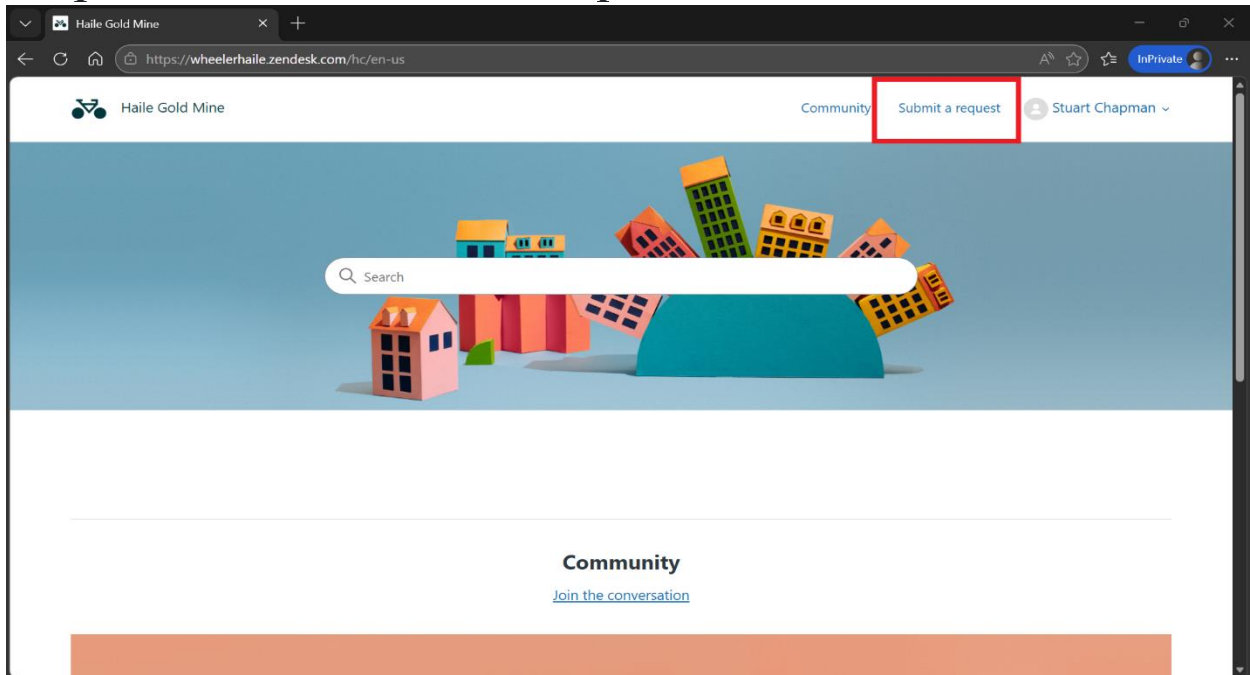


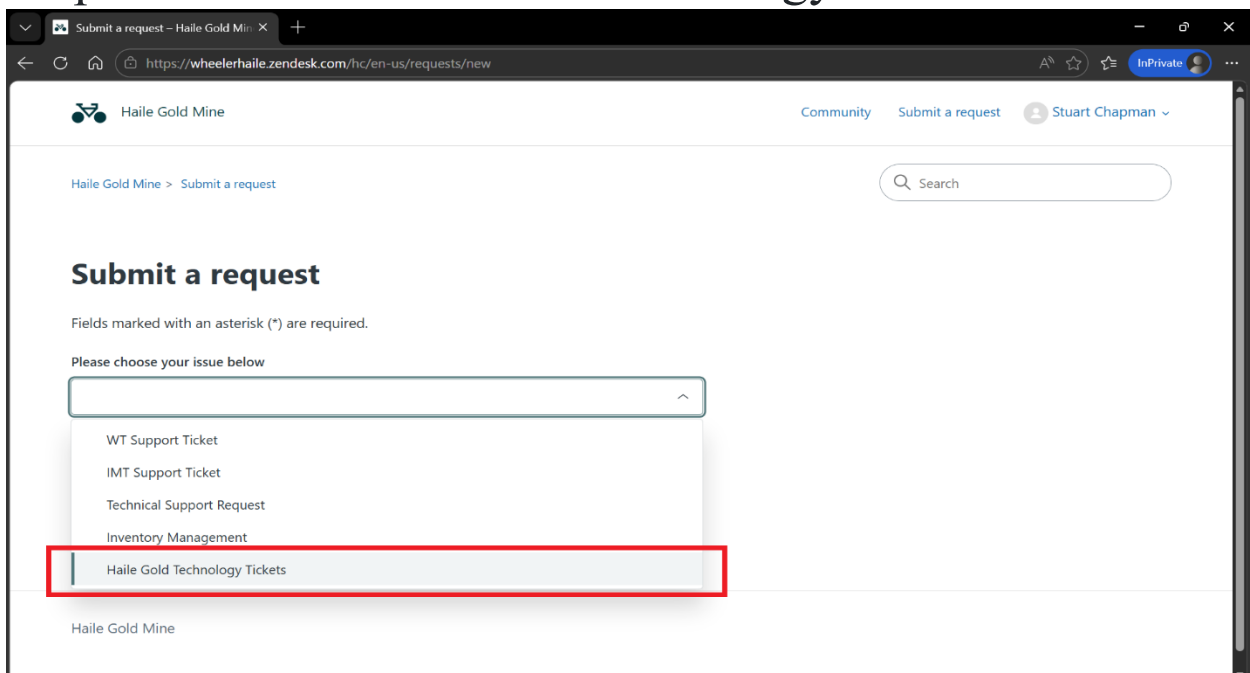
-SOP – Creating Zendesk Tickets-

Zendesk URL: wheelerhaile.zendesk.com

Step 1: Select “Submit a request”



Step 2: Select “Haile Gold Technology Tickets”



Step 3: Fill out ticket details and “Submit”

 Haile Gold Mine

[Community](#)
[Submit a request](#)
 [Stuart Chapman](#)
[Haile Gold Mine](#) > [Submit a request](#)

Submit a request

Fields marked with an asterisk (*) are required.

Please choose your issue below

Subject*

➡ Subject: Asset ID and Overview of issue

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Paragraph

Operator reported that the DSS Speaker does not work on HT21.
DSS self test failed.
During walk around driver found speaker on the floor.

➡ Description: Explain the issue observed in as much detail as possible, as well as steps taken to troubleshoot.
(Operator input is not enough)

Asset ID*

➡ Asset ID: Machine ID

Asset SMU

Asset SMU: Do not fill out.
This will be filled out by technician.

Priority*

Request priority

➡ Priority: Select based on urgency of issue.
This affects response time.

Product Needing Support

Attachments

Choose a file or drag and drop here

➡ Attachments: Upload screenshots of what is in description. This is critical for the technicians when troubleshooting.
No screenshot = Unable to validate issue.

Submit

➡ Submit to "create ticket"