

User Manual for Support System

--User Manualv0.

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Review:	Simon Chen
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List

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 $N_{\lambda}^{||}$ 佛山市恩创物联科技有限公司

1 System Introduction

To enhance the customer service experience and standardize the pre-sale, after-sale and technical support processes, YeaCreate Iot independently developed the Support System, aiming to provide users with an efficient and convenient pre-sale/after-sale consultation, technical support and complaint acceptance platform. The system is designed based on the SLA2.0 service standard, guided by customer demands, and runs through multiple key nodes of the project life cycle, helping our company establish a clear and smooth communication bridge with customers. Meanwhile, this customer service system has achieved seamless connection with our company's internal PM system and email system. The original information screening module provides the ability to update information facts through multiple channels such as web pages, email, and wechat.

This system mainly realizes the following functions:

- 1. Pre-sale/after-sale, technical support, complaint/suggestion communication;
- 2. ticket tracking, problem sourcing, and file management;
- 3. Web-based client interface;
- 4. Automatic import of email notifications and direct email replies (including attachments);
- 5. We chat Service Account client (you don't need to install APP or mini-program);
- 6. Collaborative processing by the back-end PM system.

2 User registration

2.1 Open website

Choose a browser, open the grace and united's official website https://yeacreate.com or directly input url: https://support.yeacreate.com into the YeaCreate Iot Support System.



Address: No. 2003, 20th Floor, Block 3, Gaojun Technology Innovation Center, No. 1 Chaogui South Rd, Ronggui Xiaohuangpu, Shunde Dist, Foshan, China

2.2 Registration

Click the user registration button:

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After clicking the user registration button, you will enter the interface for filling in user information. Fill in the username, email, company name, company address, tax number, contact person, contact phone, password, confirm password and verification code, and then click "Submit" buttuon.

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Phone: 0757-22128141		
Email: support@yeacreate.com		
Official Website: https://yeacreate.com/en		
Address: No. 2003, 20th Floor, Block 3, Gaojun Technology Innovation Center, No. 1 Chaogui South Rd, Ronggui Xiaohuangpu, Shunde Dist, Foshan, China		

网址: http://www.yeacreate.com | Email: business@yeacreate.com | 电话号码:(+86)0757-22128141

地址: 佛山市顺德区容桂小黄圃居委会朝桂南路1号高骏科技创新中心3座20楼2003号

After the submission is completed, a prompt indicating successful registration will appear, and you will need to log in to the email address used for registration for verification.

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After entering the email, click "go!" to verify:

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After the verification is completed, the following pop-up box will appear, indicating that the email has been activated. Please wait patiently for the administrator's review.

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Addres	s: No. 2003, 20th Floor, Block 3, G Rd, Ronggui Xiaohuangpu, Shu	Gaojun Technology Innov nde Dist, Foshan, China	ation Center, No. 1 C	haogui South				

Note: The administrator in the back-end will conduct offline information review.

The administrator will receive the following email after the review is approved:

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3 Login

Clicking on "Login" in the email will redirect you to the login interface. Login Method one: Log in by entering your email address, password and verification code.

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Login Method Two Wechat QR code login: The prerequisite for using this function is to bind wechat. The first login cannot use this function. You need to log in using Method 1 to enter the main interface and bind wechat before you can use it. For details of wechat binding, please refer to Section 5.1.3. Click on the position in the red box in the following picture, and an interface containing the complete QR code will appear.

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Name: Foshan Yea Create lot Co.,Ltd		
Phone: 0757-22128141		

Email: support@yeacreate.com Official Website: https://yeacreate.com/en

Official website: https://yeacreate.com/en

Address: No. 2003, 20th Floor, Block 3, Gaojun Technology Innovation Center, No. 1 Chaogui South Rd, Ronggui Xiaohuangpu, Shunde Dist, Foshan, China

网址: http://www.yeacreate.com | Email: business@yeacreate.com | 电话号码:(+86)0757-22128141
 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路 1 号高骏科技创新中心 3 座 20 楼 2003 号

4 Retrieve the password

If you forget your login password, please use the "Find Password Function". Click the "Find Password"

button and enter your email address and verification code.

