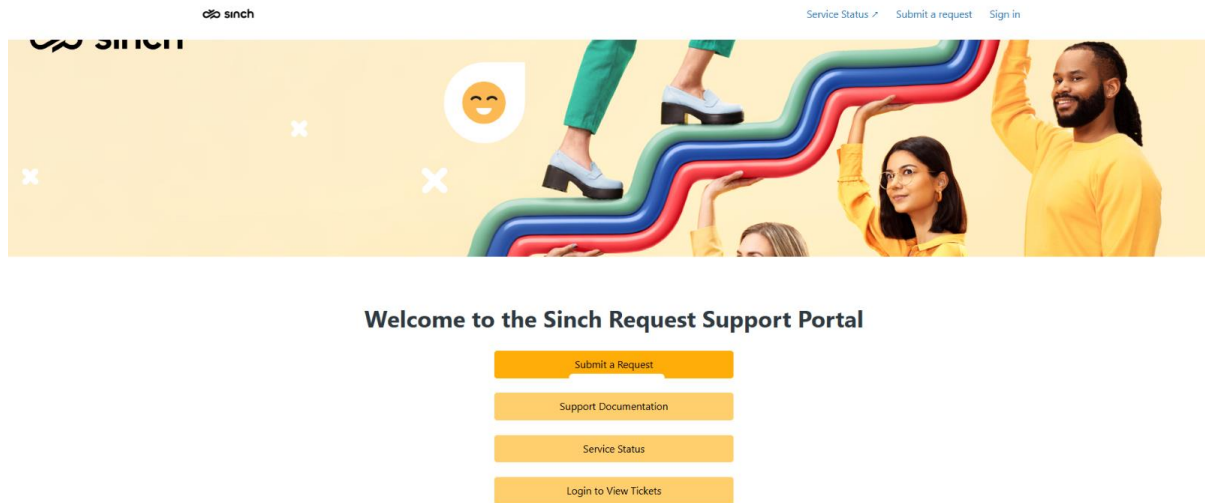


English

How to raise tickets on Zendesk?

To open a support ticket, simply visit: support.sinch.com and click on the first option: **“Submit a Request.”**



From there, you'll be able to fill out your request by providing your **email address**, the **subject** of your ticket, and a **detailed description** of the issue or request, including essential information as account ID, appID, customer identifier and so on:

A screenshot of the 'Submit a request' form in the Sinch support portal. The form is titled 'Submit a request' and includes a search bar at the top right. Below the title, there is a note: 'Fields marked with an asterisk (*) are required.' The form contains three main sections: 'Your email address*' with a text input field, 'Subject*' with a text input field, and 'Description*' with a rich text editor. The rich text editor has a toolbar with options for Paragraph, Bold (B), Italic (I), Link, Unlink, Bulleted List, Numbered List, Indent, and Undo. The description field is currently empty.

Next, select the **impact level** based on how the issue is affecting your business operations.

Impact*

- ^

- ✓ -
- Critical: Full service outage
 - High: Degraded service or quality for a core product or feature
 - Medium: Partially degraded service or quality for a product or feature
 - Low: Requesting information

You'll also need to choose the **region** your request relates to and provide relevant **product information** connected to the ticket.

