

CSA Helpdesk User Guide

CSA Helpdesk User Guide

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Creating Tickets

Creating a New Ticket via Email

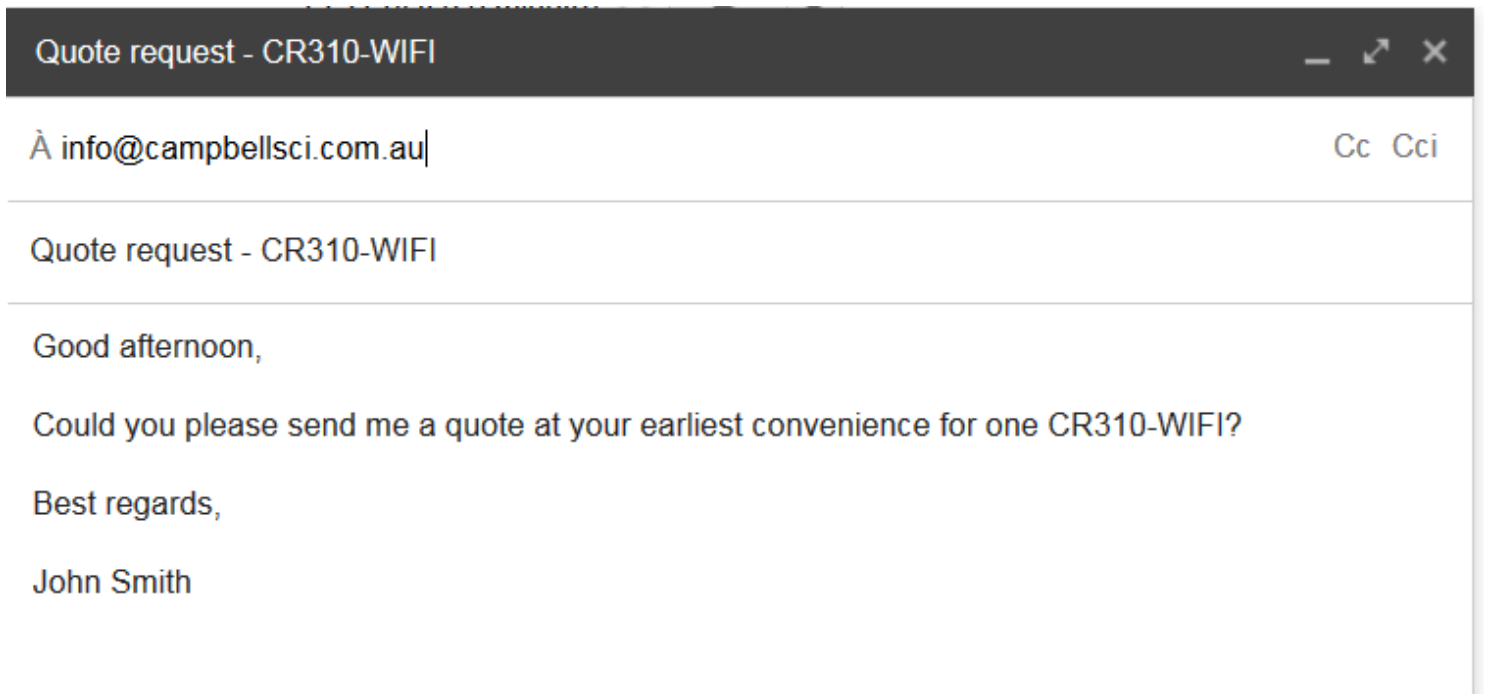
Campbell Scientific has set up two email addresses specifically for helpdesk enquiries:

Sales: info@campbellsci.com.au

Support: helpdesk@campbellsci.com.au

Sending an email to the correct address will ensure that your enquiry is quickly forwarded to the appropriate staff member.

