Telegram support bot

How to connect the bot, receive notifications and work with tickets from Telegram.

The bot complements the portal: everything you do in Telegram is saved in the ticket on the portal, and vice versa.

Connecting

1. Sign in to the portal and open your profile.
2. Press **“Connect Telegram”** — the bot opens.
3. Press **Start**. The bot confirms the connection.

The link is one-time and valid for 30 minutes. You can disconnect the bot in the same place, in your profile.

What the bot can do

Action	How
Receive notifications	Automatically: new replies, status changes, onboarding tasks, due-date reminders
Reply to a ticket	Reply to the bot's message about that ticket
Create a ticket	/new Subject — description from the next line. You can also send a photo or a document with such a caption
See open tickets	/tickets
Help	/help

> **Note:** Files up to 20 MB sent from Telegram are attached to the ticket automatically.

Which notifications arrive

Channels (e-mail and Telegram) are switched on separately in your profile. In the portal itself notifications are always stored — see the bell icon at the top. Notifications come in the language chosen in your profile.

See also: How support works.