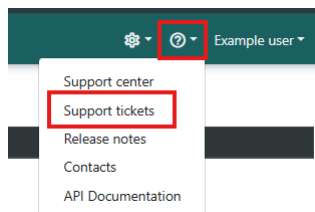


Support ticket system

Now we have a built in support ticket system inside Delta in where we will handle all your issues, features and bug-reports.

You find it under the question mark icon in the top right corner and the menu item is “Support tickets”



When you go to this page the default view shows a list of all ticket that are in an “open state”, meaning that they are not closed. There is a possibility to toggle so you also see the closed tickets. It looks something like this:

Support Tickets Create new ticket

Search tickets...

Showing 3 tickets (closed tickets hidden) Show closed tickets

Subject	Type	Status	Priority	Created By	Created At	Last Reply ↓
This is a ticket that awaits work from you, the customer	Issue	Awaiting customer	Medium	Example user	6/25/2025, 14:22	7/22/2025, 10:08 by Stockholm Stream user
This is an open ticket that Stockholm Stream works on	Issue	Open	Medium	Example user	6/25/2025, 08:49	7/12/2025, 14:08 by Example user
This is new and unhandled	Issue	Created	Medium	Example user	6/25/2025, 14:07	No replies

The flow of a ticket is that when it is created it will have the status “Created” and that will trigger a mail and a slack message to us in Stockholm Stream.

We will read it and verify that we understand what it is about. If there is work that we need to do we will update the status to “Open” and write a reply in the ticket saying what needs to be done.

When we are done we will add a reply saying what has been done and update the status to “Awaiting customer” and that means that the ticket now is on you to act on.

When you have read the replies and verified that everything is working then you write that in a reply and update the status to “Closed”

Create a new ticket

To create a new ticket click on the button Create new ticket in the top right corner.

That will open a form on the right where you can specify what the ticket is about. It will also keep the list of open tickets on the left.

Support Tickets

Back to all tickets

Create new ticket

Search tickets...

Showing 3 tickets (closed tickets hidden)

Show closed tickets

Subject	Status	Priority	Last Reply
This is a ticket that awaits work from you, the customer	Awaiting customer	Medium	11 minutes ago by Stockholm Stream user
This is an open ticket that Stockholm Stream works on	Open	Medium	6/25/2025, 14:08 by Example user
This is new and unhandled	Created	Medium	No replies

Create Ticket

Subject

Description

Type

Issue

Priority

Medium

Attachments

Drag & drop files here, or click to select files

Supported formats: JPG, PNG, GIF, PDF, DOC, DOCX, TXT, ZIP (max 10MB)

Save

Give the ticket a subject that is short but gives a understanding of what the ticket is about.

Add a longer description on what the issue or feature is about. Here you can write pretty much how much you want and the more information the better.

Select the type of ticket it is (Issue, Bug or Feature), if you do not know it if a bug or an issue then select issue.

Set the priority of the ticket (Low, Medium, High).

Upload any attachments (like screenshots or reports or similar) if you have any.

Click save and the ticket is created.

Ticket detailed view

Support Tickets

Back to all tickets

Create new ticket

Search tickets...

Showing 3 tickets (closed tickets hidden)

Show closed tickets

Subject	Status	Priority	Last Reply
This is a ticket that awaits work from you, the customer	Awaiting customer	Medium	24 minutes ago by Stockholm Stream user
This is an open ticket that Stockholm Stream works on	Open	Medium	6/25/2025, 14:08 by Example user
This is new and unhandled	Created	Medium	No replies

Ticket Details

Edit Ticket

This is new and unhandled

Created 6/25/2025, 14:07 by Example user

Description

Will get created status

Replies

Add a reply...

Attachments

Drag & drop files here, or click to select files

Supported formats: JPG, PNG, GIF, PDF, DOC, DOCX, TXT, ZIP (max 10MB)

Add Reply

This is the default work view for the ticket where you write and read reply's to the ticket.

It it also possible to add attachments to the reply you are writing.

In the top right there is a bell-icon and if it is grey it means that you are following this ticket (by default, only the creator of the ticket follows the ticket).

Following a ticket means that you will get email notification for all updates to the ticket and when reply is added to the ticket. The only time you do not get a mail if it is you who do the update or reply.

If the icon is white then you are not following this ticket and to start follow the ticket, click on the icon so it change to grey.

Edit ticket view

This looks like to create ticket view and you get here by clicking “Edit ticket”-button on the ticket details view.

Use this when changing status or anything else on the ticket.

Right now in the status-dropdown it says “Pending” instead of “Awaiting customer” but it is the same thing.