

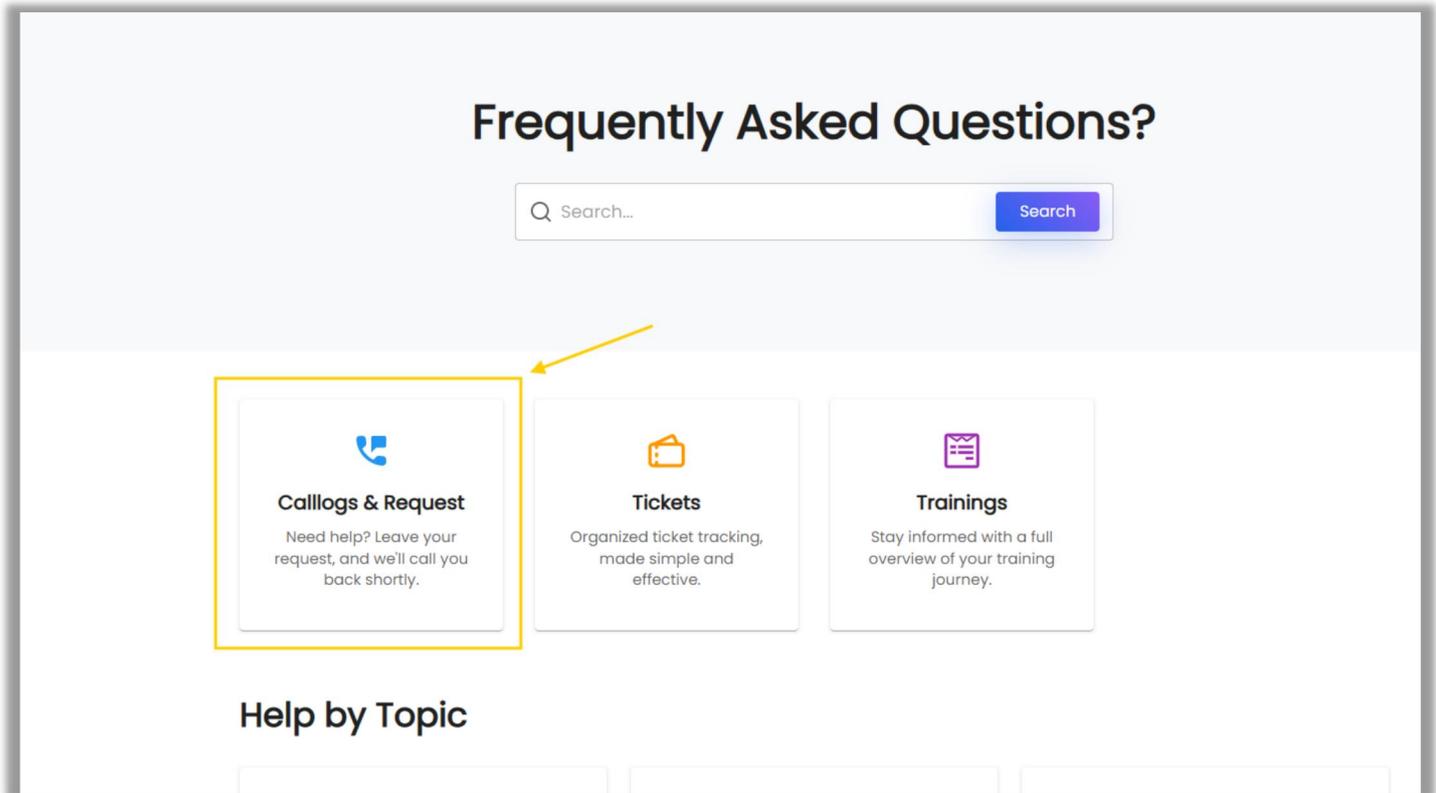
# Call Back Request Quick Guide



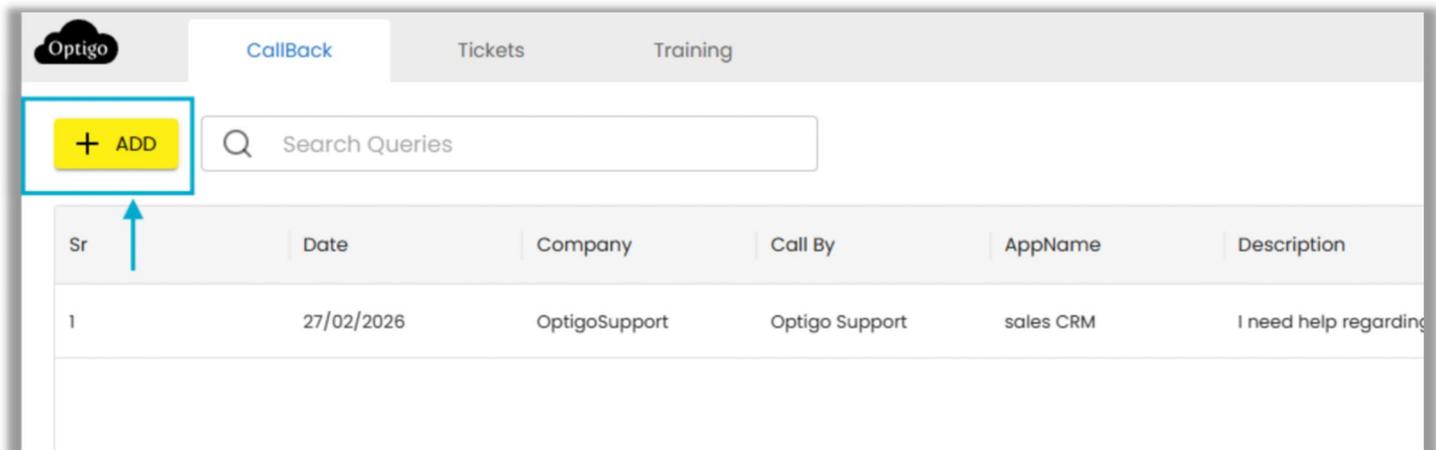
1. Go to [help.optigoapps.com](https://help.optigoapps.com) and login with your credentials.

A screenshot of the Optigo Apps Support Center login page. The page has a white background with a light gray border. At the top, it says "Need Help?" in a bold, dark blue font. Below this, a welcome message reads: "Welcome to the Optigo Apps Support Center. Your one-stop hub for technical assistance, orders, training resources, and ticket updates." There are three input fields: "Company Code\*" with a calendar icon and the text "abcjewels"; "User ID\*" with a person icon and the text "abcjewels@eg.com"; and "Password\*" with a lock icon, a series of dots, and a toggle icon. At the bottom, there is a large, rounded rectangular button with a purple-to-blue gradient and the text "SIGN IN" in white capital letters.

## 2. Go to **Callogs & Request** section



## 3. Now click on **ADD** button



4. Describe your query in few words, select the appropriate **App Name** and click on **ADD** button.

### Add CallBack Request

Date  Time

Company Name

Customer Name

Description

AppName

5. We would love to hear your **feedback** upon completion of your call.

The screenshot shows a call log table with columns: Company, Call By, AppName, Description, Attend By, Time, External Status, Feedback, and Rating. A modal titled "Rate your experience" is overlaid on the table. The modal contains the text "How's your overall experience today?" and five star icons. A "SUBMIT" button is at the bottom. A green box highlights a "Send" button in the Feedback column of the first row, with a green line pointing to the modal.

Company	Call By	AppName	Description	Attend By	Time	External Status	Feedback	Rating
OptigoSupport	Optigo Support	Books Keeping	I need help regarding...	Prashant Vyas	16:07	Completed	<a href="#">Send</a>	☆☆☆
OptigoSupport	Optigo Support					Pending	<a href="#">Send</a>	☆☆☆

**Rate your experience** ×

How's your overall experience today?

☆☆☆☆☆

**SUBMIT**