

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).

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