Region*

- ^

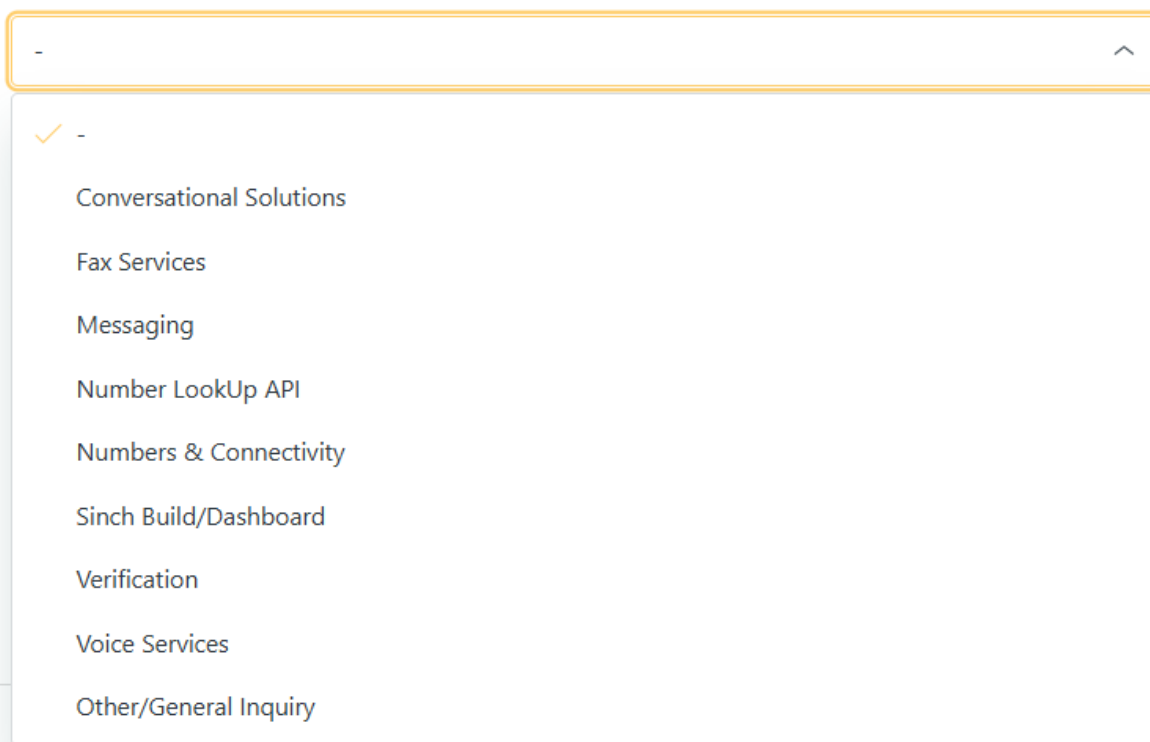
- ✓ -
- US/Canada
 - LATAM
 - EU
 - APAC

Select the best Product Information option for your request from the list below:

Category	Product related
Conversational Solutions	<ul style="list-style-type: none">• Bundles• Chatlayer• Contact Pro• Solutions• Other
Fax Services	<ul style="list-style-type: none">• Cloud Business Fax
Messaging	<ul style="list-style-type: none">• Conversation API• MMS• RCS• SMS• WhatsApp• Other
Number LookUp API	<ul style="list-style-type: none">• Activate account

	<ul style="list-style-type: none"> • Billing / Charges • Projects • Sinch ID Login • UI logic or system error • Other
Numbers & Connectivity	<ul style="list-style-type: none"> • 10DLC – SMS hosting • Toll-Free – Hosting • Toll-Free – SMS • Toll-Free – Voice • US/Canada Port In • US/Canada Port out • Virtual Numbers – Non USA/Canada • Other
Sinch Build/Dashboard	<ul style="list-style-type: none"> • Activate account • Billing / Charges • Projects • Sinch ID Login • UI logic or system error • Other
Verification	<ul style="list-style-type: none"> • Data Verification • Email OTP Verification • Flash Call Verification • Number Lookup API • SMS Verification • Voice Verification • Other
Voice Services	<ul style="list-style-type: none"> • Voice API • In-App Voice • In-App Video • Elastic SIP Trunking • Other
Other/General Inquiry	-

Product Information



The image shows a dropdown menu titled "Product Information". The menu is currently open, displaying a list of options. At the top of the menu, there is a checkmark icon followed by a minus sign (-). The options listed are: Conversational Solutions, Fax Services, Messaging, Number LookUp API, Numbers & Connectivity, Sinch Build/Dashboard, Verification, Voice Services, and Other/General Inquiry. The menu is enclosed in a light blue border with a small upward-pointing arrow in the top right corner.

Then select the **type of case or issue category**, according to the options available:

- **Message Delivery:** Select this if your message was sent but not delivered to the end user, or if you're seeing unusual delays in message delivery.
- **Message Reception:** Use this when you're not receiving incoming messages as expected, or if incoming traffic appears incomplete or inconsistent.
- **Reports:** select this if you need help generating or understanding usage reports, delivery logs, or analytics data.
- **Billing:** select this for questions about invoices, charges, payment methods, or subscription plans.
- **Call Completion (Voice/Fax):** select this for issues related to call failures, fax delivery problems, or incomplete voice connections.
- **Bug / Error:** select this if you've encountered a technical bug or error in the platform's functionality.
- **Communication Error:** select this for delivery failures or disruptions in message sending/receiving.
- **Feature Request:** select this to ask for a new feature, or an improvement to existing functionality.
- **Filtering / Blocking:** select this if messages are being incorrectly filtered or blocked, or if you need help configuring allowlists or blocklists.
- **Spam / Abuse:** select this if you're experiencing spam, phishing attempts, or suspect misuse of the platform.

