SUPPORT
TICKET SYSTEM

Danimex Support™ would like to introduce you to, our new way of handling your support requirements.

Our interactive online support system gives the customers a faster response time, and a proper overview of their running support as well as solved tasks.
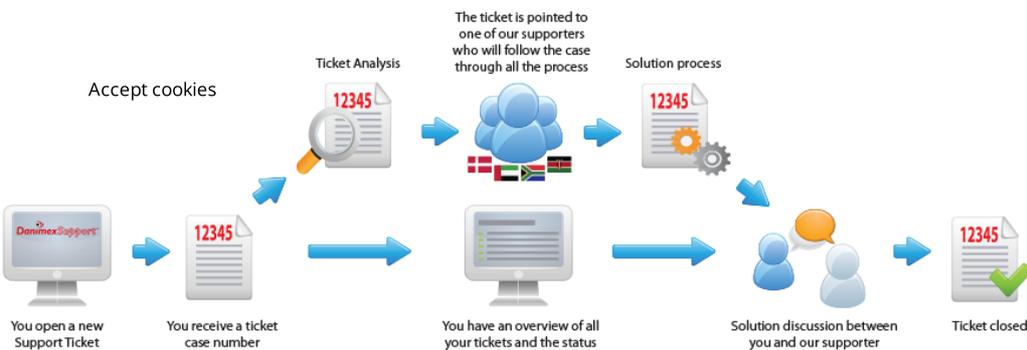
With this new system Danimex guarantees a closer dialog between supporters and customers, at the same time providing unique technical support.

Danimex Support System
CLICK HERE >>>

ensure that the customer receives the highest level of service, we offer these new

- on all support request
- status for tickets
- all cases
- ort interface and e-mail
- nteroperability
- for our resellers and partners
- or the entire process
- r on the case

Accept cookies

Ticket Analysis
12345

The ticket is pointed to one of our supporters who will follow the case through all the process

Solution process
12345

You open a new Support Ticket

You receive a ticket case number
12345

You have an overview of all your tickets and the status

Solution discussion between you and our supporter

Ticket closed
12345

HOW TO USE THE SYSTEM?

Here is a guide on how-to use the support system:

1. Go to http://support.danimex.com

- Register a user with your primary work e-mail | here |, or
- Send an e-mail to support@danimex.com directly from you mail client to login as a (Guest)

2. You will then receive a ticket-number by mail

- The ticket number will serve as your password for the access to you ticket(s), (until you create a user, which gives you the complete overview of the tickets posted) So we can make sure you have continued access to all of the ticket information.

3. Updates to your ticket (issue)

- Will be updated as soon as the technical officer makes any changes
- Communicating directly with you, through the STS.

4. Keep an overview of tickets, by signing-up for an account | here |

- Make sure you safeguard your ticket-number (if using guest account)