

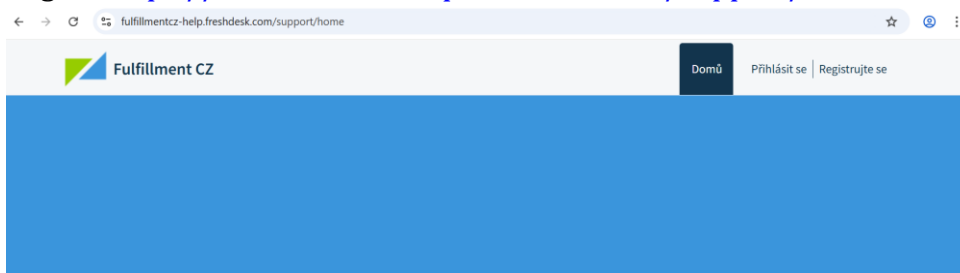
# Fresdesk Helpdesk

Fulfillment support can be contacted in two ways.:

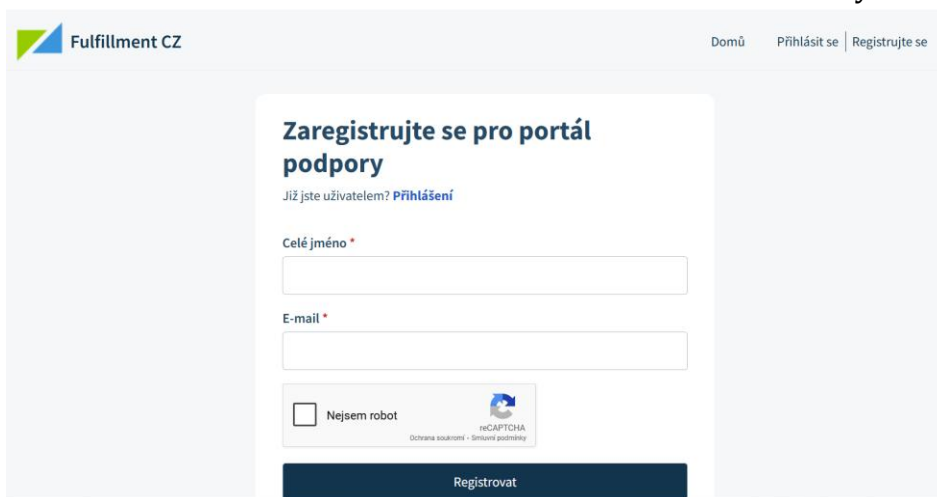
1. Request via Email – [podpora@fulfillment.cz](mailto:podpora@fulfillment.cz)
  - All requests are automatically created with low priority and are not automatically assigned to a specific group.
2. Request via the Freshdesk Portal - <https://fulfillmentcz-help.freshdesk.com/support/home>
  - When creating a request through the portal, you can select the request priority and add the relevant area/group the request concerns
  - These requests can then be tracked and further commented on directly in the portal.

## Freshdesk portal

1. Login - <https://fulfillmentcz-help.freshdesk.com/support/home>

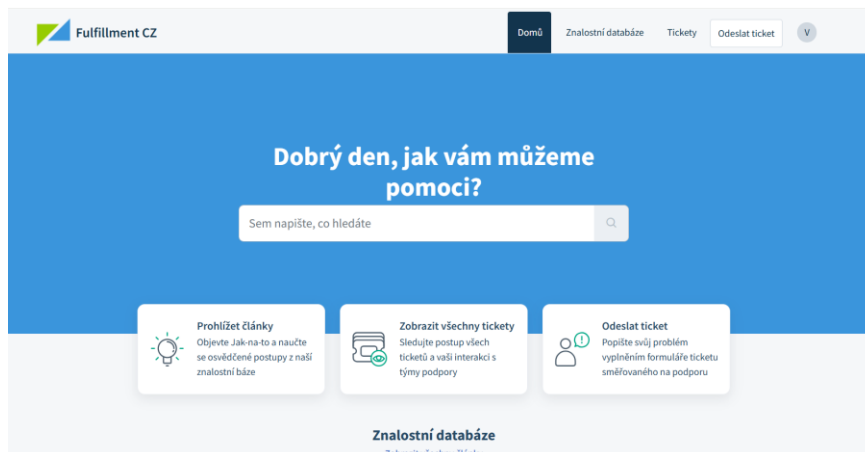


2. For the first login, please register. During registration, simply fill in your *First and Last Name* and *Email*. A confirmation email will be sent to you for activation.



3. On the main support page, you can perform the following actions:

- Browse articles from our knowledge base
- View all your requests/tickets
- Submit/Create a new request/ticket



3. Create a request/ticket – all mandatory fields must be filled in.

Priority options:

- Low
- Medium
- High
- Urgent

Group:

1 – Operations

- Operational and day-to-day inquiries related to inbound shipments, returns, transformations, dispatch, or transport (e.g., shipments delayed in transit)
- Specific instructions for inbound or outbound shipments
- Notifications of incoming large-volume deliveries
- Changes or adjustments to packing instructions

2 – Sales

- Commercial inquiries, e.g., pricing of new services, etc.

3 – Invoicing

- Inquiries regarding issued invoices or EKO-KOM requirements

4 – IT

- All IT-related requests

5 – Claims

- Loss or damage of shipments by the carrier
- Shipment mix-ups,
- Incorrect product quantities, or product mix-ups,
- Delivery of an incorrect number of parcels,
- CCTV footage,
- Non-compliance with packing instructions.

