



User Manual for Support System

--User Manualv0.1



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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.

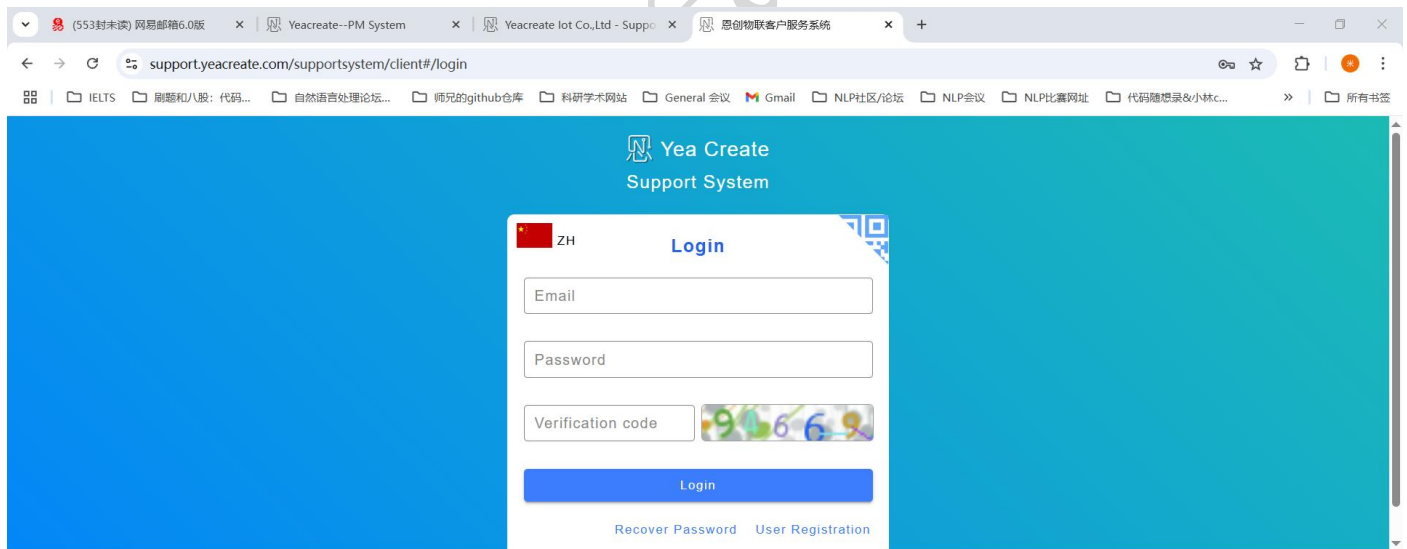
This system mainly realizes the following functions:

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. Wechat 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.



Company Contact Information

Name: Foshan Yea Create Iot Co.,Ltd

Phone: 0757-22128141

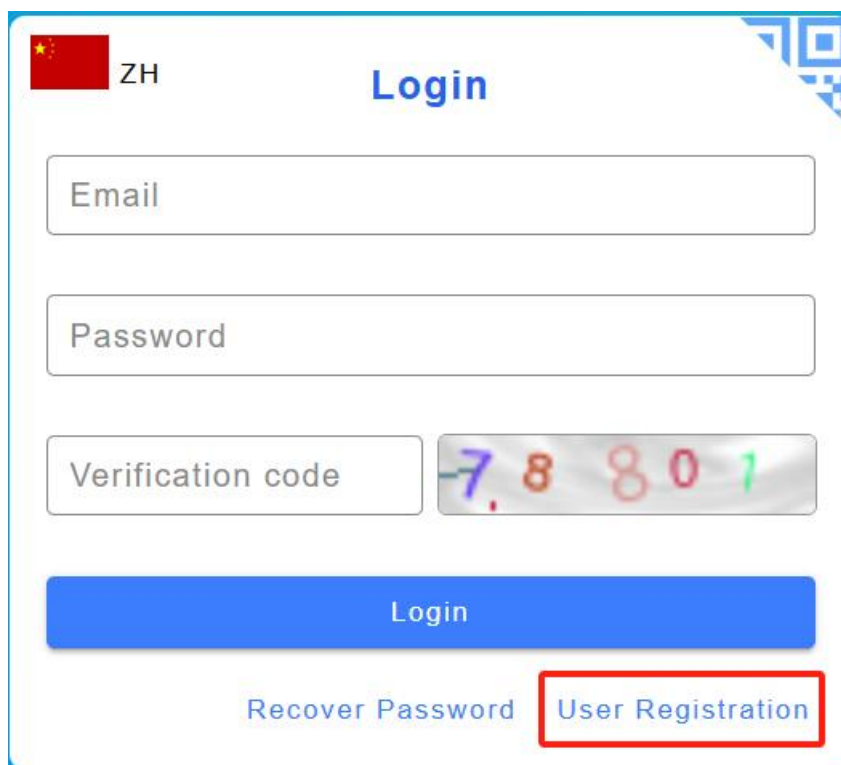
Email: support@yeacreate.com

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

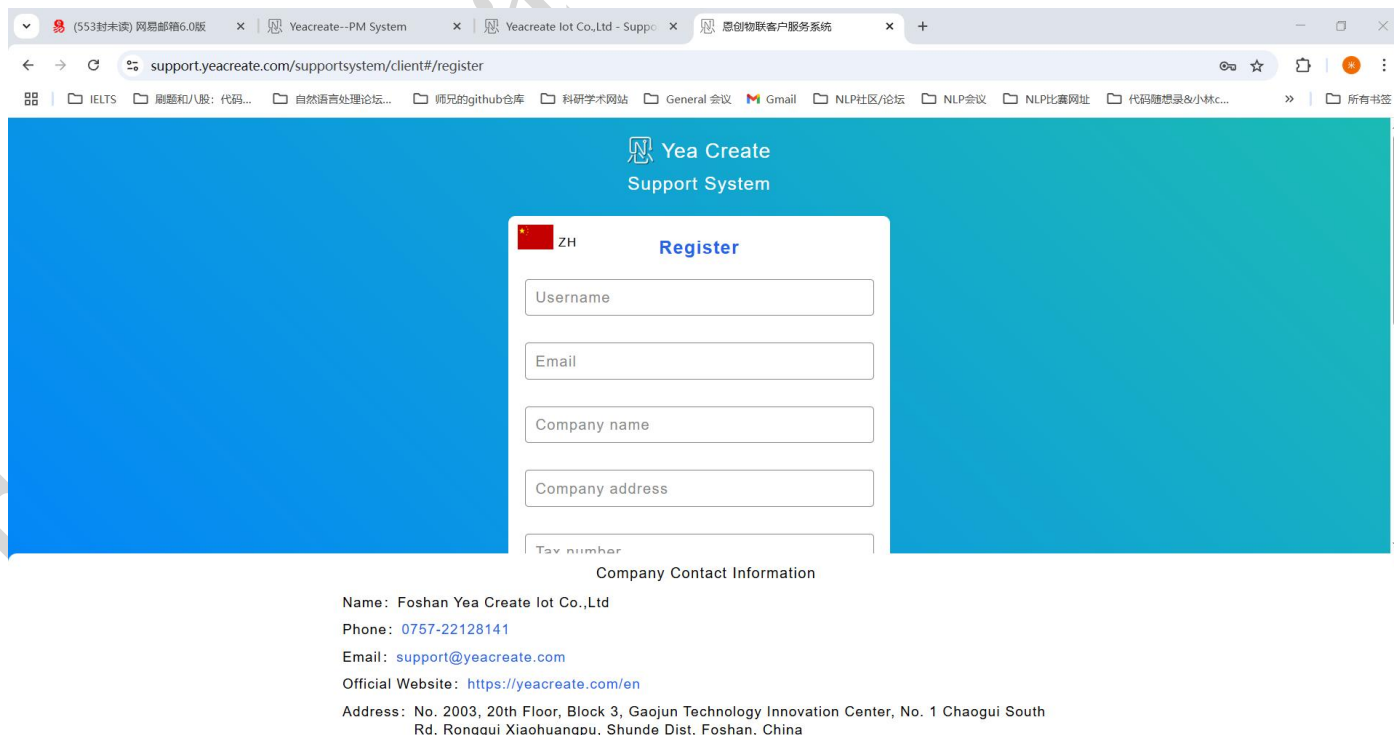
2.2 Registration

Click the user registration button:



The image shows a web interface for login and registration. At the top left, there is a Chinese flag icon and the text 'ZH'. To the right is the word 'Login' in blue. Below these are three input fields: 'Email', 'Password', and 'Verification code'. The 'Verification code' field contains a CAPTCHA image showing the numbers '7, 8, 8, 0, 1'. Below the input fields is a large blue 'Login' button. At the bottom, there are two links: 'Recover Password' and 'User Registration'. The 'User Registration' link is highlighted with a red rectangular box.

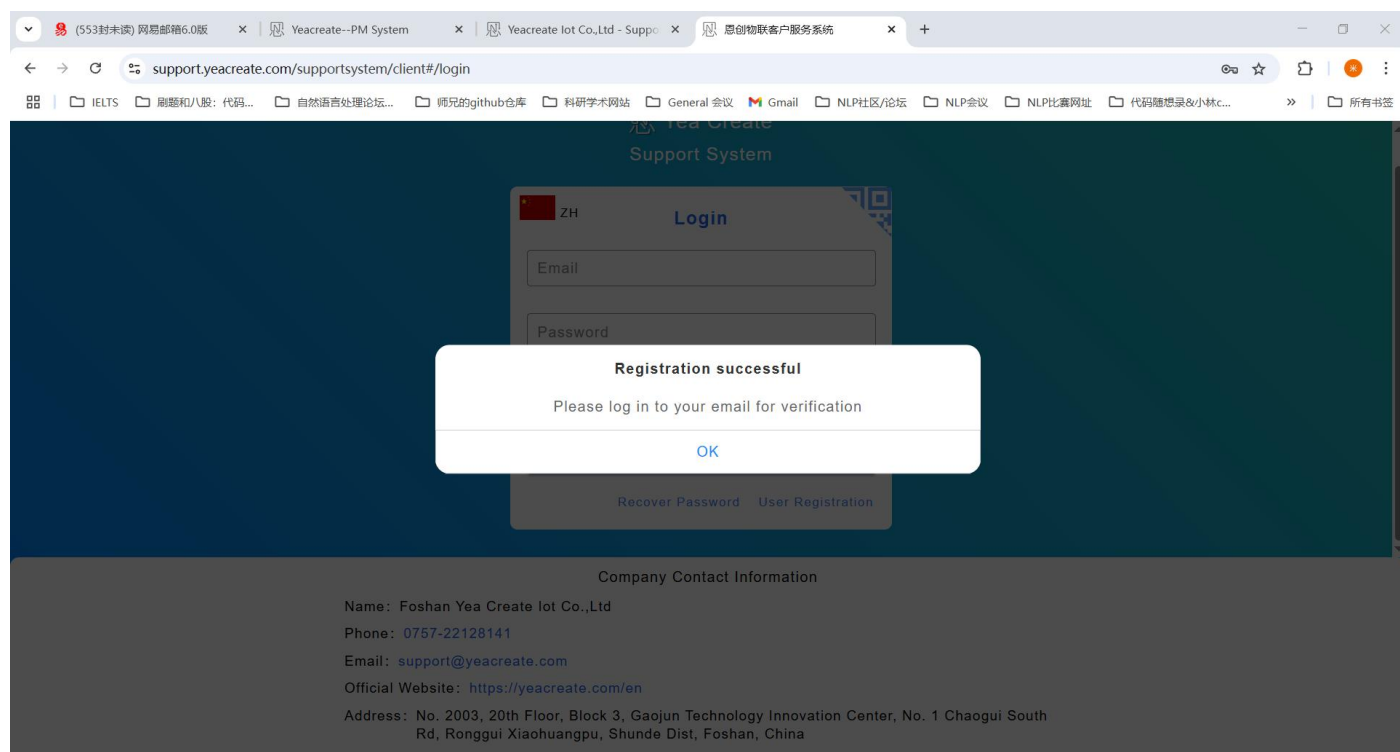
After clicking the user registration button, you will enter the interface for filling in user information. Fill in the username, email, company name, company address, tax number, contact person, contact phone, password, confirm password and verification code, and then click “Submit” button.



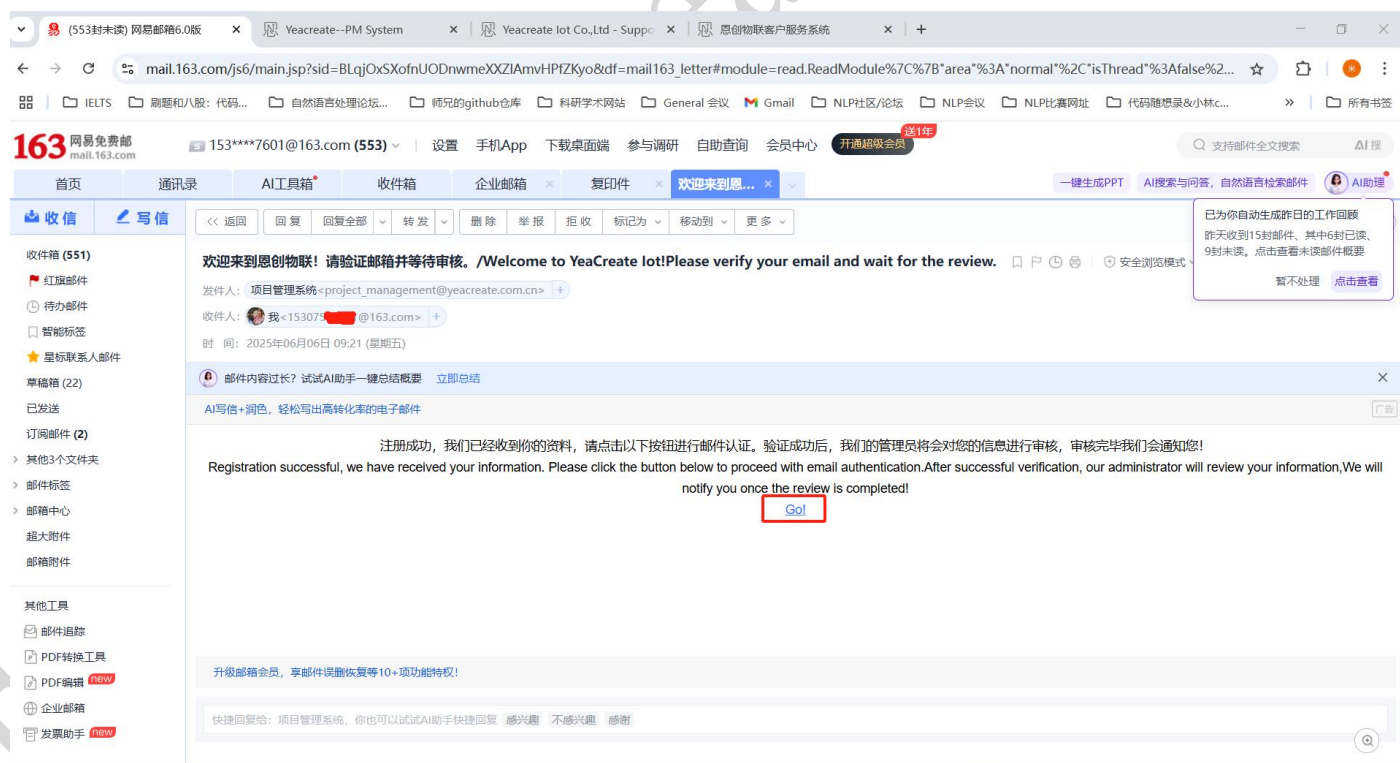
The image shows a web browser window displaying the registration interface. The browser's address bar shows the URL 'support.yeacreate.com/supportsystem/client#/register'. The page title is 'Yea Create Support System'. The registration form is titled 'Register' and includes input fields for 'Username', 'Email', 'Company name', 'Company address', and 'Tax number'. Below the form, there is a section titled 'Company Contact Information' with the following details:

Name: Foshan Yea Create Iot Co.,Ltd
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

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.

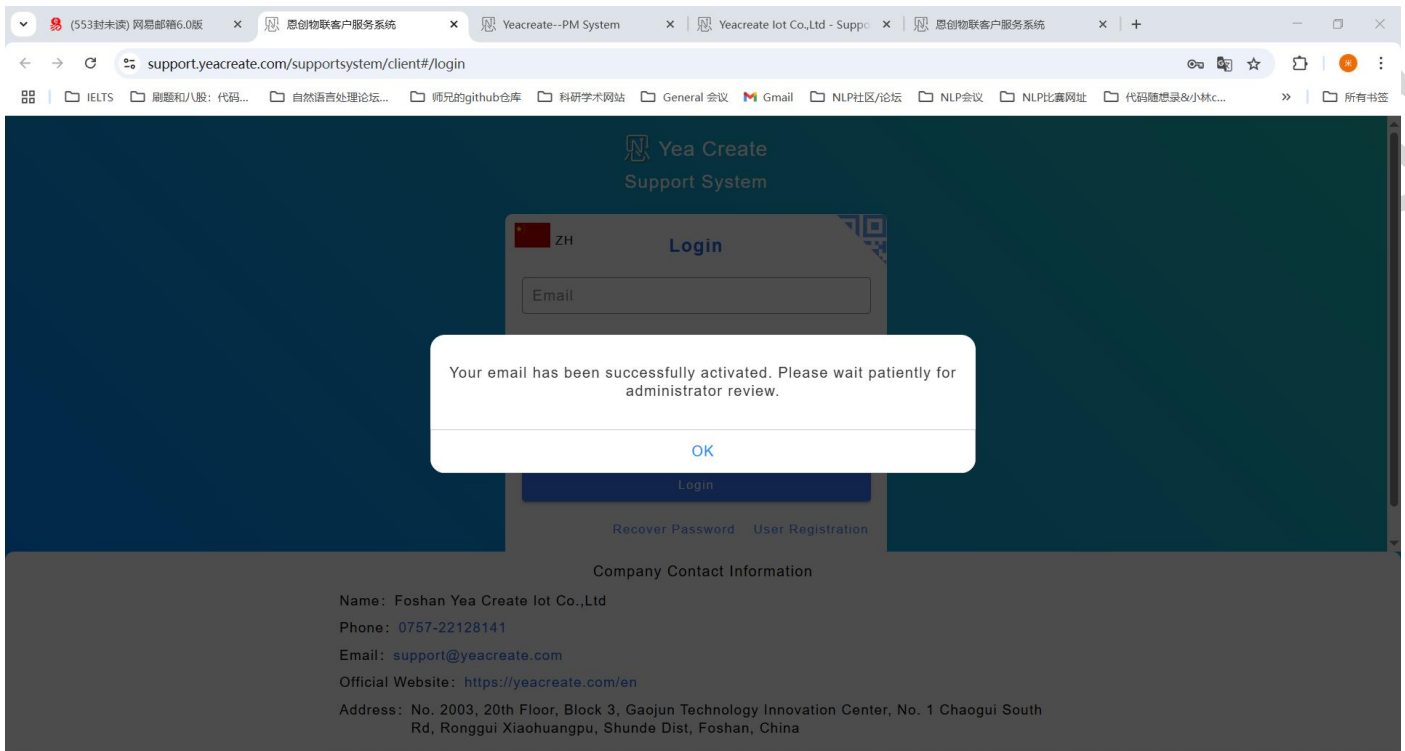


After entering the email, click "go!" to verify:



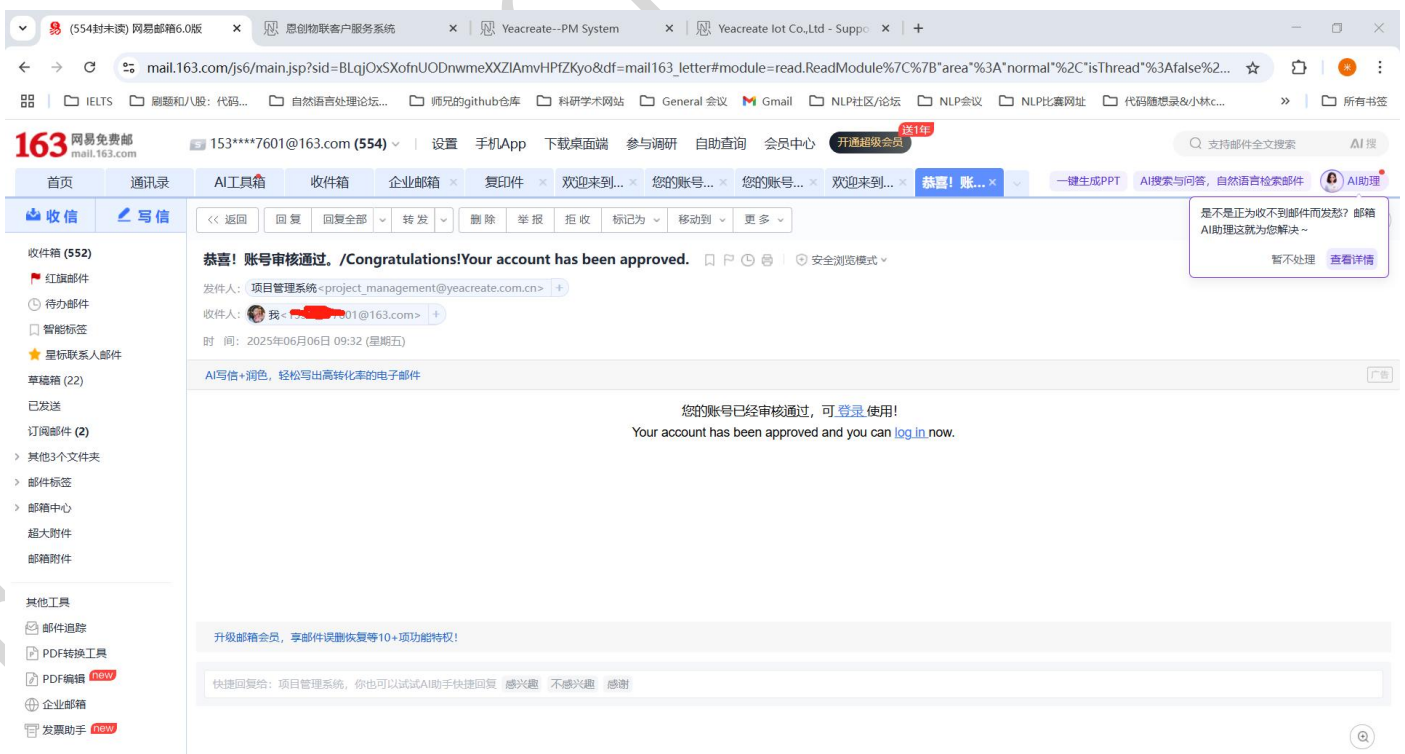


After the verification is completed, the following pop-up box will appear, indicating that the email has been activated. Please wait patiently for the administrator's review.



