



Tutorial Input Tiket Kapture





Login terlebih dahulu ke Kapture

sapexpress.kapturecrm.com/nui/login



CORESYS | SATRIA A... Live View Team View Dashboard Salinan Update Ma... Compil PIC Klien - G... Daily Aktivitiy PIC CABANG DAN...

>> All Bookmarks



Welcome to Kapture CRM!

Kapture's all-in-one Customer Service platform has all the tools your teams need to deliver better and intelligent customer service.

LOGIN TO YOUR ACCOUNT



Log in

FORGOT PASSWORD?

No worries, click on forgot password button to reset.



Masukan Email dan Password Kapture - Log in

sapexpress.kapturecrm.com/nui/login



CORESIS | SATRIA A... Live View Team View Dashboard Salinan Update Ma... Compil PIC Klien - G... Daily Aktiviti PIC CABANG DAN...

All Bookmarks



Welcome to Kapture CRM!

Kapture's all-in-one Customer Service platform has all the tools your teams need to deliver better and intelligent customer service.

LOGIN TO YOUR ACCOUNT

Email/UserName *
yusuf.andi@sap-express.com

Password *
.....

Log in

FORGOT PASSWORD?

No worries, click on forgot password button to reset.

Tickets



KM Portal



Keluar...



Ice Wardani



Views



Search tickets...

Show

50

0 - 0 of 0



0

of 0



Last Conversation



OVERALL

Unassigned

All Pending

All Complete

All Junk

Assigned to me

Created by me

Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

No tickets.

Tickets

Views



Search tickets...

Show 50 0 - 0 of 0



0

of 0



Last Conversation



OVERALL

Unassigned

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All Complete

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Assigned to me

Created by me

Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

No tickets.



Tickets

Views

Search tickets... Show 50 0 - 0 of 0

< 0 of 0 > Last Conversation

+ Add Ticket

Compose Email

OVERALL

Unassigned

All Pending

All Complete

All Junk

Assigned to me

Created by me

Completed by me

No tickets.

SAVED FILTER LIST

done

TEST UPDATE CAB...

Views

OVERALL

Unassigned

All Pending

All Complete

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Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

< Add Ticket

SEARCH CUSTOMER

+ ADD CUSTOMER

Add Ticket Details

Click on selected folder level to remove it.

Search By Folder

Main Folders

Call Email Facebook Google Playstore Google Review Instagram Linkedin Mobile chat/Apps Telecalls Web Chat WhatsApp

View more >>

Title *

Priority

Views

OVERALL

Unassigned

All Pending

All Complete

All Junk

Assigned to me

Created by me

Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

< Add Ticket

SEARCH CUSTOMER

ADD CUSTOMER

Add Ticket Details

Click on selected folder level to remove it.

Channel
WhatsApp

Search sub folder

Tribe

Agreegator

Banking Insurance

Cargo

City Courier

Credit Card

E- Commerce

Retail

Valuable Goods

Title *

Enter the Title

Priority

Low

Remarks *

Add remark

Tickets

Views

OVERALL

Unassigned

All Pending

All Complete

All Junk

Assigned to me

Created by me

Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

< Add Ticket

🔍 SEARCH CUSTOMER

+ 👤 ADD CUSTOMER

Add Ticket Details

📘 Click on selected folder level to remove it.

📁 > Channel WhatsApp > Tribe Agreegator

🔍 Search sub folder

Type Complaint

Complaint

Inquiry

Investigation

Request

Title *

Enter the Title

Priority

Low

Remarks *

Add remark

Views

OVERALL

Unassigned

All Pending

All Complete

All Junk

Assigned to me

Created by me

Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

< Add Ticket

SEARCH CUSTOMER

+ ADD CUSTOMER

Add Ticket Details

Click on selected folder level to remove it.