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Click "Go!" The hyperlink will redirect to the password reset interface:

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Address: No. 2003, 20th Floor, Block 3, Gaojun Technology Innovation Center, No. 1 Chaogui South Rd, Ronggui Xiaohuangpu, Shunde Dist, Foshan, China

Enter the password, confirm the password and click Submit. After submission, a prompt saying "Password reset successfully" will pop up. Finally, click the "OK" button.



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 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路 1 号高骏科技创新中心 3 座 20 楼 2003 号

第 13 页 共 55 页

₰[↓]佛山市恩创物联科技有限公司

5 The homepage of the Support System

After logging in, you will enter the homepage of the customer service system: This homepage is divided into three sections in total:add ticket section; user-technician chat section, information editing wechat binding and logout section.



一。佛山市恩创物联科技有限公司

5.1 Information editing, wechat binding and logout section

5.1.1 Modify user information

Click the button marked in the red box in the following picture and select the User Information button.

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And modify the username, company name, company address, tax number, contact person and contact phone as needed. After the modification is completed, click Submit.

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5.1.2 Modify the email address

Click the button marked in the red box in the following picture and select the "Modify Email" button.

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Enter your email address and verification code, and click the "Get Email Verification Code" button.

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Collect the verification code in the newly bound email address:



Re-enter the verification code and the email verification code, and then click the submit button. After

the modification is completed, a pop-up saying "Modification successful" will appear on the page.

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5.1.3 Wechat binding

5.1.3.1 Wechat binding

Click the button marked in the red box in the following picture and select the wechat binding button.



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 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路 1 号高骏科技创新中心 3 座 20 楼 2003 号

Use wechat to scan the QR code. Note: To bind wechat, you need to follow our company's wechat service account first; otherwise, you won't be able to use all wechat functions.

normally.

Bind WeChat



Please follow our company's wechat service account, otherwise you will not be able to use all wechat functions properly. Please scan the QR code with WeChat

Step 1: First, scan the QR code of our company's wechat service account with wechat, then click "Follow Service Account", and then complete the authorization binding



After following, please scan the binding QR code provided:



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 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路1号高骏科技创新中心3座20楼2003号





At this point, the web page end will become:

Bind WeChat



第 23 页 共 55 页



Unbind WeChat



It indicates that the binding is successful. Subsequently, all services of the wechat service account can be used.

After successful binding, you can log in to this System without a password through the wechat service account "恩创物联" ==> 自助服务==>Support System:

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5.1.3.1 Unbinding wechat

After binding wechat, if necessary, you can choose to unbind wechat and click the "Unbind Wechat" button.

Note: After unbinding wechat, you will no longer be able to use all the functions on the wechat service account, but it will not affect the use of the web and email ends.

Bind WeChat





Unbind WeChat

5.1.4 Change the password

Click the button marked in the red box in the following picture and select the modify button.



Enter the old password, the new password and confirm the new password, then click the "Submit" button. After the modification is successful, a prompt saying "Submission Successfully" will pop up.

Change Password		
	8	
New Password		
-Confirm Password		
	Submit	

5.1.5 Logout

Click the button marked in the red box in the following picture and select the logout button.

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Welcome: 米	Please select an ticket	
Tickets Search	P_{\pm} User Information	
Project Select project	Section 2. Change Email	
	🏀 WeChat Binding	
	Change Password	
	→ Log Out	
< > 10/~	Only zip, ipg, ipgg, pgg, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.	
Add Ticket	@ Send	
SIQ		

5.2 Add the FAE(Pre-sale and After sale) ticket section and user-technician chat

section

5.2.1 Add the FAE(Pre-sale and After sale) ticket section

There are three ways to create a new ticket: creating a new ticket through the web page, sending a new

ticket directly via email, and creat ing a new ticket through the wechat service account. 5.2.1.1Create a new ticket on the web page Click the "Add Ticket" button: 💌 🥵 (554封未读) 网易邮箱6.0前 🗴 🐰 思创物联套户服务系统 🛛 🗴 🐰 Yeacreate--PM System 🗙 🗍 🕺 Yeacreate lot Co.,Ltd - Su 🗴 🗐 界面功能翻译 × 🛛 🙆 QQ@8 C support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aece2d2170196734aac1eff36eabee&reset_email=15307577601@16... **C** GR 田 🖸 IELTS 🗋 刷題和/L版:代码... 🗅 自然语言处理论坛... 🗅 师兄的github仓库 🗅 科研学术网站 🗋 General 会议 M Gmail 🗋 NLP社区/论坛 🗋 NLP会议 🗋 NLP比赛网址 🗋 代码聴想录&小林な □ 所有书签 Welcome: 米 ZH Ξ Please select an ticket Tickets A User Information & Change Email Project A WeChat Binding Change Password ➡ Log Out 10 / Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB. ld Ticke

此"。佛山市恩创物联科技有限公司

Enter the name of the ticket and its content.