Email Format



The screenshot shows an email client window with a dark title bar containing the text "Quote request - CR310-WIFI" and standard window controls (minimize, maximize, close). The email body is composed of several sections separated by horizontal lines. The first section contains the recipient address "À info@campbellsci.com.au" and the text "Cc Cci". The second section contains the subject line "Quote request - CR310-WIFI". The third section contains the salutation "Good afternoon,". The fourth section contains the main body text "Could you please send me a quote at your earliest convenience for one CR310-WIFI?". The fifth section contains the closing "Best regards,". The sixth section contains the signature "John Smith".

Quote request - CR310-WIFI

À info@campbellsci.com.au Cc Cci

Quote request - CR310-WIFI

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR310-WIFI?

Best regards,

John Smith

There is no special format required to create a new ticket via our email system.

Enter a subject which you would like to refer to this ticket by, then enter your enquiry into the body of the email.

New ticket reply



CSA Sales Copy

Ä

Dear John Smith,

Your ticket has been received. One of our agents will reply to you shortly.

View and manage this ticket online: <http://helpdesk8.campbellsci.com.au/tickets/43424>

[CSA Helpdesk 8](#) · <http://helpdesk8.campbellsci.com.au/>

Whether you are a new user or an existing user, an automated response will always be sent for new tickets.

1. The reply will contain a link to your ticket on our website. Click on the link to be automatically logged in to the website and taken to your ticket.

Agent Response

	Cc...	
Subject	RE: CR310-Wifi	

|

From: CSA Sales Copy [mailto:infocopy@campbellsci.com.au]
Sent: Wednesday, 8 February 2017 2:29 PM
To: Thomas Menamparampan <[REDACTED]>
Subject: RE: CR310-Wifi

Hi Thomas,

I will get back to you with further details for your query.

kind regards,

Thomas Menamparampan
IT Support
Campbell Scientific Australia
www.campbellsci.com.au
T: 07 4401 7700 F: 07 4755 0355

Was this message helpful?

On Wed, 8th Feb 2017 at 2:21 pm, Thomas Menamparampan <[REDACTED]> wrote:

Hello,

I would like to purchase a CR310-Wifi data logger, could you please tell me the price and availability of this item?

Regards,

Thomas

View and manage this ticket online: <http://helpdesk8.campbellsci.com.au/tickets/43415>

CSA Helpdesk 8 · <http://helpdesk8.campbellsci.com.au/>

Once you receive a reply from an Agent, you can just reply to the email. All correspondence will be automatically appended to the ticket.

Creating a ticket using website:

Browse to <http://helpdesk.campbellsci.com.au>.

If you are a new user, please register an account with our helpdesk following the lesson given by the link below.

[Registering a new account with helpdesk](#)



Register

– OR –

Login ▾

🔍 Search...

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OR

🌐 CONTACT US



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News

Click *Login*



Search...

SEARCH

Your email

john.smith@example.com.au

Your password

.....

☐ Stay Logged In?

Login

[Need a password reminder?](#)



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Contact Us ?

Login using your credentials.



Welcome back John · [Your Account](#) · [Tickets \(2\)](#) [Logout](#)

SEARCH OR CONTACT US

[GET IN TOUCH](#)
Send us an email

SUBMIT FEEDBACK
Feedback and suggestions submitted by customers like you

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To open/create a new ticket, click on *CONTACT US* and select *GET IN TOUCH* from the drop down menu.

Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

The form contains the following fields and elements:

- Name ***: Text input field containing "John Smith". A red arrow labeled "1" points to this field.
- Email**: Text input field, currently blurred. A link [Manage Your Email Addresses »](#) is located to the right. A red arrow labeled "1" points to this field.
- Company Name ***: Text input field containing "Company Pty Ltd". A red arrow labeled "2" points to this field.
- How did you find out about us? ***: Dropdown menu with "Google Search" selected. A red arrow labeled "3" points to this field.
- Newsletter**: Section with the text "Would you like to receive a quarterly newsletter?". Below it is a checked checkbox. A red arrow labeled "3" points to this section.
- Subject ***: Text input field containing "CR310-WIFI".
- Department ***: Dropdown menu with "Sales" selected.

1 Enter your full name in the *Name* field.

2. Enter your Company name in the *Company Name* field.

3. Select *How did you find out about us?* and untick the Newsletter checkbox if you don't wish to receive our quarterly newsletter.

