How support works

Ticket channels, priorities, response times and what to include in a ticket so it gets solved faster.

Channels

Channel	What for	How
Portal	The main channel: history, files, statuses, link to your launch	New ticket
Telegram	Notifications, quick replies, creating tickets from your phone	Telegram support bot
E-mail	If you don't have portal access yet	support@adaptek.tv

Priorities and first-response times

Priority	When to choose	First response
Critical	Ads or streaming are broken in production, widespread error	within 1 h
High	A significant share of inventory isn't monetized, the launch is blocked	within 4 h
Normal	Questions, configuration, non-blocking defects	within 24 h
Low	Wishes, consultations without urgency	within 72 h

The deadline is counted from ticket creation and shown on the ticket. If the priority was chosen incorrectly, the team will adjust it.

Ticket lifecycle

1. **New** — the ticket has been received and the team notified.
2. **In progress** — an owner is assigned and working on it.
3. **Waiting for customer** — we need your reply or action. As soon as you reply, the ticket goes back to “In progress”.
4. **Resolved** — we consider the issue solved. If not, just write in the ticket and it reopens.
5. **Closed** — the final state.

What to include in a ticket

The more precise the description, the faster the fix. For typical cases:

- **Ads don't show (SSAI):** link to the output stream, channel, exact time with time zone, a manifest fragment with markers. See Troubleshooting SSAI.
- **AdStart player:** the diagnostics file from the player (export button in the diagnostics panel), build number, browser/device. See Player installation — overview.

- **GAM / MCM:** Network code, ad unit, a sample tag or VAST request, a report screenshot. See GAM 360 · MCM with Adaptek.
- **Reconciliation and payouts:** period, your report, the discrepancy in numbers. See Payouts, shares and reconciliation.

> **Tip:** Attach screenshots and files directly to the ticket — up to 10 files, 25 MB each. In Telegram you can send a photo or a document with a caption.

Who sees a ticket

A ticket is visible to its author, colleagues from your organization on the portal, and the Adaptek team. Internal team notes are not shown to you.