Note: The name of the ticket cannot exceed 20 characters. Attachments can also be added to the ticket.

Note: attachment only support upload zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, and size can't

more than 50M.

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me: # s Search t Select project	Add Ticket FAE licket Ticket Type: Some options cannot be displayed because you are not associated with any project. If you have any questions, please contact customer service. Image: FAE Original Support Originat Ticket Content This is FAE ticket FAE ticket
< > 10 / • Add Ticket	Attachment:Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB. + Submit Close ile formats are supported, with a maximum size of 50MB. Send
352	

5.2.1.2 Create a new ticket directly via email

Using the email address you registered, send an email directly to project_management@yeacreate.com.cn and the system will automatically create a FAE ticket upon receipt.

Note: The subject of the email cannot exceed 20 characters. Attachments can also be added to the attachments.

Note: attachment only support for zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, and should not

exceed 20M

5.2.1.3 Create a new ticket through the wechat

"恩创物联" wechat service account==》自助服务==>Support System .After logging into the system,

click "Add Ticket",



Enter the name of the ticket and its content.

Note: The name of the ticket cannot exceed 20 characters. Attachments can also be added to the ticket. Note: attachment only support upload zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, and size can't more than 50M. 1. 佛山市恩创物联科技有限公司

10:25		::!! 5G 92							
×	一日 全文翻译 >								
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	Add Ticket								
Ticket Na	ame								
Ticket Typ displayed with any p please cor	Ticket Type: Some options cannot be displayed because you are not associated with any project. If you have any questions, please contact customer service.								
FAE	O Technical Supp	ort							
O Compl	aint								
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Attachment:Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a Submit									
	< >	>							

After adding the completion order, you will receive email and wechat notifications (if wechat is

bound).:

Email notification

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← → C = mail.16	63.com/is6/main.isp?sid=Bl.giOx5XofnUODnwmeXX7IAmvHPf7Kvo&rdf=mail163_letter#module=read.ReadModule%7C%7B*area*%3A*normal*%2C*isThread*%3Afa	se%2 🛧 🗗	
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收件箱 (552)	FAE ticket[#1814](UUID:HNI716HYWUMI) 🛛 🏱 🕑 曼 🗌 🛛 安全演題模式 🗸	暫不处理	查看详情
 红旗邮件 待办邮件 智能标签 	次件人: 顶目管理系统-project management@yeacreate.com.cn> + 吹件人: ● 我 163.com> + 时 何: 2025年06月06日 10:20 (理期五)	(
全 星标联系人邮件 草稿箱 (22)	邮件内容过长?试试AI助手一键总结概要 立即总结 立即总结		×
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 订阅邮件(2) 其他3个文件共 邮件标签 邮箱中心 超大野件 邮箱购件 	我们已经收到您的请求,我们会尽快回复。/We have received your request and will reply as soon as po 项目/Project: FAE 工单/Ticket: FAE ticket[#1814] 工单状态/Ticket status: 打开/Open	ossible.	
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网址: http://www.yeacreate.com | Email: business@yeacreate.com | 电话号码:(+86)0757-22128141
 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路1号高骏科技创新中心3座20楼2003号

^{〕]} 佛山市恩创物联科技有限公司

Wechat notification:

工单处理证	通知	
工单名称	FAE ticket	
工单标题	添加工单	
处理时间	2025-06-06 10:20:54	
查看详情		
项目整改约	吉果通知	
项目名称	FAE	
负责人	(用户: SUPPORT-Vivian)	
处置结果	FAE ticket	

5.2.2 Click "FAE ticket" button

Click on "FAE ticket" button, and the ticket title, ticket dialog box and ticket information will appear. Among them, the ticket dialog box can communicate with the background service personnel.

