User Guide

Angel Ruiz - 2026-02-02 - Comments (0) - General

1. Introduction

Win Systems provides 24/7 customer support, ensuring high-quality technical and operational assistance. To enhance efficiency in issue resolution and facilitate request management, it is essential that customers provide detailed information and clear evidence when submitting a ticket.

This document explains how to use our support tool for ticket submission and provides guidelines to ensure tickets are processed quickly and effectively.

2. Submitting Tickets via the Website

2.1. Registration and Validation

To access the Win Systems ticket portal, users must register. There are two available methods:

- Registration through the Account Manager: Provide the complete details of the authorized personnel so that the Account Manager can validate access:
    - Full name
    - Job title
    - Address
    - Assigned center(s)
    - Contact phone number (personal or work)
    - Preferred contact language (English or Spanish)
- Registration via the website:
  Visit https://customercare.winsysgroup.com and complete the registration form. You will receive a confirmation email to validate

your account and gain access to the system.

2.2. Ticket Submission

When submitting a ticket, it is crucial to provide detailed and accurate information to facilitate problem resolution.

Log into the website mentioned above using your account details and click on Submit a Ticket. The required details are:

- Casino Name
- Subject
- Detailed Message: Ensure you provide as much detail as possible to help specialists. Conduct a precise analysis. Do not omit any relevant information.
- Attachments (if applicable): It is essential to include relevant evidence, such as screenshots, error logs, or configuration files, as this helps specialists understand and resolve the issue more efficiently. Lack of evidence may delay resolution.
- CC (if applicable): Add other people related to the case if they need to be informed or provide additional details.

Once you have entered all the necessary details, click the Submit button. After submitting the ticket, you will receive an email with the ticket information and a direct link to access it.

2.3. Importance of Ticket Details

When submitting a ticket, ensure you include all possible details. The more information you provide (including screenshots, error logs, or clear descriptions of the issue), the faster and more effectively your request will be analyzed and resolved.

Tickets with incomplete or vague information may require additional investigation time, multiple follow-ups for relevant details, or may even not be processed correctly.

2.4. Ticket Processing

Once a ticket is submitted, the Win Systems support team will begin analyzing the case. Resolution time may vary depending on the complexity of the issue. Customers can track their ticket status through the portal and

will receive email notifications with updates.

2.5. Ticket Closure and Resolution

When a ticket is resolved, the support agent will set the ticket in status Awaiting Resolution Confirmation. The client can then close the ticket at their convenience. If necessary, the ticket can be reopened if the issue persists. Ensure you confirm the resolution before closing the ticket.

3. Key Points for Ticket Submission

3.1. Ensure You Include Complete Information

When submitting a ticket, provide as much detail as possible, including:

- Detailed Description of the Issue: Explain what happened before, during, and after the problem occurred.
- Evidence: Attach screenshots, log files, and any other relevant files that may help specialists better understand the situation.
- Steps to Reproduce the Issue: If possible, describe the exact steps to replicate the error or incident.

Lack of details can significantly slow down ticket resolution, as agents may require additional time to gather the missing information. Ensure the ticket includes all relevant details to avoid unnecessary delays.

4. Emergency Contact

If you experience a critical or emergency issue, do not hesitate to use the Emergency numbers below to contact the Win Systems customer care team, available 24/7. Additionally, you can provide your phone number for an agent to call you.

Phones by region

· USA: (+1) 646 755 9481

· Mexico: (+52) 01 800 123 1871

· Spain: (+34) 93 563 59 05

· Chile: (+56) 800 719 940

· Peru: (+51) 0 800 78239

· Argentina: (+54) 11 3988 4019

· Other Countries: (+1) 646 755 9481

5. Conclusion

To ensure a smooth support experience, it is essential to provide as many details and relevant evidence as possible when submitting a ticket. This not only speeds up response times but also helps agents offer more precise solutions.

Remember, the more details you provide, the better the support you will receive.