Newsletter

Would you like to receive a quarterly newsletter?



Subject *

CR310-WIFI

1

Department *

Sales

2

3

Message *

Hello,

I would like to purchase a CR310-WIFI datalogger, could you tell me the price and availability of this item?

Regards,

John Smith

 Drag a file in here or

Choose a file

4

Submit

5

Reset

1. Enter a subject for your ticket

2. Select an appropriate *Department*.

Choosing a *Department* ensures that the ticket will be sent to the appropriate business section immediately and reduce delays in responding to the ticket.

3. Enter your enquiry into the *Message* box.

4. If you would like to attach a file to your enquiry, click the *Choose a file* button, then browse to the

file on your local computer and click OK.

5. Finally, click the *Submit* button to send the enquiry to our staff.

Attachment

Message *

Hello,

I would like to purchase a CR310-WIFI datalogger, could you tell me the price and availability o

Regards,

John Smith



Drag a file in here or

Choose a file



b_cr300-series_5-17.pdf (3.68 MB)

✕ Delete

Submit

Reset

Once added, your attachment will be listed under the *Choose a file* box. If needed, the attachment can be removed by clicking *Delete*.

Ticket Submitted



Welcome back John · [Your Account](#) · [Tickets \(3\)](#) [Logout](#)

Search...

SEARCH

OR

CONTACT US

Your ticket has been submitted. Thanks!

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Contact Us

Your ticket is on the way

Thank you for contacting us. You will be notified when one of our agents responds.

A notification will appear after submitting your ticket followed by an email (see below).

Dear John Smith,

Your ticket has been received. One of our agents will reply to you shortly.

On Thur, 5th Oct 2017 at 5:59 am, John Smith <[\[redacted\]](#)> wrote:

Hello,

I would like to purchase a CR310-WIFI datalogger, could you tell me the price and availability of this item?

Regards,

John Smith

Attachments

- [b_cr300-series_5-17.pdf](#) (3.68 MB)

Account Management

Registering a new account with helpdesk

Browse to <http://helpdesk.campbellsci.com.au>.

Home page:



Register

OR

Login ▾

Q Search...

SEARCH

OR

CONTACT US ▾



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Contact Us
We are here to help

If you are a new user, please click on the *Register* button to create an account.

Register account form:

[Portal](#) > Register

Register

Register an account so you can easily manage your communications.

Name *

John Smith

Email *

[Redacted email address]

Password *

.....

1

Confirm *

.....

Timezone *

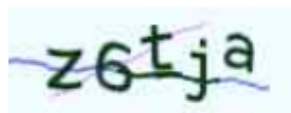
Australia



Brisbane



To prove you are a human, please tell us the text you see in the CAPTCHA image



z6tja

Register

2

Please fill all the mandatory fields and click on *Register* for creating a new user account.

Verification Link

[Register](#)[OR](#)[Login](#)[SEARCH](#)[OR](#)[CONTACT US](#)

Thank you for registering. Please check your email, we have sent you a verification link.



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Contact Us
We are here to help

You will receive a notification and a verification email from our system.

Email verification

• **CSA Helpdesk** <noreply@campbellsci.com.au>
To John Smith

Today at 12:22 ★

Dear John Smith,

Please confirm that this email address is yours by clicking the link below.

<http://helpdesknew.campbellsci.com.au/validate/registration/RqttXTbibZUpszZStRr5iedwR>

Regards,

CSA Helpdesk

CSA Helpdesk · <http://helpdesknew.campbellsci.com.au/>

↩ Reply ↩↩ Reply to All ➡ Forward ⋮ More

Please click on the link to verify your email.

Email Verified



Welcome back John · [Your Account](#) [Logout](#)

Search...

SEARCH

OR

CONTACT US

Thank you. Your email address has been verified and you have been logged in.



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News

You will receive a notification and a verification email.