✓ 易 (554封未读) 网易邮箱6.0 № × 见 息创物联客户服务系统	x 🕅 YeacreatePM System x 🕅 🕅 Yeacreate lot Co.,Ltd - Su x 🛛 🞯 界面功能翻译 🛛 x 🔰 🙆 QQ邮箱	x + - 🗆 ×
\leftrightarrow \rightarrow C \simeq support.yeacreate.com/supportsystem	m/client?reset_token=732cfa4e51f176c7a28371e30b04681530aece2d2170196734aac1eff36eabee&reset_email=153075776	01@16 🗪 🔤 🛠 🖸 🛛 😣 🗄
田 D IELTS D 刷題和/V股:代码 D 自然语言处理论	伝 🗅 师兄的github仓库 🗅 科研学术网站 🗅 General 会议 M Gmail 🗅 NLP社区/论坛 🗅 NLP会议 🗅 NLP比赛网址 🗅	代码随想录&小林c >> C 所有书签
Welcome: 米	FAE ticket	* ZH 📃
Tickets Search		Ticket Info
Project Select project	Ticket Chat Box	Project name: N/A
Open FAE ticket Close ticket		Title: FAE ticket
		Creation Time: 2025-06-06 10:20:54
	الله <u>* 2025-06-06 ا</u> ۵:20:5	4 Ticket Information
	This is FAE ticket FAE ticket	
< 1 > 10/-	Only zin ing ing ngg ngg dif odf and mod file formate are supp	orted with a maximum size of 50MB
Add Ticket		Send

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5.2.3 Use the Ticket Chat Box

Enter the content you need to ask or reply to in the content input section shown in the following picture.

If there are attachments to upload, click on the attachment upload section

Note: attachment only support upload zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, size is no more

than 50 m and attachments can't separate to send, need to send together with content.

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5.2.3.1 Check the response of the service staff

After the user sends it, the reply from the back-end service personnel can be viewed simultaneously in the dialogue box on the customer service system's web page, email, and wechat (provided that wechat is bound). Among them, click on the "Work Order Processing Notification" in wechat notifications in 5.2.1.1 to view the reply or search for the "恩创物联" wechat service account and click on the bottom menu bar: Self-service, then click "Support System", and then select the corresponding work order for viewing.

Note: Due to the official restrictions of the wechat service account, attachments cannot be viewed or

downloaded in wechat.



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首页 通讯录 A	J工具 收件箱 企业邮× FAE ti× 欢迎来× 您的账× 您的账× 您的账× 恭喜!× 我们收× FAE ti× · 一键生成PPT AI搜索与 AI搜索 AI 和 AI	可答,自然语言检索邮件	AI助理 [®]	
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收件箱 (552)	邮件内容过长? 试试AI助手一键总结概要 立即总结	暂不处理	查看详情	
	AI写信+调色,轻松写出高转化率的电子邮件	6	广告	
 □ 智能振透 ★ 星玩联系人邮件 草稿箱(22) 已发送 订闻邮件(2) > 其他3小文件夫 > 邮件标签 > 邮箱中心 超大野件 邮稿附件 契他工具 2 邮件追踪 	 您收到了新的回复。/You have received a new reply. 您可以直接回复该邮件基理附加附件,附件的格式为:zip.jpg.jpeg.png.gif.pdf,mp4,大小:50MB;也可以通过下面的链接登录查看回复/You can reply directly to this email of the following formatzip.jpg.jpeg.png.gif.pdf,mp4,size:50MB;Can also log in through the link below to view the reply 项目/Project: FAE 工単/Ticket: FAE ticket[#1814] 工単状态/Ticket status: 打开/Open 网址/URL: Link 回复内容/Reply content: Hello, some required materials are still missing. 	or even attach an atta	chment in	
PDF转换工具 PDF编辑 new	升级邮箱会员 育邮处理期临复第10-1百万米法权1			
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官发票助手 new	快捷回复给:项目管理系统,你也可以试试AI助手快速回复 應兴趣 不應兴趣 感谢		Q	

项目整改结果通知

项目名称	FAE
负责人	(用户: 陈丽燕) 评论: Hello,
处置结果	FAE ticket

5.2.3.2The way to reply to the information of the technician

Method 1: Reply on the web page of the YeaCreat Iot Support System;

Method 2: Reply in the email;

Method 3: Reply in wechat.

