Customer web interface

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Symptom (public)

Customers have a separate web interface in FELA Support Center through which they can create new accounts, change their account settings, create and edit tickets, get an overview on tickets that they have created, etc.

Continuing the above example, the customer login screen can be reached by using the URL [1] https://support.fela.ch/otrs/customer.pl   with a web browser (see Figure below).

[1] https://support.fela.ch/otrs/customer.pl

Problem (public)

Solution (public)