Channel WhatsApp Tribe Agreegator Type Complaint Request

Search sub folder

Investigation Status

Pemintaan Paket di Hold

Pengiriman Paket Dangerous Goods

Pemintaan Asuransi

Pemintaan Buka Paket

Pemintaan Bukti Retur

Pemintaan Cancel Kiriman

Pemintaan Kirim Ulang

Pemintaan Packing Bubble Wrap

Pemintaan Packing Kayu

Pemintaan Packing Kayu & Buble Wrap

Pemintaan Pengambilan Paket Di Cabang

Pemintaan Pickup

Pemintaan Re Packing

Pemintaan Report

Pemintaan Retur

Pemintaan Rubah Akun

Pemintaan Rubah Alamat

Pemintaan Rubah Nominal COD

Title *

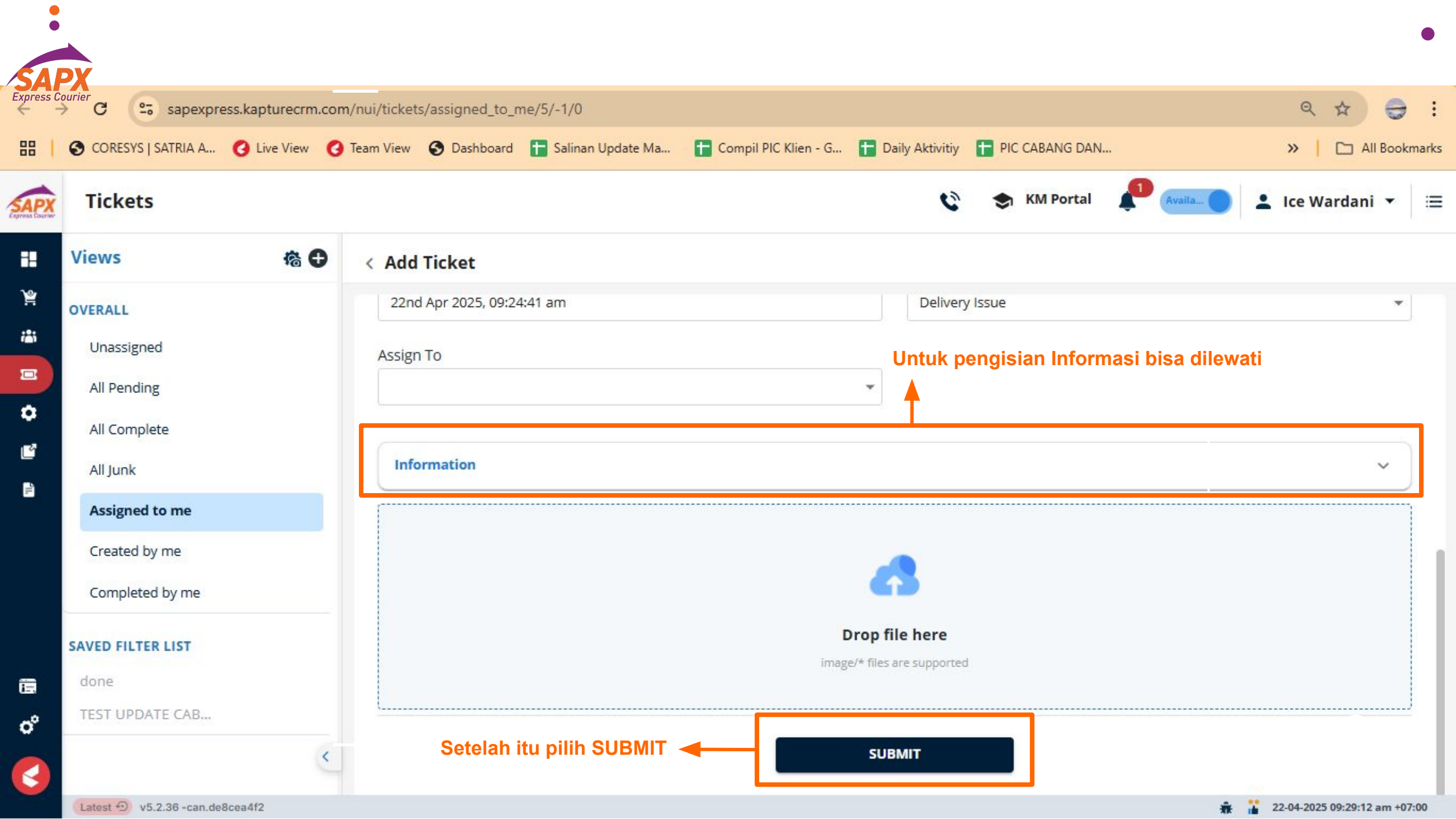
Priority

- Jika Ditujukan ke Delivery Issue dikosongkan
- Jika Ditujukan ke Complaint Resolution di isi sesuai dengan Pembagian dari tim Complaint Resolution

Information

Drop file here

image/* files are supported



sapexpress.kapturecrm.com/nui/tickets/assigned_to_me/5/-1/0

CORESYS | SATRIA A... Live View Team View Dashboard Salinan Update Ma... Compil PIC Klien - G... Daily Aktiviti PIC CABANG DAN...

All Bookmarks



Tickets

KM Portal 1 Availa... Ice Wardani

Views

OVERALL

Unassigned

All Pending

All Complete

All Junk

Assigned to me

Created by me

Completed by me

SAVED FILTER LIST

done

TEST UPDATE CAB...

< Add Ticket

22nd Apr 2025, 09:24:41 am

Delivery Issue

Assign To

Untuk pengisian Informasi bisa dilewati

Information



Drop file here

image/* files are supported

Setelah itu pilih SUBMIT

SUBMIT



Pilih Gambar "Trolis"

Tickets

🏠

🛒

👤

📞

⚙

📄

📅

⚙

🔴

← Assigned To Me

🔍 Search

Ice Wardani 9:29

🕒 History

👤

Assigned

09:29:22 22-04-2025

Task assigned to Nimas Ayu at 2025-04-22 09:29:22.228
Ticket Queue:D_I

✎

Created

09:29:22 22-04-2025

Task created at 22/04/2025 09:29 via General Task
IP: 202.57.29.74
Ticket Queue:D_I