Choose any one of the three ways to reply, and the other two methods will synchronize the message. For

example, if you choose to reply in the YeaCreat Iot Support System, you can view the message in both the

email and wechat notifications.

Method 1: Reply on the web page of the YeaCreat Iot Support System:

✓ 易 (554封未读) 网易邮箱6.0 ※ № 恩创物联客户服务系统	ά X	₩ YeacreatePM System ×	Veacreate lot Co.,Ltd - Su	< 🔘 界面功能翻译	¥	× 恩 佛山市恩创物	联科技有限公	× +	- 0 ×
\leftrightarrow \rightarrow C \sim support.yeacreate.com/supportsystem	em/client	?reset_token=732cfa4e51f176c7	a28371e30b04681530aece2d	2170196734aac1et	ff36eabee&re	eset_email=1530757	7601@16	©= ⊈ ☆	D 😣 :
田 D IELTS D 刷題和八股:代码 D 自然语言处理论	坛 C] 师兄的github仓库 🗋 科研学术网站	站 🗋 General 会议 M Gmail	□ NLP社区/论坛	🗅 NLP会议	🗅 NLP比赛网址	□ 代码随想器	退&小林c	» 🏼 🗅 所有书签
Welcome: 米			FAE ticket						хн 📃
Tickets Search							Ticke	t Info	
							Proje	ct name: N/A	
Open FAE ticket Close ticket	53	*			2	2025-06-06 10:2	Title:	FAE ticket	
		This is FAE ticket FAE tick	et				Creat	ion Time: 202	5-06-06 10:20:54
			2025-06-06 14:29:53						vivian V
			Hello, some required ma	aterials are still	l missing.				
	a	*			2	2025-06-06 14:3	6:04		
	-20	May I ask what materials y	ou need?						
< 1 > 10 / • Add Ticket			Only zip, jpg, jpeg,	, png, gif, pdf, a	and mp4 fil	e formats are su	ipported, v	with a maxim	um size of 50MB
									Send
051									

Method 2: Reply in the email:

Note: when using the E-mail reply can add attachments, attachments supported formats: zip, JPG, jpeg, PNG,

GIF, PDF, mp4, size within 20 MB.

(558封未读) 网络	JBDMH0.00 X 別2, 思想物研究と認識系の構成を発展していた。 X 別2, Yeacreate-P/M System X 別2, Yeacreate lot Co.Ltd - 50 X ■ デ用の用面体 X 別2, 体出内原制物材料技具化 X +	- U X
→ C ••	mail.163.com/js6/main.jsp?sid=BLqjOxSXofnUODnwmeXXZIAmvHPfZKyo&df=mail163_letter#module=read.ReadModule%7C%7B*area*%3A*normal*%2C*isThread*%3Afals	९ 🕁 🖸 😣 :
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53 网易免费邮 mail.163.com	副 153****7601@163.com (558) ∨ 设置 手机App 下载盒面确 参与调研 目的声词 会员中心 (并且图像数)	Q 支持邮件全文搜索 ▲I 损
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收信 二写信	(<<>> (3回) 両次編輯投送 回复全部 ∨ 枝没 ∨ 翻除 移动到 ∨ 更多 ∨ 撤回即件	是不是正为收不到邮件而发愁? 邮箱 AI助理这就为您解决~
(件箱 (556)	Re:FAE ticket[#1743](UUD;HNI716HYWUMI) 口 P O 合 I O 安全湖南慶志 ~	暂不处理 查看详情
紅旗部件	发持人: Convoit Convoit +	<u></u>
智能标签	农件人: 项目管理基础 - project management@yeacreate.com.com +	
星标联系人邮件	时间; 2025年06月06日 1438 (鐵廠五)	
稿箱 (22)	双送状态: 教送成功 查查洋街	
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性标签		
箱中心	在 2025-06-06 14 29 53, "项目管理系统" < project_management@yeacreate.com cp> 写道:	
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	您收到了新的回复。/You have received a new reply.	
也工具	您可以直接回复该邮件甚至附加附件,附件的格式为-zip_jpg_jpeg_png_gif_pdf,mp4,大小50MB,也可以通过下面的链接登录查看回复You can reply directly to this email or even attach an attachment in the following	
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PDF编辑 ^{们WW}	项目/Project: FAE	
企业邮箱	工单/Ticket: FAE ticket[#1814]	
发票助手 配砂	工单状态/Ticket status: 打开/Open	
	网址/URL: Link	
	回复内容/Reply content:	
	Hello, some required materials are still missing.	