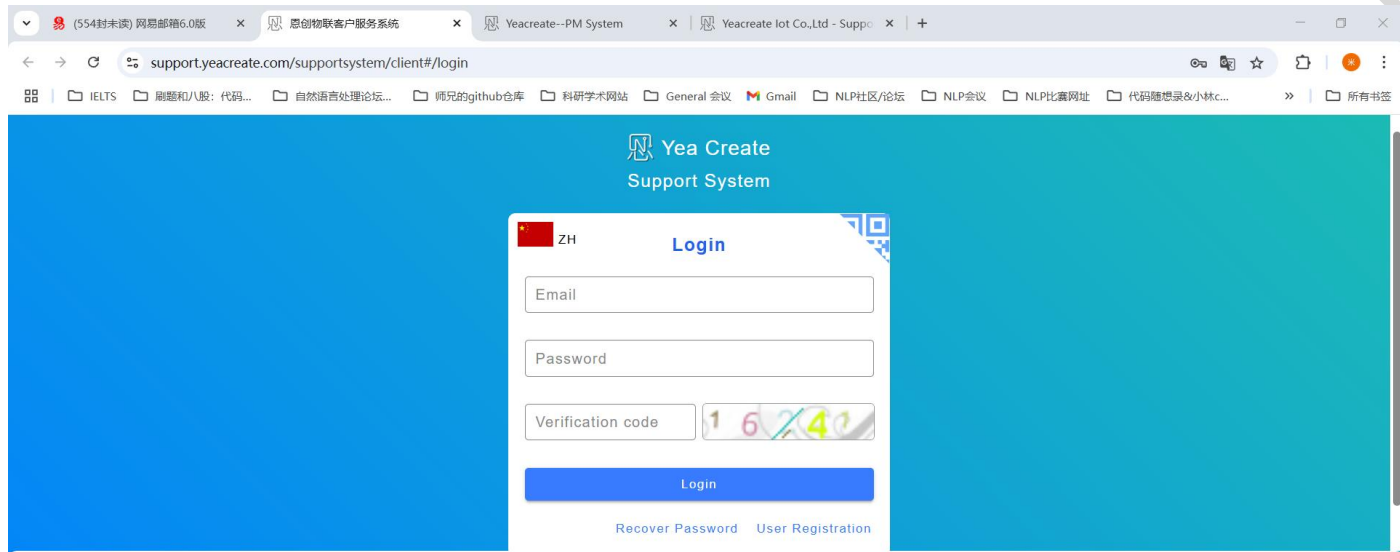
Note: The administrator in the back-end will conduct offline information review.

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



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.



Company Contact Information

Name: Foshan Yea Create lot Co.,Ltd

Phone: 0757-22128141

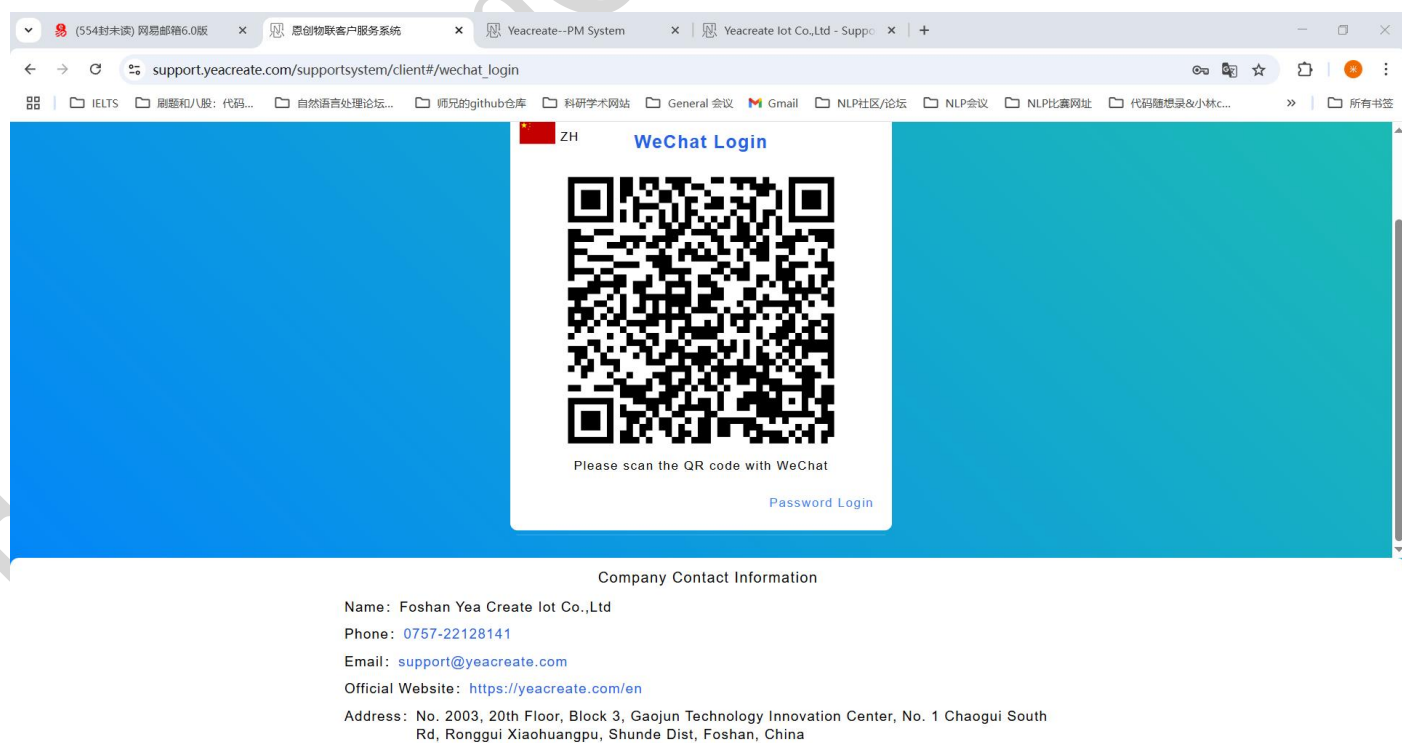
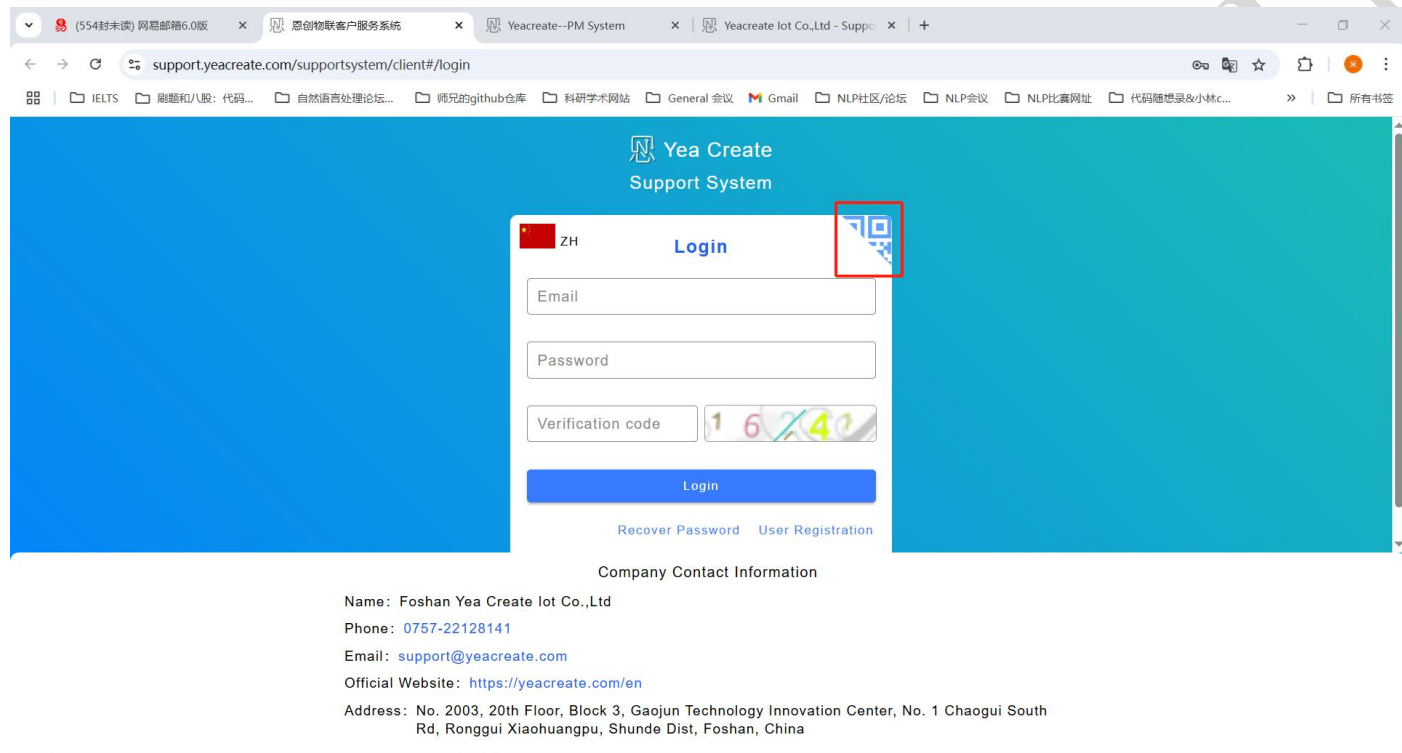
Email: support@yeacreate.com

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



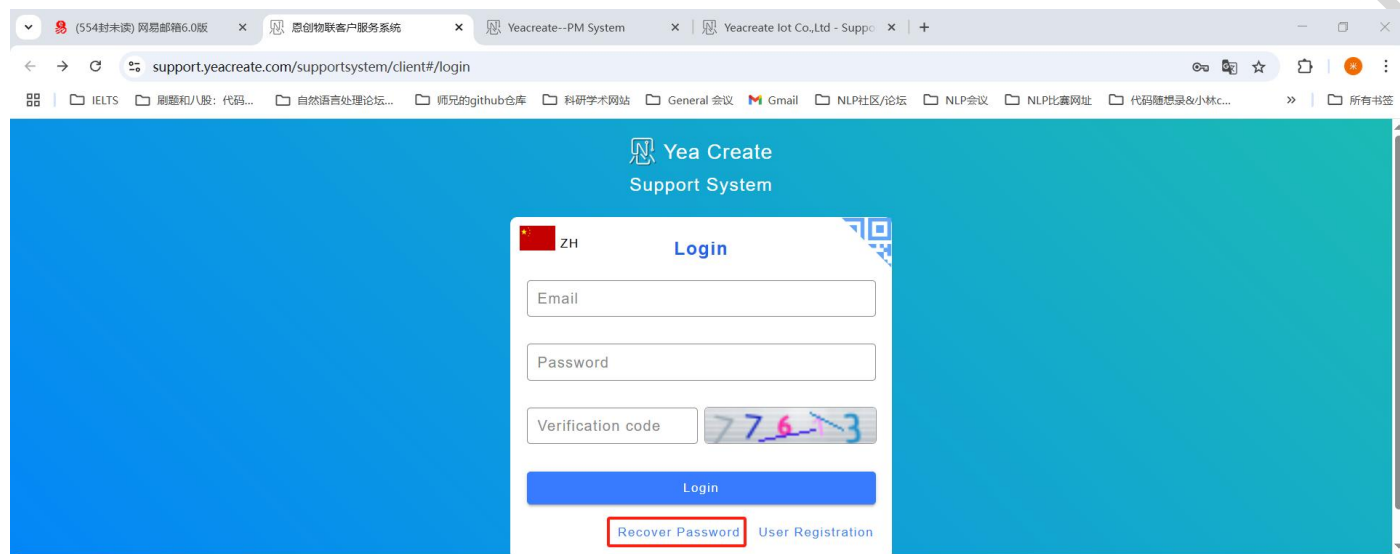
Login Method Two Wechat QR code login: The prerequisite for using this function is to bind wechat. The first login cannot use this function. You need to log in using Method 1 to enter the main interface and bind wechat before you can use it. For details of wechat binding, please refer to Section 5.1.3.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





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.



Company Contact Information

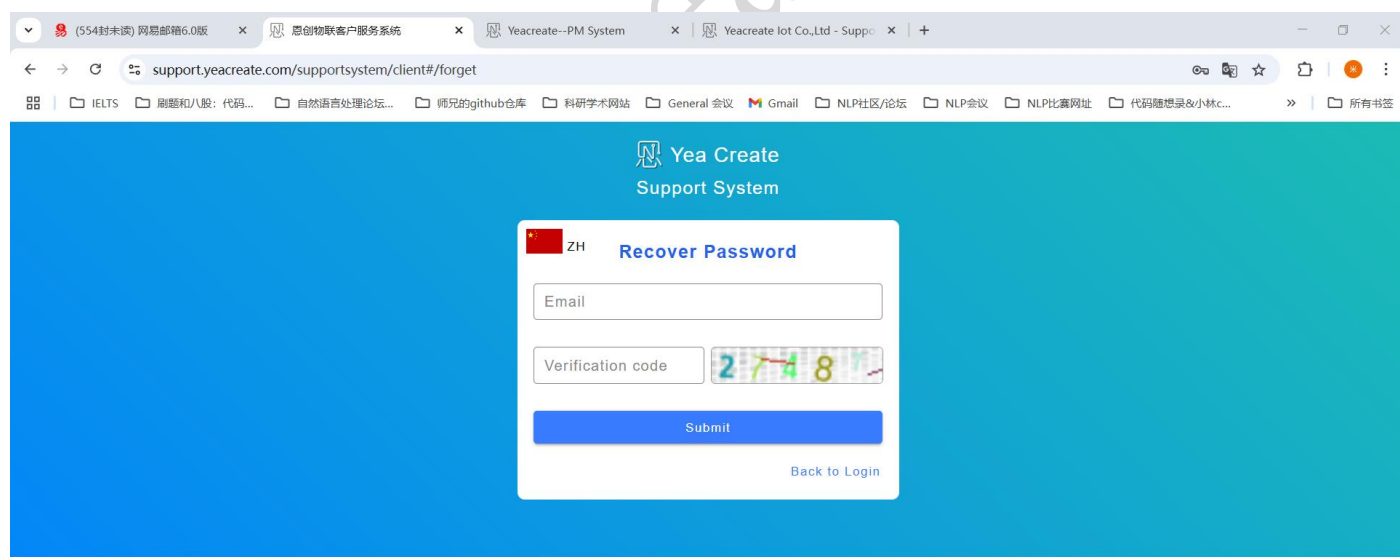
Name: Foshan Yea Create Iot Co.,Ltd

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



Company Contact Information

Name: Foshan Yea Create Iot Co.,Ltd

Phone: 0757-22128141

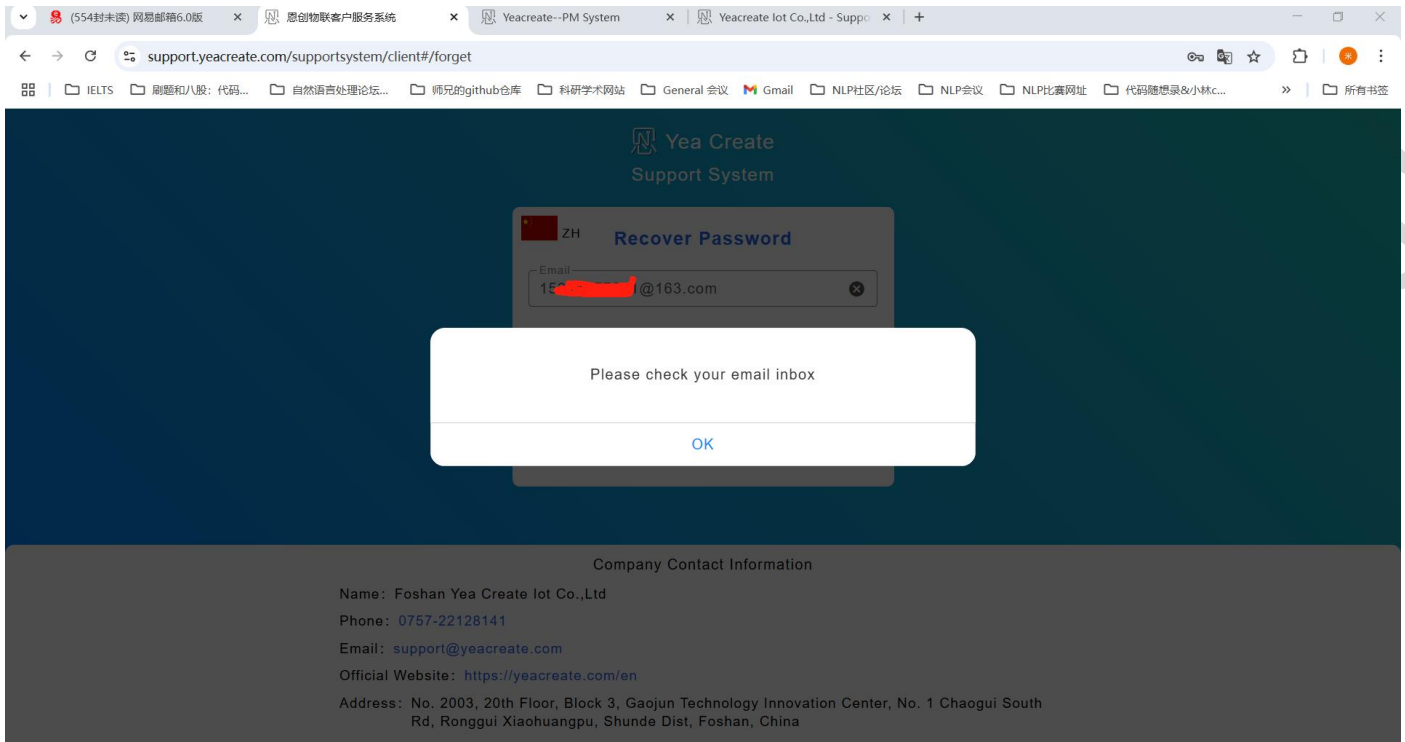
Email: support@yeacreate.com

Official Website: <https://yeacreate.com/en>

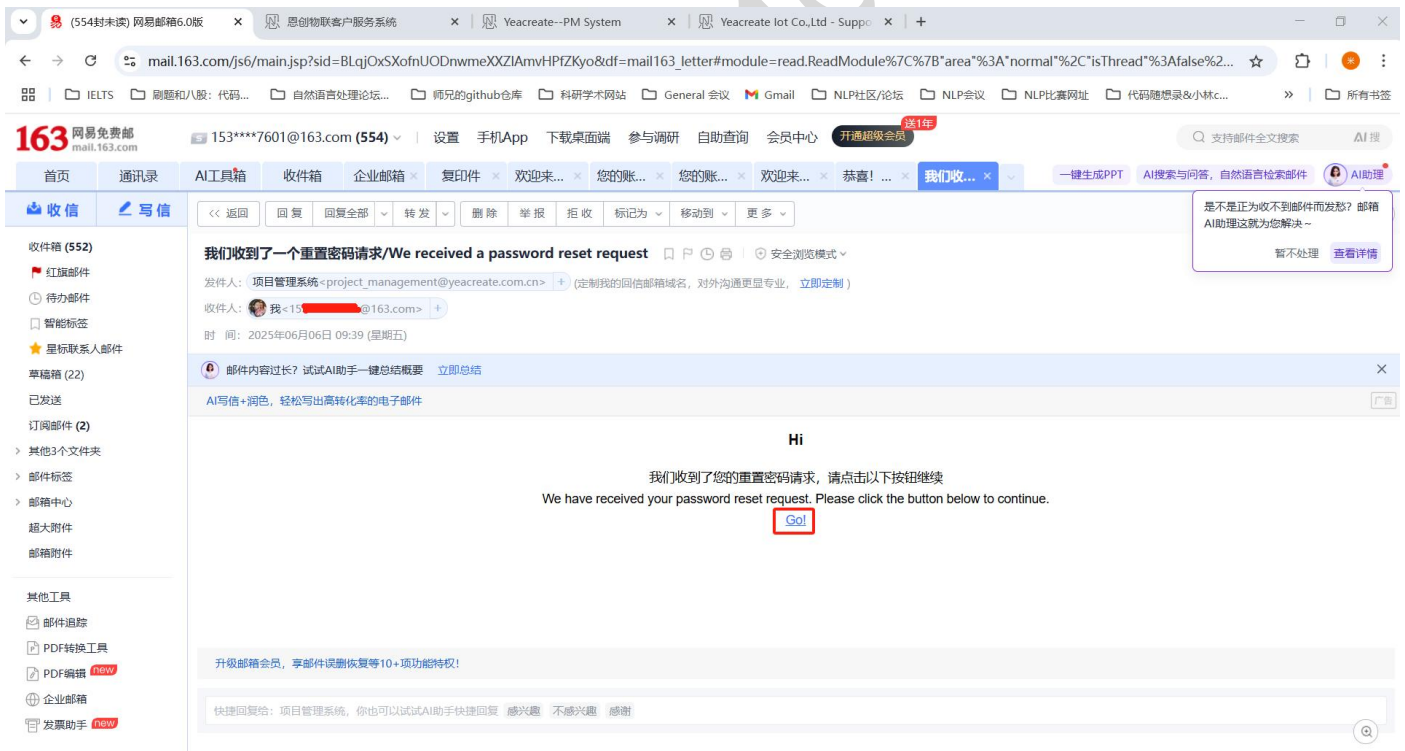
Address: No. 2003, 20th Floor, Block 3, Gaojun Technology Innovation Center, No. 1 Chaogui South Rd, Ronggui Xiaohuangpu, Shunde Dist, Foshan, China



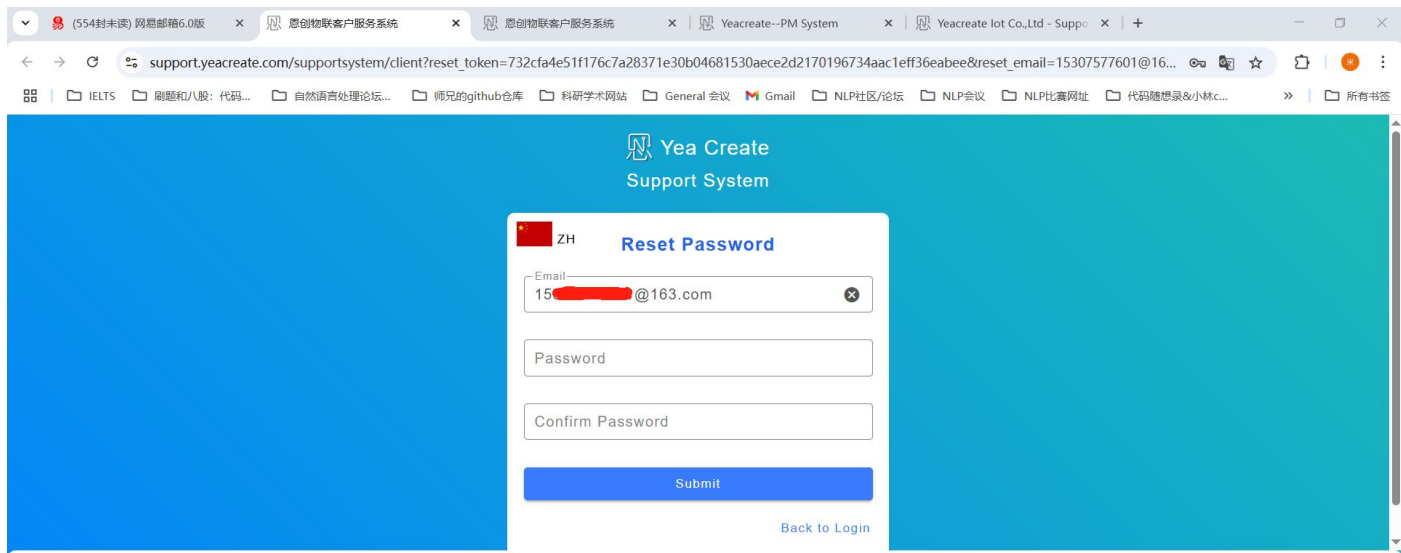
Then, enter the mailbox to check the emails.