Registration completion email

CSA Helpdesk <noreply@campbellsci.com.au>
To: John Smith

Today at 12:29 ★

Dear John Smith,

Thank you for registering. You can now log in using your email address on our helpdesk:
<http://helpdesknew.campbellsci.com.au/>

CSA Helpdesk <http://helpdesknew.campbellsci.com.au/>

← Reply ← Reply to All → Forward ... More


Once your account confirmed, you will be able to create tickets, change your information, browse through the knowledge base and downloads from this interface.


Password retrieval / reset

This lesson helps you to reset your password if you forget your login details


Browse to <http://helpdesk.campbellsci.com.au> and click on *Login*.

Resetting your password:







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Contact Us
We are here to help

☐ Stay Logged In?

[Need a password reminder?](#)

1. Click on *Need a password reminder?*

SEARCH

OR

 CONTACT US Portal > Reset Password

Forgot your password?

Complete this form to have a password reset link sent to you.

Email *

1

To prove you are a human, please tell us the text you see in the CAPTCHA image



2

Reset Password

3

1. Enter your email
2. Enter the captha shown in the picture
3. Click on *Reset Password*

● **CSA Helpdesk** <noreply@campbellsci.com.au>

Today at 13:46 ★

To John Smith

You requested a password reset. To reset your password, click on the link below:

<http://helpdesknew.campbellsci.com.au/login/reset-password/BD-ZAAGYZWH67G7B4S>

CSA Helpdesk  · <http://helpdesknew.campbellsci.com.au/>

← Reply << Reply to All → Forward ... More

An email will be sent to you with the reset instructions.



Search...

SEARCH

Portal > Reset Password

Reset Password

Password *

.....

Confirm *

.....

Reset Password

Enter the new password, confirmed it and click on *Reset Password*.

Password updated



Welcome back John · [Your Account](#) [Logout](#)

Search...

SEARCH

OR

CONTACT US

Your password has been updated.

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Contact Us

Portal > Your Account > Profile

Your Account

Profile

Emails

Name *

John Smith

Current password *

You will receive a notification and a verification email.

Changing your password

Browse to <http://helpdesk.campbellsci.com.au>

Home page



Register

- OR -

Login 

Search...

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OR

CONTACT US



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Please click on login as shown above.



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Your email

Your password

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Enter your email and password and click on *Login*

Your account



Welcome back John [Your Account](#) [Logout](#)

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OR

CONTACT US



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Contact Us
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News

Knowledgebase

Click on *Your Account*.

Edit profile

OR

Portal > Your Account > Profile

Your Account

Profile

Emails

Name *

Upload Picture

Choose File

No file chosen

Timezone *

Australia

Brisbane

Current password *

Password *

Confirm *

1. Click on the *Profile* tab to access your details.
2. You can update a profile picture by clicking on *Browse...* and selecting an image
If you wish to change your password, enter your current and new one the before clicking on *Update Password*.

Password changed



Welcome back John · [Your Account](#)

[Logout](#)

Search...

SEARCH

OR

CONTACT US

Your password has been updated.

Knowledgebase

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Contact Us

Portal > Your Account > Profile

Your Account

Profile

Emails

Name *

John Smith

Upload Picture

[Choose File](#) No file chosen

Timezone *

Australia

Brisbane

Current password *

Password *

Confirm *

Update Password


You will only receive a notification as shown above and please note that you won't receive a verification email.

Ticket Management

Viewing Your Existing Tickets

Browse to <http://helpdesk.campbellsci.com.au> and Log In to Your Account.

Login Page



1

Your email

Your password

.....

Forgot your login?


Login

Need a password reminder?


2

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Contact Us
We are here to help

Click on the *Tickets* link shown above to access all tickets

Open tickets:

Your Tickets

This is the description of a list of your tickets

1

Open Tickets

Resolved

Search in Tickets:


Our agent will respond


Reference	Subject	Department	Date Created	Last Action ↓
39223		Sales	Wed, 22nd Jun 2016 4:17 am	thomas menamparampan 06/22/2016, 4:17 am
28962		General	Tue, 10th Mar 2015 11:50 pm	Alex Thomas 03/11/2015, 1:01 am
24226		General	Tue, 2nd Sep 2014 5:43 am	Thomas Menamparampan 09/02/2014, 5:50 am

Select the *Open Tickets* tab to see all the list of open tickets.
Click anywhere in the box shown above to open a ticket.

