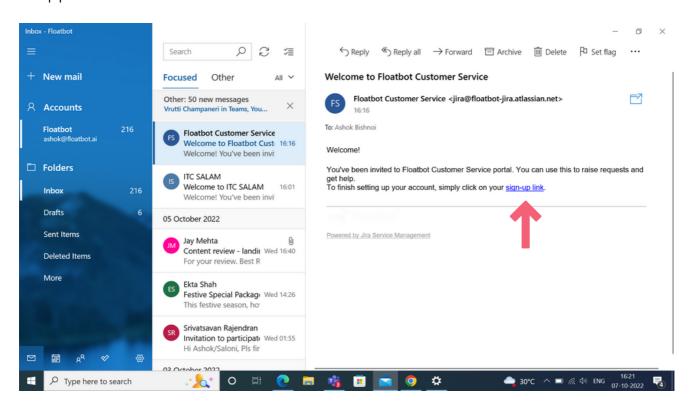# Avail Seamless Customer Service Through the JIRA Service Management Platform
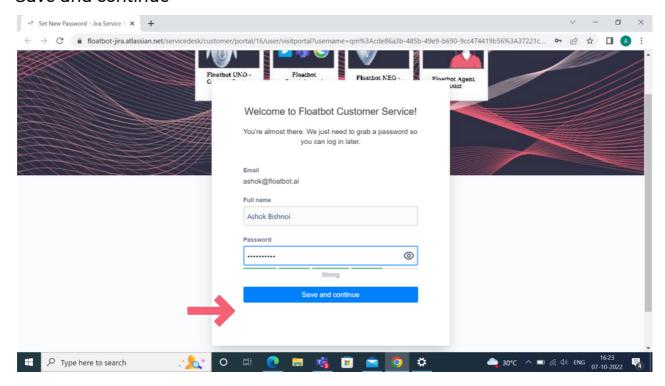
Step 1:

Go to your email inbox and open the invitation email with a sign-up link. If you have not received an invitation email, please contact Floatbot's customer support team.
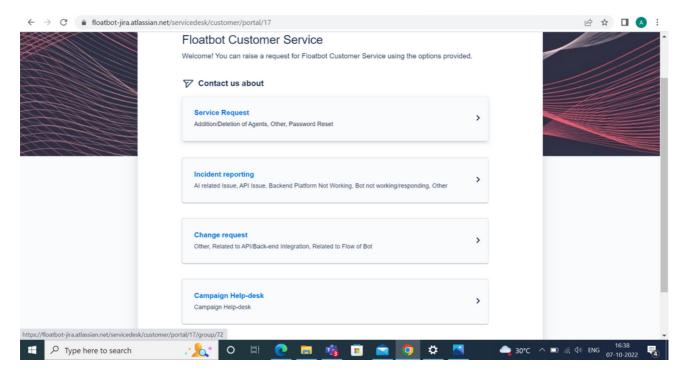
Step 2:

Click on the *sign-up link*, enter your *Full name*, set your *Password*, and click on *Save and continue*

Once you log into the *Service Portal*, you will see your project

Step 3:

After clicking on your project, it will take you to the service request dashboard, which has 4 options

Make service requests

(Adding/deleting agents, resetting passwords, etc.)

Report incidents

(AI-related issues, bot or backend not working, API issues, etc.)
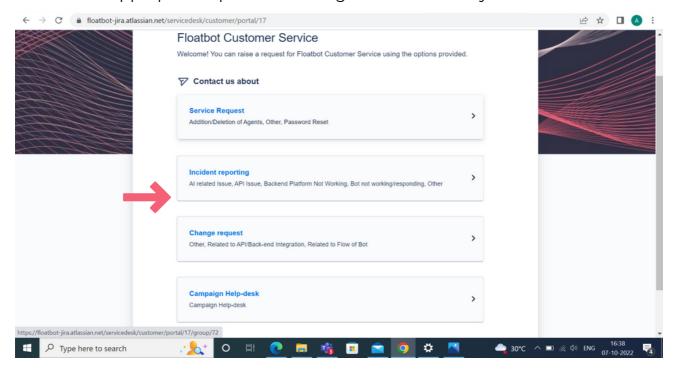
Make change requests