Enter the email and click "Go!" Hyperlink.



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



Company Contact Information

Name: Foshan Yea Create Iot Co.,Ltd

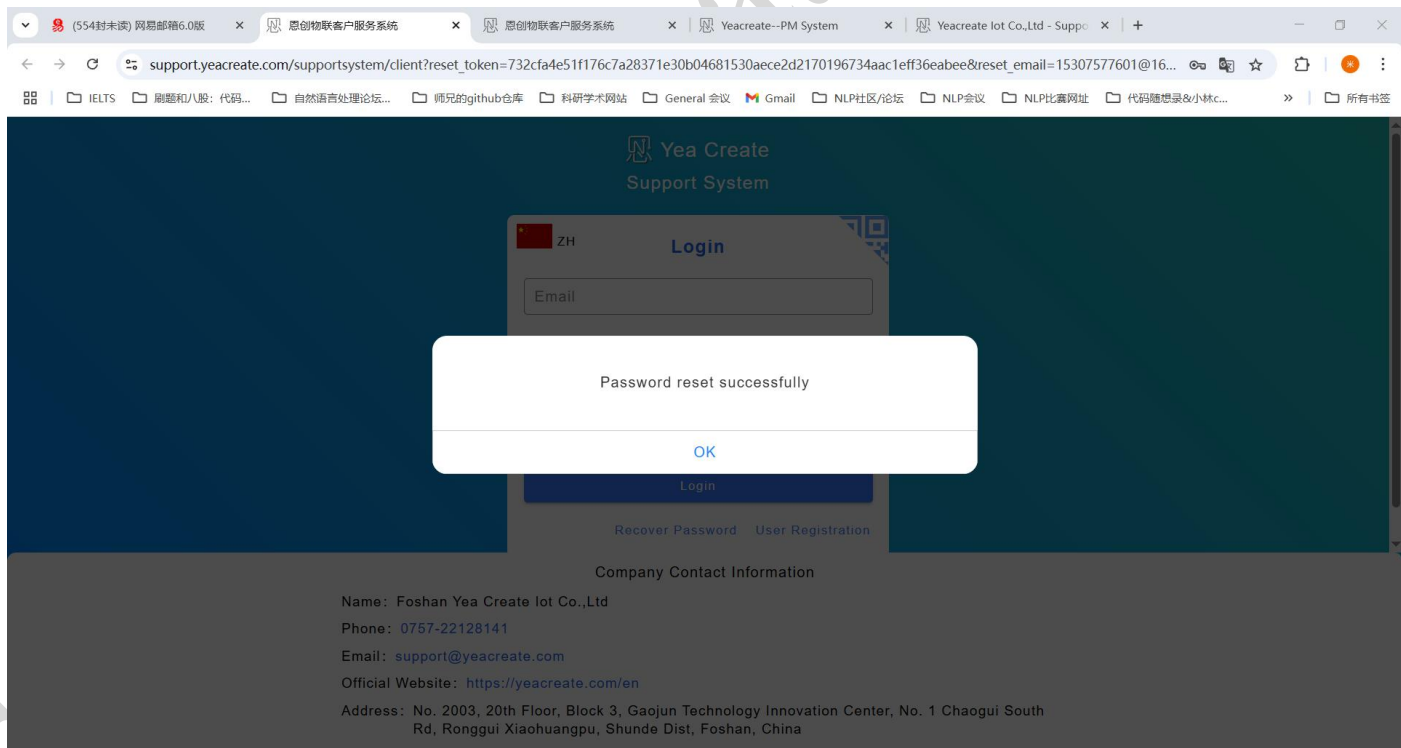
Phone: 0757-22128141

Email: support@yeacreate.com

Official Website: <https://yeacreate.com/en>

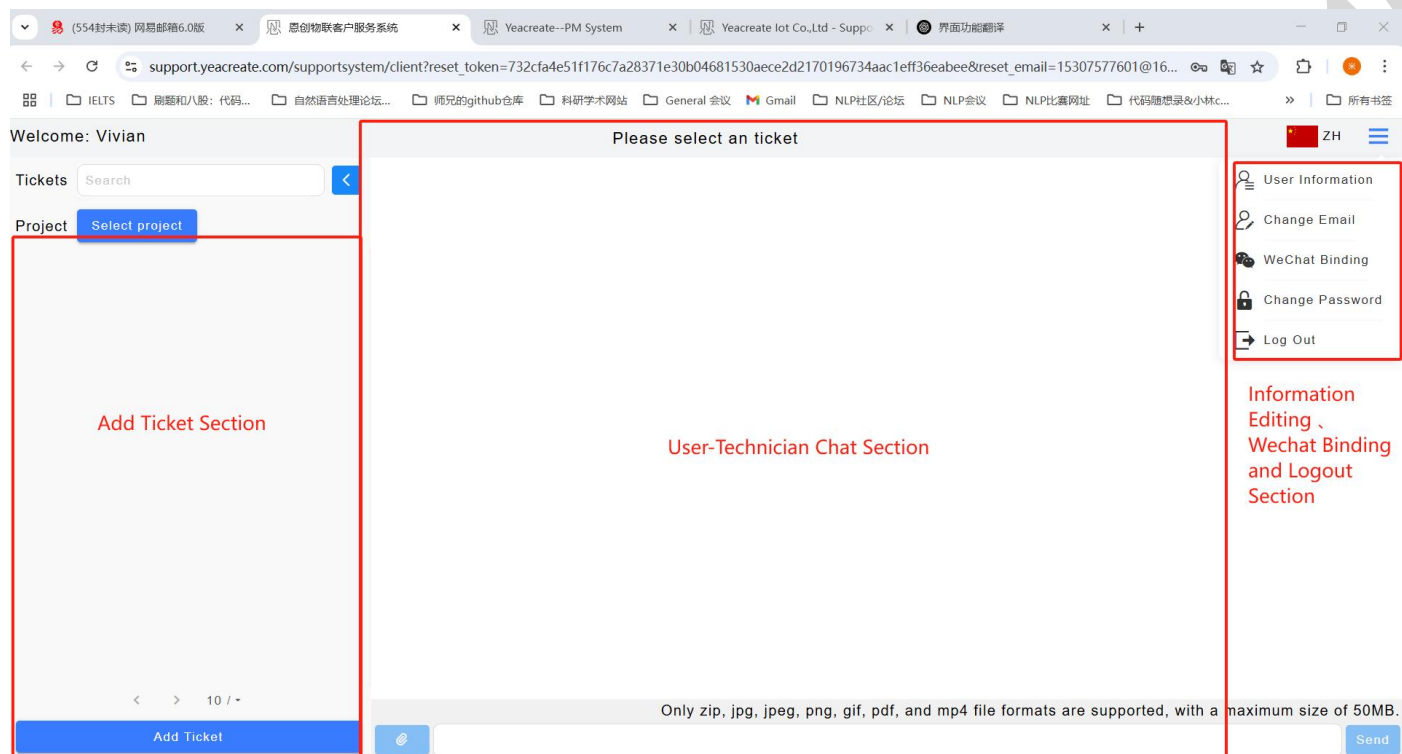
Address: No. 2003, 20th Floor, Block 3, Gaojun Technology Innovation Center, No. 1 Chaogui South Rd, Ronggui Xiaohuangpu, Shunde Dist, Foshan, China

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.



5 The homepage of the Support System

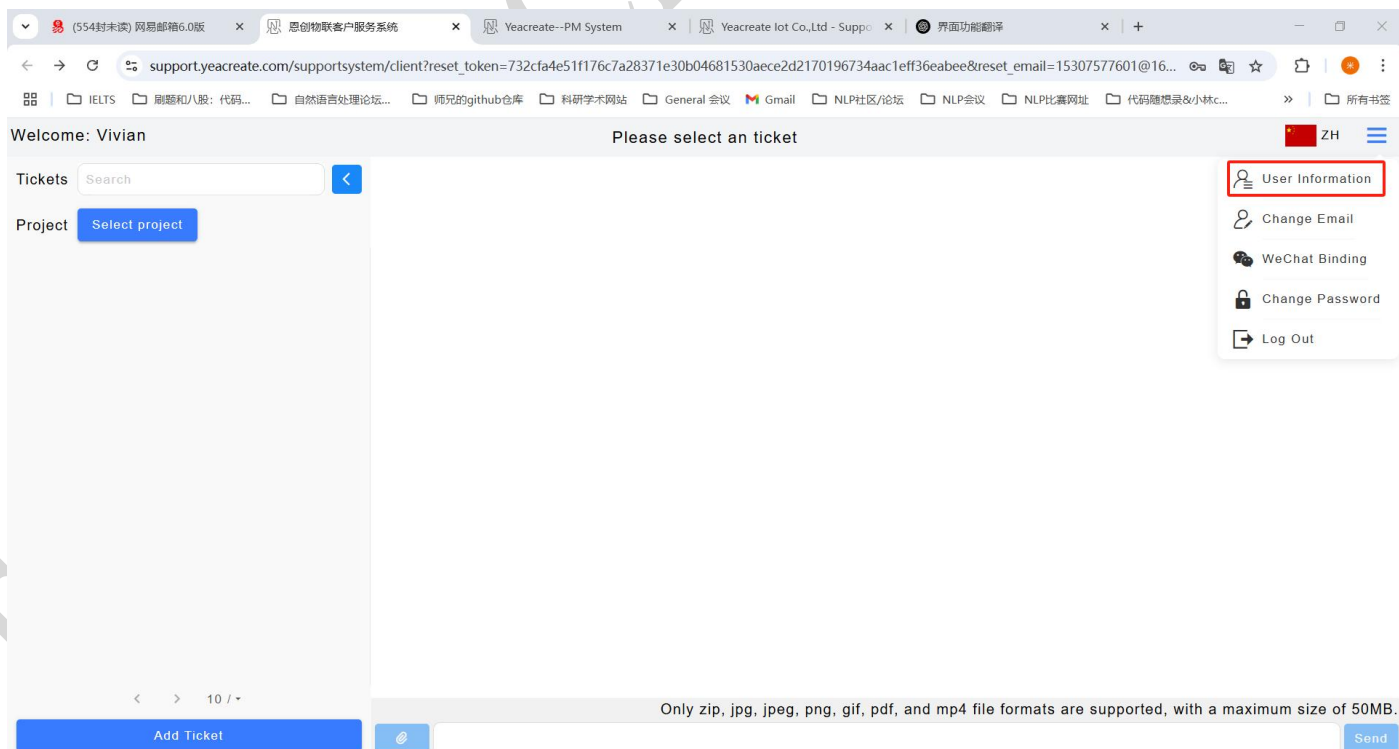
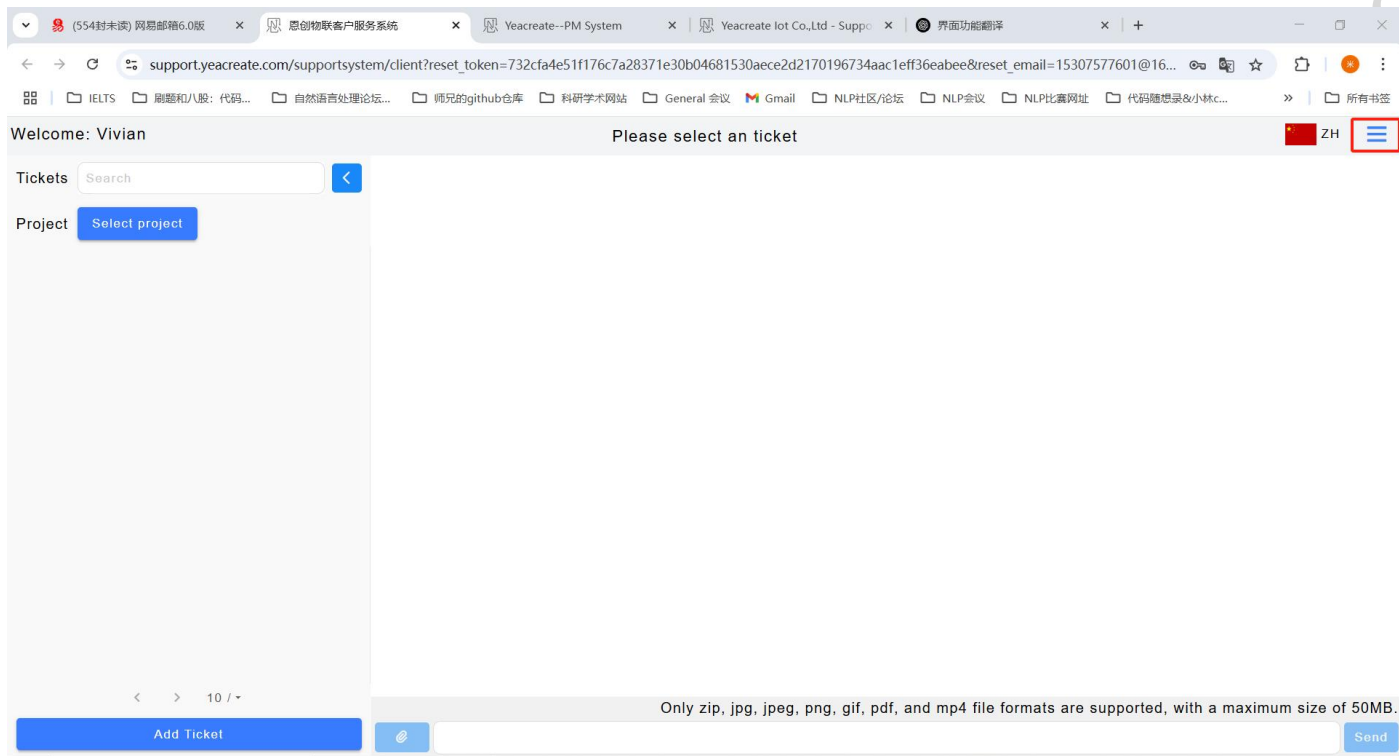
After logging in, you will enter the homepage of the customer service system: This homepage is divided into three sections in total: add ticket section; user-technician chat section, information editing、wechat binding and logout section.



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.





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

Creation Time: 2025-06-06 09:31:20
Update Time: 2025-06-06 09:43:06

Change User Information

Username: Vivian

Company name: XX

Company address: XX

Tax number: X

Contact person: X

Contact phone: X

Restore Submit

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.

Welcome: Vivian

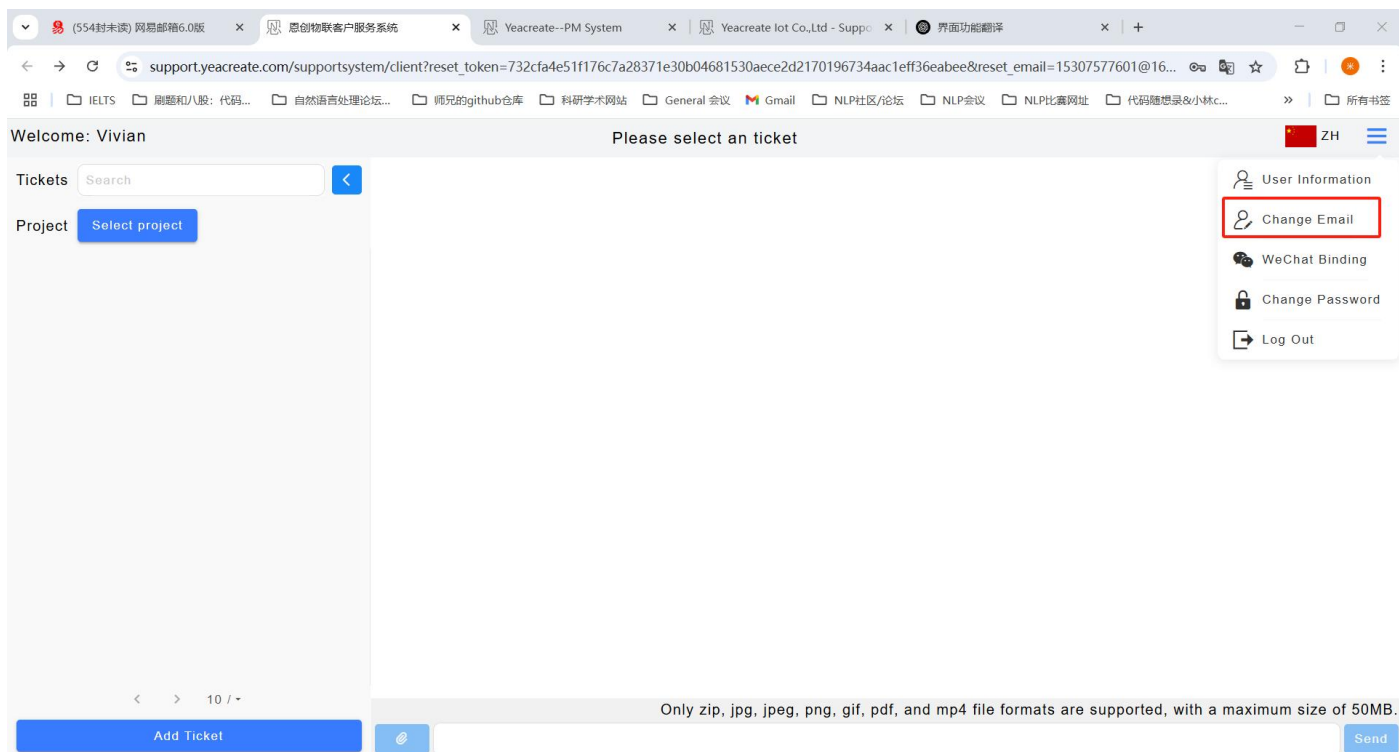
Please select an ticket

Tickets: Search

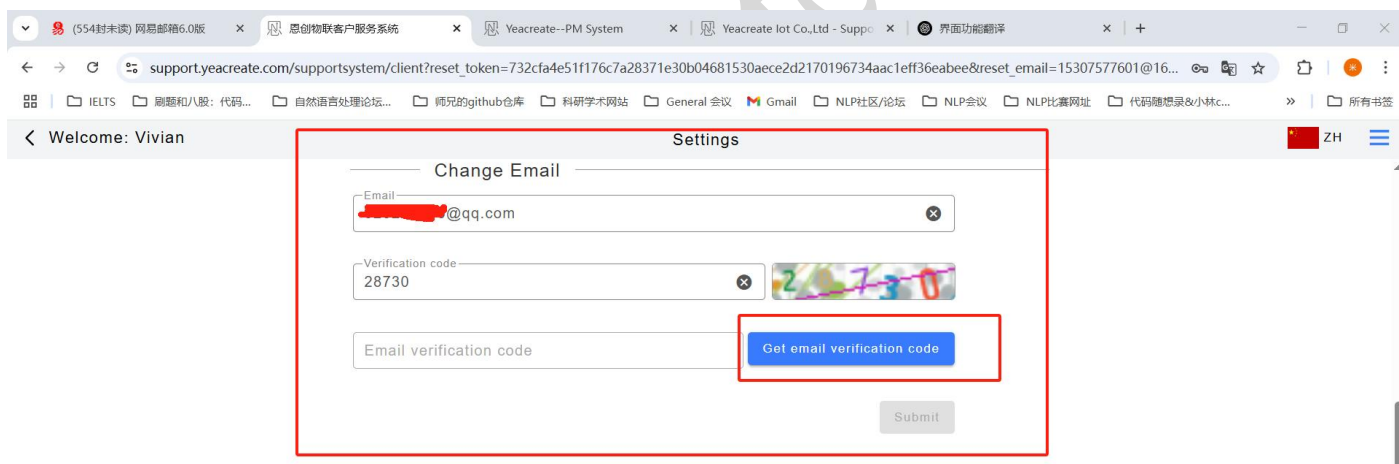
Project: Select project

Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

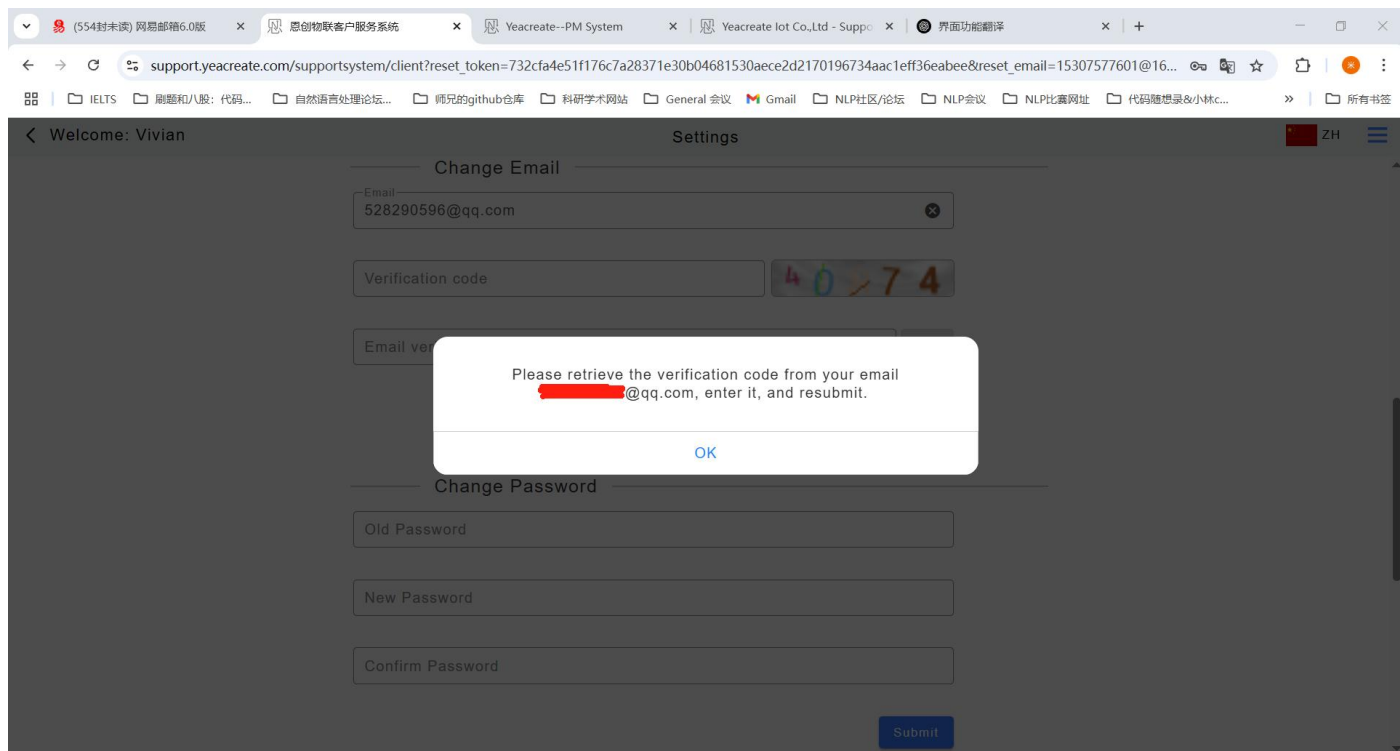
Add Ticket Send



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

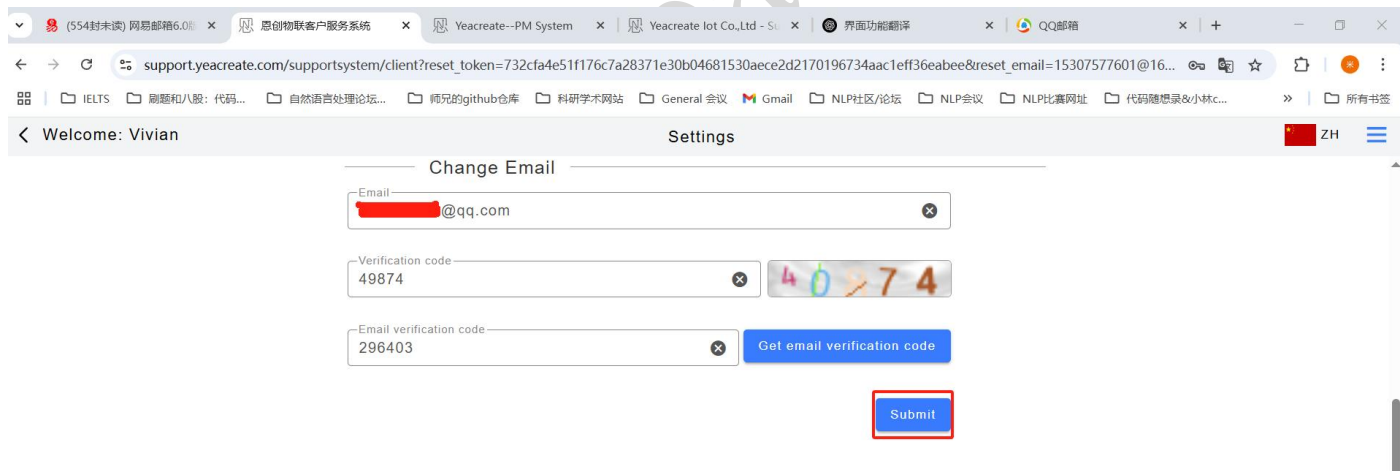


Collect the verification code in the newly bound email address:



The screenshot shows a web browser window with the URL `support.yecreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aece2d2170196734aac1eff36eabee&reset_email=15307577601@16...`. The page title is "Settings" and the user is logged in as "Vivian". The "Change Email" form is visible, with the email field containing `528290596@qq.com`. A modal dialog is centered on the screen with the text: "Please retrieve the verification code from your email [redacted]@qq.com, enter it, and resubmit." with an "OK" button.

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.

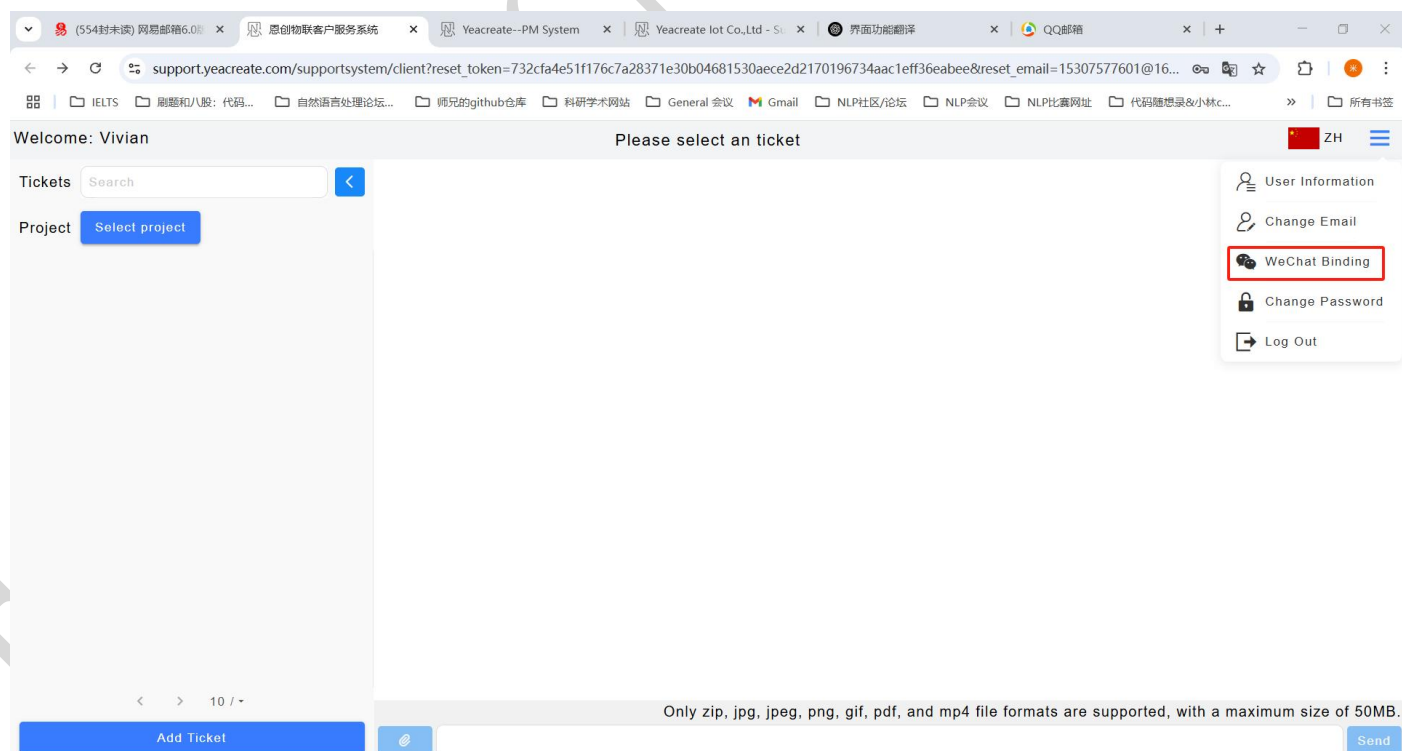
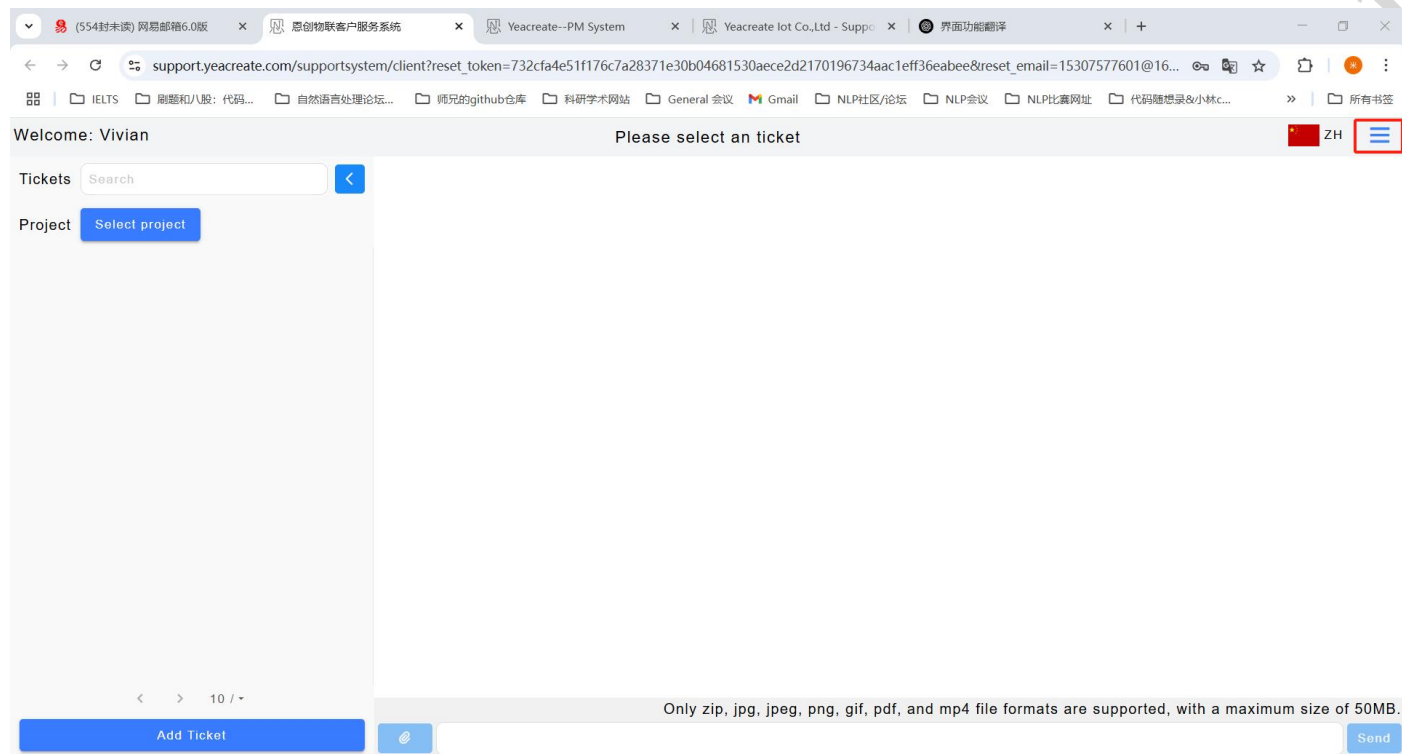


The screenshot shows the same web browser window. The "Change Email" form is now filled out. The "Email" field contains `[redacted]@qq.com`. The "Verification code" field contains `49874`. The "Email verification code" field contains `296403`. A blue button labeled "Get email verification code" is next to the email verification code field. A red box highlights the "Submit" button at the bottom right of the form.

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.



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



1st Step

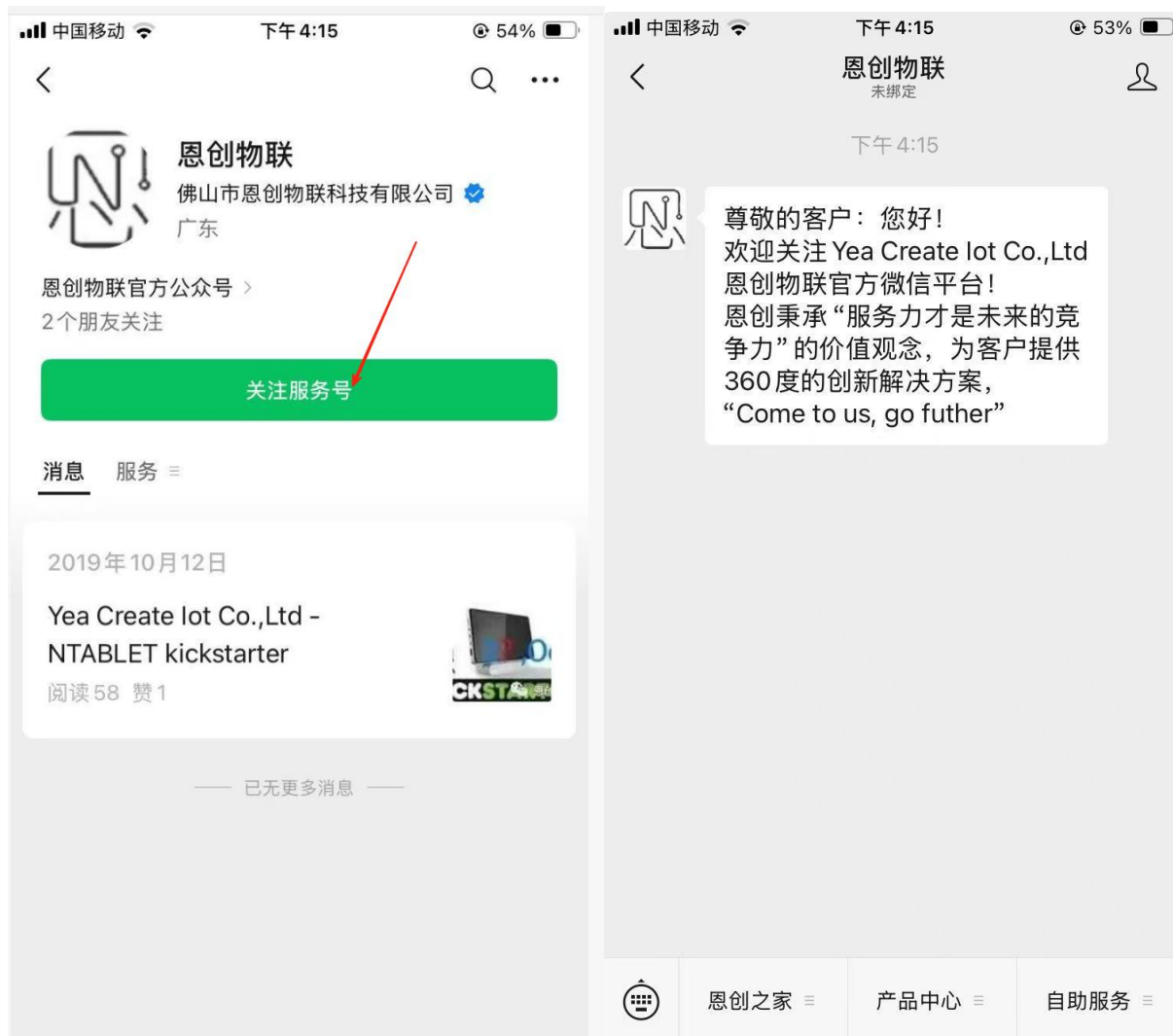
2nd Step



Please follow our company's wechat service account, otherwise you will not be able to use all wechat functions properly.

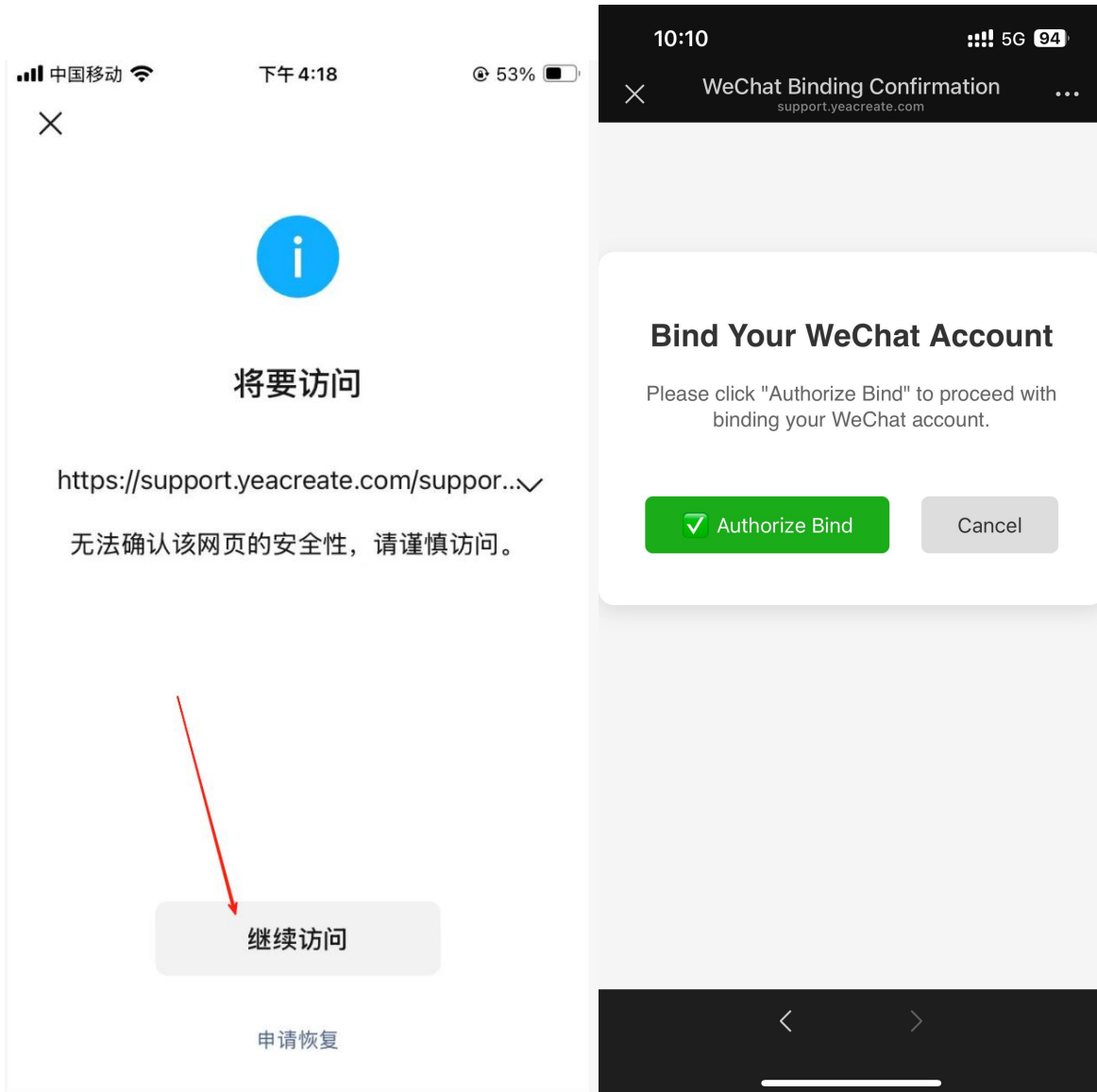
Please scan the QR code with WeChat

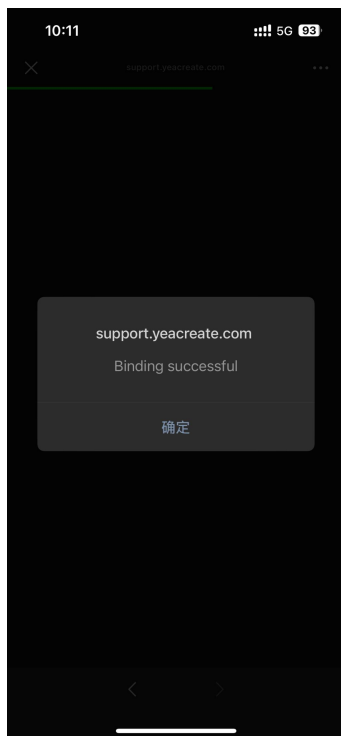
Step 1: First, scan the QR code of our company's wechat service account with wechat, then click "Follow Service Account", and then complete the authorization binding





After following, please scan the binding QR code provided:





At this point, the web page end will become:

Bind WeChat



米

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:



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



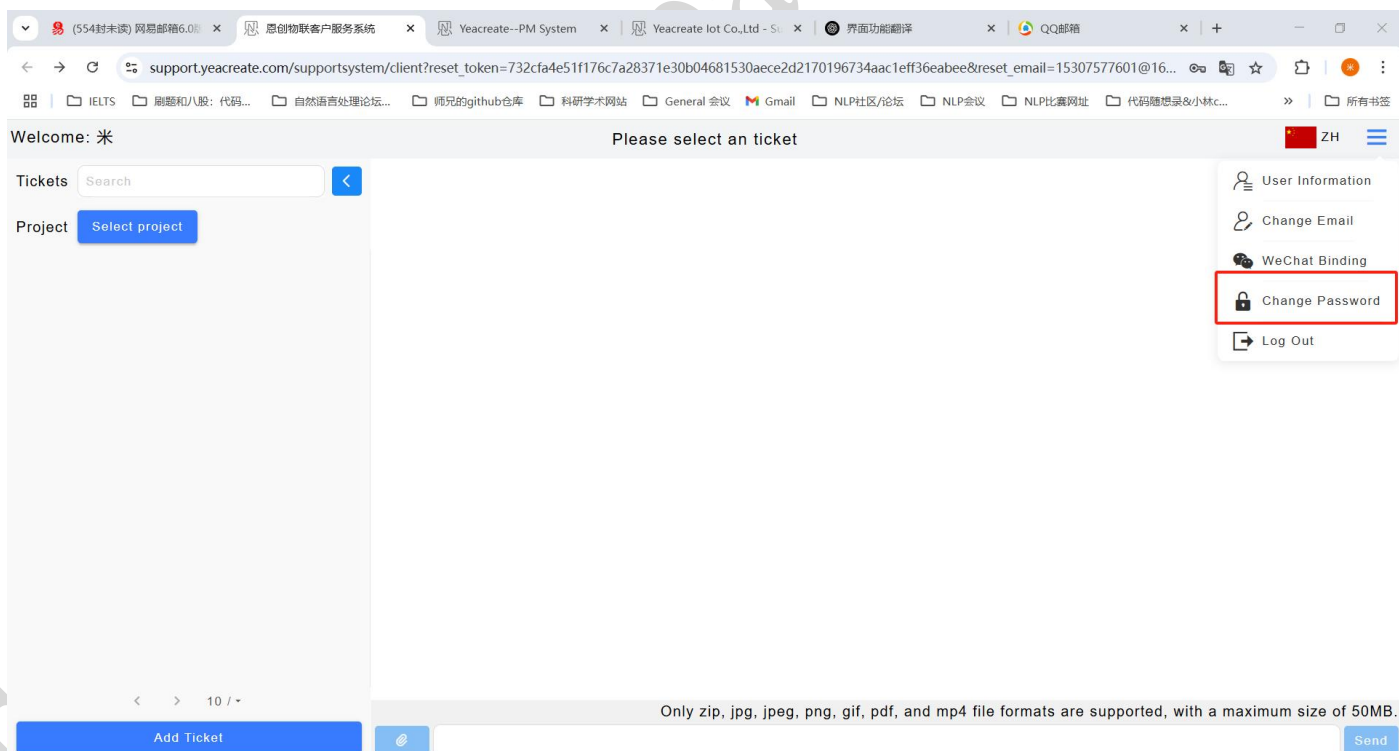
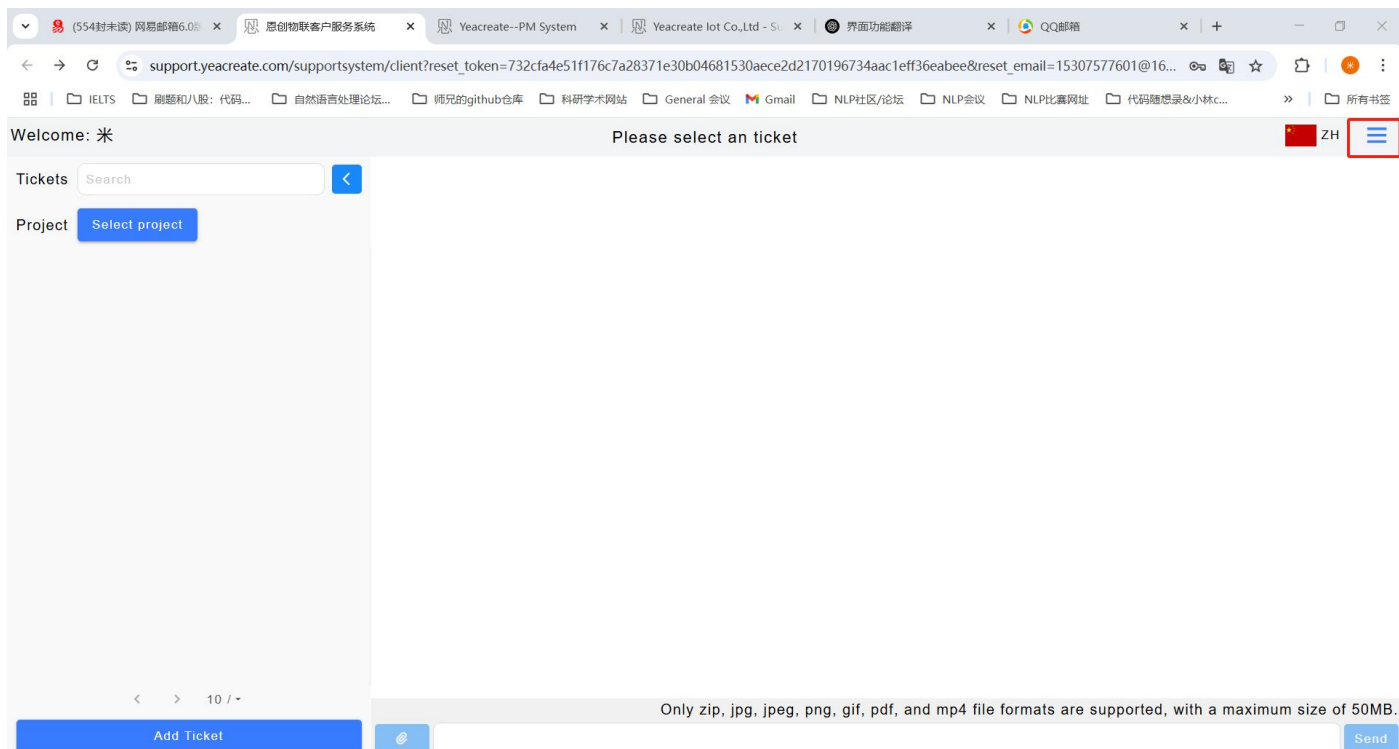
米

