

# Absolute

## TEXT TO TICKET

If your service agreement includes our Text to Ticket service, you can text your issue to the number given to you at sign up to create a service ticket for your issue. **\*Please note that text to ticket is not a live chat/support system. Once a ticket is created or updated, a representative will contact you as soon as possible.**

When you text your issue, our system will look up your customer information based on the phone number you are texting from. If the system finds you or your company and there are no open tickets, a ticket is automatically created from the text you sent.

My computer is frozen!

Hi Eric,

We have received your request and created service ticket #395681. The ticket number has also been emailed to [email@yourdomain.com](mailto:email@yourdomain.com) for your reference. If this is an emergency, please call: [210-892-3800](tel:210-892-3800)

-Thank you

If you want to follow up on an open ticket, simply text your follow up and our system will check if you have open tickets. If the system finds open tickets, you will be asked whether you want your text to update an existing ticket or if it's a new issue and you would like to create a new ticket. If you're wanting to update an existing ticket, reply with just the ticket number of the relevant ticket, (sometimes there may be multiple) and that ticket will be updated with your text.

The frozen computer shut off and won't boot up?

If you are texting about a new issue, please respond with NEW or choose from the following open ticket(s) by texting back the ticket number and it will be updated with your initial text.

If "My computer is frozen!" for "ER Consulting" (Main) text: 395681

395681

Hi Eric,

Service Ticket #395681 has been updated with information from your text. A service representative will contact you as soon as possible. If this is an emergency, please call: [210-892-3800](tel:210-892-3800)

-Thank you

If the issue is a new one, simply reply NEW (in all caps) when given the choices, and a new ticket will be created from the text.

Our network is down!

If you are texting about a new issue, please respond with NEW or choose from the following open ticket(s) by texting back the ticket number and it will be updated with your initial text.

If "My computer is frozen!" for "ER Consulting" (Main) text: 395681

NEW

Hi Eric,

We have received your request and created service ticket #395682. The ticket number has also been emailed to [email@yourdomain.com](mailto:email@yourdomain.com) for your reference. If this is an emergency, please call: [210-892-3800](tel:210-892-3800)

-Thank you