Ticket Example

Quote request - CR310-WIFI

 John Smith () opened this ticket (Fri, 29th Sep 2017)

 John Smith () wrote: 1

Good afternoon,


Could you please send me a quote at your earliest convenience for one CR310-WIFI?

Best regards,

John Smith.


1 week ago


Add a reply or [close the ticket](#)


 Drag a file in here or

4


Ticket info:

Assigned agent:  Unassigned
An agent will be assigned

Ticket opened by:  John Smith

Also on this ticket: No participants
 [Add a CC'ed user](#)

Ticket reference 51983

Additional ticket information: [Edit](#) 

Company Name

How did you find out about us?

Newsletter 3

Department Sales

1. History of the conversation
2. To write and reply and/or add attachment
3. Ticket info such as Agent in charge of your request
4. To close your ticket if needed

Resolved ticket

Your Tickets

This is the description of a list of your tickets

Open Tickets

1 Awaiting Response

Resolved

Search in Tickets:

Resolved				
Reference	Subject	Department	Date Created	Last Action ↓
26589	Campbell Scientific Website Request - Sales (Thomas Menamparampan)	Sales	Wed, 26th Nov 2014 8:34 am	Thomas Menamparampan 11/26/2014, 8:34 am
26590	Campbell Scientific Website Request - Sales (Thomas Menamparampan)	Sales	Wed, 26th Nov 2014 8:34 am	Thomas Menamparampan 11/26/2014, 8:34 am
26588	Campbell Scientific Website Request - Official Quote (Thomas Menamparampan)	Sales	Wed, 26th Nov 2014 8:33 am	Thomas Menamparampan 11/26/2014, 8:33 am

Click on the *Resolved* tab to view all resolved tickets.


Resolved tickets are marked either by the User or an Agent indicating no further action.

Complete history and contents can be viewed by clicking on a ticket.

Replying to a Ticket via the Website

Browse to <http://helpdesk.campbellsci.com.au>.

Home page



1
↓


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OR


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Please click on the login



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Your email

Your password

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Login using your email address and password.

Your tickets



Welcome back · [Your Account](#) [Tickets \(24\)](#) [Logout](#)

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Click on the *Tickets* link shown above to access all tickets

Open ticket:

Your Tickets

This is the description of a list of your tickets

Open Tickets **1 AWAITING RESPONSE** Resolved

Search in Tickets:

You need to respond

2	Reference	Subject	Department	Date Created	Last Action ↓
	51984	Quick quote request - CR300-WIFI	Sales	Fri, 29th Sep 2017 5:38 am	Daniel Roebuck 10/09/2017, 12:00 am


Our agent will respond

Reference	Subject	Department	Date Created	Last Action ↓
51983	Quote request - CR310-WIFI	Sales	Fri, 29th Sep 2017 5:38 am	John Smith 09/29/2017, 5:38 am

1. Please note that your open tickets are listed by default in this page.
2. Click on the box to open the ticket you want to reply .
3. When an Agent will reply to your request, a green ribbon will appear.

Reply

 John Smith () opened this ticket (Fri, 29th Sep 2017)


 John Smith () wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

 Daniel Roebuck wrote: 1 day ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

Discover our latest newsletter which is jammed packed with the latest product releases, special offers, helpful tips and plenty of stories about what we have been up to this busy quarter! Read more: <https://goo.gl/Cmx7JH>

Attached with this message:

-  Print Price Quotation - PQ17000938.pdf 82.64 KB

Ticket info:

Assigned agent:  Daniel Roebuck

Ticket opened by:  John Smith

Also on this ticket: No participants

+ Add a CC'ed user

Ticket reference 51984

Media on this ticket:

 Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information:

Edit 

Company Name

How did you find out about us?

Newsletter

Department Sales

Add a reply or [close the ticket](#)

B *I* U     

Hi Dan,

Thank you.

I will get back to you as soon as possible .