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

Old Password

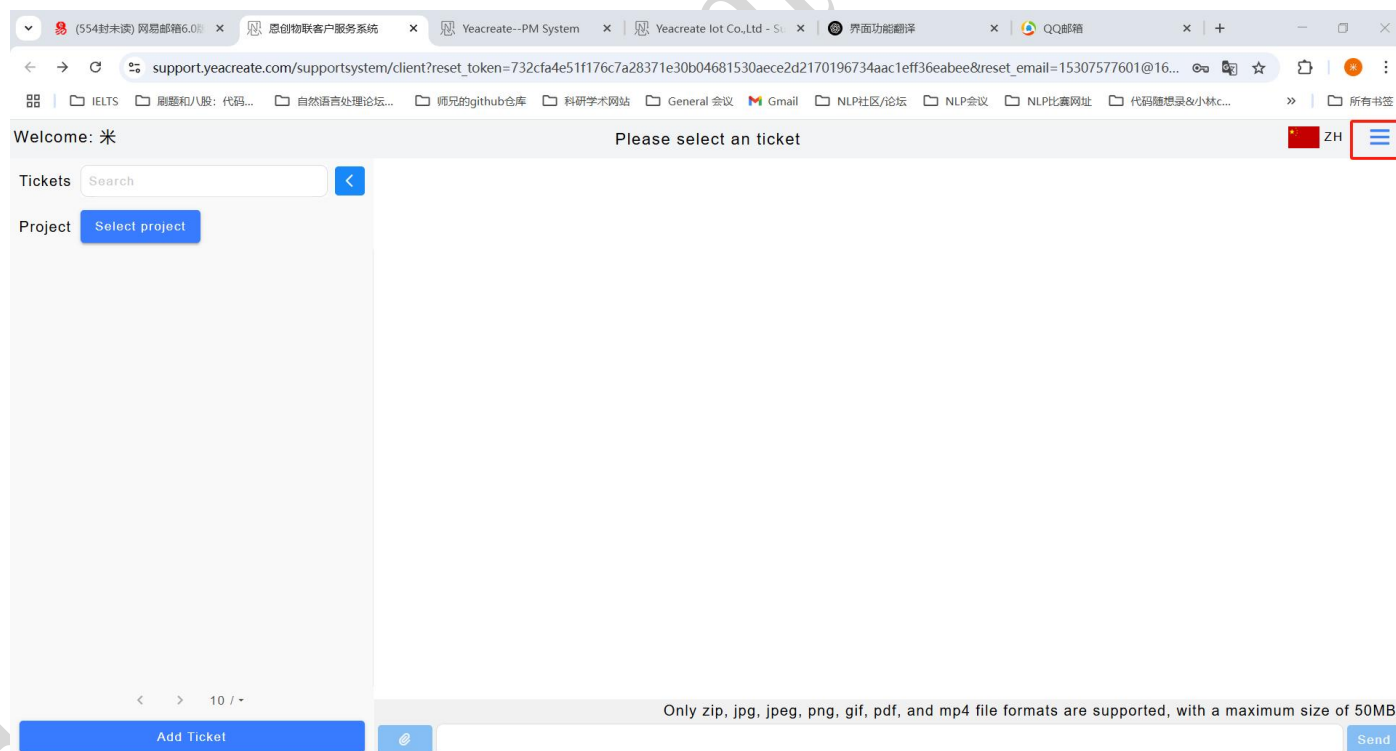
New Password

Confirm Password

Submit

5.1.5 Logout

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





Browser tabs: (554封未读) 网易邮箱6.0, 恩创物联客户服务系统, Yeacreate-PM System, Yeacreate lot Co.,Ltd - S..., 界面功能翻译, QQ邮箱

Address bar: support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aace2d2170196734aac1eff36eabee&reset_email=15307577601@16...

Bookmarks: IELTS, 刷题和八股: 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, Gmail, NLP社区/论坛, NLP会议, NLP比赛网址, 代码随想录&小林c..., 所有书签

Welcome: 米 Please select an ticket ZH

Tickets Search

Project Select project

Log Out

Footer: Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB. Add Ticket Send

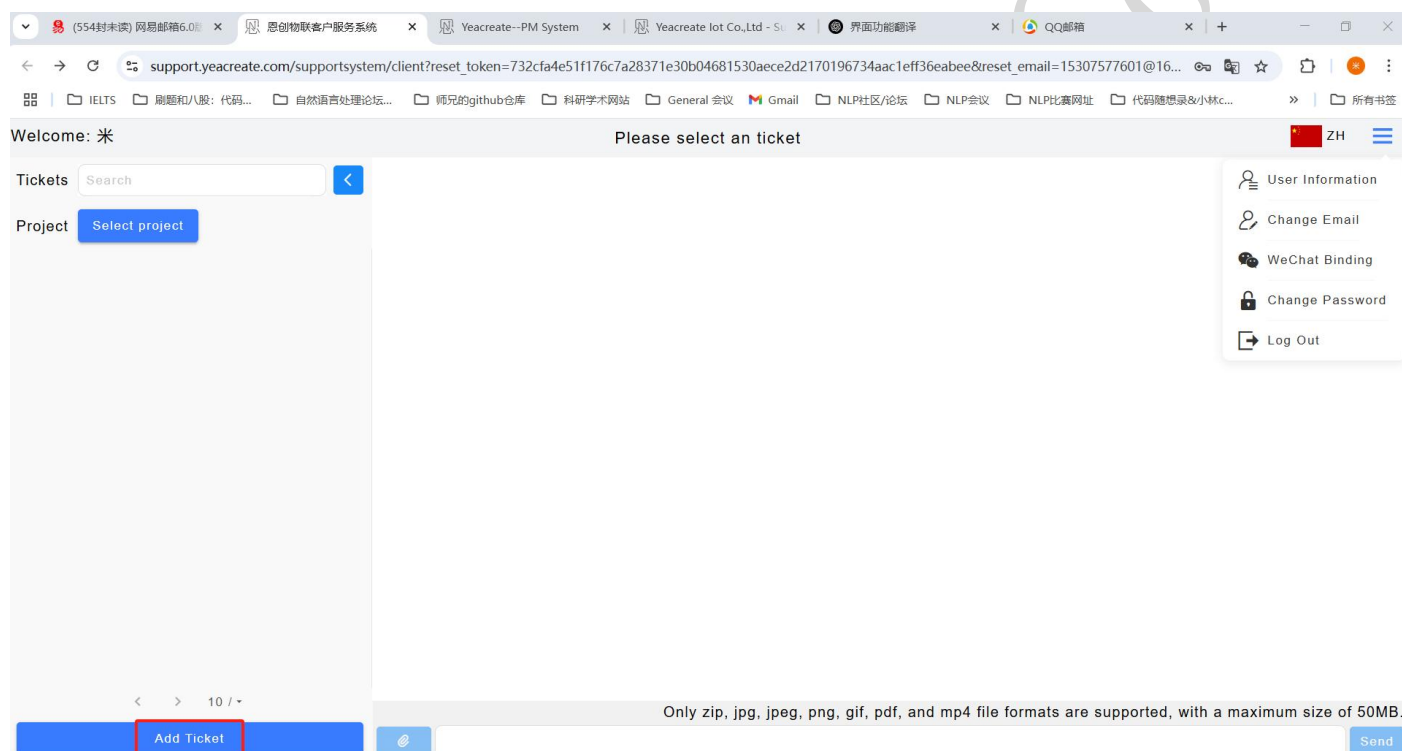
5.2 Add the FAE(Pre-sale and After sale) ticket section and user-technician chat section

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 creating a new ticket through the wechat service account.

5.2.1.1 Create a new ticket on the web page

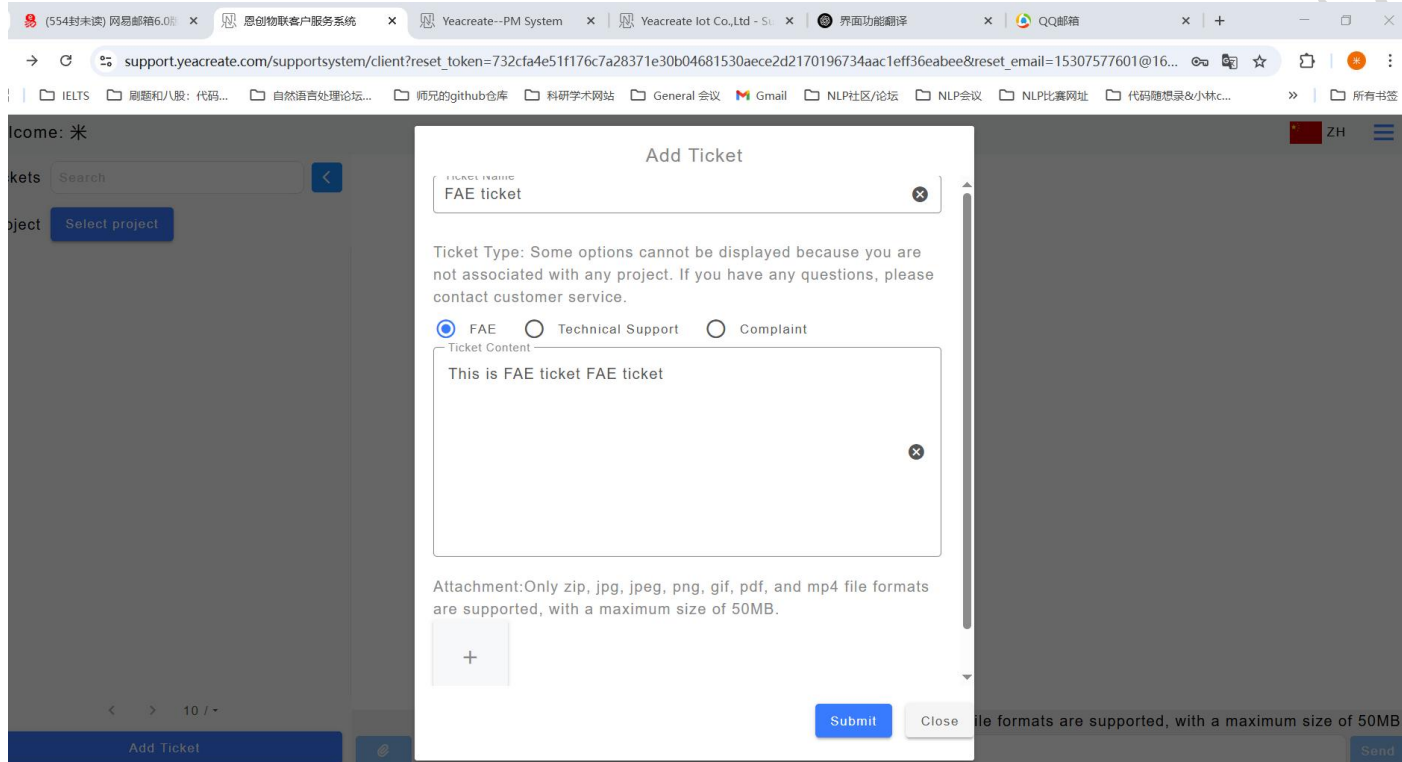
Click the “Add Ticket” button:



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.



support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aece2d2170196734aac1eff36eabee&reset_email=15307577601@16...

come: 米

kets Search

ject Select project

Add Ticket

FAE ticket

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 ☐ Technical Support ☐ Complaint

Ticket Content

This is FAE ticket FAE ticket

Attachment: Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

+

Submit Close

file formats are supported, with a maximum size of 50MB.

Send



5.2.1.2 Create a new ticket directly via email

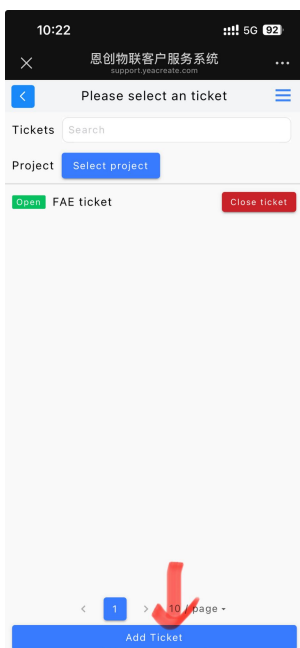
Using the email address you registered, send an email directly to `project_management@yeacreate.com.cn` and the system will automatically create a FAE ticket upon receipt.

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.



10:25

5G 92

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全文翻译 >

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≡

Add Ticket

Ticket Name

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

☐ Technical Support

☐ Complaint

Ticket Content

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

(554封未读) 网易邮箱6.0

恩创物联客户系统

Yeacreate--PM System

Yeacreate Lot Co.,Ltd - 5

界面功能翻译

QQ邮箱

+

-

□

×

←

→

↺

↻

mail.163.com/js6/main.jsp?sid=BLqjOxSxofnUODrnmwXXZIAmvHPfZKyo&df=mail163_letter#module=read.ReadModule%7C%7B*area*%3A*normal*%2C*isThread*%3Afalse%2...

☆

🔍

⋮

📁

📁 IELTS

📁 刷题和八级: 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

📁 Gmail

📁 NLP社区/论坛

📁 NLP会议

📁 NLP比赛网址

📁 代码随想录&小林c...

»

📁 所有书签

163 网易免费邮

mail.163.com

153****7601@163.com (554)

📄 设置

📱 手机App

💻 下载桌面端

🔍 参与调研

🔍 自助查询

👤 会员中心

🔥 开通超级会员 送1年

🔍 支持邮件全文搜索

🤖 AI 搜

🏠 首页

📧 通讯录

🔧 AI工具...

📧 收件箱

📧 企业邮...

📧 复印件

📧 欢迎来...

📧 您的账...

📧 您的账...

📧 欢迎来...

📧 恭喜! ...

📧 我们收...

📧 FAE ti...

📄 一键生成PPT

🔍 AI搜索与问答, 自然语言检索邮件

🤖 AI助理

📧 收信

✉ 写信

<< 返回

🔄 回复

🔄 回复全部

🔄 转发

🗑 删除

👤 举报

🚫 拒收

🏷 标记为

📁 移动到

⋮ 更多

📧 收件箱 (552)

📧 红旗邮件

📧 待办邮件

📧 智能标签

📧 星标联系人邮件

📧 草稿箱 (22)

📧 已发送

📧 订阅邮件 (2)

📧 其他3个文件夹

📧 邮件标签

📧 邮箱中心

📧 超大附件

📧 邮箱附件

📧 其他工具

📧 邮件追踪

📧 PDF转换工具

📧 PDF编辑 new

📧 企业邮箱

📧 发票抬头 new

FAE ticket[#1814](UUID:HNI716HYWUMI)

📧 发件人: 项目管理系统 <project_management@yeacreate.com.cn>

📧 收件人: 我 @163.com

📧 时 间: 2025年06月06日 10:20 (星期五)

🤖 邮件内容过长? 试试AI助手一键总结概要 立即总结

🤖 AI写信+润色, 轻松写出高转化率的电子邮件 广告

📧 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 possible.

📧 项目/Project: FAE

📧 工单/Ticket: FAE ticket[#1814]

📧 工单状态/Ticket status: 打开/Open

📧 网址/URL: [Link](#)

📧 工单内容/Ticket content:

📧 This is FAE ticket FAE ticket

🔍 升级邮箱会员, 享邮件误删恢复等10+项功能特权!

🔍 是不是正在收到邮件而发愁? 邮箱AI助理这就为您解答~

🚫 暂不处理

🔍 查看详情

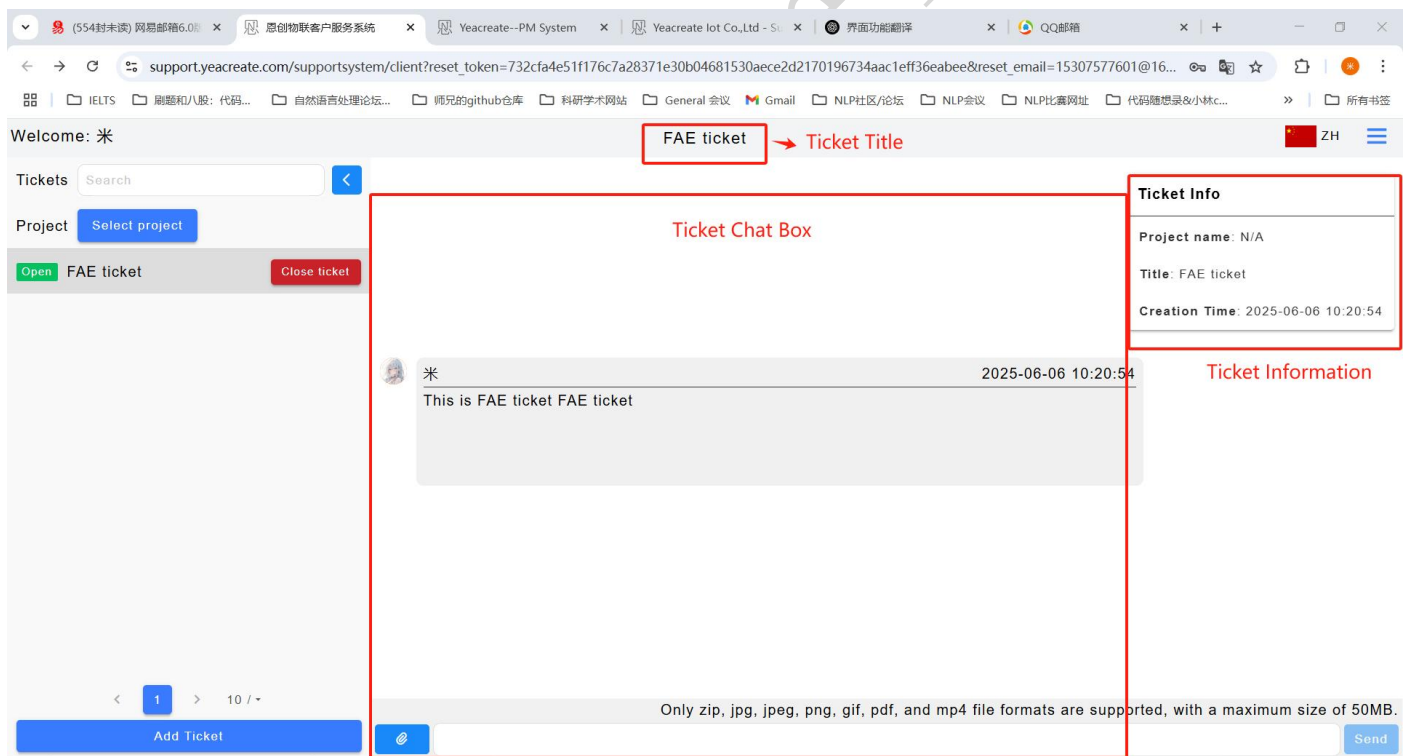


Wechat notification:



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.



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.

The screenshot shows a web application for Yeacreate's support system. The browser address bar indicates the URL: `support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aece2d2170196734aac1eff36eabee&reset_email=15307577601@16...`. The page title is "FAE ticket".

On the left sidebar, there are sections for "Tickets" (with a search bar), "Project" (with a "Select project" button), and a status bar showing "Open FAE ticket" and "Close ticket".

The main content area shows a "Ticket Info" panel on the right with the following details:

- Project name: N/A
- Title: FAE ticket
- Creation Time: 2025-06-06 10:20:54

Below the ticket info, a message from user "米" (Mi) is displayed, dated 2025-06-06 10:20:54, with the content: "This is FAE ticket FAE ticket".

At the bottom of the interface, there are two red arrows pointing to specific sections:

- Attachment Upload Section:** Points to a red-bordered box at the bottom left.
- Content Input Section:** Points to a text input area at the bottom right.