Method 3: Reply in wechat:

Click on the "Work Order Processing Notification" reply in 4.2.1.1 or search for the "恩创物联" service account, click on the bottom menu bar: 自助服务, then click on Support System, and then select the corresponding work order for reply.

Note: when using WeChat reply can add attachments, accessories supported formats for: zip, JPG, jpeg, PNG, GIF, PDF, mp4, within 50 MB.



网址: http://www.yeacreate.com | Email: business@yeacreate.com | 电话号码:(+86)0757-22128141
 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路1号高骏科技创新中心3座20楼2003号

第38页共55页

5.3 Add Technical Support ticket section and user-technician chat section

5.3.1 Add technical support ticket

5 3 1 1 Click "Add Ticket" button.

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Enter the name of the ticket and its content. Note: The name of the ticket cannot exceed 20 characters. Attachments can also be added to the ticket.

Note: attachment only support upload zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, the size of no more than 50M.

Note: If the required project does not exist, to add a technical support ticket you still need to contact the customer service of YeaCreate Iot Support System for project binding.

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After adding the ticket, you will receive an email (for the first binding of the project) and a wechat

notification:

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When binding a project for the first time, you will receive the following notification on wechat:

工单处理	通知	
工单名称	您的项目已成功激活	
工单标题	项目激活	
处理时间	2025-06-02 15:26:10	



5.3.2 Click "Technical Ticket" button

Click "Technical Ticket" button, and the ticket title, ticket chat box and ticket information will appear. Among them, the ticket chat box can be used to communicate with the technician.

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5.3.3 Use the Ticket Chat Box

Enter the content you need to ask or reply to in the content input section in the following picture. If there are attachments to upload, click on the attachment upload section.

Note: attachment only support upload zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, size is no more than 50M and attachments can't separate to send, it need to send together with content.



5.3.3.1 Check the responses of the technician

When users raise questions, the responses from technicians can be viewed simultaneously in the Support System dialog box, email, and wechat (provided that wechat is bound). Among them, clicking on the "Work Order Processing Notification" in wechat notifications in 5.3.1.1 can view the responses or search for the " 恩创物联" wechat service account and click on the bottom menu bar: 自助服务, then click "Support System", and then select the corresponding work order for viewing.

Note: Due to the official restrictions of the wechat service account, attachments cannot be viewed or downloaded in wechat.



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项目整改结果通知

项目名称	Project
负责人	(用户: 陈丽燕) 评论: Hello,
处置结果	Technical Ticket

5.3.3.2 The way to reply to the information of the technician

Method 1: Reply on the web page of the YeaCreat Iot Support System;

Method 2: Reply in the email;

Method 3: Reply in wechat.

Choose any one of the three ways to reply, and the other two methods will synchronize the message. For

example, if you choose to reply in the YeaCreat Iot Support System, you can view the message in both the

email and wechat notifications.

Method 1: Reply on the web page of the YeaCreat Iot Support System:

Note: attachment only support upload zip, JPG, jpeg, PNG, GIF, PDF, mp4 file format, its size is no more than 50M and attachments can't separate to send, need to send together with content.

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Method 2: Reply in the email:

Note: when using the E-mail reply can add attachments, attachments supported formats: zip, JPG, jpeg,

PNG, GIF, PDF, mp4, size within 20 MB.

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》发票助手 (new)	项目/Project: Project G	顏目管理系統 lefault/project (1817) Technical Ti

Method 3: Reply in wechat:

Click on the "Work Order Processing Notification" reply in 4.3.1.1 or search for the "恩创物联" service account, click on the bottom menu bar: 自助服务, then click on Support System, and then select the corresponding work order for reply.

Note: when using WeChat reply can add attachments, accessories supported formats for: zip, JPG, jpeg, PNG, GIF, PDF, mp4, within 50 MB.