📄 DETAILS 📌 🗂 📅 🚩

LNCH2408BEJCAEPL - Permintaan kirim ulang

IW

Name : Ice Wardani

Email : N/A

Phone : N/A

Ticket ID : 745288962117

Priority : Low

Status : Pending

Current Sub Status : Unattended

Customer Information

Ticket Information

Attachments

🛒

⚡

Latest v5.2.36 -can.de8cea4f2

👤 22-04-2025 09:29:24 am +07:00

Assigned To Me

History

Search

FILTERS

Ice Wardani 9:29



Assigned

09:29:22 22-04-2025

Task assigned to Nimas Ayu at 2025-04-22 09:29:22.228
Ticket Queue: Delivery Issue



Created

09:29:22 22-04-2025

Task created at 22/04/2025 09:29 via General Task
IP: 202.57.29.74
Ticket Queue: Delivery Issue



AWB Number

SUBMIT

RESET

Assigned To Me

Search

Ice Wardani

9:29

History

FILTERS



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 FILTERS

AWB Number

LNCH2408BEJCAEPL

SUBMIT

RESET

AWB # LNCH2408BEJCAEPL

TAG AWB DETAILS

Awb Details

Awb No
LNCH2408BE|CAEPL

Customer Code
BDO093200 - USER
DIGITAL LASKAR
PELANGI PT (PROJECT
LINCAH) - COD

Origin Branch
UPG (MAKASSAR)

Destination Branch
BUW (BAU-BAU)

Receiver Address
***Receiver Phone
6282218035790

Latest Package Status
NA

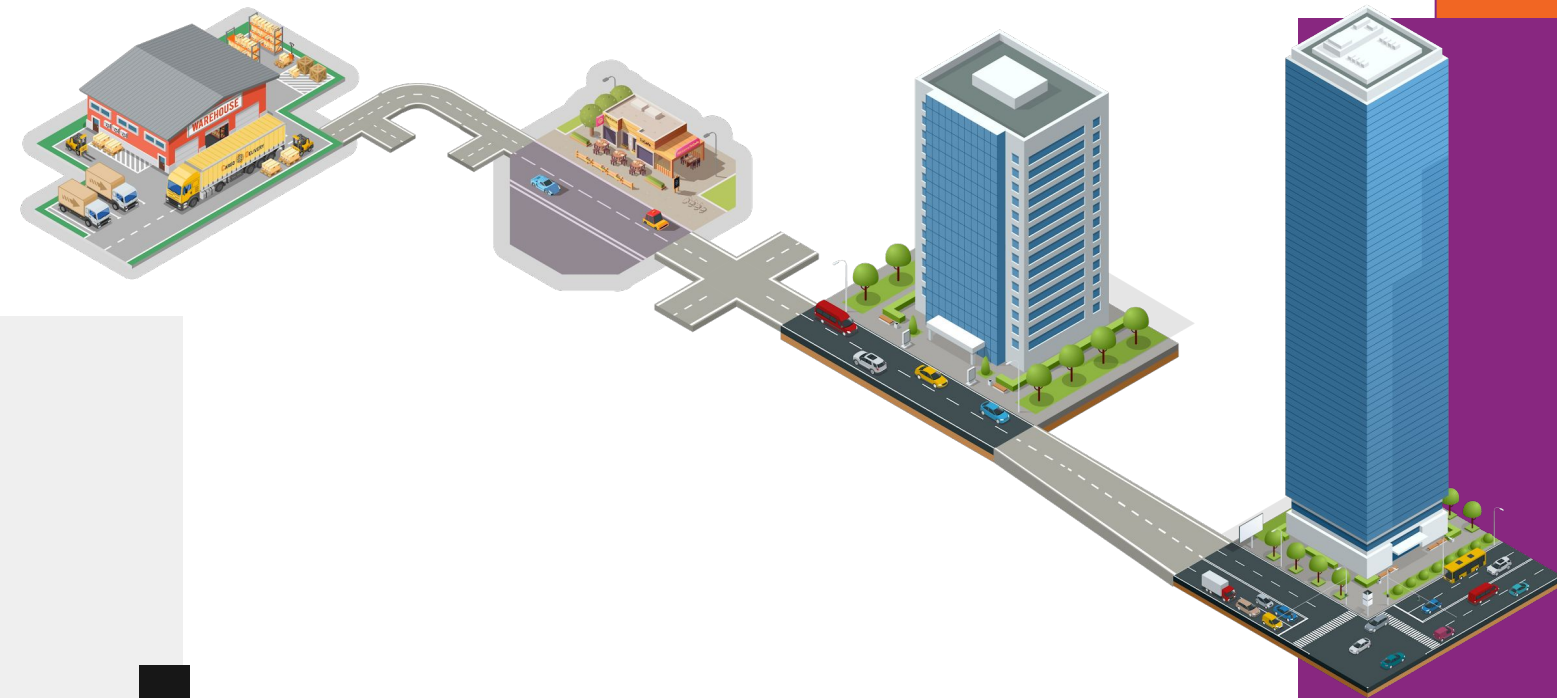
Package Status On Escalation
SHIPMENT RETURN
TO CLIENT - KANTOR
CABANG MAKASSAR

Area
INDOTIM-SULAWESI

Service Type
SATRIA REG

SLA Delivery
Over SLA

37



THANK
YOU |