

Support and tickets

Built-in support: tickets, email notifications, reply by email.

- [Overview](#)
- [Open a support ticket](#)
- [Ticket statuses and what happens next](#)

Overview

Support & tickets

Sentilai has a built-in, closed-loop support system — no third-party helpdesk holds your data.

Opening a ticket

In the Admin Console's **Support** area: subject, description, attachments. You'll see the full ticket history and status there.

Email notifications & reply-by-email

You get an email when support replies or the status changes. **Replying to that email** appends your reply to the ticket directly — no need to open the console. (New tickets can't be opened by cold email — that's deliberate, to keep spam out of your support queue.)

Data location

Ticket content lives in Sentilai's EU infrastructure, under the same retention and deletion commitments as the rest of your tenant data (see the Privacy/DPA documents).

Open a support ticket

Support lives inside the console, so you do not have to prove who you are or which organization you belong to — we already know.

Opening one

Support ? New ticket:

- **Subject** — specific beats polite. "Cursor requests failing with 424 since Tuesday" gets a faster answer than "Problem with Cursor".
- **Priority** — low, normal, high or urgent.
- **Message**
- **Attachments** — up to **5 files per message, 10 MB each**.

What to attach

- A **log bundle** from **Diagnostics** if the problem is on a developer's machine. Request logs from the device, download the bundle, attach it — it contains event logs only, never prompt content.
- A screenshot of what the developer sees.
- The time the problem started, in a time zone you name.

What we can and cannot see

We can see your configuration, your device inventory, and that requests happened with the outcomes your policy produced.

We **cannot** read your captured conversations. If the answer depends on the content of a prompt, you will need to tell us what was in it — and you should redact it first.

Replying by email

Replies to the notification email are attached to the ticket. You do not have to come back to the console to continue a conversation.

Support ⓘ

Open a ticket and our support team will get back to you.

New ticket

No tickets yet.

Support — open a ticket from here; replies arrive by email and land back on this screen.

Ticket statuses and what happens next

The statuses

- **Open** — received, not yet picked up.
- **In progress** — someone is working on it.
- **Waiting on customer** — we have asked you something and are waiting.
- **Resolved** — we believe it is fixed.
- **Closed** — finished.

The timeline

A ticket shows messages and events together in order: status changes, assignment, priority changes, and every message, attributed either to your admin's email or to Sentilai Support with distinct styling so it is never ambiguous who said what.

Attachments appear as chips with the filename and size, and download on click.

Automatic closing

A resolved ticket with no reply for **seven days** closes itself, and that appears in the timeline as an event rather than silently.

Reopening

Reopen ticket is available while a ticket is waiting on you or resolved. Use it rather than opening a new one — the history is what makes the second conversation faster than the first.

Once closed, the reply box is replaced by a note asking you to open a new ticket. That is deliberate: a closed ticket reopened months later usually turns out to be a different problem wearing the same subject line.

Closing it yourself

Close ticket, with a confirmation. Useful when you solved it yourself — and genuinely helpful to us, because it tells us the answer was findable.