Regards,

1

John Smith.

 Drag a file in here or

Choose a file

Reply

2

Enter the details for your response and click on *Reply*.

Reply Added

Your reply has been submitted. Thanks!

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Contact Us

Portal > Tickets > Quick quote request - CR300-WIFI

You created this ticket 1 week ago.

Quick quote request - CR300-WIFI

John Smith (redacted) opened this ticket (Fri, 29th Sep 2017)

John Smith (redacted) wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

Daniel Roebuck wrote: 1 day ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

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Attached with this message:

- Print Price Quotation - PQ17000938.pdf 82.64 KB

John Smith (mecassepaslatete@gmail.com) wrote: 3 seconds ago

Hi Dan,

Thank you.

I will get back to you as soon as possible .

Regards,

Close this ticket

Ticket info:

Assigned agent: Daniel Roebuck

Ticket opened by: John Smith

Also on this ticket: No participants

+ Add a CC'ed user

Ticket reference 51984

Media on this ticket:

Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information:

Edit

Company Name

How did you find out about us?

Newsletter

Department Sales

The Agent is notified after submitting a reply.
Please note that "reply submitted" notification is shown in green colour at the top of the page.

Replying to a Ticket via Email

Agent Reply

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

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Attachments

- [Print Price Quotation - PQ17000938.pdf](#) (82.64 KB)

Was this message helpful?

When an agent replies to one of your enquiries, you will be sent an email using the format shown above.

Reply

View and manage this ticket online: <http://helpdesk8.campbellsci.com.au/tickets/43419>

2

CSA Helpdesk 8 - <http://helpdesk8.campbellsci.com.au/>



Click here to [Reply](#) or [Forward](#)

1

0 GB (0%) of 15 GB used
[Manage](#)

[Terms](#) - [Privacy](#)

Last account activity: 0 minutes ago
[Details](#)

To reply to the Agent, simply reply to the email with our response.

Reply added:



John Smith (mecassepaslatete@gmail.com) wrote:

1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith



Daniel Roebuck wrote:

2 days ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.

Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck


Application Engineer - Communications Specialist

Campbell Scientific Australia

T: 07 4401 7700 F: 07 4755 0355

Discover our latest newsletter which is jammed packed with the latest product releases, special offers, helpful tips and plenty of stories about what we have been up to this busy quarter! Read more: <https://goo.gl/Cmx7JH>

Attached with this message:

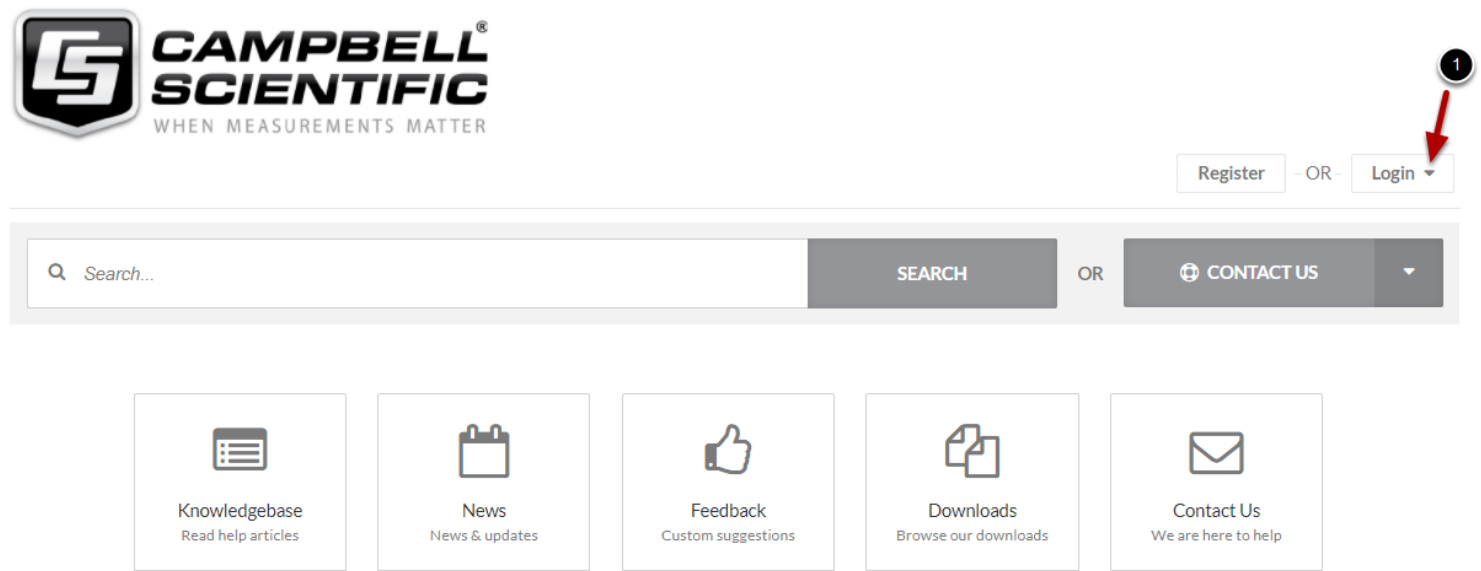
-  Print Price Quotation - PQ17000938.pdf 82.64 KB