网址: http://www.yeacreate.com | Email: business@yeacreate.com | 电话号码:(+86)0757-22128141
 地址: 佛山市顺德区容桂小黄圃居委会朝桂南路1号高骏科技创新中心3座20楼2003号

5.4 Add Complaint ticket section and user-technician chat section

The usage method is consistent with "5.3 Add Technical Support ticket section and user-technician chat section".

5.5 Filter ticket by project and restore them in the ticket section

Click the "Select project	:" b	utton		
✓ 易 (565封未读) 网易邮箱6.0 № × № 息创物联客户服务系统	×	W YeacreatePM System × │ W Yeacreate lot Co.,Ltd - Su × │ ● 界面功能翻译	× 见 佛山市恩创物联科技	有限② × │ + □ □ ×
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Welcome: 米		FAE ticket		* ZH
Tickets Search		项目/Project: FAE	l.	Ticket Info
Project Select project		工单/Ticket: FAE ticket[#1814]	-	
		工单状态/Ticket status: 打开/Open		Project name: N/A
Open Technical Ticket Close ticket		网址/URL: Link		Title: FAE ticket
Close FAE ticket Reopen ticket		回复内容/Reply content:		Creation Time: 2025-06-06 10:20:54
		Hello, some required materials are still missing.		Close Time: 2025-06-06 15:39:09
	12	*	2025-06-06 14:44:01	
		I have sent the materials.		
	12	*	2025-06-06 14:44:02	
	1400	I have sent the materials.		
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Add Ticket	e			Send

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Select the required items and click:



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Click the button marked in red in the following picture to filter and restore the work order area.

▼ 易 (565封未读) 网易邮箱6.0 ※ № 恩创物联客户服务系统	充 × ৷ YeacreatePM System	× 恩 Yeacreate lot Co.,Ltd - Su × 圖 界面功能翻译	× 见 佛山市愿创物联科技	有限公 × + - 〇 ×
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	工单状态/Ticket	status: 打开/Open		Project name: N/A
Open Technical Ticket Close ticket	网址/URL: Lin	k		Title: FAE ticket
	回复内容/Reply	content:		Creation Time: 2025-06-06 10:20:54
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Add Ticket	Ø			Send

5.6 Search ticket

Enter keywords in the tickets search box to conduct the search.

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Tickets Search	项目/Project: FAE	Ticket Info
Project Select project	工单/Ticket: FAE ticket[#1814]	
	工单状态/Ticket status: 打开/Open	Project name: N/A
Open Technical Ticket Close ticket	网址/URL: Link	Title: FAE ticket
Close FAE ticket Reopen ticket	回复内容/Reply content:	Creation Time: 2025-06-06 10:20:54
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5.7 Ticket Status

The status of a work order is divided into four states: "Open", "Processing", "Waiting for reply", and "Close".



Among them, "Open" means that the user has created a new work order, but the back-end service staff have not yet started to process it.

"Processing" means that our back-end service staff are handling the customer's work order. Once the

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processing is completed, they will leave a message immediately and notify the customer via email or wechat.

"Waiting for Reply" refers to the situation where, during the processing, there are unclear points or areas that require communication, and the back-end staff are waiting for the customer's response to proceed with the handling.

"Close" refers to the state where a work order has been processed, or an item has been terminated, and the back-end staff has completed the processing and then terminated the processing. When the work order is in the "closed" state, the work order information on the right will display "End Time", representing the time when the work order has been processed.

Ticket Info

Project name: N/A

Title: FAE ticket

Creation Time: 2025-06-06 10:20:54

Close Time: 2025-06-06 15:39:09

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5.8 Manually close the ticket

When a ticket has been processed or the project is terminated, users can close the ticket by themselves. Clicking the "Close ticket" button can close the ticket. You will receive email and wechat notifications when you close a ticket.





5.9 Reopen ticket

When a ticket has been completed but you need to continue communicating with us later, you can reopen the ticket. Click the "Reopen ticket" button to reopen the ticket.

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Close FAE ticket Reopen ticket		回复内容/Reply content: Hello, some required materials are still missing.	Creation Time: 2025-06-06 10:20:54 Close Time: 2025-06-06 15:39:09
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Add Ticket	Ø		Send

At this point, the status of the ticket changes back to "Open", and the staff in the back-end will handle it immediately upon receipt.

5.10 Show and hide the ticket section

Click the button in the red box in the picture to show or hide the ticket area.

Display the ticket section:

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