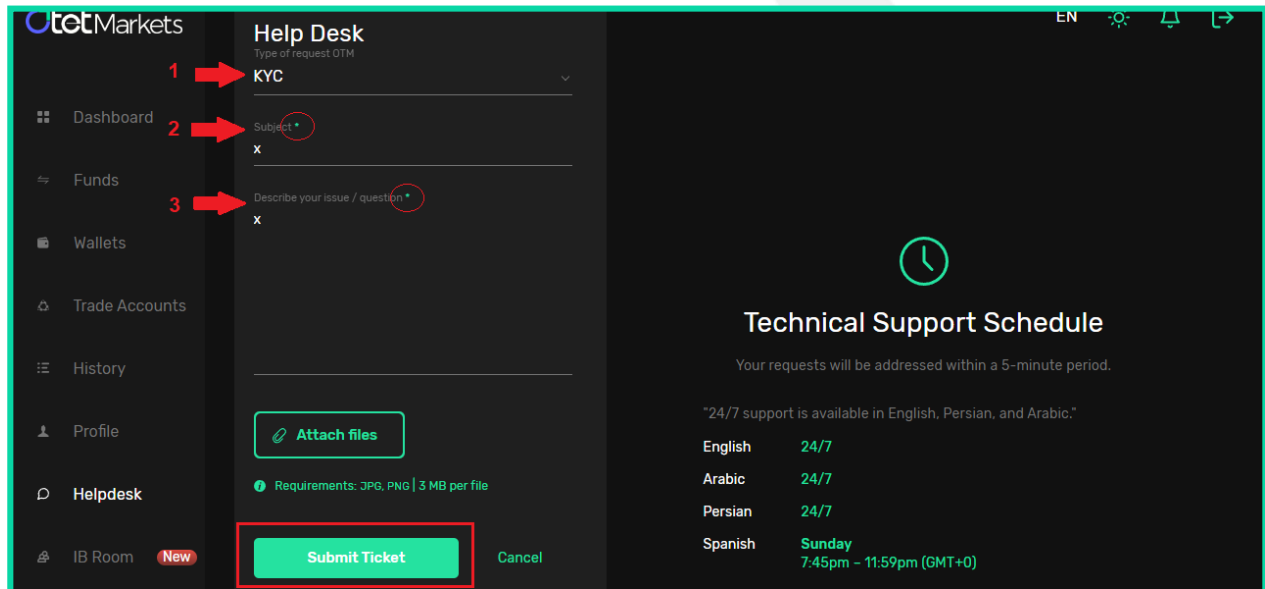

3. We also mentioned above that when registering a ticket, you can select the section to which your request is related from the drop-down menu of the first row (Type of request OTM). Filling this field is optional, but it speeds up the support work in the response process. Its options also include the following:

* Registration and opening of account

* KYC

* Technical

* Financial

* IB
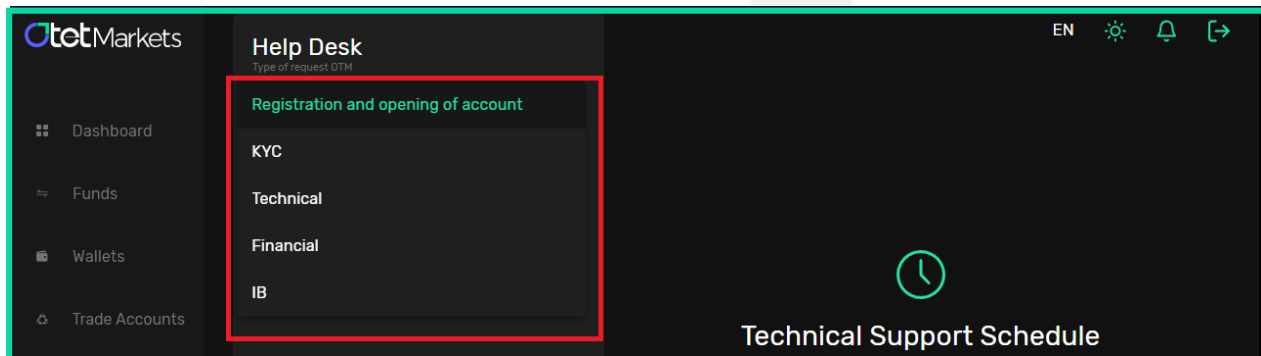
4. At the end, click on the green Submit Ticket button to register your ticket. Otet brokerage support will respond to you as soon as possible
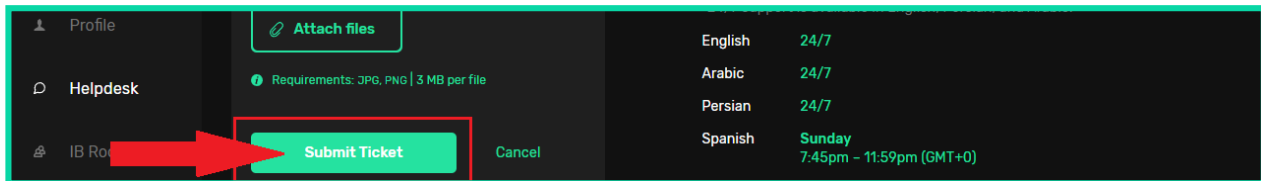
Guide for tracking the sent message (Ticket)

**5.** On the main page of the Helpdesk, there is a bell icon at the top, through which you can activate the notification of the support department. This feature has two different options as follows:

• (1) Enable Desktop Notification: Notify me of a new message from Otet Support on my desktop.

• (2) Email notification activation: Notify me when new emails are sent from Otet Support.
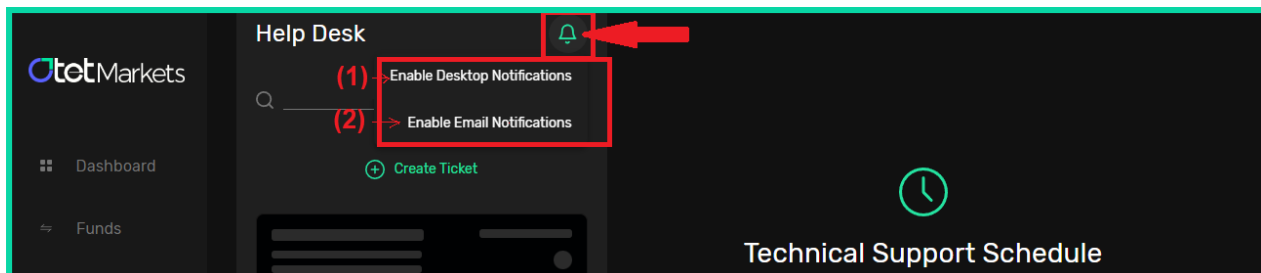
6. To search for sent tickets and their answers, use the search section at the top of the Helpdesk main page. In this section, you can search for your desired ticket based on the following three filters:

- Relevant unit (Select Department)
- Content
- ID (Ticket ID)
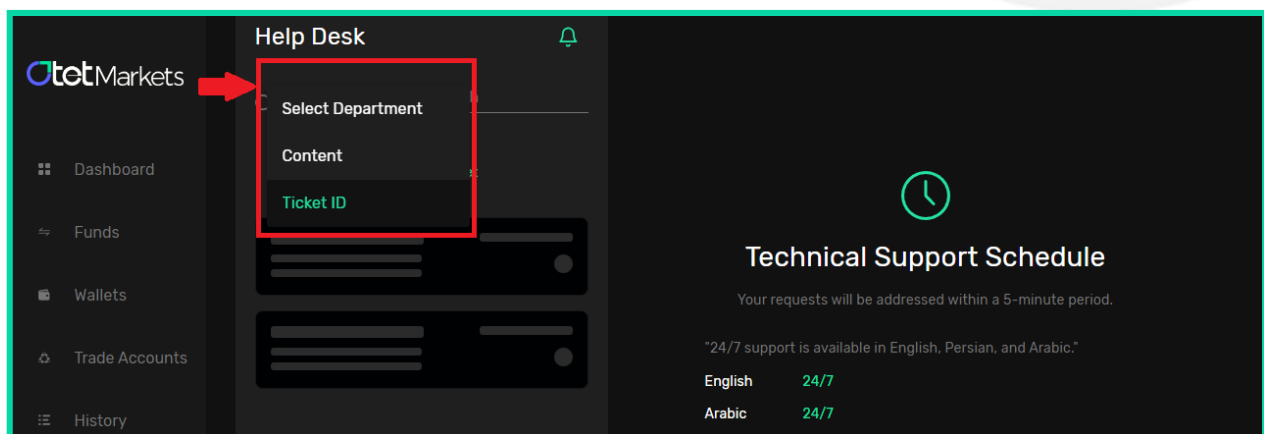
7. After the support unit responds to your ticket, an email with the ticket number (Ticket ID) will be sent to you from Otet, the text of which is written:

"Your ticket has been answered. But if you still haven't received your desired answer, you can register your request again on the same message. Our experts will respond as soon as possible."

(Ticket ID)

(#2160545) Ticket has been marked as resolved

-#-#- Please reply above this line -#-#-

Dear ___ Client #16,

Your ticket has been marked as resolved by a member of our staff. If you do not believe that this issue has been adequately resolved, you may still reply to this ticket and an operator will respond shortly. You can review the ticket by going to:

https://my.otetmarkets.com/helpdesk/chat

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You will also see a link in the body of the email (pictured above) that will take you to the Help Desk page (shown below). In general, you can see the history of all your sent messages and received replies on this page

🌐 www.otetmarkets.com - mail@otetmarkets.com

On Target, Every Time...
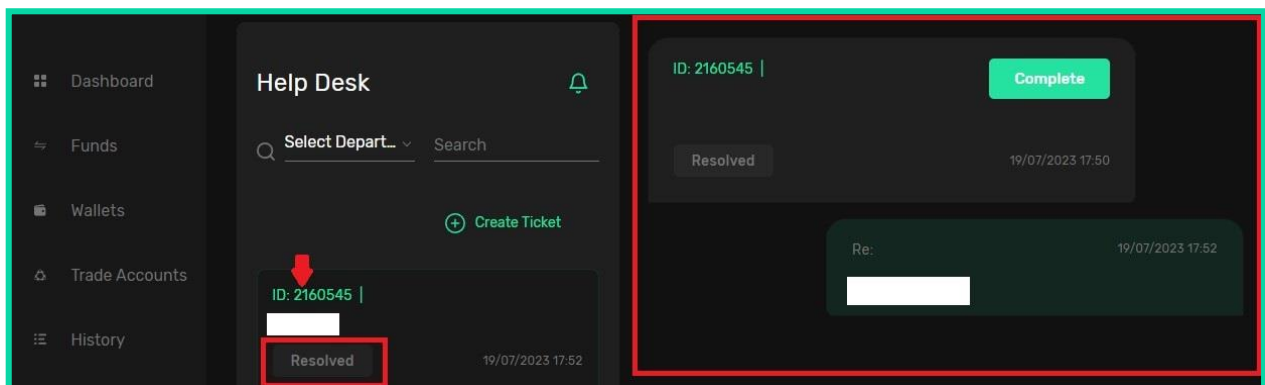
The Otet markets brokerage support unit is ready to assist dear customers 24 hours a day, seven days a week. If you encounter any challenges or need more information, you can contact our experts through the online chat at the bottom of the pages.

"Thank you for choosing our brokerage for your transactions."

Otet Markets
Otet Group LTD

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