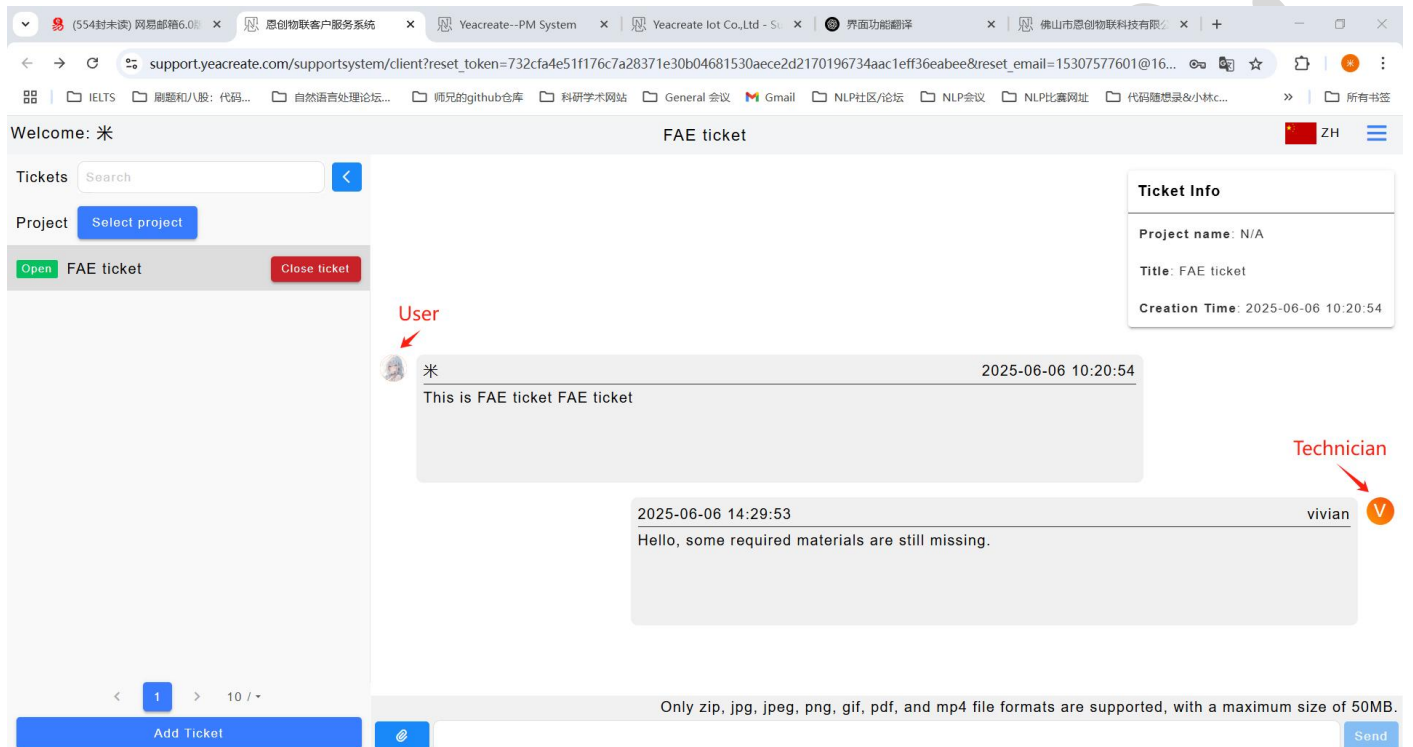
A note at the bottom right states: "Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB." The bottom of the interface also features a blue "Add Ticket" button and a "Send" button.



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.





Browser tabs: (554封未读) 网易邮箱6.0, 恩创物联客户系统, Yeacreate-PM System, Yeacreate lot Co.,Ltd - S..., 界面功能翻译, 佛山市恩创物联科技有限...

Address bar: mail.163.com/js6/main.jsp?sid=BLqjOxSXofnUODnwmexXZIAmvHPfZKyo&df=mail163_letter#module=read.ReadModule%7C%7B"area"%3A"normal"%2C"isThread"%3Afalse%2...

163 网易免费邮 mail.163.com 153****7601@163.com (554) 设置 手机App 下载桌面端 参与调研 自助查询 会员中心 开通超级会员 送1年

Navigation: 首页 通讯录 AI工具... 收件箱 企业邮... FAE ti... 欢迎来... 您的账... 您的账... 欢迎来... 恭喜! ... 我们收... FAE ti...

Left sidebar: 收信 写信 收件箱 (552) 红旗邮件 待办邮件 智能标签 星标联系人邮件 草稿箱 (22) 已发送 订阅邮件 (2) 其他3个文件夹 邮件标签 邮箱中心 超大附件 邮箱附件 其他工具 邮件追踪 PDF转换工具 PDF编辑 NEW 企业邮箱 发票助手 NEW

Toolbar: << 返回 回复 回复全部 转发 删除 举报 拒收 标记为 移动到 更多

AI助手提示: 是不是正为收不到邮件而发愁? 邮箱AI助理这就为您解答~ 暂不处理 查看详情

AI写作+润色, 轻松写出高转化率的电子邮件

您收到了新的回复。/You have received a new reply.

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 format:zip,jpg,jpeg,png,gif,pdf,mp4,size:50MB;Can also log in through the link below to view the reply

项目/Project: FAE
工单/Ticket: FAE ticket[#1814]
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.

升级邮箱会员, 享邮件提醒恢复等10+项功能特权!

快速回复给: 项目管理系统, 你也可以试试AI助手快速回复 感兴趣 不感兴趣 感谢

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



5.2.3.2 The way to reply to the information of the technician

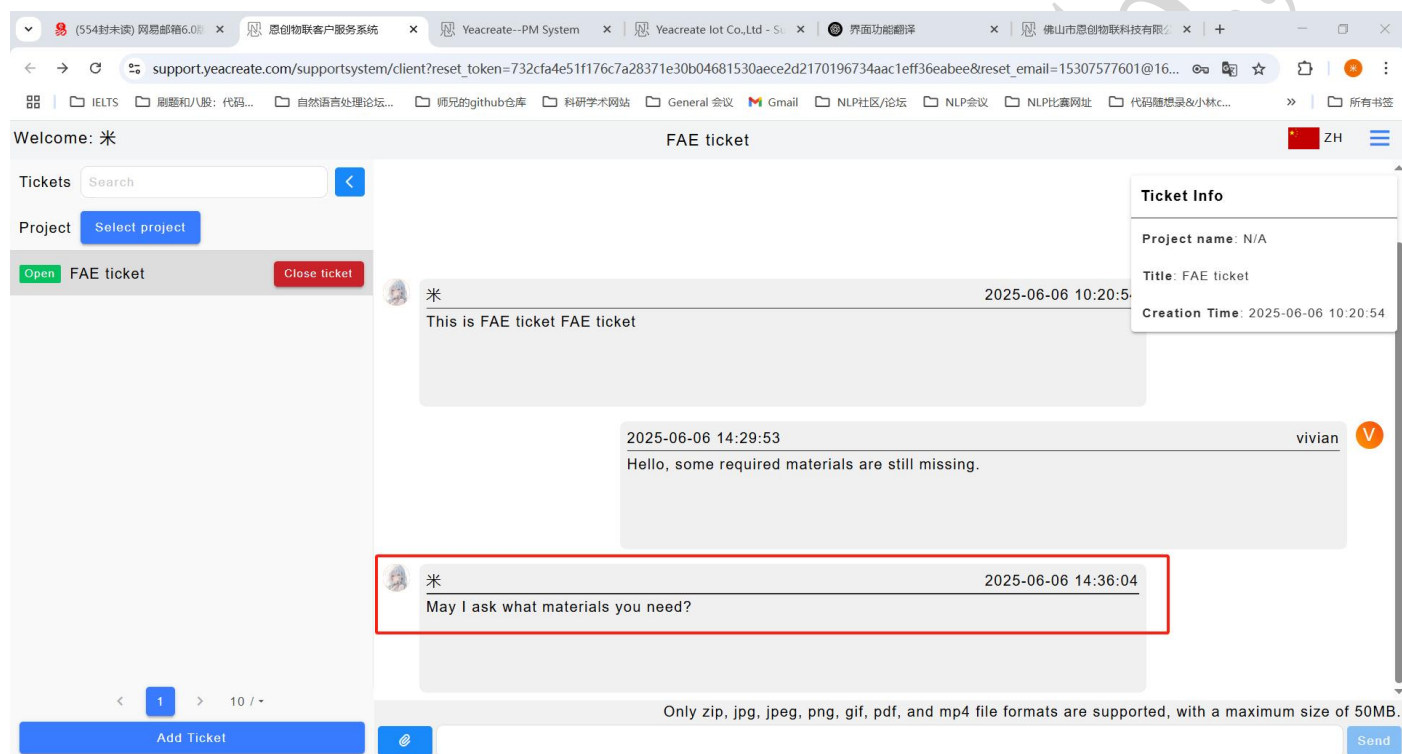
Method 1: Reply on the web page of the YeaCreat Iot Support System;

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.

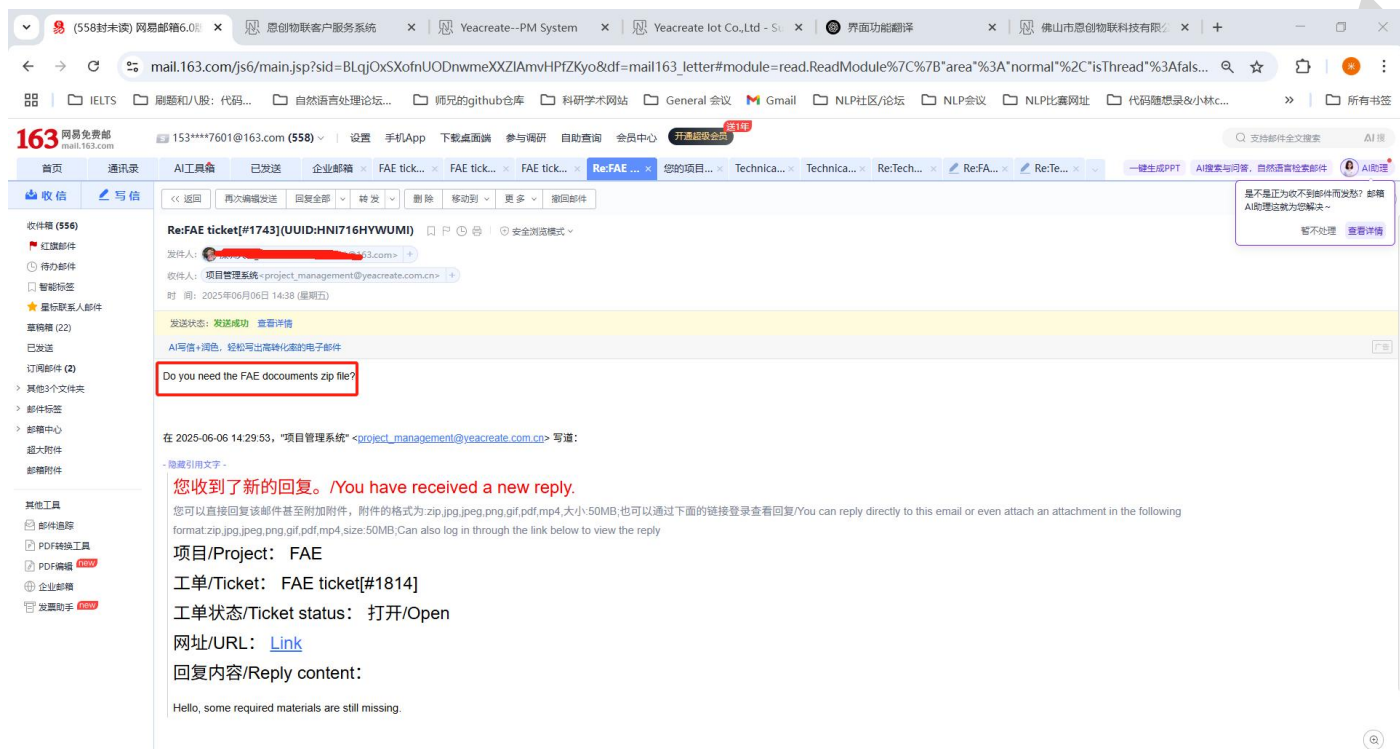
Method 1: Reply on the web page of the YeaCreat Iot Support System:





Method 2: Reply in the email:

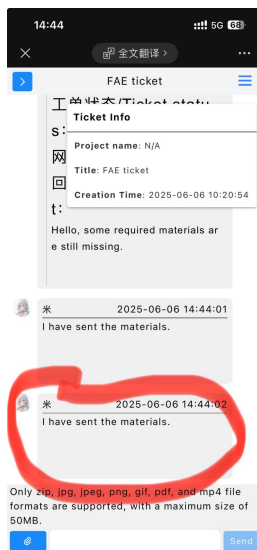
Note: when using the E-mail reply can add attachments, attachments supported formats: zip, JPG, jpeg, PNG, GIF, PDF, mp4, size within 20 MB.



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.

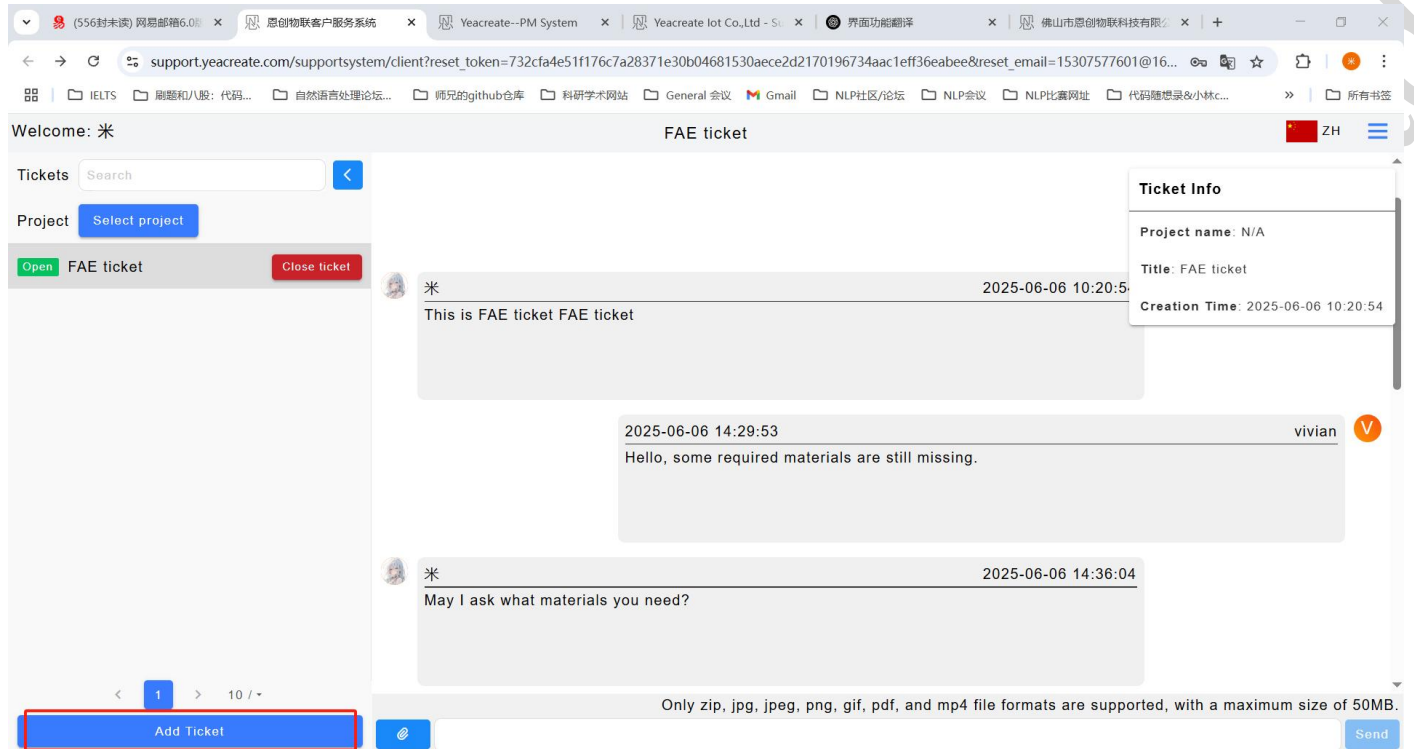




5.3 Add Technical Support ticket section and user-technician chat section

5.3.1 Add technical support ticket

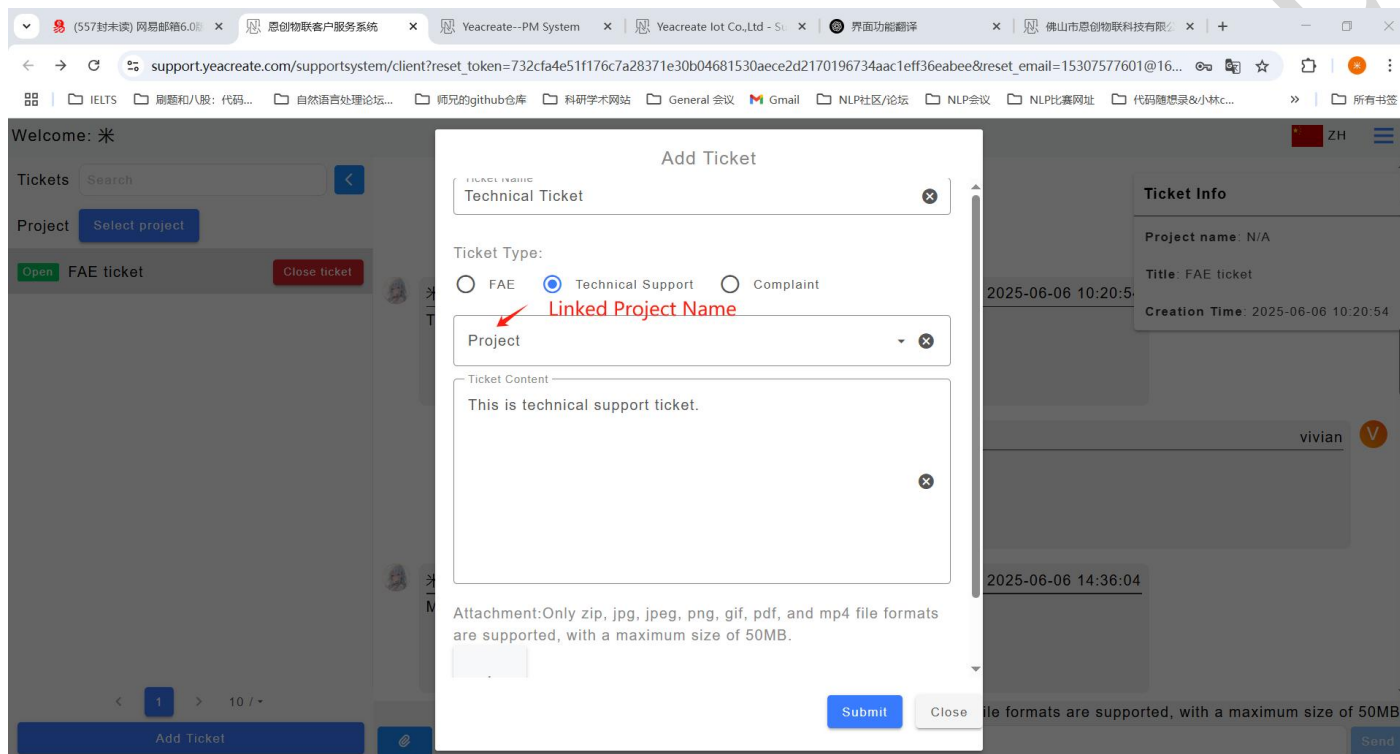
5.3.1.1 Click “Add Ticket” button:



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.

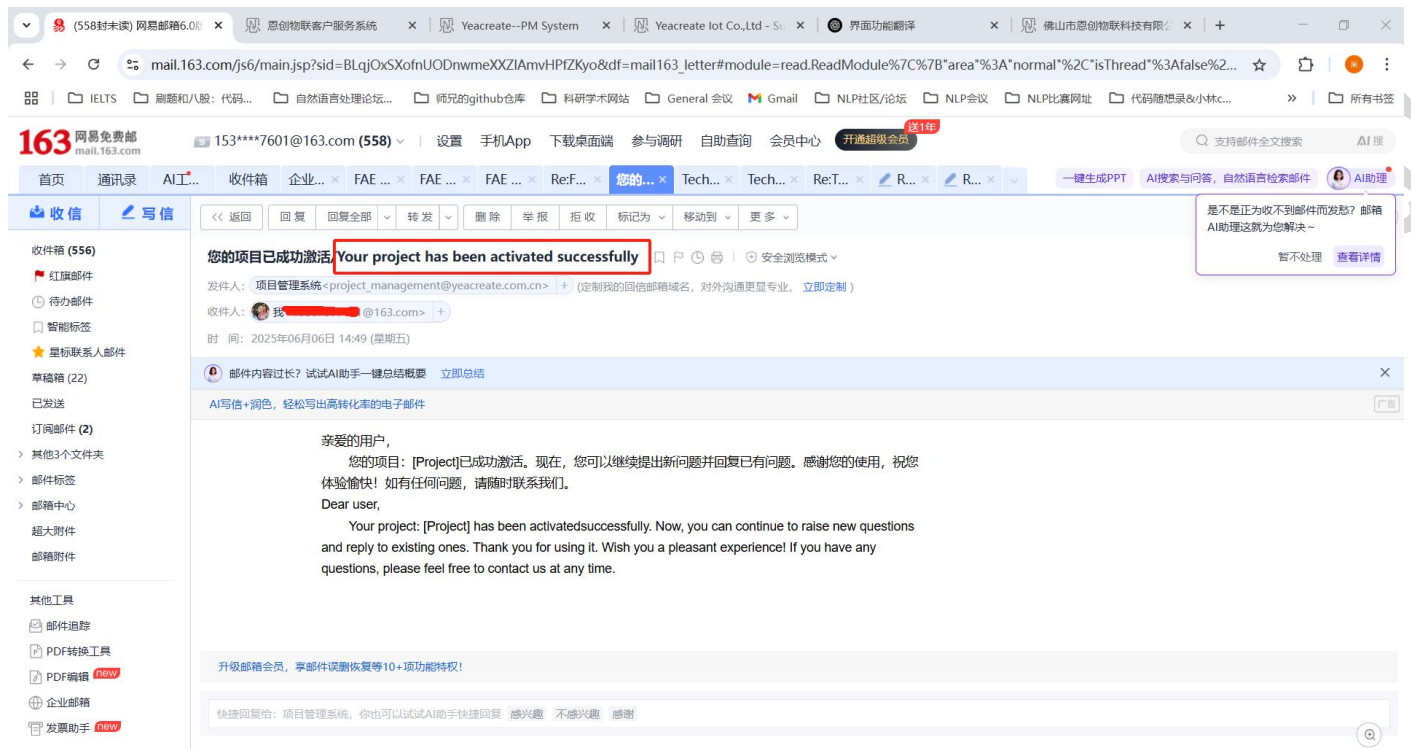
Note: If the required project does not exist, to add a technical support ticket you still need to contact the customer service of YeaCreate Iot Support System for project binding.