- **Other / General Inquiry:** select this if your request doesn't fit any of the above categories.

Finally, attach any necessary evidence or documentation and click **Submit** to send your request.

✓ -

- Reports
- Billing
- Spam / Abuse
- Filtering / Blocking
- Call Completion (Voice/Fax)
- Bug / Error
- Communication Error
- Feature Request
- Other / General Inquiry

-

Attachments

Choose a file or drag and drop here

Submit

Once your ticket has been submitted, you will receive a confirmation email. You can track its progress by visiting the **“My Requests”** page to view updates and status changes.

My requests

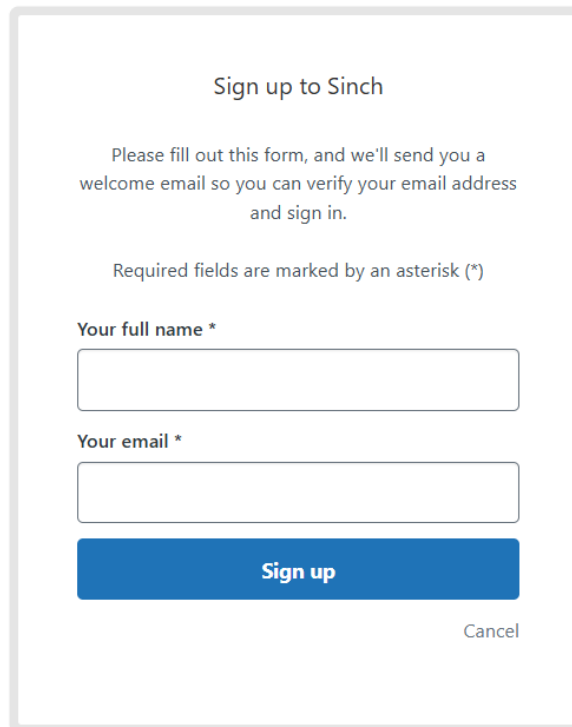
My requests Requests I'm CC'd on

<input type="text" value="Search requests"/>				Status: Any
Subject	Id	Created	Last activity	Status
Bot error - Chatlayer	#142	1 minute ago	55 seconds ago	Open

Need to create an account on Zendesk?

Creating a Zendesk account is optional, but highly recommended. While you can submit a ticket without an account, having one gives you full visibility into all the tickets you've submitted, as well as access to any requests you have been copied on by your colleagues.

To create your account, firstly, using the link: support.sinch.com, enter your full name and your e-mail address:



The image shows a registration form titled "Sign up to Sinch". The form is enclosed in a light gray border. At the top, it says "Sign up to Sinch". Below that, it says "Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in." Underneath, it says "Required fields are marked by an asterisk (*)". There are two input fields: "Your full name *" and "Your email *". Below the input fields is a blue button labeled "Sign up" and a "Cancel" link.

After submitting your registration by clicking on "Sign up", you will receive a confirmation e-mail from support@sinch.com. Next, click on the "Verify your account" button within that email to complete the registration process.

Welcome to Zendesk: Verify your email



General Support <support@sinchmessaging.zendesk.com>



Responder



Responder a todos



Encaminhar

Para:

⚠ Este remetente support@sinchmessaging.zendesk.com está fora da sua organização.

Geralmente, você não recebe emails de support@sinchmessaging.zendesk.com. [Saiba por que isso é importante](#)

Get started by verifying your account

You're just one click away from a brand new Zendesk.

Verify your account

This verification link will expire in 24 hours.

Your new account is sinchmessaging.zendesk.com

See you there,
The Zendesk team

By clicking the "Verify your account" button or the link to "Your new account is" you agree to the Zendesk [Zendesk Master Subscription Agreement](#) and [Privacy Policy](#).

Once your account is verified, you will be able to create tickets and track their progress.