Type:

Operations – Receivings

Operations – Expedition

Operations – Transport

Sales

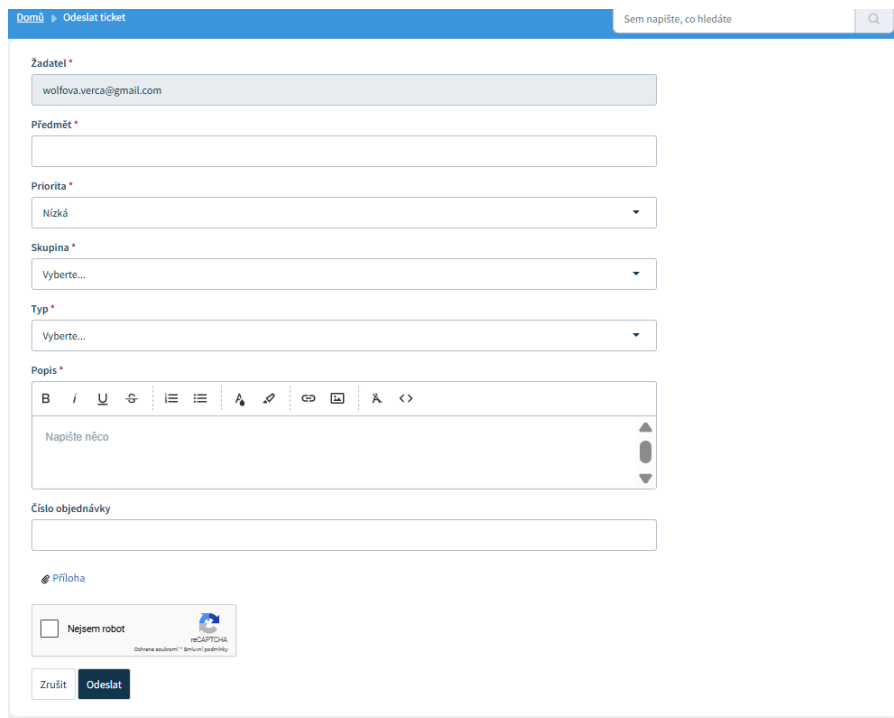
Invoicing

IT – Application

IT – Custom integration

IT – Standard integration

Claims

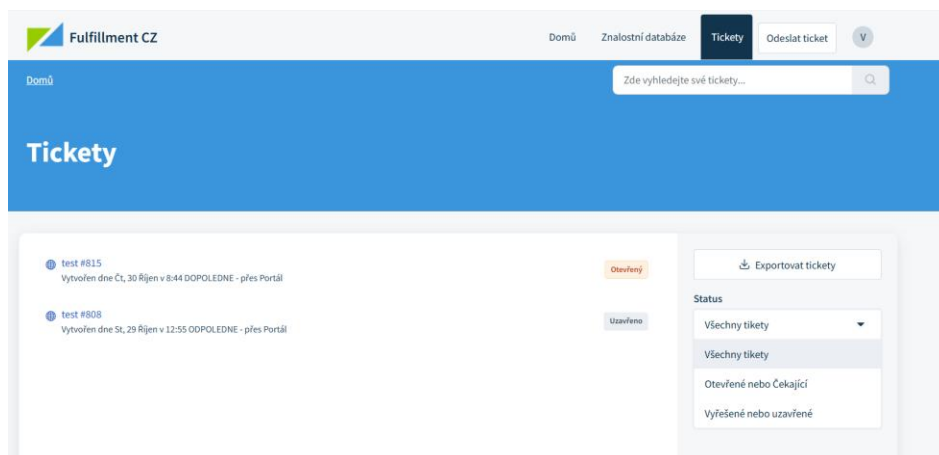


The screenshot shows the 'Odeslat ticket' form. At the top, there is a search bar with the text 'Sem napište, co hledáte'. Below this, the form fields are as follows:

- Žadatel \***: A text input field containing 'wolfova.verca@gmail.com'.
- Předmět \***: An empty text input field.
- Priorita \***: A dropdown menu with 'Nízká' selected.
- Skupina \***: A dropdown menu with 'Vyberte...' selected.
- Typ \***: A dropdown menu with 'Vyberte...' selected.
- Popis \***: A rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, ordered list, indent, outdent, undo, redo, and a text color picker. The text area contains 'Napište něco'.
- Číslo objednávky**: An empty text input field.
- Příloha**: A section for attachments.
- Nejsem robot**: A checkbox with a CAPTCHA image.
- Zrušit** and **Odeslat**: Two buttons at the bottom.

3. Overview of requests/tickets in one place

All requests are in one place, you can easily filter between open and closed requests. You can easily edit requests.



The screenshot shows the 'Tickety' overview page. At the top, there is a navigation bar with 'Domů', 'Znalostní databáze', 'Tickety' (active), 'Odeslat ticket', and a user icon. Below this, there is a search bar with the text 'Zde vyhledejte své tickety...'. The main content area is titled 'Tickety' and contains a list of tickets:

- test #815**: Vytvořen dne Čt, 30 Říjen v 8:44 DOPOLEDNE - přes Portál. Status: Otevřený.
- test #808**: Vytvořen dne St, 29 Říjen v 12:55 ODPOLEDNE - přes Portál. Status: Uzavřeno.

On the right side, there is a sidebar with the following elements:

- Exportovat tickety**: A button with a download icon.
- Status**: A dropdown menu with 'Všechny tickety' selected. Below it, there are two more options: 'Otevřené nebo čekající' and 'Vyřešené nebo uzavřené'.

Sokolovská 394/17 186 00 Praha 8 - Karlín  
IČ: 140 093 57 Banka: 2502087096 / 2010  
www.fulfillment.cz [info@fulfillment.cz](mailto:info@fulfillment.cz)