The screenshot displays the 'Add Ticket' modal in the YeaCreate support system. The modal is titled 'Add Ticket' and has a 'Technical Ticket' label. It contains a 'Ticket Type' section with three radio buttons: 'FAE', 'Technical Support' (which is selected), and 'Complaint'. Below this is a 'Project' dropdown menu, which is currently empty, and a red arrow points to it with the text 'Linked Project Name'. The 'Ticket Content' section contains a text area with the placeholder text 'This is technical support ticket.' At the bottom of the modal, there is a note: 'Attachment: Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.' and a 'Submit' button. The background shows a chat interface with a sidebar on the left and a chat window on the right. The sidebar has a 'Tickets' section with a search bar and a 'Project' section with a 'Select project' button. The chat window shows a message from 'vivan' at 2025-06-06 14:36:04.

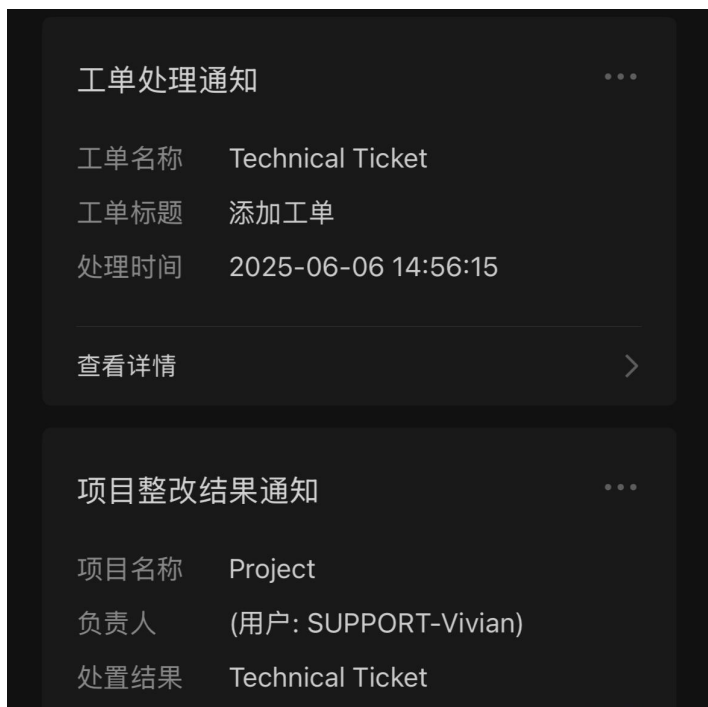


After adding the ticket, you will receive an email (for the first binding of the project) and a wechat notification:



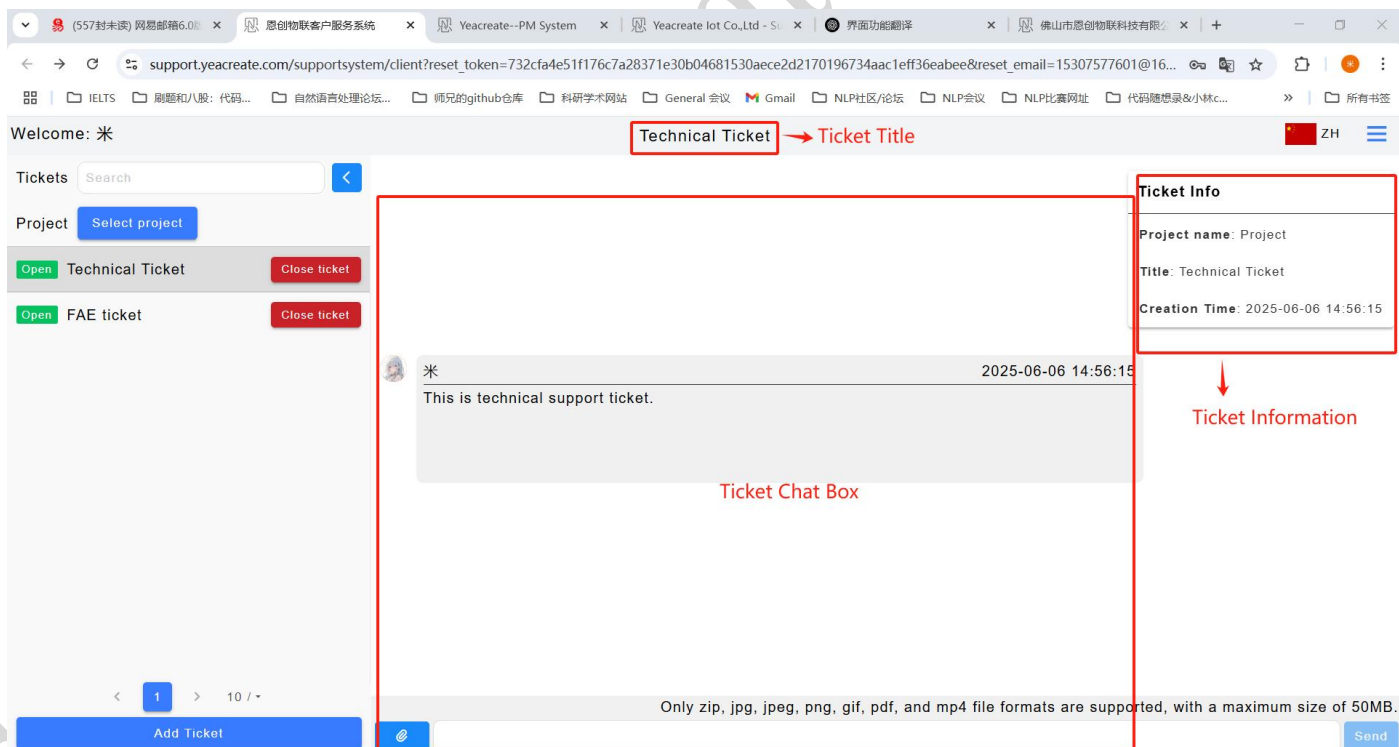
When binding a project for the first time, you will receive the following notification on wechat:





5.3.2 Click “Technical Ticket” button

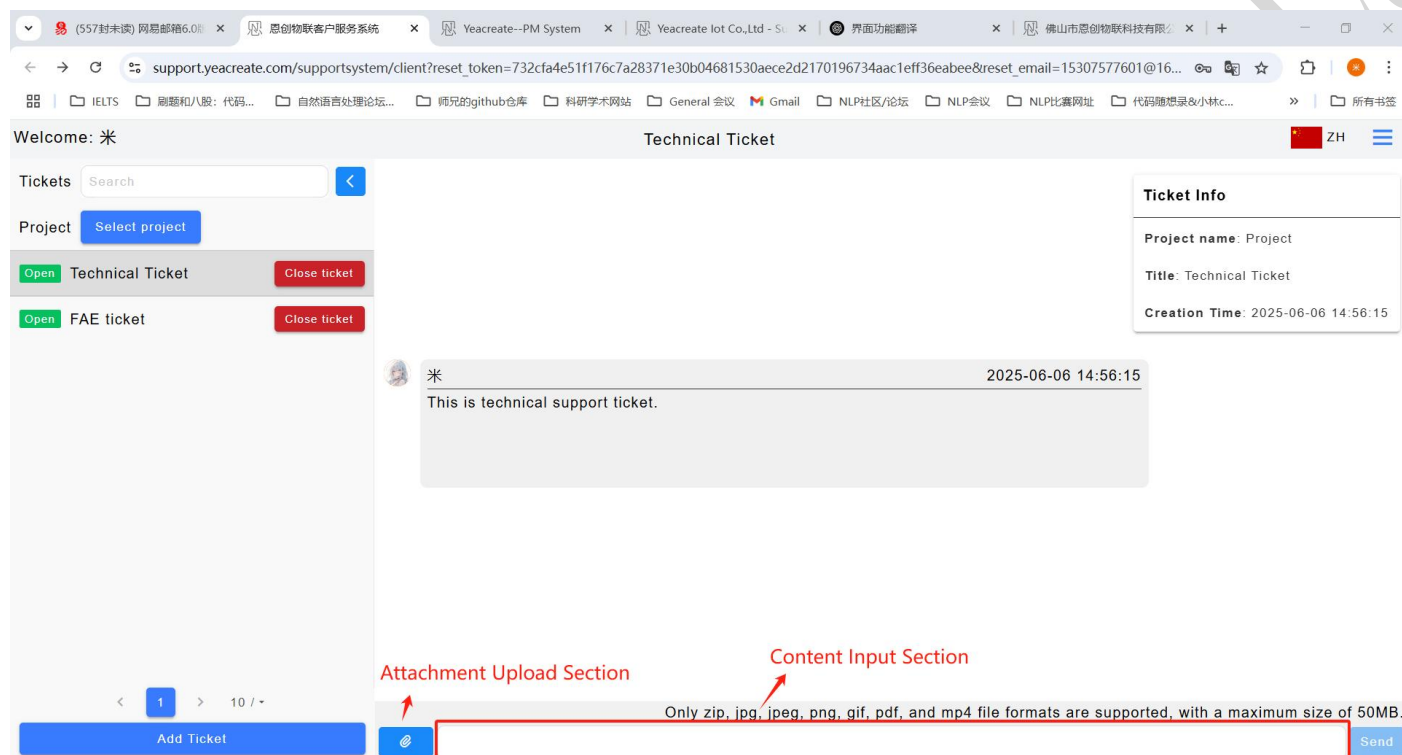
Click “Technical Ticket” button, and the ticket title, ticket chat box and ticket information will appear. Among them, the ticket chat box can be used to communicate with the technician.



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.

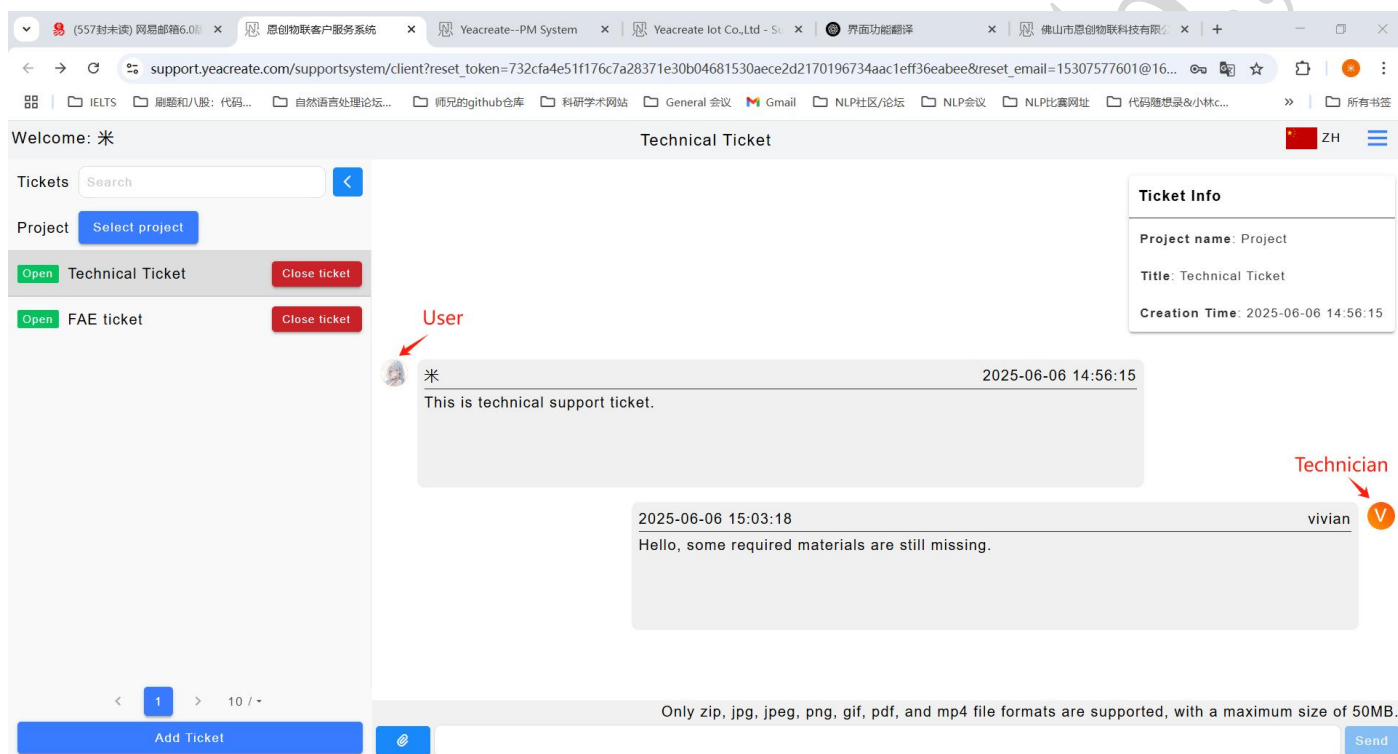


The screenshot displays the Yeacreate support system interface. On the left, there's a sidebar with 'Tickets' and 'Project' sections. The 'Tickets' section shows a list of tickets, including 'Technical Ticket' and 'FAE ticket'. The 'Project' section has a 'Select project' button. The main area shows a chat window for a 'Technical Ticket'. The chat window has a header with 'Welcome: 米' and 'Technical Ticket'. Below the header, there's a search bar for tickets. The chat content area shows a message from '米' at '2025-06-06 14:56:15' with the text 'This is technical support ticket.' At the bottom of the chat window, there's an 'Attachment Upload Section' with a red arrow pointing to it, and a 'Content Input Section' with a red arrow pointing to it. The input section has a text box and a 'Send' button. A note above the input section states: 'Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.'

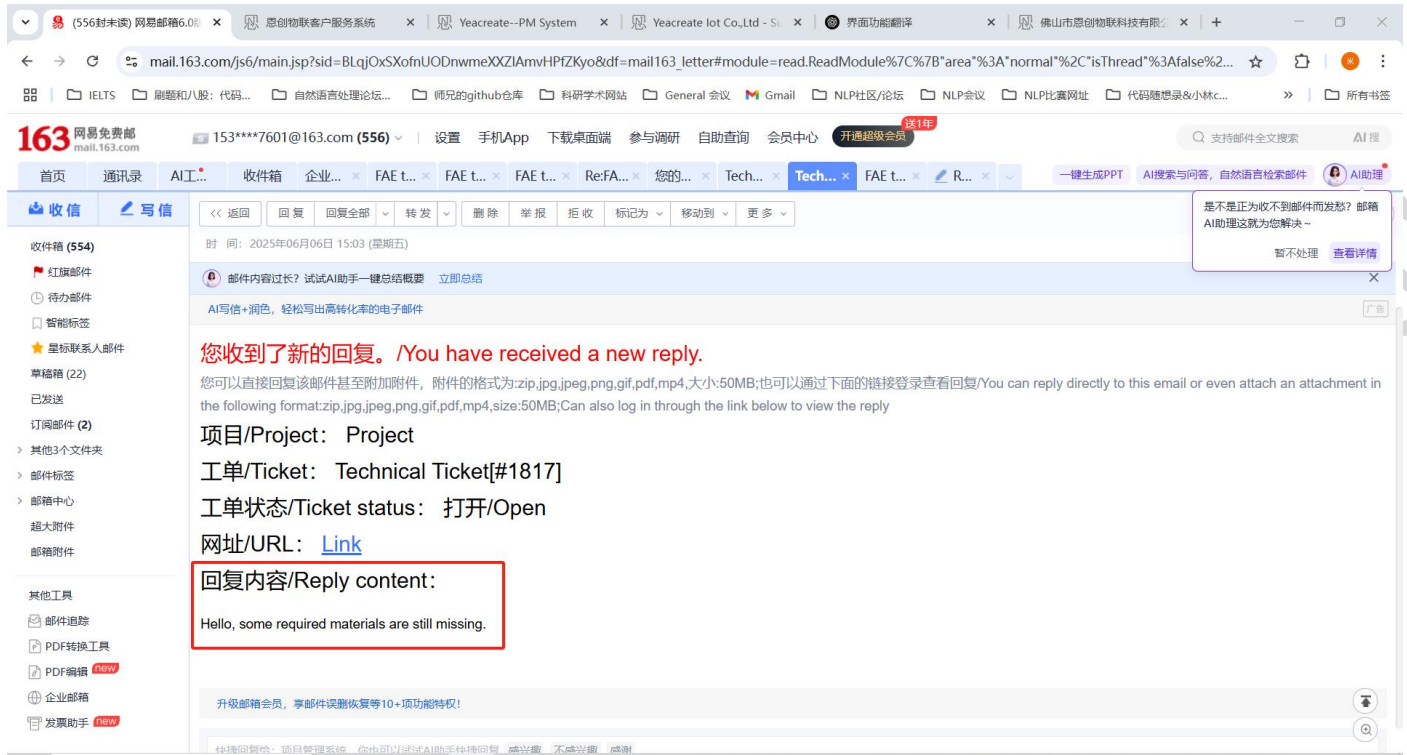
5.3.3.1 Check the responses of the technician

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.



The screenshot displays the Yeacreate Support System interface. At the top, there's a navigation bar with the company name and a language selector (ZH). Below this, a 'Technical Ticket' header is visible. On the left, a sidebar shows 'Tickets' with a search bar and a list of tickets, including 'Technical Ticket' and 'FAE ticket'. The main area shows a conversation thread. A user (labeled 'User' with a red arrow) has sent a message: 'This is technical support ticket.' at 2025-06-06 14:56:15. A technician (labeled 'Technician' with a red arrow) has responded: 'Hello, some required materials are still missing.' at 2025-06-06 15:03:18. The technician's name 'vivian' is shown next to their message. At the bottom, there's a file upload area with a note: 'Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.' and a 'Send' button.



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;

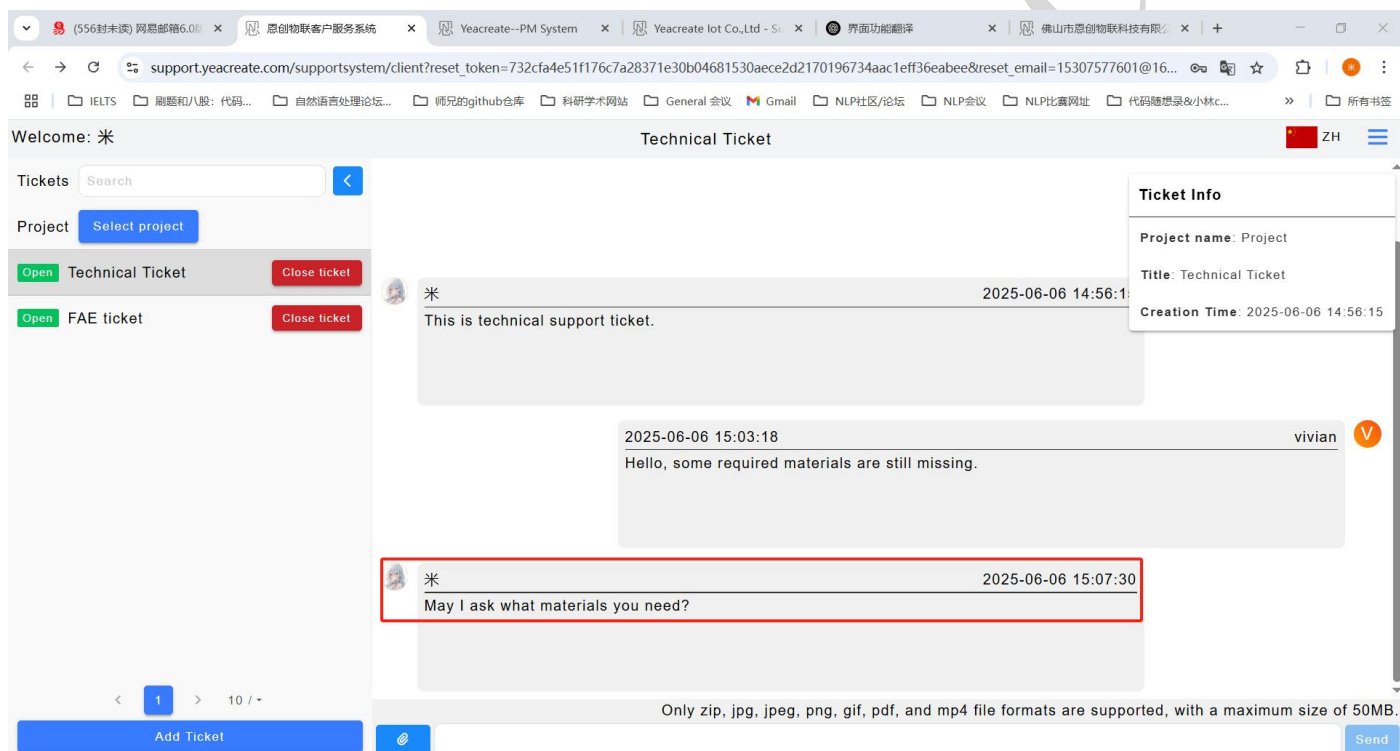
Method 2: Reply in the email;

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.

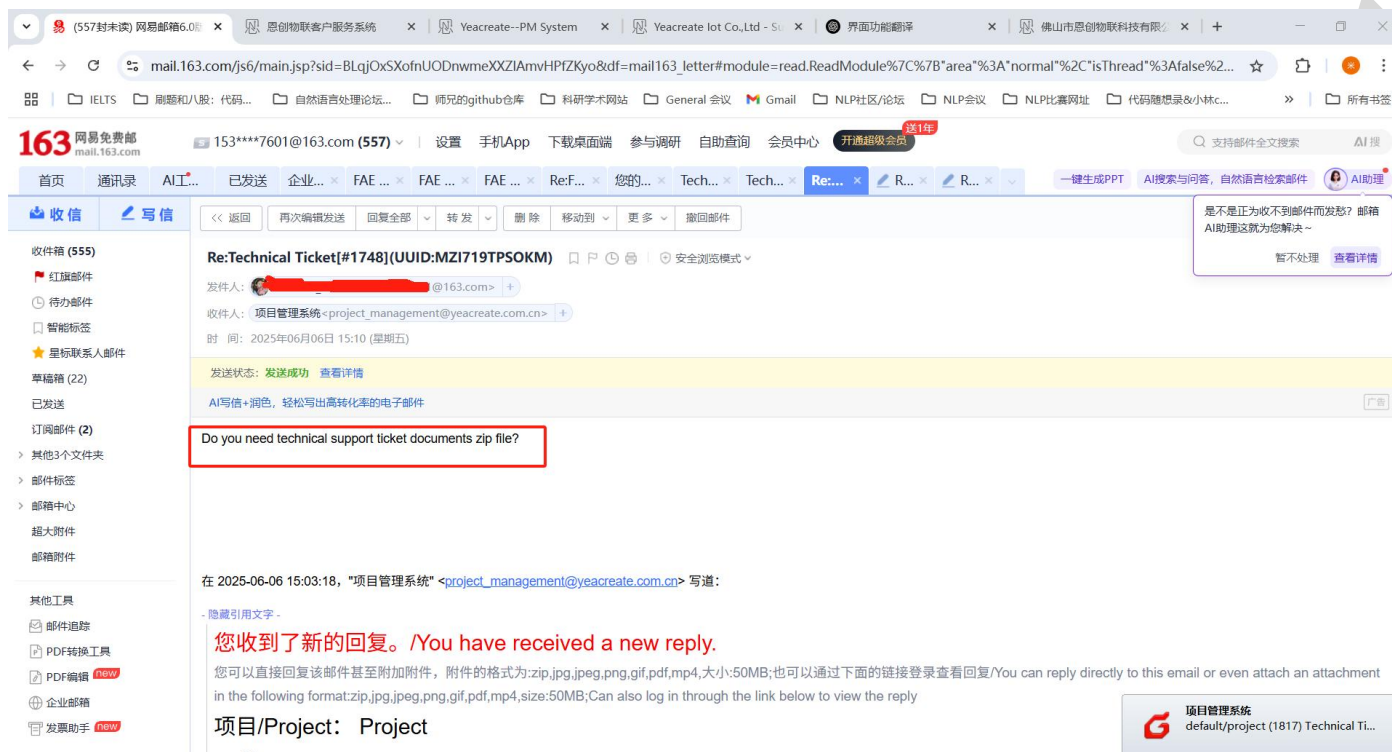
Method 1: Reply on the web page of the YeaCreat Iot Support System:

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.