Your reply will be automatically added to the ticket history available from the *View and manage this ticket online* section.

Add multiple users via Website

Browse to <http://helpdesk.campbellsci.com.au> and log in to Your Account.

Home page



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Please click on login



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[Portal](#) > Tickets

Your Tickets

This is the description of a list of your tickets

Open Tickets

Resolved

Search in Tickets:

Our agent will respond

Reference	Subject	Department	Date Created	Last Action ↓
39223		Sales	Wed, 22nd Jun 2016 4:17 am	thomas menamparampan 06/22/2016, 4:17 am
28962		General	Tue, 10th Mar 2015 11:50 pm	Alex Thomas 03/11/2015, 1:01 am
24226	1	General	Tue, 2nd Sep 2014 5:43 am	Thomas Menamparampan 09/02/2014, 5:50 am

Select the ticket you want user to be added from your ticket list.
Click anywhere in the box to open the ticket.

Quick quote request - CR300-WIFI



John Smith ()
opened this ticket (Fri, 29th Sep 2017)



John Smith () 1 week ago
wrote:

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith



Daniel Roebuck wrote: 2 days ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote

Close this ticket

Ticket info:

Assigned agent: Daniel Roebuck

Ticket opened by: John Smith

Also on this ticket: No participants

+ Add a CC'ed user

Ticket reference 51984

Media on this ticket:

Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information:

Edit

Company Name

How did you find out about us?

Contact Us ?

In the Ticket info box, click on + *Add a CC'ed user* to add a participant.

Add user details

The screenshot shows a web form titled "Add user details". It contains two required text input fields: "Name: *" and "Email: *". The "Name" field is filled with "Bob Smith". Below these fields is a grey button labeled "Add To Ticket". To the right of the form, there is a link "+ Add CC'd user" with a circled "1" and an arrow pointing to the "Name" field. Below the "Add To Ticket" button, there is a section titled "Additional ticket information." with a circled "2" and an arrow pointing to the button. The background shows a blurred email interface with a snippet of text: "ate. I'm Dan Roebuck from Campbell Scientific" and a file attachment "n - PQ17000938.pdf 82.64 KB".

Name: *

Bob Smith

Email: *

Add To Ticket

+ Add CC'd user 1

Additional ticket information. 2

ate. I'm Dan Roebuck from Campbell Scientific

n - PQ17000938.pdf 82.64 KB

Please note that both name and email are required fields for adding a participant (CCed user). Click *Add To Ticket* to add the user.

We have added Bob Smith () as a participant to this ticket.



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Contact Us

Portal > Tickets > Quick quote request - CR300-WIFI

Your last message was received 1 day ago.

Quick quote request - CR300-WIFI

Close this ticket



John Smith ()

opened this ticket (Fri, 29th Sep 2017)



John Smith () 1 week ago

wrote:

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Ticket info:

Assigned agent:



Daniel Roebuck

Ticket opened by:



John Smith

Also on this ticket:



Bob Smith

Once the *CCed user* has been added an email will be sent to the Agent and the new *CCed user*. A notification will be displayed at the top of the page.

Email example of CCed user notification

Dear Bob Smith,

John Smith, , has added you to the ticket Quick quote request - CR300-WIFI.

View and manage this ticket online: <http://helpdesknew.campbellsci.com.au/tickets/51984>



Regards,


CSA Helpdesk

A similar email will be sent to the CC'ed user from helpdesk.

Adding multiple users via Email

This lesson teaches you how to add another user as a participant or "CC".

 Pop Out  Discard

 Send	To...	CSA Sales;
	Cc...	<u>bob@example.com.au</u>
	Subject	RE: Quick quote request - CR300-WIFI

Good afternoon,

Could you please add a power supply?

Regards,

John Smith.

Select the email for the user that you would like to be added to the Cc... section. They will automatically be added to the ticket.

Closing a Ticket

If you feel your issue has been resolved by our agent, or if the issue has been solved independently you can close your ticket using the website.

Browse to <http://helpdesk.campbellsci.com.au> and Login to Your Account

Click on your tickets



Welcome back · [Your Account](#) [Tickets \(25\)](#) [Logout](#)

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We are here to help

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Click on *Tickets* to view opened tickets.

Select Ticket



Welcome back John - [Your Account](#) - [Tickets \(3\)](#) [Logout](#)

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Portal > Tickets

Your Tickets

This is the description of a list of your tickets

Open Tickets

Resolved

Search in Tickets:

Our agent will respond



Reference	Subject	Department	Date Created	Last Action ↓
51984	Quick quote request - CR300-WIFI	Sales	Fri, 29th Sep 2017 5:38 am	John Smith 10/10/2017, 2:31 am
51983	Quote request - CR310-WIFI	Sales	Fri, 29th Sep 2017 5:38 am	John Smith 09/29/2017, 5:38 am

Click on the ticket you want to close by clicking anywhere on the box.

Quick quote request - CR300-WIFI

 John Smith (mecassepaslatete@gmail.com) opened this ticket (Fri, 29th Sep 2017)


 John Smith (mecassepaslatete@gmail.com) wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

 Daniel Roebuck wrote: 2 days ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

Discover our latest newsletter which is jammed packed with the latest product releases, special offers, helpful tips and plenty of stories about what we have been up to this busy quarter! Read more: <https://goo.gl/Cmx7JH>

Attached with this message:

-  Print Price Quotation - PQ17000938.pdf 82.64 KB

 John Smith (mecassepaslatete@gmail.com) wrote: 1 day ago

Hi Dan,

Thank you.

I will get back to you as soon as possible.

Regards,

John Smith.

Add a reply or [close the ticket](#)

Close this ticket

Ticket info:

Assigned agent:  Daniel Roebuck

Ticket opened by:  John Smith
mecassepaslatete@gmail.com


Also on this ticket:  Natacha Ripaud

 Bob Smith
natacha.vendola@free.fr

+ Add a CC'ed user

Ticket reference 51984

Media on this ticket:

 Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information:

Edit 

Company Name

How did you find out about us?

Newsletter

Department Sales

The ticket can be closed from the reply section (*close the ticket*) or from the *Close this ticket* button.

Confirm the ticket has been resolved

Quick quote request - CR300-WIFI

Are you sure you want to resolve your ticket? Once your ticket is resolved, our agents will no longer respond.


Resolve my ticket

Cancel

You will have to confirm the closure, by clicking on *Resolve my ticket*.

Rate our support


Your ticket is now marked as resolved. Thank you.


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 Contact Us

 Portal > Tickets > Quick quote request - CR300-WIFI

Rate your support



Daniel Roebuck helped you with your ticket "Quick quote request - CR300-WIFI"

How would you rate the support you received?

☐

It was great

☒

It was OK

☐

It was not good

Optionally leave a comment

Submit feedback

Please select one of the checkbox, write a comment if needed and click submit feedback button for our continuous improvement.