(Add flows, APIs, or any backend integration)

Contact campaign help-desk

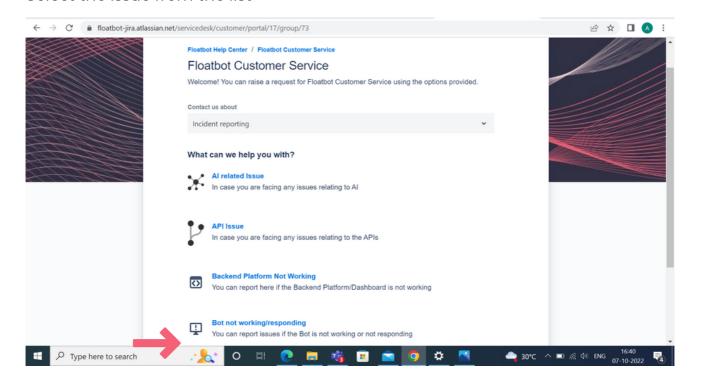(for any help required for Bot Templates, Campaigns, or Voicebot Campaigns)

Step 5:

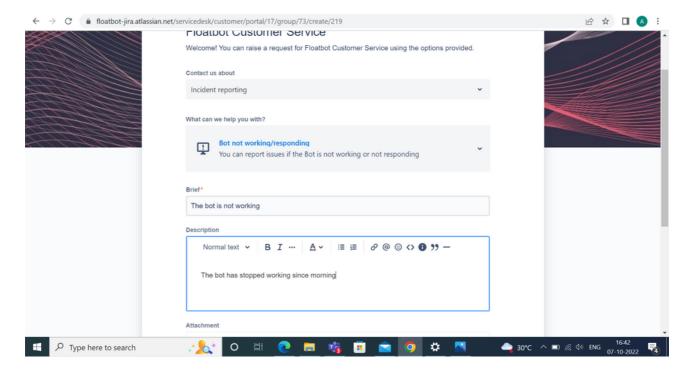Choose the appropriate option according to the nature of your issue

Step 6:

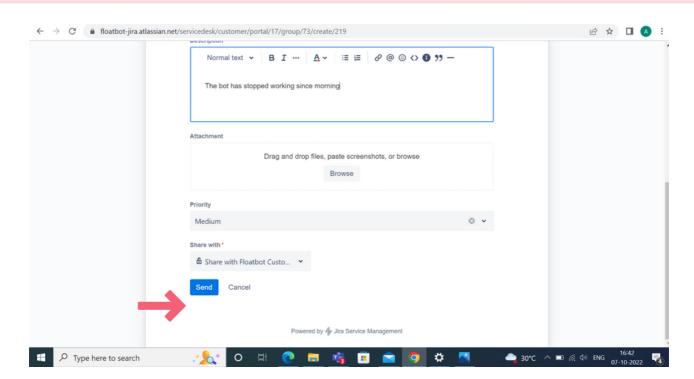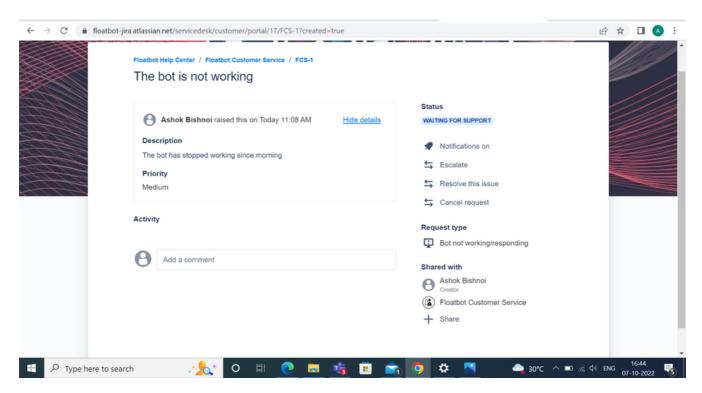Select the issue from the list

Step 7:

Fill the form to describe the issue and click on **Send**

Once you submit the issue, you will get the summary of your reporting

Also, you will receive a confirmation email