Method 2: Reply in the email:

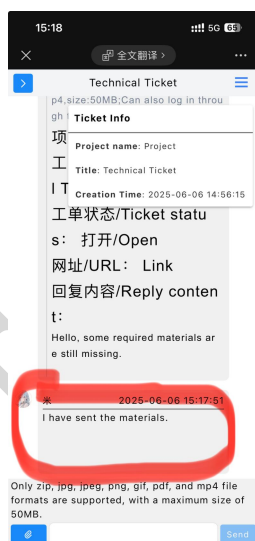
Note: when using the E-mail reply can add attachments, attachments supported formats: zip, JPG, jpeg, PNG, GIF, PDF, mp4, size within 20 MB.



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.

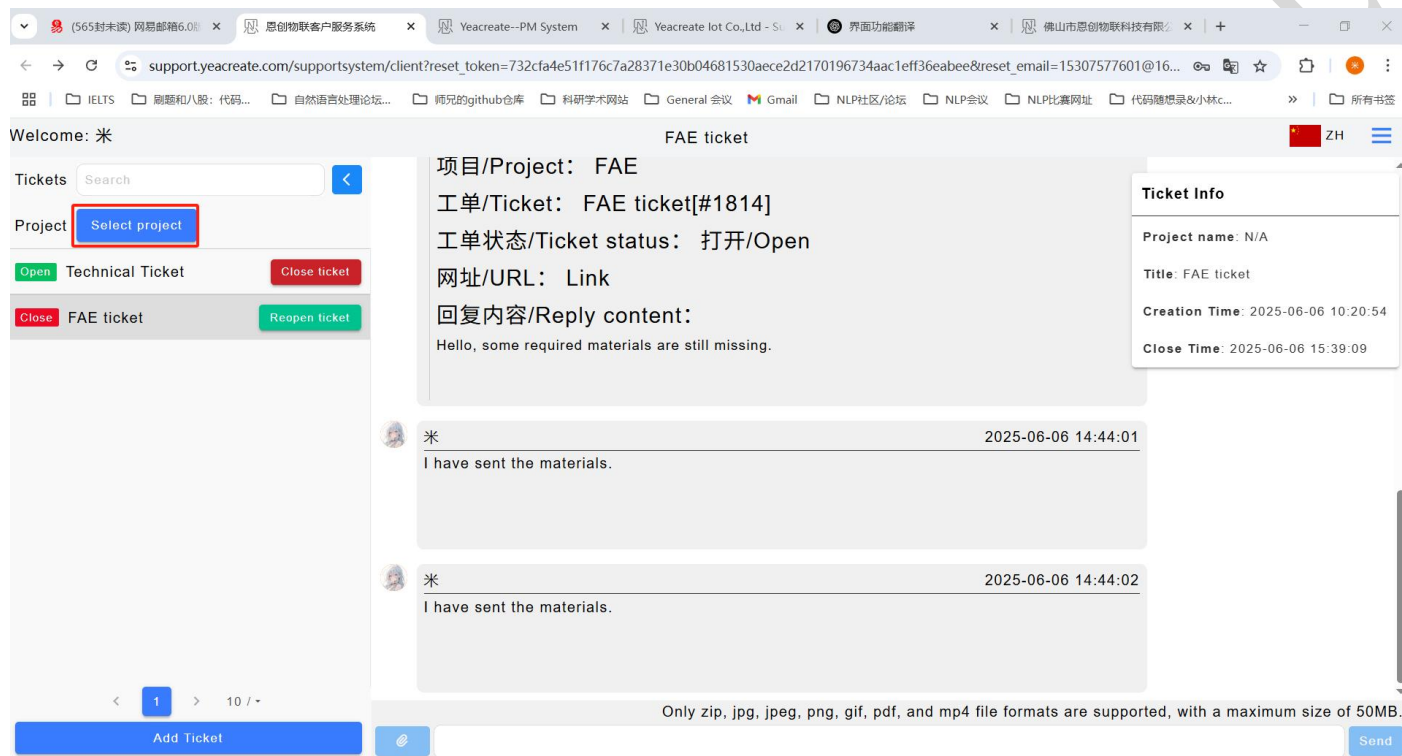


5.4 Add Complaint ticket section and user-technician chat section

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" button



The screenshot displays the Yeacreate support system interface. The browser address bar shows the URL: `support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aece2d2170196734aac1eff36eabee&reset_email=15307577601@16...`. The interface includes a sidebar with a "Select project" button highlighted in a red box. The main content area shows a ticket for project FAE with the following details:

- 项目/Project: FAE
- 工单/Ticket: FAE ticket[#1814]
- 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.

On the right, a "Ticket Info" panel displays:

- Project name: N/A
- Title: FAE ticket
- Creation Time: 2025-06-06 10:20:54
- Close Time: 2025-06-06 15:39:09

The chat area shows two messages from the user "米" (Mi) at 2025-06-06 14:44:01 and 2025-06-06 14:44:02, both stating "I have sent the materials." The bottom of the interface features an "Add Ticket" button and a "Send" button. A footer note states: "Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB."



Select the required items and click:

Browser tabs: (565封未读) 网易邮箱6.0, 恩创物联客户服务系统, Yeacreate-PM System, Yeacreate lot Co.,Ltd - S..., 界面功能翻译, 佛山市恩创物联科技有限...

Address bar: support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aace2d2170196734aac1eff36eabee&reset_email=15307577601@16...

Navigation: IELTS, 刷题和八股: 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, Gmail, NLP社区/论坛, NLP会议, NLP比赛网址, 代码随想录&小林c..., 所有书签

Welcome: 米 FAE ticket ZH

Tickets: Search Existing Project

Project: Project project

Open Technical Ticket Close ticket

Close FAE ticket Reopen ticket

项目/Project: FAE
工单/Ticket: FAE ticket[#1814]
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.

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

米 2025-06-06 14:44:01
I have sent the materials.

米 2025-06-06 14:44:02
I have sent the materials.

Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

Add Ticket Send

Browser tabs: (565封未读) 网易邮箱6.0, 恩创物联客户服务系统, Yeacreate-PM System, Yeacreate lot Co.,Ltd - S..., 界面功能翻译, 佛山市恩创物联科技有限...

Address bar: support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aace2d2170196734aac1eff36eabee&reset_email=15307577601@16...

Navigation: IELTS, 刷题和八股: 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, Gmail, NLP社区/论坛, NLP会议, NLP比赛网址, 代码随想录&小林c..., 所有书签

Welcome: 米 FAE ticket ZH

Tickets: Search

Project: Project X

Open Technical Ticket Close ticket

项目/Project: FAE
工单/Ticket: FAE ticket[#1814]
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.

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

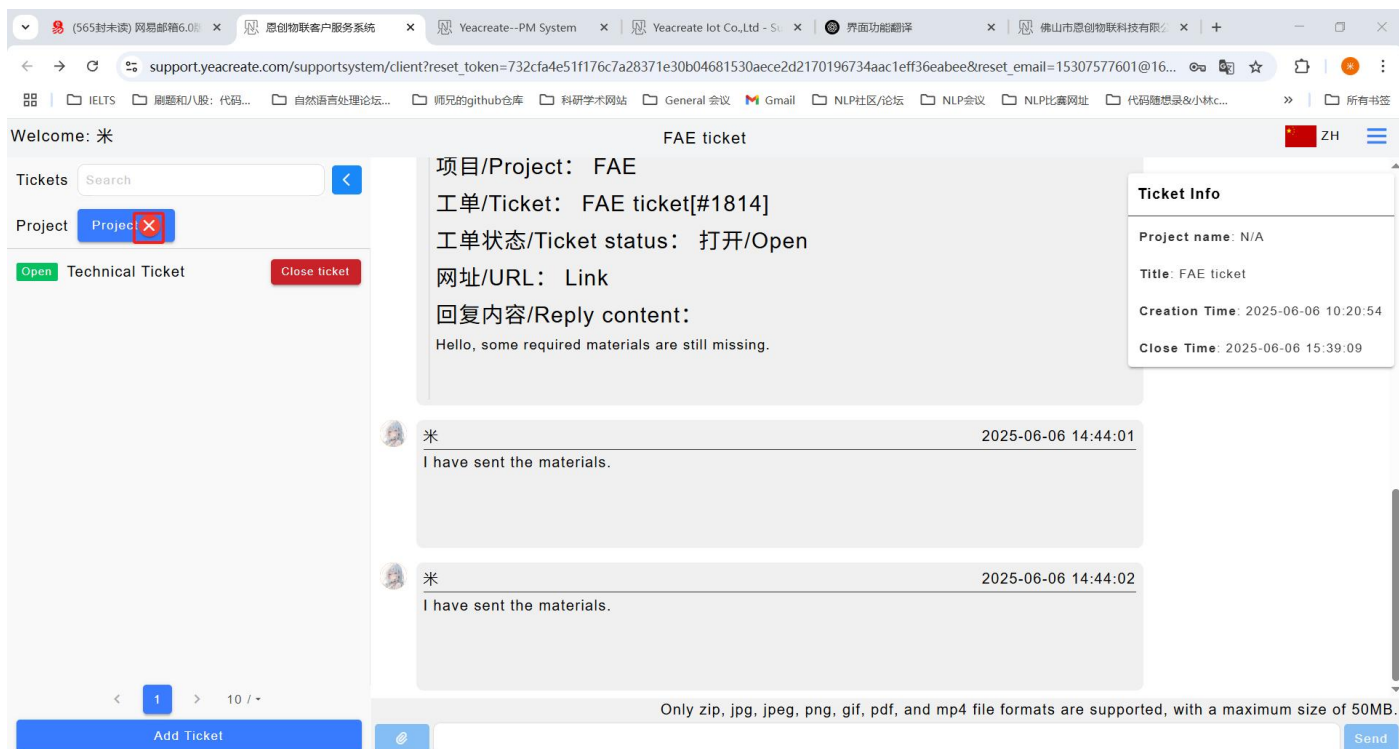
米 2025-06-06 14:44:01
I have sent the materials.

米 2025-06-06 14:44:02
I have sent the materials.

Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

Add Ticket Send

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



Welcome: 米

Tickets Search

Project **Project** X

Open Technical Ticket Close ticket

FAE ticket

项目/Project: FAE
工单/Ticket: FAE ticket[#1814]
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.

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

米 2025-06-06 14:44:01
I have sent the materials.

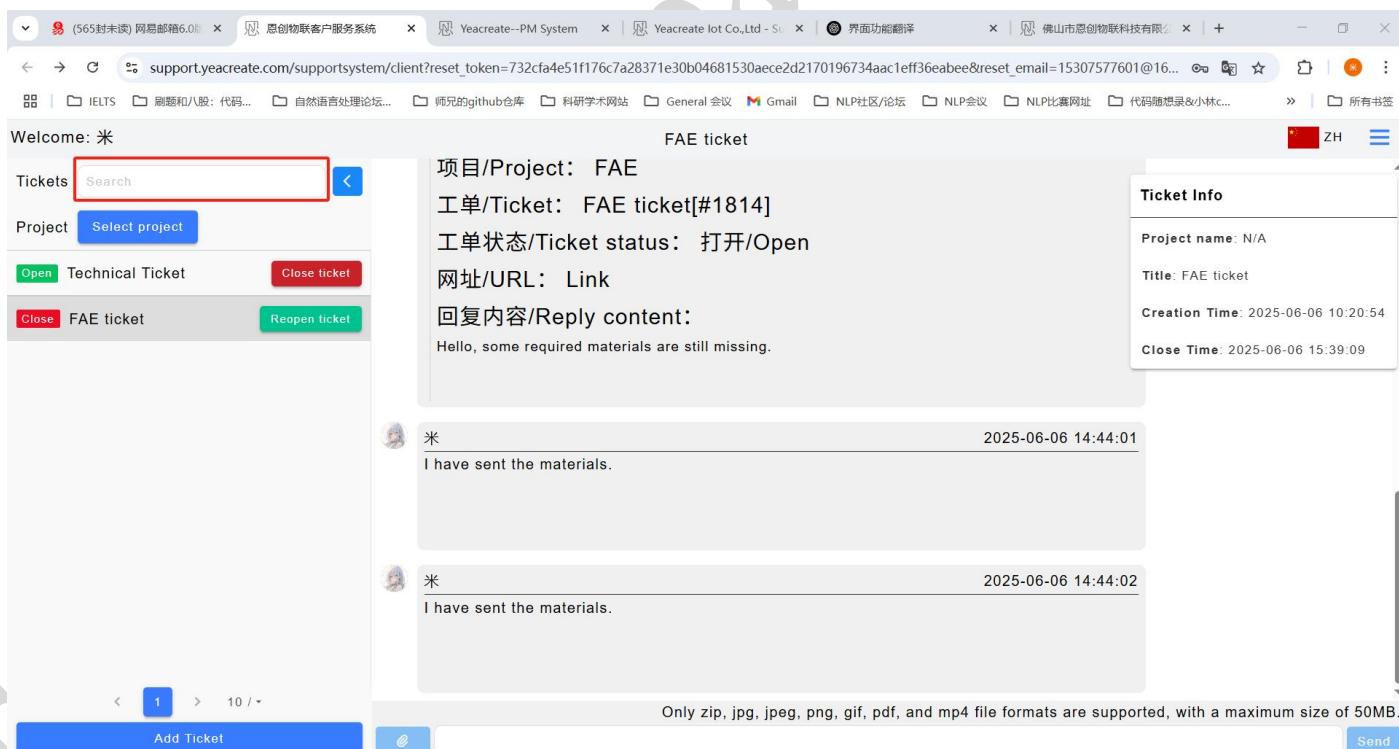
米 2025-06-06 14:44:02
I have sent the materials.

Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

Add Ticket Send

5.6 Search ticket

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



Welcome: 米

Tickets Search

Project **Select project**

Open Technical Ticket Close ticket

Close FAE ticket Reopen ticket

FAE ticket

项目/Project: FAE
工单/Ticket: FAE ticket[#1814]
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.

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

米 2025-06-06 14:44:01
I have sent the materials.

米 2025-06-06 14:44:02
I have sent the materials.

Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

Add Ticket Send



support.yeacreate.com/supportsystem/client?reset_token=732cfa4e51f176c7a28371e30b04681530aeca2d2170196734aac1eff36eabee&reset_email=15307577601@16...

Welcome: 米

Tickets: FAE

Project: Select project

Close FAE ticket Reopen ticket

FAE ticket

项目/Project: FAE
工单/Ticket: FAE ticket[#1814]
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.

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

米 2025-06-06 14:44:01
I have sent the materials.

米 2025-06-06 14:44:02
I have sent the materials.

Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.

Add Ticket Send

5.7 Ticket Status

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

Open FAE ticket Close ticket

Processing FAE ticket Close ticket

Waiting for Reply FAE ticket Close ticket

Close FAE ticket Reopen ticket

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



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

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.

The screenshot shows the Yeacreate support system interface. On the left, there's a sidebar with 'Tickets' and 'Project' sections. The 'Tickets' section has a search bar and a list of tickets. One ticket is highlighted with a red box, showing 'Close ticket' and 'Reopen ticket' buttons. The main area displays the details of the selected ticket, 'FAE ticket'. It includes fields for 'Project/Project: FAE', '工单/Ticket: FAE ticket[#1814]', '工单状态/Ticket status: 打开/Open', '网址/URL: Link', and '回复内容/Reply content: Hello, some required materials are still missing.' There's a 'Ticket Info' sidebar on the right showing 'Project name: N/A', 'Title: FAE ticket', 'Creation Time: 2025-06-06 10:20:54', and 'Close Time: 2025-06-06 15:39:09'. Below the details, there's a chat history showing two messages from '米' at 2025-06-06 14:44:01 and 2025-06-06 14:44:02, both saying 'I have sent the materials.' At the bottom, there's a file upload area with a note: 'Only zip, jpg, jpeg, png, gif, pdf, and mp4 file formats are supported, with a maximum size of 50MB.'

The screenshot shows the 163 email client interface. The top bar displays the email address '153****7601@163.com (564)' and various navigation links. The main area shows an email titled 'Technical Ticket[#1817](UUID:MZI719TPSOKM)'. The email content includes the sender '项目管理系统<project_management@yeacreate.com.cn>', the recipient '我<15307577601@163.com>', and the time '2025年06月06日 15:49 (星期五)'. Below the email content, there's a red banner stating: '您的工单已完结，感谢您的使用，如果后续有任何问题，请重新打开工单。/Your Ticket has been completed. Thank you for using it. If there are any further issues, please reopen the Ticket.' Below the banner, there's a section for '项目/Project: Project', '工单/Ticket: Technical Ticket[#1817]', '工单状态/Ticket status: 关闭/Close', '网址/URL: Link', and '工单内容/Ticket content: This is technical support ticket.' On the right side, there's a small pop-up window asking '是不是因为收不到邮件而发愁? 邮箱AI助理这就为您解答~' with a '暂不处理' button.



工单处理通知

工单名称 Technical Ticket

工单标题 关闭工单

处理时间 2025-06-06 15:49:13

查看详情

项目整改结果通知

项目名称 Project

负责人 (用户: SUPPORT-Vivian)

处置结果 Technical 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.

The screenshot shows the Yeacreate support system interface. On the left, there's a sidebar with a 'Tickets' section containing a search bar and a list of tickets. One ticket, 'FAE ticket', is highlighted with a red box around its 'Reopen ticket' button. The main area displays the details of the 'FAE ticket' with fields for 'Project/Project: FAE', 'Ticket/Ticket: FAE ticket[#1814]', 'Ticket status/Ticket status: 打开/Open', and 'URL/URL: Link'. Below these fields is a text input area for 'Reply content/Reply content' with the text 'Hello, some required materials are still missing.' To the right, a 'Ticket Info' sidebar shows details like 'Project name: N/A', 'Title: FAE ticket', 'Creation Time: 2025-06-06 10:20:54', and 'Close Time: 2025-06-06 15:39:09'. At the bottom, there's a chat area with a message from '米' (Mi) stating 'I have sent the materials.' and a 'Send' button.

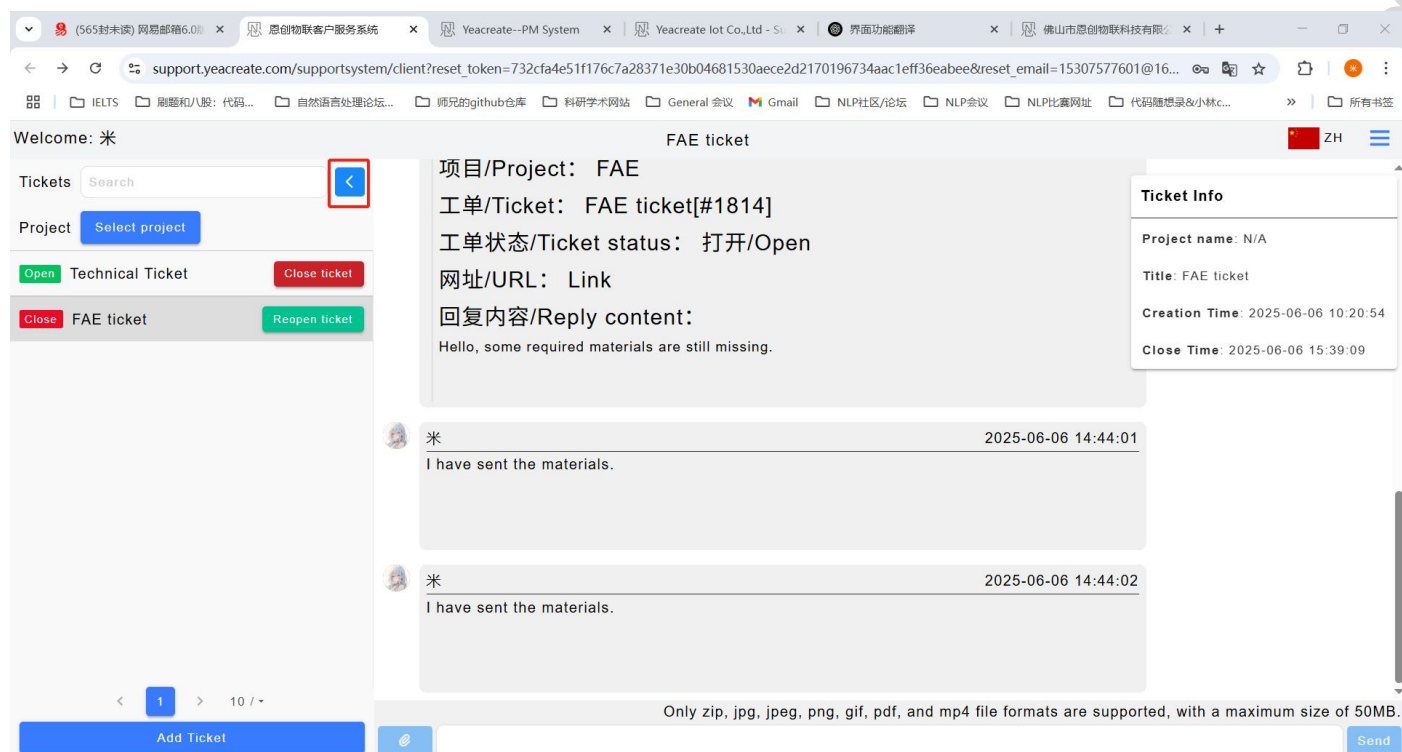
At this point, the status of the ticket changes back to "Open", and the staff in the back-end will handle it immediately upon receipt.



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:



Hide the ticket section:

