
**VIP Help Desk
Web Application User Guide
Version 3.03**

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New Features of VIP Help Desk 3.03

1. Forgot Password feature in admin panel .
2. Update email format for HTML editor with test mail option.
3. Copy knowledge base question of one site to another site.
4. Added direct close button on ticket detail page top pane

1. Forgot Password feature in admin panel .

Added Forgot Password functionality for administrator



The screenshot shows the 'Administrator Login' form. It includes a 'VIP' logo on the left, a title 'Administrator Login', and two input fields for 'Username *' and 'Password *'. A 'submit' button is located at the bottom right. A red box highlights a link labeled 'Forgot Password ?' located below the password field.

2. Update Automated email editor

Update email format with HTML editor & test mail option.

Updated email formats as per usability as follows

From Manage Knowledge Base module , admin can copy knowledge as shown in following

16	Copyright Fire Wealth	0	Active	9			<input checked="" type="checkbox"/>
17	How to find query answer on helpdesk	1	Active	12			<input checked="" type="checkbox"/>
18	How to find query answer on helpdesk	1	Active	12			<input checked="" type="checkbox"/>
19	How to find query answer on helpdesk	1	Active	12			<input checked="" type="checkbox"/>
20	test	0	Active	17			<input checked="" type="checkbox"/>
21	test	0	Active	17			<input checked="" type="checkbox"/>
22	test	0	Active	17			<input checked="" type="checkbox"/>
23	This is for protectyour rights site	0	Active	20			<input checked="" type="checkbox"/>
24	This is for protectyour rights site	0	Active	20			<input checked="" type="checkbox"/>
25	how to I send test mails?	0	Active	100			<input checked="" type="checkbox"/>

1 2

After selecting necessary knowledge base click on “Copy Selected to other products “ button , following page is displayed

Copy Knowledgebase questions [Back](#)

Selected Questions

- Copyright Fire Wealth
- this is latest knowledgebase issue
- how to I send test mails?
- How to find query answer on helpdesk
- this is latest knowledgebase issue
- test
- This is for protectyour rights site
- How to find query answer on helpdesk
- test
- This is for protectyour rights site
- How to find query answer on helpdesk
- test

Select products to copy above questions:

MarketingMainEvent2.com

MarketingMainEvent.com

VRE1.com

Bonus Claims

SureFireWealth.com

Usage : Press and hold "Control Key" to select multiple products.

4. Added direct close button on ticket detail page on top pane

Operator panel –Ticket details page is displayed as shown in following

Ticket Notes		
		All notes
Note by admin 23 July 2009 07:01 AM	: This is test note	
Note by admin 23 July 2009 07:01 AM	: This is testing 2 This is testing 2 This is testing 2	
Note by sham 23 July 2009 07:03 AM	: This ticket issue is sorted yesterday.	Delete
Note by sham 23 July 2009 07:03 AM	: This is not sorted	Delete

Ticket Detail [Back](#) | [Close](#) [Assign Ticket](#) | [Add Ticket Note](#) | [History\(6\)](#)

Same functionality is added in ticket details page in admin panel

New features of VIP Help Desk 3.02

1. Text content management for HelpDesk Home page
Change the home page text from administrator panel lets you customize the home page text according to your requirement .

Welcome Admin to eLuminous HelpDesk! [User Guide](#) | [Feedback](#) | [Preview Site](#) | [Operators Panel](#)

[Home](#) [Logout](#)

Edit Site Main Text [Back](#)

New Site Main Text *

Edit Site Sub Text

New Site Sub Text Title

New Site Sub Text Content *

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2. Set display order of Your Product's & Product Type.

Support Desk System

WelcomeAdmin to eLuminous HelpDesk! User Guide | Feedback | Preview Site | Operators Panel

[Home](#) [Logout](#)

Manage Product [Add New](#) | [Clear Search](#)

SureFireWealth, Inc. Network Sites
All

#	Product Name	Product Type	Status	Priority	Edit	Delete	
1	Web Design & Development	SureFireWealth, Inc. Network Sites	Active	999			<input type="checkbox"/>
2	ViralTrafficListBuilder.com	SureFireWealth, Inc. Network Sites	Active	2			<input type="checkbox"/>
3	VIPProfitZone.com	SureFireWealth, Inc. Network Sites	Active	1			<input type="checkbox"/>
4	SYT DASH	SureFireWealth, Inc. Network Sites	Active	1			<input type="checkbox"/>
5	SureFireWealth.com	SureFireWealth, Inc. Network Sites	Active	1			<input type="checkbox"/>
6	SavingYourTime.com	SureFireWealth, Inc. Network Sites	Active	1			<input type="checkbox"/>
7	ResellMasterCourse.com	SureFireWealth, Inc. Network Sites	Active	23			<input type="checkbox"/>
8	LearningToEarnOnline.com	SureFireWealth, Inc. Network Sites	Active	20			<input type="checkbox"/>
9	InstantGraphicsPro.com	SureFireWealth, Inc. Network Sites	Active	25			<input type="checkbox"/>
10	Instant Video Empire	SureFireWealth, Inc. Network Sites	Active	18			<input type="checkbox"/>
11	eListSecrets.com	SureFireWealth, Inc. Network Sites	Active	16			<input type="checkbox"/>
12	BigSeminarsAudio.com	SureFireWealth, Inc. Network Sites	Active	22			<input type="checkbox"/>

New Features of VIP Help Desk 3.0

New features of Admin panel

1. Adding extra fields in Submit Ticket page .

1. Adding product wise departments.
2. Facility of adding dynamic fields for departments to collect the information from user at the time of posting ticket.
3. Admin can make dynamic fields as mandatory or optional .

Manage Departments						Add New Clear Search
<input type="text"/>	All Products	<input type="text"/>	All	<input type="text" value="search"/>	<input type="button" value="Delete"/>	
#	Name	Product	Parent	Status	Set Fields	Edit Delete
1	Billing	SYTDASH	Root	Active	Add	
2	Support	SYTDASH	Root	Active	Add	
3	Technical	SYTDASH	Root	Active	Add	
4	testing	VIPcart.com	Root	Active	Add	

After clicking on **Add** link ,admin can add extra fields for ticket submit form

Add Field
[Back](#)

Department Name	Billing	
For Product	SYTDASH	Add field here ,make it mandatory or optional
Field Name	<input type="text"/>	
Field Type	<input checked="" type="radio"/> Optional <input type="radio"/> Mandatory	
<input type="button" value="ADD"/>		Click on "Add" button

#	Field Name	Field type	Delete
1	username	Mandatory	✗
2	purchase date	Optional	✗

2. Admin can view log history ,Ticket History and add Ticket Note –new feature in Manage Tickets module .

Admin can view the ticket log history of user e.g. checking ticket status as open or closed

Ticket log history is displayed as shown in following snap

Ticket Detail		Back Assign Ticket Add Ticket Note History(2)
Ticket Id	: 00000000003	
Ticket By	: Jai123, jaibhushan05@gmail.com	
Priority	: High	
Product Name	: SYTDASH Admin Login	
Department	: Technical	
Operator	: --	
Posted On	: Thursday 19th of February 2009 03:04:30 AM	
Subject	: Test	
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test	
Status	: CLOSE Post Reply +	
Note by raj123 - 2009-02-19 03:49 AM		Delete
User (Visible to staff members on every ticket created by this user) -Technical dept		
Note by test123 - 2009-02-19 04:08 AM		Delete
Ticket (Visible to staff members only on this ticket) 003-Technical		
Ticket log History		
21:February:2009 03:48	: Ticket Closed by : test	

Admin can see the ticket history of any user (i.e ticket details of ticket submitted by same user for the same department) Admin can assign ticket to any operator, can add ticket note .
Admin login link is added in ticket details page after clicking on it admin panel login page is displayed .

Above features are displayed as shown in following

Ticket Detail

[Back](#) | [Assign Ticket](#) | [Add Ticket Note](#) | [History\(2\)](#)

Ticket Id : 00000000003
Ticket By : Jai123, jaibhushan05@gmail.com
Priority : High
Product Name : SYTDASH [Admin Login](#)
Department : Technical
Operator : --
Posted On : Thursday 19th of February 2009 03:04:30 AM
Subject : Test
Message : test
FTP host : test
FTP name : test
FTP user : test
FTP Pass : test
Status : OPEN
[Post Reply](#) +

Added new links Assign Ticket, Add Ticket Note & History
 Added Admin login link in Ticket details page in admin panel

Ticket history is displayed as show in following

[← Home](#)

Ticket Detail

Ticket Id : 00000000003
Ticket By : Jai123, jaibhushan05@gmail.com
Priority : High
Department : Technical
Posted On : Thursday 19th of February 2009 03:04:30 AM
Subject : Test

Ticket Id	Subject	Date	Department	Status	Priority
00000000003	test	19 Feb 2009 03:04 AM	Technical	Open	High
00000000001	test	19 Feb 2009 01:10 AM	Technical	Close	Medium

Add ticket note to ticket as follows

Ticket Detail	
Ticket Id	: 00000000002
Ticket By	: Test, test@testing.com
Priority	: Low
Department	: Billing
Posted On	: Thursday 19th of February 2009 01:11:37 AM
Subject	: Testing Ticket

New Ticket Note	
Note Type *	: <input checked="" type="radio"/> Ticket (Visible to staff members only on this ticket) <input type="radio"/> User (Visible to staff members on every ticket created by this user)
Note Visible to *	: -- All Staff Users -- sham123 (The ticket note can be made visible to a specific staff member only)
Contents	: <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>
<input type="button" value="Add"/>	

3. Added product Type field in Add product page & listing page of manage products

Add Product
[Back](#)

Product Name *

Product Description *

Product Image *

Product URL *

e.g.http://www.yourdomain.com

Product Admin URL *

e.g.http://www.yourdomain.com/newadmin

Product Type *

On listing page of manage product module add product type is displayed as shown in following

Manage Product						Add New Clear Search
<input style="width: 95%;" type="text"/>	<input type="button" value="All"/>	<input type="button" value="All"/>	<input type="button" value="search"/>	<input type="button" value="Delete"/>		
#	Product Name	Product Type	Status	Edit	Delete	
1	VIPcart.com	MemberSpeed, Inc. Network Sites	Active			<input type="button" value=""/>
2	SYTDASH	MemberSpeed, Inc. Network Sites	Active			<input type="button" value=""/>
3	Marketing.com	SureFireWealth, Inc. Network Sites	Active			<input type="button" value=""/>
4	Internetmarketing.com	Internet Marketing Sites	Active			<input type="button" value=""/>

4. Added new module Manage Product Types

Centralized support desk feature –Multiple products are displayed on single help desk system .

For centralized support system, created interface to manage product types e.g.MemberSpeed and Surefire Wealth etc.

Functionalities of Manage product Types module

Add Product Types

Admin can add product types as follows

Manage Product Types module have following functionalities

- Add New product types
- Edit product types
- Searching & Sorting functionality
- Delete Functionality
- Active /Inactive functionality

Manage Product Types								Add New	Clear Search
#	Product Type	Date Added	Date Modified	Status	Edit	Delete			
1	SureFireWealth, Inc. Network Sites	2009-02-18	2009-02-18	Active			<input type="checkbox"/>		
2	MemberSpeed, Inc. Network Sites	2009-02-18	2009-02-18	Active			<input type="checkbox"/>		
3	Default Products	2009-01-17	2009-01-17	Active			<input type="checkbox"/>		

Sorting functionality for Product Types ,Date Added & Date Modified
Ascending & Descending sorting order functionality

If product types having product then while deleting product types system displays confirmation message like "Product types cannot be deleted, there are products under this product type " as per usability & added data security.

Admin can inactive the product types, after inactivating product type's products are not displayed to user panel.

New features of Operator panel

1.New changes in operator home page

In operator panel, each operator can see immediately the department and product's tickets that was assigned to him/her.

Added new links in operator panel :

- Profile setting
- User Guide
- Feedback

As shown in following

Welcome **RAJ123** to ELuminousTechnologies! [Profile Setting](#) | [Change Password](#) | [User Guide](#) | [Feedback](#) | [Preview Site](#) | [Administrator Panel](#)

[Logout](#)

#	Product Name (Total Tickets)	My Open Tickets	My Closed Tickets
1	SYTDASH (1) 3	Technical(1) Billing(2)	Technical(1) Billing(1) testing(1)
2	testing (1) 1	-	-

Operatos can view the tickets of his/her department(those tickets are not assigned to him/her) .

Operators can now assign tickets to other operator by selecting product and department.

Profile setting :Operator can set email notification mails as follows

Notification Setting	
Notify me when admin assign ticket	<input checked="" type="checkbox"/>
Notify me when other operator assign ticket	<input checked="" type="checkbox"/>
Notify me when admin reply to ticket	<input checked="" type="checkbox"/>
Notify me when user reply to ticket	<input checked="" type="checkbox"/>
Notify me when ticket Status change by admin	<input checked="" type="checkbox"/>
Notify me when ticket Status change by operator	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>	

2. New changes in ticket details page

Operator can view ticket log history of users

Operators can assign ticket to other operators .

Operators can see the history of ticket .

Operator can add note to ticket

Added Admin login link in ticket details page ,after clicking on admin login link control goes to login page of admin panel.

All links are opened in new window as per usability of Web application.

Ticket Detail		Back Assign Ticket Add Ticket Note History(2)
Ticket Id	: 00000000003	
Ticket By	: Jai123, jaibhushan05@gmail.com	
Priority	: High	
Product Name	: SYTDASH Admin Login	
Department	: Technical	
Operator	: raj123	
Posted On	: Thursday 19th of February 2009 03:04:30 AM	
Subject	: Test	
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test	
Status	: OPEN Post Reply +	
Note by raj123 - 2009-02-19 03:49 AM		Delete
User (Visible to staff members on every ticket created by this user) -Technical dept		
Note by test123 - 2009-02-19 04:08 AM		
Ticket (Visible to staff members only on this ticket) 003-Technical		
Ticket log History		
21:February:2009 03:48	:	Ticket Closed by : test
Last Reply By : raj123 21:February:2009 04:06	:	Ticket Re-Opened by raj123

Operators can now assign tickets to other operator by selecting product and department as shown in following

Ticket Detail	
Ticket By	: Jai123, jaibhushan05@gmail.com
Priority	: High
Department	: Technical
Operator	: raj123
Posted On	: Thursday 19th of February 2009 03:04:30 AM
Subject	: test
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test
Status	: OPEN

New Assignment	
Department *	: <input type="text" value="Technical"/> ▼
Operators	: <input type="text" value="test123"/> ▼
<input type="button" value="Assign"/>	

Operator can add note to ticket as follows

Ticket Detail	
Ticket Id	: 00000000003
Ticket By	: Jai123, jaibhushan05@gmail.com
Priority	: High
Department	: Technical
Posted On	: Thursday 19th of February 2009 03:04:30 AM
Subject	: Test

New Ticket Note	
Note Type *	: <input checked="" type="radio"/> Ticket (Visible to staff members only on this ticket) <input type="radio"/> User (Visible to staff members on every ticket created by this user)
Note Visible to *	: -- All Staff Users -- test123 (The ticket note can be made visible to a specific staff member only)
Contents	: <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>
<input type="button" value="Add"/>	

When operator select Note type as Ticket and Note Visible to "All Staff Users " then note is visible to all staff members of that ticket .

When operator select Note Type User ,Note Visible to "All Staff users " then ticket note is displayed to all staff members for every ticket of that user .

e.g, operator added note for test@test.com user ,then for every ticket of user test@test.com displays ticket note to all staff members of that department .(department wise display note)

Log history displays ticket open /closed status

History of ticket displays how many times tickets opened by same user .

New features of User panel

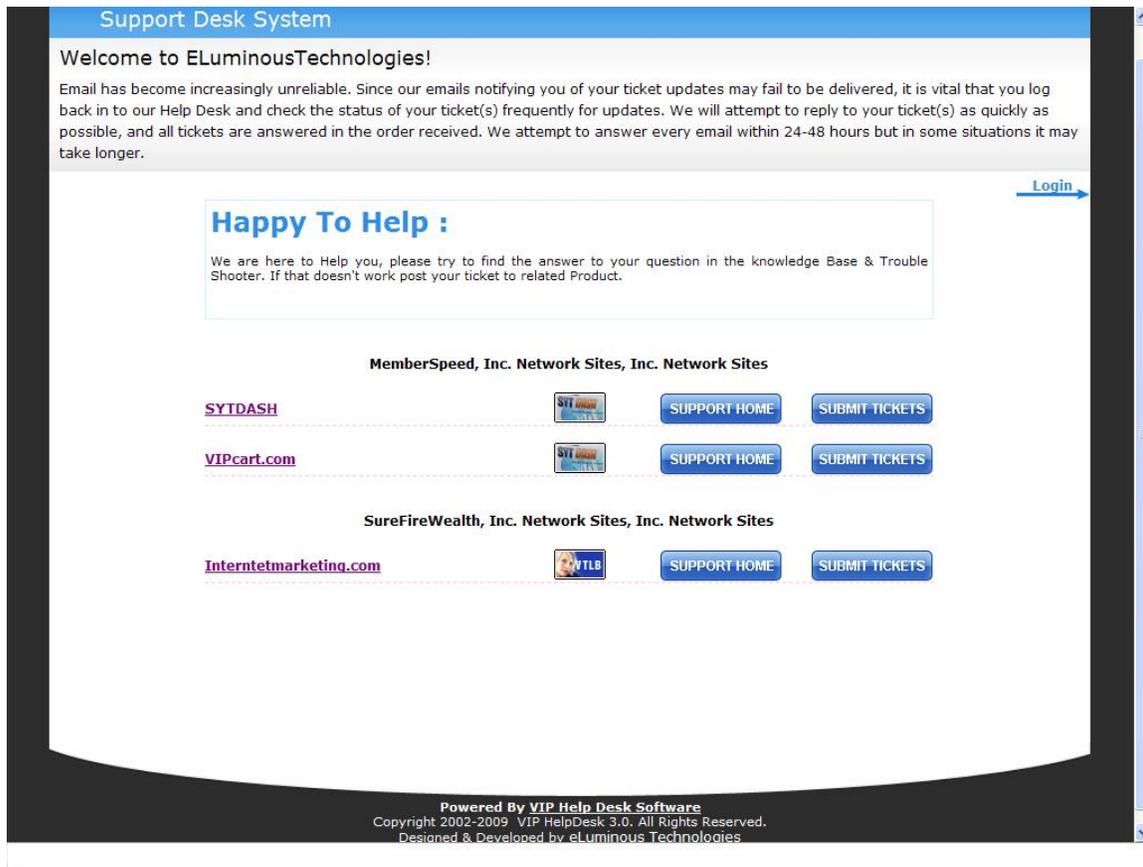
Centralized support help desk system

Display of multiple products with their sites & help desk support home .

Admin can control on multiple products displayed at user panel .

New theme of user panel as per GUI standards.

Help desk system is Easy to use & simple to understand as per usability.



User can view knowledge base before submitting ticket

There will be separate link for all products help desk –Support Home

Added Turing code (Captcha code) in submit ticket page as per security point of view.

Product wise departments are displayed in Ticket submit page.

e.g if user submitting ticket for Internetmarketing.com then only internetmarketing.com product departments are displayed.

After clicking on submit ticket button user can view knowledge base before submitting ticket

View Knowledgebase			
	<input type="text"/>	<input type="text"/>	<input type="text"/> search
	Question	Department	Views ▾
1	How is installation performed ?	Technical	5
If your query not solved you can Submit Ticket SUBMIT TICKETS			

After clicking on submit ticket following page is displayed

[Home](#)
[Login](#)

Submit Ticket

If you can't find a solution to your problems in our knowledgebase, you can submit a Ticket by selecting the appropriate Department below.

Product *	SYTDASH		
Your Name *	<input type="text"/>		
Your Email *	<input type="text"/>		
Department*	<div style="border: 1px solid #ccc; padding: 2px;"> Select Department ▾ Select Department Technical Billing Support </div>		
Ticket Subject *	<input type="text"/>		
Message *	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <input type="text"/> Please select department name </div>		
You will get Relative Match of your query when you type			
Attachment	<input type="text"/>	<input style="font-size: small; border: none; background: none; cursor: pointer;" type="button" value="Browse..."/>	
Priority	Low ▾		
Turing Code *	<input type="text"/>	91977	
<input type="button" value="Submit Ticket"/>			

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How –to Configure VIP Desk ver 3.0

Easy steps to configure VIP Desk 3.0

Step 1: How to install VIP Help Desk ver 3.0

1.Pre –installation instructions

- ✓ Download 'vipdesk_setup.zip' to your local machine.
- ✓ Unzip the file
- ✓ Create a folder within 'public_html' on your server.
- ✓ Upload all the folders and files within 'vipdesk_setup.zip' to this new folder
- ✓ Change the permission for following files & folders to '777'
 - Files: includes/config.php
 - Folders: download, attachments, help_file

2. Open Site URL link in browser:

e.g. <http://www.yourdomainname.com/newfolder/index.php> where,
yourdomainname.com, would be your domain name
new folder: this can be any folder name, where you would have uploaded
all the files.

After opening site URL link in browser, following page is displayed



3 .Click on on "Install " button to begin the installation ,after clicking on install button following page is displayed

VIP Desk Installer Application v3.0

1. Please enter your database server information:

WWW Catalog Directory

The directory where all the files resides.

Site URL

e.g.,<http://www.company.com/helpdesk>.

Database Server

The database server can be in the form of a hostname, such as *localhost*, or as an IP address, such as *192.168.0.1*.

Username

The username is used to connect to the database server. An example username is *mysql_10*.

Password

The password is used together with the username, which forms the database user account.

Database

The database used to hold the site data. An example database name is *cash*.

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Please enter database & server information as following

- ✓ **WWW Catalog Directory:** Enter name of your folder e.g./vipdesk3/ it is displayed by default .
- ✓ **Site URL : Enter your site URL**
 - e.g. <http://www.yourdomainname.com/newfolder> where,
 - yourdomainname.com, is your domain name
 - new folder: this can be any folder name, where you
 - uploaded all the files.
- ✓ **Database Server :** it is localhost

e.g. Generally it is localhost, please check when you opened your database through phpmyadmin then at top left corner there will be server: localhost ,if there is another name is available instead of localhost then give that name as Database Server .
- ✓ **Username :** Enter your MYSQL username
e.g. If your username is test & database name is xyz_mytest then your MYSQL username should be xyz_test .
- ✓ **Password:** Enter your mysql database password.
- ✓ **Database :** Enter your MYSQL database name.
e.g. xyz_mytest

4. Click on "Continue " button following page is displayed

VIP Desk Installer Application v3.0

Script Installed successfully.

Please login with....
Username=admin
Password=admin

Note : Please delete install folder before using this script.

[Administrator Login](#)
[Operators Login](#)
[Site Home](#)

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Step 2: Set up your help desk system

1. Login to Admin Panel of VIP Help Desk 3.0

VIP Help Desk 3.0
 Support Desk System

Welcome to VIP Help Desk 3.0!
[User Guide](#) | [Feedback](#) | [Preview Site](#) | [Operators Panel](#)



Administrator Login

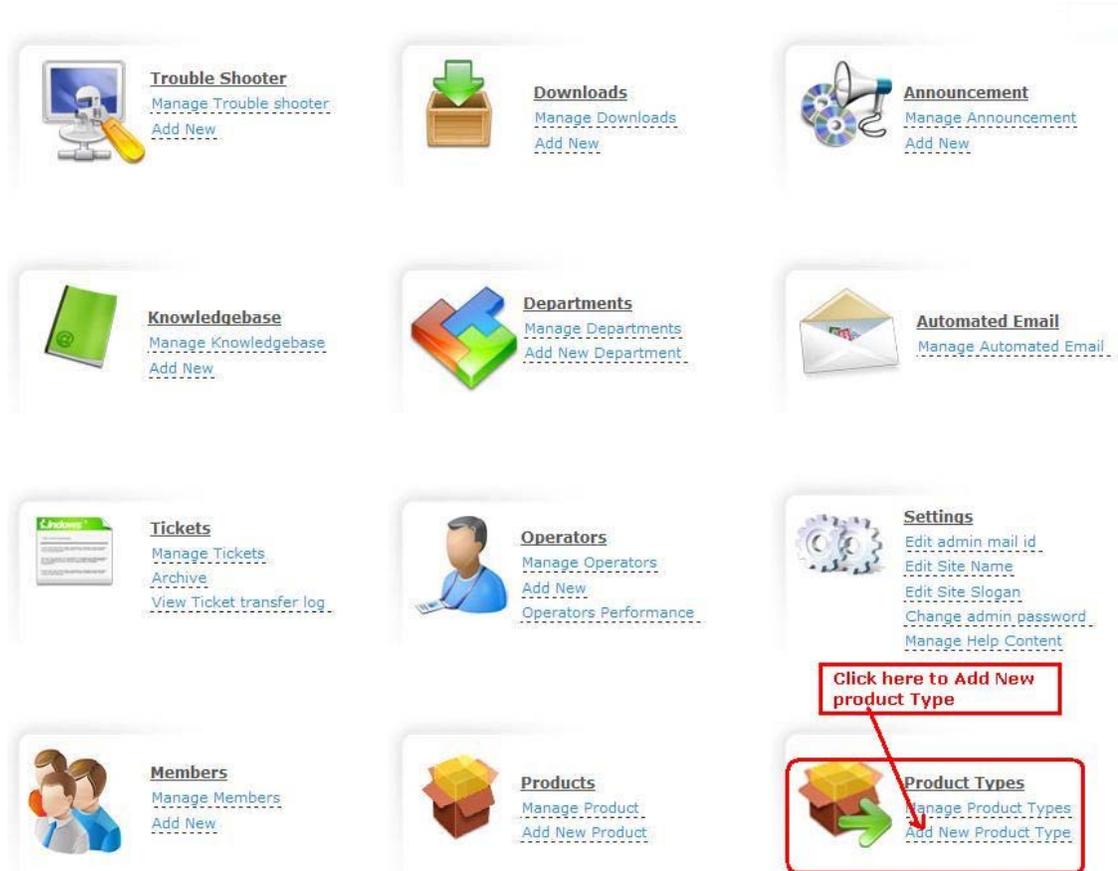
Username *

Password *

After giving username & password as admin, following screen of Admin home page is displayed

 <p>Trouble Shooter Manage Trouble shooter Add New</p>	 <p>Downloads Manage Downloads Add New</p>	 <p>Announcement Manage Announcement Add New</p>
 <p>Knowledgebase Manage Knowledgebase Add New</p>	 <p>Departments Manage Departments Add New Department</p>	 <p>Automated Email Manage Automated Email</p>
 <p>Tickets Manage Tickets Archive View Ticket transfer log</p>	 <p>Operators Manage Operators Add New Operators Performance</p>	 <p>Settings Edit admin mail id Edit Site Name Edit Site Slogan Change admin password Manage Help Content</p>
 <p>Members Manage Members Add New</p>	 <p>Products Manage Product Add New Product</p>	 <p>Product Types Manage Product Types Add New Product Type</p>

2. Add Product Types



After clicking on Add product Types following page is displayed

Add Product Types		Back
Product Type Name *	<input type="text" value="Internet Marketing Sites"/>	
<input type="button" value="Save"/>		

Click on "Save " button, control goes to following page

Manage Product Types							Add New	Clear Search
	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="button" value="v"/>	<input type="button" value="search"/>	<input type="button" value="Delete"/>		
#	Product Type	Date Added	Date Modified	Status	Edit	Delete	<input type="checkbox"/>	
1	Internet Marketing Sites	2009-02-23	2009-02-23	Active			<input type="checkbox"/>	
2	SureFireWealth, Inc. Network Sites	2009-02-18	2009-02-18	Active			<input type="checkbox"/>	
3	MemberSpeed, Inc. Network Sites	2009-02-18	2009-02-18	Active			<input type="checkbox"/>	
4	Default Products	2009-01-17	2009-01-17	Active			<input type="checkbox"/>	

After adding product types ,listing page of Manage Product Types is displayed as above.

3. Add Products (you have to add the products which will be displayed at user panel)

The screenshot displays a grid of administrative modules. The 'Products' module is highlighted with a red box and a red arrow pointing to it from a text box that says "Click here to Add New Product".

- Trouble Shooter**: Manage Trouble shooter, Add New
- Downloads**: Manage Downloads, Add New
- Announcement**: Manage Announcement, Add New
- Knowledgebase**: Manage Knowledgebase, Add New
- Departments**: Manage Departments, Add New Department
- Automated Email**: Manage Automated Email
- Tickets**: Manage Tickets, Archive, View Ticket transfer log
- Operators**: Manage Operators, Add New, Operators Performance
- Settings**: Edit admin_mail id, Edit Site Name, Edit Site Slogan, Change admin_password, Manage Help Content
- Members**: Manage Members, Add New
- Products**: Manage Product, Add New Product
- Product Types**: Manage Product Types, Add New Product Type

After clicking on "Add New Product "link, Add New Product page is displayed

Add Product [Back](#)

Product Name *

Product Description *

Product Image *

Product URL *
e.g.http://www.yourdomain.com

Product Admin URL *
e.g.http://www.yourdomain.com/newadmin

Product Type *

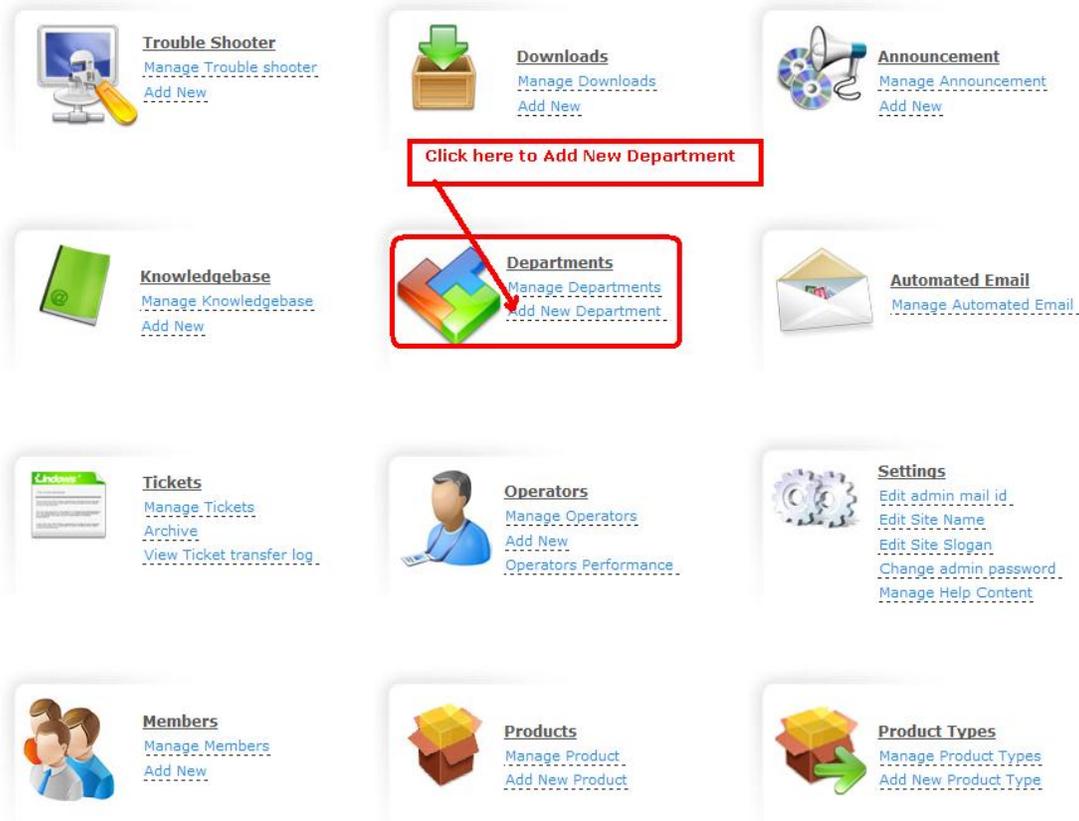
Note: Enter correct product & Product admin URL

Click on "Save "button then control goes to Manage Product page as shown in following

Manage Product						Add New Clear Search
<input type="text"/>		All	All	<input type="button" value="search"/>	<input type="button" value="Delete"/>	
#	Product Name	Product Type	Status	Edit	Delete	
1	VIPcart.com	MemberSpeed, Inc. Network Sites	Active			<input type="checkbox"/>
2	SYTDASH	MemberSpeed, Inc. Network Sites	Active			<input type="checkbox"/>
3	Marketing.com	SureFireWealth, Inc. Network Sites	Active			<input type="checkbox"/>
4	Internetmarketing.com	Internet Marketing Sites	Active			<input type="checkbox"/>

After adding products, listing page of Manage Products is displayed as above.

4.Add Departments



After clicking on Add New Department, following screen is displayed

Add Department		Back
Department Name *	<input type="text" value="Account"/>	
Product Name	<input type="text" value="Internetmarketing.com"/> ▼	
Parent Department		
<input type="button" value="Save"/>		

Click on "Save" button then control goes to Manage Department page.

Manage Departments							Add New	Clear Search
<input type="text"/>	All Products	<input type="text"/>	All	<input type="text"/>	<input type="button" value="search"/>	<input type="button" value="Delete"/>		
#	Name	Product	Parent	Status	Set Fields	Edit	Delete	
1	Account	Internetmarketing.com	Root	Active	Add			<input type="checkbox"/>
2	Billing	SYTDASH	Root	Active	Add			<input type="checkbox"/>
3	Support	SYTDASH	Root	Active	Add			<input type="checkbox"/>
4	Technical	SYTDASH	Root	Active	Add			<input type="checkbox"/>
5	testing	VIPcart.com	Root	Active	Add			<input type="checkbox"/>

After adding departments, listing page of Manage Department is displayed as above.

If admin wants to add extra fields in ticket submit form then he can add after clicking on "Add" link

There is validation for extra fields, admin can decide which field on Ticket submit form is mandatory & which field is optional as follows .

Add Field				Back
Department Name	Billing			
For Product	SYTDASH			Add field here ,make it mandatory or optional
Field Name	<input type="text"/>			
Field Type	<input checked="" type="radio"/> Optional	<input type="radio"/> Mandatory		
	<input type="button" value="ADD"/>			Click on "Add" button

#	Field Name	Field type	Delete
1	username	Mandatory	
2	purchase date	Optional	

5. Add New Operator to VIP Help Desk System

The screenshot displays a grid of management options for the VIP Help Desk System. Each option includes an icon, a title, and a list of actions. The 'Operators' option is highlighted with a red box, and a red arrow points to it from a text box that says "Click here to Add New Operator".

 Trouble Shooter Manage Trouble shooter Add New	 Downloads Manage Downloads Add New	 Announcement Manage Announcement Add New
 Knowledgebase Manage Knowledgebase Add New	 Departments Manage Departments Add New Department	 Automated Email Manage Automated Email
 Tickets Manage Tickets Archive View Ticket transfer log	 Operators Manage Operators Add New Operators Performance	 Settings Edit admin mail id Edit Site Name Edit Site Slogan Change admin password Manage Help Content
 Members Manage Members Add New	 Products Manage Product Add New Product	 Product Types Manage Product Types Add New Product Type

After clicking on Add New Operator following page is displayed

Add Operator [Back](#)

Operator username *

Operator password *

Operator email *

Department *

- Technical (SYTDASH)
- Billing (SYTDASH)
- Support (SYTDASH)
- testing (VIPcart.com)
- Account (Internetmarketing.com)

Note: mailbox host and password are required for ticket posting by mail.

Mailbox Host

Mailbox Password

Click on "Save" button, control goes to manage Operator page as shown in following

Manage Operator [Add New](#) | [Clear Search](#)

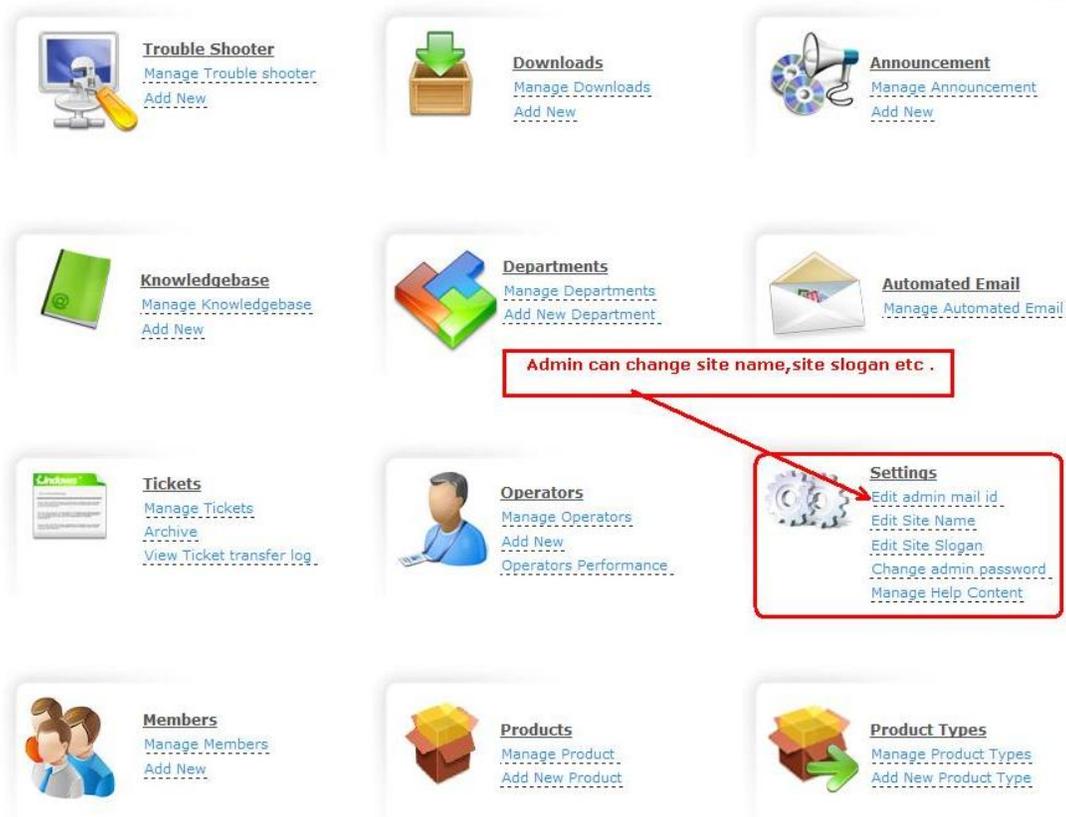
All

#	Operator	Departments	Status	Edit	Delete	
1	test123	Technical (SYTDASH)	Active			<input type="checkbox"/>
2	swati123	Technical (SYTDASH)	Active			<input type="checkbox"/>
3	sham123	Billing (SYTDASH)	Active			<input type="checkbox"/>
4	raj123	Technical (SYTDASH),testing (VIPcart.com)	Active			<input type="checkbox"/>
5	mytest	Account (Internetmarketing.com)	Active			<input type="checkbox"/>
6	admin	-----	-----	-----	-----	-----

After adding operators listing page of manage operator is displayed as shown above.

6. Change Admin settings

You can change admin settings OR use default settings .



e.g. You can change site name as follows

Edit Site Name		Back
Old Site Name	VIP Help Desk 3.0	
New Site Name *	<input type="text" value="My Help Desk System"/>	
<input type="button" value="Save"/>		

After clicking on "Save " button Site name is changed as below

My Help Desk System You can also change site slogan

Support Desk System

Welcome **Admin** to My Help Desk System! User Guide | Feedback | Preview Site | Operators Panel

After editing site name is displayed as above Logout

 <p>Trouble Shooter Manage Trouble shooter Add New</p>	 <p>Downloads Manage Downloads Add New</p>	 <p>Announcement Manage Announcement Add New</p>
--	--	--

After editing site name or site slogan Admin panel ,Operator & user panel site name or site slogan is changed .

7. Add Knowledge Base ,Downloads ,Announcements & Trouble Shooter

 <p>Trouble Shooter Manage Trouble shooter Add New</p>	 <p>Downloads Manage Downloads Add New</p>	 <p>Announcement Manage Announcement Add New</p>
<p>Admin can add Trouble Shooter,Downloads ,Announcements & Knowledgebase.</p>		
 <p>Knowledgebase Manage Knowledgebase Add New</p>	 <p>Departments Manage Departments Add New Department</p>	 <p>Automated Email Manage Automated Email</p>
 <p>Tickets Manage Tickets Archive View Ticket transfer log</p>	 <p>Operators Manage Operators Add New Operators Performance</p>	 <p>Settings Edit admin mail id Edit Site Name Edit Site Slogan Change admin password Manage Help Content</p>
 <p>Members Manage Members Add New</p>	 <p>Products Manage Product Add New Product</p>	 <p>Product Types Manage Product Types Add New Product Type</p>

8. Manage Tickets :Admin can manage Tickets after submitting tickets by users .

Admin can assign tickets to operators & manage tickets added by users as follows

My Help Desk System
Support Desk System

Welcome Admin to My Help Desk System! [User Guide](#) | [Feedback](#) | [Preview Site](#) | [Operators Panel](#)

[Home](#) [Logout](#)

Search ticket By :

Search for Product : SYTDASH

Admin also post reply to any ticket

Manage Ticket

Ticket ID	Subject	Member	Department : operator	Priority	Date	Status	Detail
1	00000000007 test	test	Billing(SYTDASH) : raj123	High	2009-02-19	Open	REPLY <input type="button" value="Detail"/>
2	00000000005 testing	ja123	Billing(SYTDASH) : raj123	High	2009-02-19	Open	REPLY <input type="button" value="Detail"/>
3	00000000004 Billing	ttest	Billing(SYTDASH) : sham123	High	2009-02-19	Open	REPLY <input type="button" value="Detail"/>
4	00000000003 test	Jai123	Technical (SYTDASH) : raj123	High	2009-02-19	Open	REPLY <input type="button" value="Detail"/>
5	00000000002 Testing Ticket	test	Billing(SYTDASH)	Low	2009-02-19	Open	REPLY <input type="button" value="Detail"/>

After clicking on ticket subject ,admin can check history of ticket ,log history & Add note to ticket.

Assigned selected ticket To : SYTDASH

Assign ticket to operator & click on "assign " button

Operator
raj123
test123
swati123

Note : Admin can check manage ticket functionality only after submitting tickets by users from user panel of VIP Desk Help System.

Step 3 : Operator /Staff user

1. Operator /Staff user can login to Operator panel of VIP Help Desk.

VIP Desk Installer Application v3.0

Script Installed successfully.

Please login with....
Username=admin
Password=admin

Note : Please delete install folder before using this script.

[Administrator Login](#)
[Operators Login](#)
[Site Home](#)

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By using **Operator login** link operator can login to operator panel. Administrator can give the password to operator .

Operator login page is displayed as follows

My Help Desk System
 Support Desk System

Welcome to My Help Desk System!

[User Guide](#) | [Feedback](#) | [Preview Site](#) | [Administrator Panel](#)



Operator Login

Username *

Password *

[Forgot Password ?](#)

After entering valid username & password operator can login to Operator panel as follows

My Help Desk System
Support Desk System

Welcome **Raj123** to My Help Desk System! [Profile Setting](#) | [Change Password](#) | [User Guide](#) | [Feedback](#) | [Preview Site](#) | [Administrator Panel](#)

[Logout](#)

#	Product Name (Total Tickets)	My Open Tickets	My Closed Tickets
1	SYTDASH (1) 3	Technical(1) Billing(2)	Technical(1) Billing(1) testing(1)
2	VIPcart.com (1) 1	-	-

Operators can check the tickets were posted by uses .After assigning ticket to operator,he/she can view his/her department wise open /Closed tickets.

After clicking on product name, following page is displayed

Tickets awaiting for reply(1)



[Open Tickets \(1\)](#)



[Close Tickets \(0\)](#)



[Knowledgebase](#)



[Trouble Shooter](#)

After clicking on department e.g. Technical ,Billing then following page is displayed

[Home](#) [Logout](#)

Search ticket By : Note : ticket Id in GREEN color are Tickets awaiting for reply

Search For Product : SYTDASH

Manage Ticket [Clear Search](#)

All Open

Ticket ID	Subject	Member	Department : operator	Priority	Date	Status	Detail
1	00000000003 test	Jai123	Technical : raj123	High	2009-02-19	Open	REPLY <input type="text"/>

Select All

Assigned selected ticket To :

Operator can give reply to users ticket .

From ticket details page operator can do following operations

1. Assign ticket to another operator
2. Add Note to ticket
3. Check the History of ticket .

After clicking on Ticket subject , Ticket details page is displayed as shown in following

Ticket Detail		Back Assign Ticket Add Ticket Note History(2)
Ticket Id	: 00000000003	
Ticket By	: Jai123, jaibhushan05@gmail.com	
Priority	: High	
Product Name	: SYTDASH Admin Login	
Department	: Technical	
Operator	: raj123	
Posted On	: Thursday 19th of February 2009 03:04:30 AM	
Subject	: Test	
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test	
Status	: OPEN Post Reply +	

Note by raj123 - 2009-02-19 03:49 AM	Delete
User (Visible to staff members on every ticket created by this user) -Technical dept	
Note by test123 - 2009-02-19 04:08 AM	
Ticket (Visible to staff members only on this ticket) 003-Technical	

Ticket log History	
21:February:2009 03:48	: Ticket Closed by : test
Last Reply By : raj123 21:February:2009 04:06	: Ticket Re-Opened by raj123
Last Reply By : raj123 21:February:2009 04:07	: Ticket Re-Opened by raj123

Step 4: Test your Help Desk



After clicking on **Site home** link VIP Help Desk user panel is displayed as shown in following

OR After clicking on **Preview Site** link from Admin panel home page ,User panel of VIP Help Desk system is displayed .

VIP Help Desk 3.0

Support Desk System

Welcome to VIP Help Desk 3.0!

Email has become increasingly unreliable. Since our emails notifying you of your ticket updates may fail to be delivered, it is vital that you log back in to our Help Desk and check the status of your ticket(s) frequently for updates. We will attempt to reply to your ticket(s) as quickly as possible, and all tickets are answered in the order received. We attempt to answer every email within 24-48 hours but in some situations it may take longer.

[Login](#)

Happy To Help :

We are here to Help you, please try to find the answer to your question in the knowledge Base & Trouble Shooter. If that doesn't work post your ticket to related Product.

Internet Marketing Sites, Inc. Network Sites

[Internetmarketing.com](#)



[SUPPORT HOME](#)

[SUBMIT TICKETS](#)

MemberSpeed, Inc. Network Sites, Inc. Network Sites

[SYTDASH](#)



[SUPPORT HOME](#)

[SUBMIT TICKETS](#)

[VIPcart.com](#)



[SUPPORT HOME](#)

[SUBMIT TICKETS](#)

SureFireWealth, Inc. Network Sites, Inc. Network Sites

[Marketing.com](#)



[SUPPORT HOME](#)

[SUBMIT TICKETS](#)

After clicking on " SUBMIT TICKET " button user can submit ticket

User can view knowledge base before submitting ticket.

SUPPORT HOME is separate link for each product home .

After clicking on submit ticket button user can view knowledge base before submitting ticket

View Knowledgebase			
	<input type="text"/>	<input type="text"/>	<input type="text" value="search"/>
	Question	Department	Views ▾
1	How is installation performed ?	Technical	5
If your query not solved you can Submit Ticket			SUBMIT TICKETS

After clicking on submit ticket following page is displayed

Home Login

Submit Ticket

If you can't find a solution to your problems in our knowledgebase, you can submit a Ticket by selecting the appropriate Department below.

Product * **SYTDASH**

Your Name *

Your Email *

Department *

 Please select department name

Ticket Subject *

Message *

You will get Relative Match of your query when you type

Attachment

Priority

Turing Code *

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Designed & Developed by eLuminous Technologies

Note : While submitting ticket check for user account -if account is not available then account should be created by using user email & password are sent on user email.

After login user can view the ticket status & change the status of ticket.

User submitted ticket is displayed at Operator panel as well as Manage Ticket module in Admin panel.

1. INTRODUCTION

This guide provides information for how to install and use “VIP Help Desk” web based application. Web based VIP Help Desk is divided in to three panel - Admin, operator and User. Using this help desk application customer or site visitors can submit their query, question and technical help.

1.1 Getting started with VIP Help Desk application.

Login Screen-

VIP Help Desk User logs into VIP Help Desk through the login screen. On the login screen user must enter the user name and password.

- Admin (Username and password)
- Operator (Username and password)
- User

Admin main page-

On admin main page have like- manage page link, icon link, add New link, logout link, user friendly tool tips, operator panel link and preview site link.

Operator main page-

On Operator main page have functionality like- manage pages link, tool tips on link, administrator login page link, tickets awaiting for reply functionality, preview site link

User section page-

On User section main page have functionality like- Manage link, Icon link, user friendly tool tips.

1.2 Features.

-Added Tiny_mce editor in admin panel- trouble shooter, announcement, knowledgebase and operator panel- knowledgebase and trouble shooter page.

-While replying a ticket admin or operator add reply to knowledgebase.

- While submitting the tickets, when user type the message in the text field box, the system will automatically search the relevant keyword result and display on same page.

- Fast Sorting and searching functionality on manage pages.

- Tab order sequence in horizontal manner.
- Action messages for add , update and delete functionality.
- Back to page functionality on add , edit and details page.
- Added red asterisk mark for mandatory field.
- Clear search functionality on the manage pages.
- Action confirmation is displayed standard form, after 3 seconds message is closed.
- Standard error message for invalid operations.
- Added active/inactive functionality to control user section.
- Ajax based functionality like- post reply + -
- Added ticket log history functionality eg. Last reply – user and operator panel.
- Added archive functionality in admin panel to see closed/ completed ticket ticket status.
- Added 'Select all' checkbox for selection of all records
- Operator performance stats is displayed on the page- Number of waiting for reply, replied, Open, Closed, New, Total, Rank etc.
- Admin can change Email id.
- Admin can edit site name and site slogan.
- For security purpose admin can change the password.
- Added manage help content functionality on- Ticket status, Tickets details help for user, tickets assignment, search in records, relevant search on submit ticket, list sorting etc.
- Added Readme.txt file in Download setup folder- While clicking on Readme.txt file, it is displayed installation process like- How to install, open link in browser, user name and password
- Added systematic and user-friendly installation help in Download setup folder in Help folder.
- Added security while submitting ticket ,turing code is added

1.3 System Requirement-

PHP 4.0 onwards
MySQL 3.23 onwards
Internet Explorer 6.0 or higher
Mozilla Firefox 2.0 or higher

2. INSTALLATION

2.1 How to Install this application

- a. Download 'vipdesk_setup.zip' to your local machine.
- b. Unzip the file
- c. Create a folder within 'public_html' on your server.
- d. Upload all the folders and files within 'vipdesk_setup.zip' to this new folder
- e. Change the permission for following files & folders to '777'
Files: includes/config.php
Folders: download, attachments, help_file

2. Now open following link in browser:

'http://www.yourdomainname.com/newfolder/index.php' where,
yourdomainname.com, would be your domain name

new folder: this can be any folder name, where you would have uploaded all the files.

3. You will be on installer file follow the instructions & feel the details required for installation.

4. Default username & password for admin panel is
Username: admin
Password: admin

3. USING HELP DESK WEB APPLICATION

3.1 ADMIN PANEL

3.1.1 Logging into the VIP Help Desk Admin Panel.

For Administrator login –

1. Enter Username for login.
2. Enter Password for login.
3. Click on 'Submit' button.



Administrator Login

Username *

Password *

New Feature of VIP Desk ver 3.3

Forgot Password feature in admin panel .

Added Forgot Password functionality for administrator



Administrator Login

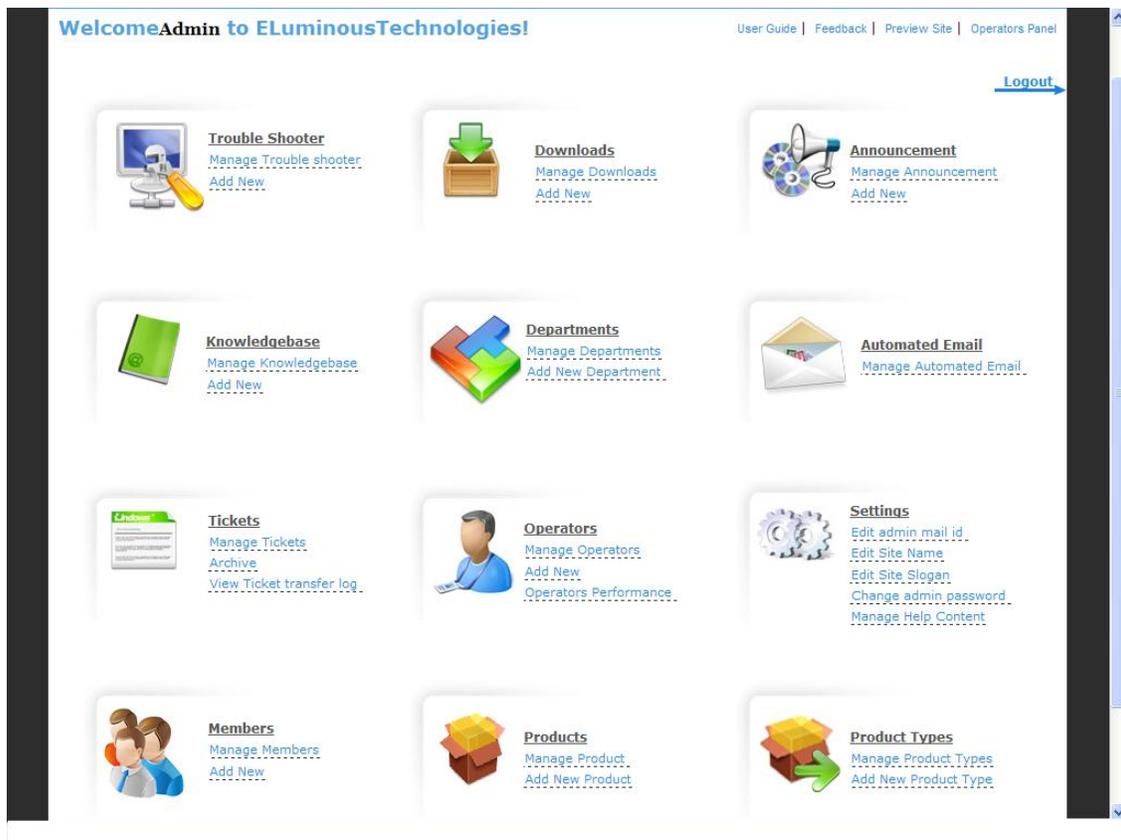
Username *

Password *

3.1.2 Admin Index page

While entering valid username and password, admin index page is displayed.

Here admin can see different modules- manage trouble shooter, manage download links, manage announcement, manage knowledgebase, manage departments, manage automated emails, manage tickets, achieves, view transfer log, manage operators, operators performance, settings, Member ,product ,Product Types preview site and operators panel link.



3.1.2.1 Manage Troubleshooter

3.1.2.1.1 Add Troubleshooter-

While adding the trouble shooter admin can fill following details-

1. Enter Troubleshooter question in the text field box.
2. Enter Troubleshooter answer in the editor.
Using Tiny_mce editor, admin can insert image, text formatting etc.
3. Clicking on save button, Troubleshooter is saved successfully.
 - Added 'Back' to page link, Go to the manage troubleshooter page.

Add Troubleshooter [Back](#)

Question *

Answer *

B I U ABC | [List Icons] | -- Styles -- | Paragraph | -- Font family -- | -- Font size --

Here you can add trouble shooter answer.

Path: p

Save **Click on 'Save' button**

3.1.2.1.2 Edit Troubleshooter.

Admin can Modify/ Edit the troubleshooter modules following way-

1. Enter Troubleshooter question in the text field box.
 2. Enter Troubleshooter answer in editor.
Using Tiny_mce editor, admin can edit insert image, text formatting etc.
 3. Clicking on save button, Troubleshooter is updated successfully.
- Added 'Back' to page link, Go to the manage troubleshooter page.

Manage Troubleshooter page-

On Manage Troubleshooter page, admin can see following functionality-

1.Details of Troubleshooter-

When Clicking on 'Details' link, admin can see Troubleshooter details.

2.Active/Inactive Troubleshooter-

Using active/inactive functionality to control user panel, it means module should display or not.

3.View counter of Troubleshooter-

Admin can see View counter of modules, means how many times this module viewed.

4 Sorting and Searching functionality-

Admin can search and sort Title and Counter functionality.

5.Clear search functionality-

Using Clear search functionality, admin can remove all filters.

6.Select all check box functionality-

When clicking on checkbox, all troubleshooter is selected.

Manage Trouble Shooter							Add New Clear Search
<input type="text"/>		All	search	Delete			
#	Title	Counter	Status	Details	Edit	Delete	<input type="checkbox"/>
1	Enter trouble shooter Question	1	Active				<input type="checkbox"/>
2	gives error after successful installation?	25	Active				<input type="checkbox"/>
3	How to install the script?	18	Active				<input type="checkbox"/>
4	Question for troubleshooter	15	Active				<input type="checkbox"/>

New Feature 2.0

1.. Adding and editing product wise trouble shooter means- added For Product field in Add Trouble shooter page and Edit Trouble shooter page as per more usability .

2..Product wise searching for Trouble shooter

3.1.2.2 Manage Downloads

3.1.2.2.1 Add Downloads.

While adding the Downloads, admin can fill following details-

1. Enter Title in the text field box
2. Select upload file for download.
3. Enter description in the text field box.
4. Click on "submit button", To save Download.

- Added 'Back' to page link, Go to the manage download page.

Add Downloads [Back](#)

Title *

Upload file *

Description *

Click on submit button, To save downloads.

3.1.2.2.2 Edit Downloads.

Admin can Modify/ Edit the download modules following way-

- 1 Modify/Edit Title in the text field box
- 2 Select upload file for modification.
- 3 Modify/ Edit description in the text field box.
- 4 Click on "submit button", To update Download.

- Added 'Back' to page link, Go to the manage download page.

Edit Download [Back](#)

Title *

Upload file *

Description *

Click on submit button.

3.1.2.2.3 Delete Downloads.

When clicking on 'Delete' link admin can get confirmation message, " Are you sure you want delete, if press ok, Download is deleted successfullly. If press cancel, download is not deleted.

Manage Downloads								Add New	Clear Search	
<input type="text"/>			<input type="text"/>			<input type="text"/>		All <input type="button" value="v"/>	<input type="button" value="search"/>	<input type="button" value="Delete"/>
#	Title	Counter	Date	Download	Status	Edit	Delete			
1	Enter the title for download	0	2008		Active					
2	add new file	8	2008		Active					
3	this is test	0	2008		Inactive					
4	test download 1	0	2008		Inactive					
5	test download file	6	2008-06-02 05:49:58		Active					

Manage Download page-

1. Download link-

If admin want to download the file, click on download link.

2. Active/ Inactive Downloads-

Using active/inactive functionality to control user panel, it means module should display or not.

3. View counter of Downloads.

Admin can see View counter of modules, means how many times this module is viewed.

4. Sorting and Searching functionality.

Admin can search and sort Title, counter and date functionality.

5. Clear search functionality.

Using clear search functionality, admin can remove all filters.

6. Select all check box functionality-

When clicking on checkbox, all download is selected.

Manage Downloads		Enter the data for searching...		Add New Clear Search			
#	Title	Counter	Date	Download	Status	Edit	Delete
1	Enter the title for download	0	2008-10-13 03:48:18		Active		
2	add new file	8	2008-06-03 05:37:24		Active		
3	this s	0			Inactive		
4	test do	0			Inactive		
5	test download file	6	2008-06-02 05:49:58		Active		
6	User can see download file.	3	2008-06-02 04:12:26		Active		

New Feature of 2.0

1. Adding and editing product wise downloads means- added For Product field in Add downloads page and Edit downloads page as per more usability.
2. Product wise searching for downloads.

3.1.2.3 Manage Announcement

3.1.2.3.1 Add Announcement.

While adding the manage announcement admin can fill following details-

- 1 Enter name in the text field box.
- 2 Enter announcement in Tiny_mce editor.
Using Tiny_mce editor, admin can insert image, text formatting etc.
- 3 Clicking on save button, Announcement is saved successfully.

Added 'Back' to page link, Go to the manage announcement page

Add Announcements Back

Name *

Announcement *

Enter the announcement details ...

Path: p

Save Clicking on save button, To save announcement.

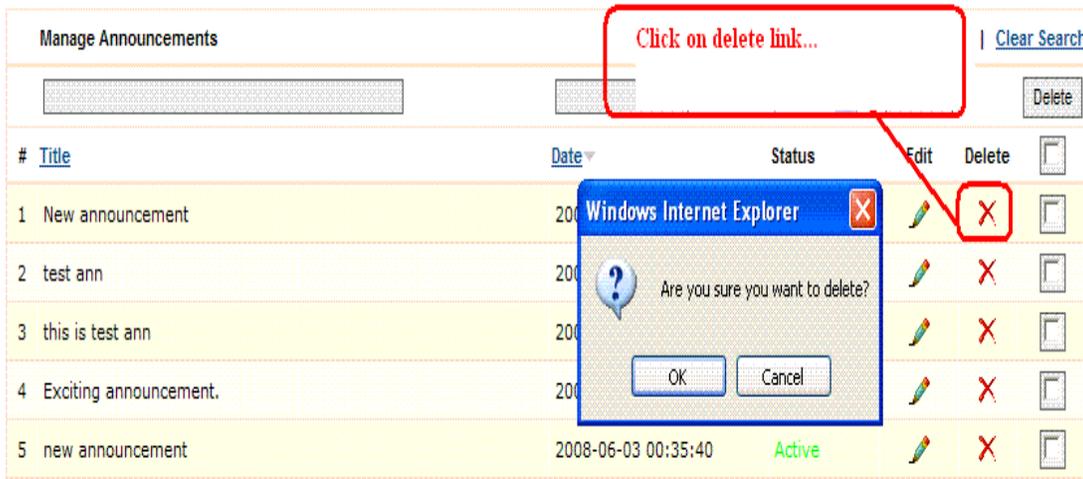
3.1.2.3.2 Edit Announcement.

Admin can Modify/ Edit the announcement modules following way-

1. Modify/ Edit the data in name text field box.
 2. Modify/ Edit the data in announcement text field box.
 3. Clicking on save button, announcement is updated successfully.
- Added 'Back' to page link, Go to the manage announcement page

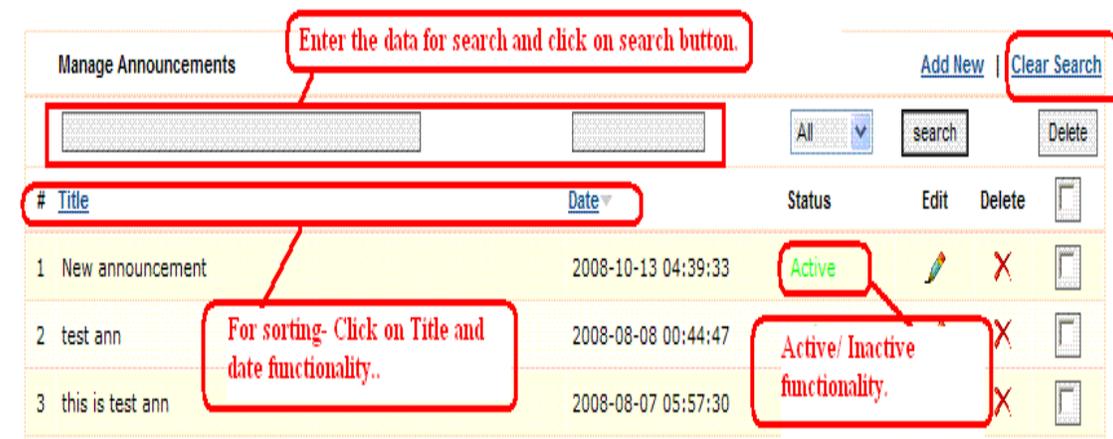
3.1.2.3.3 Delete Announcement.

When clicking on 'Delete' link admin can get confirmation message, " Are you sure you want delete, if press ok, announcement is deleted successfully. If press cancel, announcement is not deleted.



Manage Announcement page-

- 1.Active/ Inactive Announcements-
Using active/inactive functionality to control user panel, it means module should display or not.
- 2.Sorting and Searching functionality-
Admin can search and sort Title, date functionality.
- 3.Clear search functionality-
Using clear search functionality, admin can remove all filters.
- 4.Select all check box functionality-
When clicking on checkbox, all announcement is selected.



New Feature 2.0

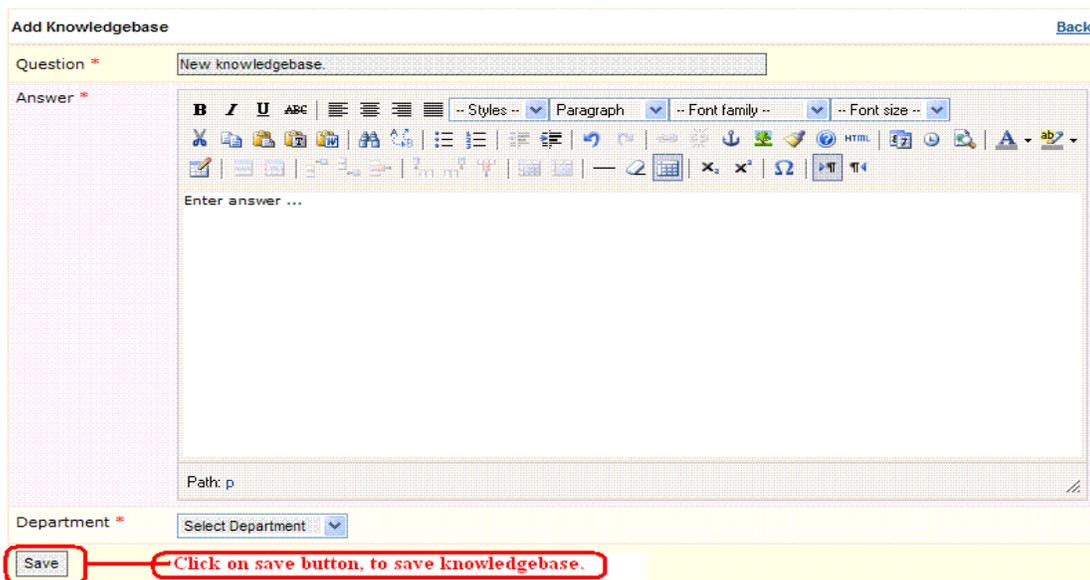
1. Adding and editing product wise Announcements means- added For product field in Add Announcement page and Edit Announcement page as per more usability .
- 2.Product wise searching for Announcements.

3.1.2.4 Manage Knowledgebase

3.1.2.4.1 Add knowledgebase

While adding knowledgebase, admin can fill following details-

- 1 Enter Question in the text field box.
 - 2 Enter Answer in Tiny_mce editor.
Using Tiny_mce editor, admin can insert image, text formatting etc.
 - 3 Select department name to add knowledgebase.
 - 4 Clicking on save button, knowledgebase is saved successfully.
- Added 'Back' to page link, Go to the manage knowledgebase page.



3.1.2.4.2 Edit knowledgebase.

Admin can Modify/ Edit the knowledgebase modules following way-

- 1 Modify/ Edit Question text field box.
2. Modify/ Edit knowledgebase answer.
- 3 If admin want to change department, he can changed it.

Manage Knowledgebase-

1.Active/ Inactive knowledgebase-
Using active/inactive functionality to control user panel, it means module should display or not.

2.View counter of knowledgebase.
Admin can see how many times viewed the knowledgebase.

3 .Sorting and Searching functionality-
Admin can search and sort question and counter functionality.

4.Clear search functionality-
Using clear search functionality, admin can remove all filters.

5.Select all check box functionality-
When clicking on checkbox, all knowledgebase is selected.

New Feature of 2.0

1 While adding a knowledgebase, latest knowledgebase is displayed at the top of page.

2. Adding and editing product wise knowledgebase means- added For product field in Add knowledgebase page and Edit knowledgebase page as per more usability.

3. Product wise searching for knowledgebase

New Feature of 3.3

Copy knowledge base question of one site to another site.

Admin can add selected knowledge base to another site. When admin add any site then the copy of same knowledge base is made for the new site selected by admin

From Manage Knowledge Base module , admin can copy knowledge as shown in following

16	Copyright Fire Wealth	0	Active	9			<input checked="" type="checkbox"/>
17	How to find query answer on helpdesk	1	Active	12			<input checked="" type="checkbox"/>
18	How to find query answer on helpdesk	1	Active	12			<input checked="" type="checkbox"/>
19	How to find query answer on helpdesk	1	Active	12			<input checked="" type="checkbox"/>
20	test	0	Active	17			<input checked="" type="checkbox"/>
21	test	0	Active	17			<input checked="" type="checkbox"/>
22	test	0	Active	17			<input checked="" type="checkbox"/>
23	This is for protectyour rights site	0	Active	20			<input checked="" type="checkbox"/>
24	This is for protectyour rights site	0	Active	20			<input checked="" type="checkbox"/>
25	how to I send test mails?	0	Active	100			<input checked="" type="checkbox"/>

1 2

After selecting necessary knowledge base click on “Copy Selected to other products “ button , following page is displayed

Copy Knowledgebase questions [Back](#)

Selected Questions

- Copyright Fire Wealth
- this is latest knowledgebase issue
- how to I send test mails?
- How to find query answer on helpdesk
- this is latest knowledgebase issue
- test
- This is for protectyour rights site
- How to find query answer on helpdesk
- test
- This is for protectyour rights site
- How to find query answer on helpdesk
- test

Select products to copy above questions:

MarketingMainEvent2.com

MarketingMainEvent.com

VRE1.com

Bonus Claims

SureFireWealth.com

Usage : Press and hold "Control Key" to select multiple products.

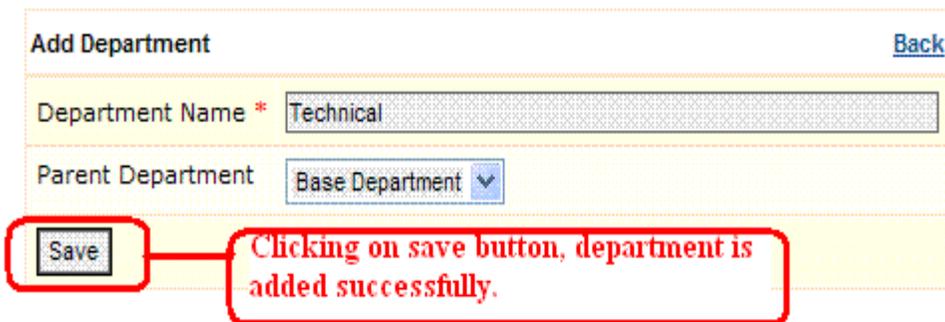
3.1.2.5 Manage Departments

3.1.2.5.1. Add Departments.

While adding the department, admin can fill following details-

- 1 Enter department name in the text field box.
- 2 Select based department.
- 3 Clicking on save button, department is saved successfully.

- Added 'Back' to page link, Go to the manage announcement page



Add Department [Back](#)

Department Name *

Parent Department

Clicking on save button, department is added successfully.

3.1.2.5.2 Edit Departments.

Admin can Modify/ Edit departments modules following way-

- 1 Modify/ Edit the department name.
2. Modify/ Edit the parent department.
3. Clicking on save button, department is updated successfully.

- Added 'Back' to page link, Go to the manage department page



Edit Department [Back](#)

Department Name *

Parent Department

Clicking on save button, department is updated successfully.

3.1.2.5.3 Delete Departments.

When clicking on 'Delete' link admin can get confirmation message, " Are you sure you want delete, if press ok, department is deleted successfully. If press cancel, department is not deleted.

Manage Departments					Add New Clear Search	
<input type="text"/>	<input type="text"/>	All <input type="button" value="v"/>	<input type="button" value="search"/>	<input type="button" value="Delete"/>		
#	Name <input type="button" value="v"/>	Parent Department	Status	Edit	Delete	<input type="button" value="v"/>
1	installation	Technical	Active		<input type="button" value="X"/>	<input type="button" value="v"/>
2	managing sales	sales	Active		<input type="button" value="X"/>	<input type="button" value="v"/>
3	marketing				<input type="button" value="X"/>	<input type="button" value="v"/>
4	Networking	Base Department	Active		<input type="button" value="X"/>	<input type="button" value="v"/>
5	networks	Networking	Active		<input type="button" value="X"/>	<input type="button" value="v"/>

Click on delete link...

Manage Department-

1.Active/ Inactive Department-

Using active/inactive functionality to control user panel, it means module should display or not.

2.Sorting and Searching functionality-

Admin can search and sort name, parent department functionality.

3.Clear search functionality-

Using clear search functionality, admin can remove all filters.

4.Select all check box functionality-

When clicking on checkbox, all department is selected.

Manage Departments [Add New](#) | [Clear Search](#)

Enter the data for searching....

search Delete

#	Name	Parent Department	Status	Edit	Delete	
1	installation	Technical	Active			
2	managing sales	sales	Active			
3	marketing	Base Department	Active			
4	Networking	Base Department	Active			
5	networks	Networking	Active			
6	new dept	Base Department	Active			

For sorting, click on name and parent department functionality.

New Feature ver 3.0

1. Adding product wise departments.
2. Facility of adding dynamic fields for departments to collect the information from user at the time of posting ticket.
3. Admin can make dynamic fields as mandatory or optional .

Manage Departments [Add New](#) | [Clear Search](#)

search Delete

#	Name	Product	Parent	Status	Set Fields	Edit	Delete	
1	Billing	SYTDASH	Root	Active	Add			
2	Support	SYTDASH	Root	Active	Add			
3	Technical	SYTDASH	Root	Active	Add			
4	testing	VIPcart.com	Root	Active	Add			

After clicking on **Add** link ,admin can add extra fields for ticket submit form

Add Field [Back](#)

Department Name **Billing**

For Product **SYTDASH** Add field here ,make it mandatory or optional

Field Name

Field Type Optional Mandatory

Click on "Add" button

#	Field Name	Field type	Delete
1	username	Mandatory	✗
2	purchase date	Optional	✗

3.1.2.6 Manage Automated Emails-

Admin can manage following emails functionality-

- 1 Add new operator-VIP desk account details.
- 2 User section- Submit ticket.
- 3 New ticket assign to operator: -
- 4 Ticket opened or closed by admin- two types mail.
- 5.Ticket stats change -Closed or opened.
- 6.User reply- call details.
- 7.New Ticket admin notification mail.
- 8.VIPHelpDesk Reply.
- 9.Support Ticket list.

Manage Automated Emails **Enter the data for searching..**

Clear Search

Title **To sort the title field.**

Clicking on clear search, remove all filters.

Edit

1	VIPHelpDesk Reply	
2	VIPHelpDesk :: New Ticket Admin Notification	
3	VIPHelpDesk :: New Ticket	
4	VIPHelpDesk : Your Account details	
5	VIPHelpDesk : User reply	
6	VIPHelpDesk : Ticket Stats Change : [status]	
7	VIPHelpDesk : Support Ticket List	
8	VIPHelpDesk : New ticket Open	
9	VIPHelpDesk : New Ticket Assigned	

Admin can edit this mail format.

Edit Email Format-

Admin can edit the mail functionality following way-

- 1.Modify/ Edit the email subject.
- 2.Modify/ Edit the email message- admin can used different Tag eg.[username].
- 3.Clicking on save button, email is updated successfully.

Edit
Automated
Email [Back](#)

Admin can used different Tag for message.

Do Not Change symbols [**] They Have Some standard meaning.
e.g [username], [taken_by], [ticket_id], [subject], [status], [action_time],
[ticket_message], [site_url], [sitename], [ticketid], [subject], [dept], [msg],
[ticket_status_link], [sitename], [site_url], etc.**

Subject *

Message *

```
<font face=' Arial, Helvetica, sans-serif' pointsize='10px'>
  Hello [username],
  <BR>
  There is a VIPHelpDesk response by [taken_by] <BR>

  <BR>
  <table width='50%' border='0' cellpadding='0' cellspacing='0'>
  <tr><td width='25%'><strong>Ticket ID:</strong> </td><td
width='2%'> </td>
  <td width='71%'>[ticket_id]</td><td> </td>
  </tr>
  <tr><td><strong>Subject</strong></td> <td> </td>
  <td> [subject] </td>
  <td> </td>
  </tr>
  <tr> <td><strong>Status:</strong></td>
  <td> </td>
```

Clicking on save button, email is updated sucessfully.

New Feature of VIP Desk ver 3.3

Update automated email editor

Update email format with HTML editor & test mail option.

Updated email formats as per usability as follows

Edit Automated Email
[Back](#)

Do Not Change symbols [**] They Have Some standard meaning.**
 e.g [username], [taken_by], [ticket_id], [subject], [status], [action_time], [ticket_message], [site_url], [sitename], [ticketid], [subject], [dept], [msg], [ticket_status_link], [sitename], [site_url], etc.

Subject

Message | Ticket ID: | [ticket_id] |
Subject:	[subject]
Status:	[status]
Time	[action_time]
Message	[ticket_message]

Click Here to check the ticket status :
[\[ticket_status_link\]](#)

Email :[user_mail]
 Password:[user_password]

Path: table » tbody » tr » td » form » table.shows » tbody » tr.row1 » td » input.textfield

Enter email Id to test this mail:

3.1.2.7 Manage Tickets

3.1.2.7.1 Reply Ticket functionality.

Using reply ticket functionality, admin can reply the tickets following way-

1. Click on post reply + link.
2. Select status for reply- open or close ticket.
3. Enter the message for reply.
4. If admin want to add reply in knowledgebase, select the checkbox.
5. Select the attachment for reply.
6. While clicking on submit button, ticket reply functionality is completed and user can see reply status.

Ticket Detail		Assign Ticket
Ticket By	: hary_b, a2ztester@gmail.com	
Priority	: Medium	
Department	: Technical	
Operator	: sham	
Posted On	: Monday 15th of September 2008 06:25:57 AM	
Subject	: this is test security reply 	
Message	: this is test security reply..	
Status	: OPEN	
Post Reply 		
Status	<input type="text" value="Open"/> 	
Message	<input type="text" value="Enter message for reply..."/>	
Add reply to knowledgebase <input checked="" type="checkbox"/>	You will redirected to add knowledgebase after submit.	
Attachment	<input type="text" value="C:\Documents and Setting"/> <input type="button" value="Browse..."/>	
<input type="button" value="submit"/>		

New Feature of 2.0

1. Department based ticket handling by operators; operators can check the ticket of his department & other operators of his departments.
- 2..Product wise searching for Tickets

Ticket Log and Feedback history-

Here admin can see last reply for tickets and ticket feedback history listing.

The screenshot shows two sections: 'Ticket Log History' and 'Ticket Feedback History'. The 'Ticket Log History' section shows a ticket with 'Last Reply By : sham' and a 'Feedback' link. The 'Ticket Feedback History' section shows a feedback entry by 'raj123' with the comment 'Good service'. Red boxes and arrows highlight these elements with explanatory text.

Ticket Log History - Admin can see last reply for tickets.

Last Reply By : sham : jhhjhkhkjkjkjkj
02:October:2008 05:14

Ticket Feedback History - Admin can see tickets feedback history

Feedback By : raj123
To :sham
02:October:2008 05:17

Good service

Clicking on feedback link, feedback page is displayed..

Feedback page-

Admin can add feedback following way-

1. Click on Feedback link.
2. Select rank for feedback eg. Good, Average etc.
3. Enter comment for feedback.
4. Clicking on submit button, feedback is saved successfully.

The screenshot shows the 'Feedback' form. It includes fields for 'Ticket', 'Operator', 'Give Rank', and 'Your Comment'. A 'submit' button is at the bottom. Red boxes and arrows highlight the 'Give Rank' dropdown menu and the 'submit' button with explanatory text.

Feedback :

Ticket : Test tickets

Operator : admin

Give Rank * : Good

Your Comment * : Good service...

Enter the comment for feedback

Select rank for feedback as- Good, Average.

submit - Clicking on submit, feedback is saved successfully..

Assign Ticket-

Assign new ticket to operator following way-

1. Select Department name to assign ticket.
2. Select operator name to assign ticket.

Ticket Detail	
Ticket By	: test from hary, harysng@rediffmail.com
Priority	: Low
Department	: Technical
Operator	: test_opt
Posted On	: Thursday 07th of August 2008 02:13:10 AM
Subject	: test ticket
Message	: I want some technical help assign to query.
Status	: OPEN

New Assignment

Department * : Select Department ▼ Select department name to assign tickets.

Operators : Operator ▼ Select operators name to assign tickets.

3.1.2.7.2 Change status ticket status link- Open/ Closed.

When clicking on open or closed link, admin can changed ticket status.

3.1.2.7.3 Assign ticket to department and Operator wise functionality.

Admin can assigned tickets to department and operator wise.

3.1.2.7.4 Sorting and searching functionality

Admin can searching and sorting for Ticket id, subject, priority and date functionality.

3.1.2.7.5 Click me for help functionality.

Admin can see help functionality for – searching, sorting and Ticket as

Ticket Detail		Back Assign Ticket Add Ticket Note History(2)
Ticket Id	: 00000000003	
Ticket By	: Jai123, jaibhushan05@gmail.com	
Priority	: High	
Product Name	: SYTDASH Admin Login	
Department	: Technical	
Operator	: --	
Posted On	: Thursday 19th of February 2009 03:04:30 AM	
Subject	: Test	
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test	
Status	: CLOSE Post Reply +	
Note by raj123 - 2009-02-19 03:49 AM		Delete
User (Visible to staff members on every ticket created by this user) -Technical dept		
Note by test123 - 2009-02-19 04:08 AM		Delete
Ticket (Visible to staff members only on this ticket) 003-Technical		
Ticket log History		
21:February:2009 03:48	: Ticket Closed by : test	

Admin can see the ticket history of any user (i.e ticket details of ticket submitted by same user for the same department) Admin can assign ticket to any operator, can add ticket note .

Admin login link is added in ticket details page after clicking on it admin panel login page is displayed .

Above features are displayed as shown in following

Ticket Detail

[Back](#) | [Assign Ticket](#) | [Add Ticket Note](#) | [History\(2\)](#)

Added new links Assign Ticket, Add Ticket Note & History

Added Admin login link in Ticket details page in admin panel

Admin Login

Ticket Id : 00000000003
 Ticket By : Jai123, jaibhushan05@gmail.com
 Priority : High
 Product Name : SYTDASH
 Department : Technical
 Operator : --
 Posted On : Thursday 19th of February 2009 03:04:30 AM
 Subject : Test
 Message : test
 FTP host : test
 FTP name : test
 FTP user : test
 FTP Pass : test
 Status : OPEN
[Post Reply](#) +

Ticket history is displayed as show in following

[← Home](#)

Ticket Detail

Ticket Id : 00000000003
 Ticket By : Jai123, jaibhushan05@gmail.com
 Priority : High
 Department : Technical
 Posted On : Thursday 19th of February 2009 03:04:30 AM
 Subject : Test

Ticket Id	Subject	Date	Department	Status	Priority
00000000003	test	19 Feb 2009 03:04 AM	Technical	Open	High
00000000001	test	19 Feb 2009 01:10 AM	Technical	Close	Medium

Add ticket note to ticket as follows

Ticket Detail	
Ticket Id	: 00000000002
Ticket By	: Test, test@testing.com
Priority	: Low
Department	: Billing
Posted On	: Thursday 19th of February 2009 01:11:37 AM
Subject	: Testing Ticket

New Ticket Note	
Note Type *	<input checked="" type="radio"/> Ticket (Visible to staff members only on this ticket) <input type="radio"/> User (Visible to staff members on every ticket created by this user)
Note Visible to *	<div style="border: 1px solid black; padding: 2px;"> -- All Staff Users -- sham123 </div> <p>(The ticket note can be made visible to a specific staff member only)</p>
Contents	<div style="border: 1px solid gray; height: 100px; width: 100%;"></div>
<input type="button" value="Add"/>	

3.1.2.7.7 Archive functionality

When clicking on archive link, admin can see all closed tickets status. This page functionality same as manage ticket.

3.1.2.7.8 View transfer log functionality.

View transfer log functionality is worked for assigned ticket by (admin) and assigned ticket to (operator).

View Ticket Transfer Log

Enter the data for searching.....

Clear Search

search

#	Ticket id	Assigned By	Assigned To	Date ▾
1	00000000114	Admin	sha	02:October:2008 05:13
2	00000000112	Admin	sha	15:September:2008 06:34
		Admin	sha	15:September:2008 06:33
		Admin	test_opt	06:September:2008 01:35
5	00000000096	Admin	test_operator	06:September:2008 01:33

Remove filter for searching.

For sorting functionality, click on ticket id, assigned by, assigned to and date.

Clicking on ticket id, it is displayed Ticket details...

3.1.2.8 Manage Operator

3.1.2.8.1 Add Operator.

While adding the operator admin can fill following details-

- 1 Enter Operator user name in the text field box.
- 2 Enter Operator password in the text field box.
- 3 Enter Valid Operator mail in the text field box.
- 4 Select department for operator.
5. Enter mail box host in the text field box.
6. Enter mail box password in the text field box.

Added 'Back' to page link, Go to the manage operator page

Add Operator [Back](#)

Operator username *

Operator password *

Operator email *

Department *
*Technical
installation
webpage
*marketing
software marketing
*Networking
networks

Note: mailbox host and password are required for ticket posting by mail.

Mailbox Host

Mailbox Password

3.1.2.8.2 Edit Operator.

Admin can edit operator following way-

- 1 Edit/Modify Operator user name in the text field box.
- 2 Edit/Modify Operator password in the text field box.
- 3 Edit/Modify Valid Operator mail in the text field box.
- 4 Change department for operator.
- 5 Edit/Modify mail box host in the text field box.
6. Edit/Modify mail box password in the text field box.

Added 'Back' to page link, Go to the manage operator page

Edit Operators [Back](#)

Operator username test_opt

Operator email *

Department *

- Technical ▲
- installation
- webpage
- *marketing
- software marketing
- *Networking
- networks ▼

Note: mailbox host and password are required for ticket posting by mail.

Mailbox Host

Mailbox Password

3.1.2.8.3 Delete Operator.

When clicking on 'Delete' link admin can get confirmation message, " Are you sure you want delete, if press ok, operator is deleted successfully. If press cancel, operator is not deleted.

Manage Operator [Add New](#) | [Clear Search](#)

#	Operator	Departments	Status	Edit	Delete	
1	test_opt	Technical				
2	test_operator	Technical				
3	tat123	Testing				
4	sh	installation				

Click on delete link...

Windows Internet Explorer

Are you sure you want to delete?

3.1.2.8.4 Active/Inactive functionality

Using active/inactive functionality, admin can control operator panel login.

3.1.2.8.5 Sorting and searching functionality.

Admin can search and sorting on operator name field.

3.1.2.8.6 Clear search functionality.

Using clear search functionality, admin can remove all filters.

3.1.2.8.7 Operator Performance.

Admin can see operator performance like- waiting for reply, replied, open, close, new, total and user ranking.

Operators Performance								Back
Operator	Waiting For Reply	Replied	Open	Close	New	Total	Users Ranking	
1 Admin	0	24	0	0	0	0	Good	
2 Sha	13	17	22	1	12	23	Good	
3 Qu	1	3	4	0	2	4	--	
4 Jay	1	0	2	0	2	2	--	
5 Abhi	13	0	13	1	13	14	--	
6 Ru	5	0	5	0	5	5	--	

New Features 2.0

1. In listing page product name is displayed in bracket for each department as per usability.
2. product name is displayed in bracket while adding and editing operators.

3.1.2.9 Settings

3.1.2.9.1 Edit admin mail id.

1. Enter admin mail id in the text field box.
2. Clicking on save button, admin id is changed successfully.

Edit site mail for outgoing mails form site-

1. Enter reply mail id in the text field box.
2. Clicking on save button, reply id is changed successfully.

Edit Admin Email		Back
Current Admin mail id	a2ztest@yahoo.com	
New Admin mail id *	<input type="text" value="a2ztest123@yahoo.com"/>	
<input type="button" value="Save"/>	Click on save button.	Enter new admin id.

Edit Site Reply-To mail Address for Outgoing Mails from Site	
Current ReplyTo mail id	a2ztester@gmail.com
New ReplyTo id *	<input type="text" value="a2ztester234@gmail.com"/>
<input type="button" value="Save"/>	Click on save button.
Enter reply to id in the textfield box.	

3.1.2.9.2 Edit site name.

Admin can edit/modify the site name following way-

1. Enter new site name in the text field box.
2. Click on save button.
3. Added back to pages functionality, Go to the Home page.

Edit Site Name Back	
Old Site Name	VIP Help Desk
New Site Name *	<input type="text" value="VIP HelpDesk"/>
<input type="button" value="Save"/>	Clicking on save button, site name updated sucessfully.

3.1.2.9.3 Edit site slogan.

Admin can edit/modify the site slogan following way-

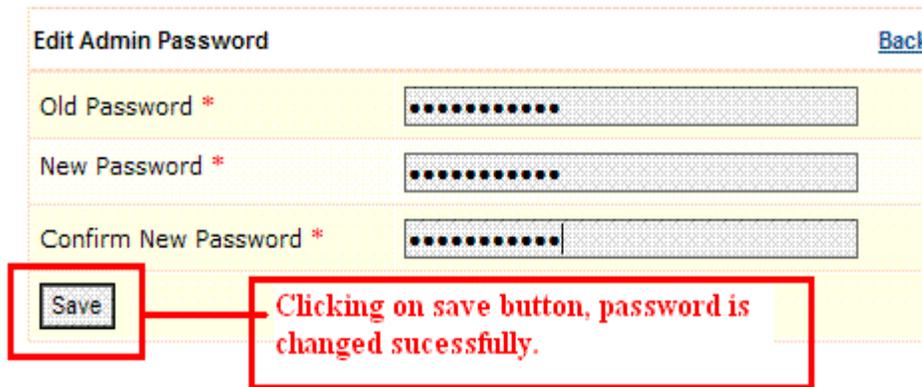
1. Enter new site slogan in the text field box.
2. Click on save button.
3. Added back to pages functionality, Go to the Home page.

Edit Site Slogan Back	
Old Site Slogan	Online VIP Desk
New Site Slogan *	<input type="text" value="Online VIPDesk"/>
<input type="button" value="Save"/>	Clicking on save button,site slogan updated Sucessfully.

3.1.2.9.4 Change admin password.

For security purpose admin can change password.

1. Enter Old password in the text field box.
2. Enter New password in the text field box.
3. Enter Confirm password in the text field box.
4. Click on Save button.
5. Back to home functionality on the page.



Form titled "Edit Admin Password" with a "Back" link. The form contains three password input fields:

- Old Password *
- New Password *
- Confirm New Password *

A "Save" button is highlighted with a red box. A red callout box points to the "Save" button with the text: "Clicking on save button, password is changed successfully."

3.1.2.9.5 Manage Help Content.

Admin can manage different types help contents as- Ticket status, Ticket detail help for user, Ticket assignment, search in records, Relevant search on Submit Ticket, one more help in embed, one more, listing sorting.

While editing help these have different type as- Text , embed and Video.

Manage Help [Clear Search](#)

All

Title	Detail	Type	Edit
1 Ticket Status	1. Just give the Email Address which you provided at the time of submitting the ticket & the ticket Key that you received in the mail. 2 In case ..	Text	
2 Ticket Detail help for User	On this page you can see the detail with 1. link of attachment download link if any. 2. Post reply link to reply. 3. ..	Text	
3 Ticket assignment	Ticket Assignment: 1. Select The tickets that you want to assign 2. Select the department & operator 3. you get the operator list filtered accord..	Text	
4 Search in records.	for searching specified Records from the List just enter the search condition in textbox above the field that you want. & click on the search button..	Text	
5 Relevant search on Submit Ticket	while typing your ticket our search engine search for relevant information that might help you.. this will just dynamically search knowledge base..	Text	
6 One more help in embed	See detail	Embed	
7 one more	Check Video	Video	
8 List Sorting	field Title with Underline Indicate the facility of sorting the list. you can sort the content of list Ascending or descending order	Text	

[Demo of Video help](#)

[Demo of Embed Video help](#)

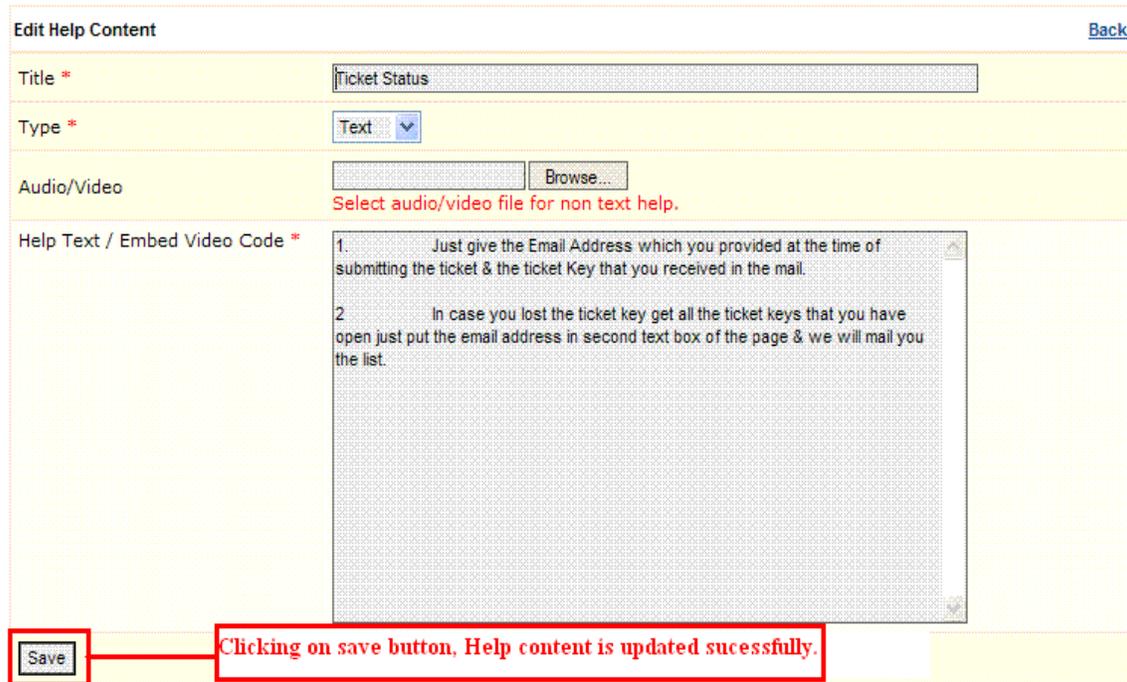
Annotations:

- Enter the data for searching and click on search button.
- According to usability point of view, Help functionality is added on the page.
- Clicking on 'Edit' link, admin can edit help contents.

Edit Help Contents-

Admin can edit the help contents following way-

1. Enter Title in the text field box.
2. Select type from combo box as- Text, embed , Video.
3. Select audio /video file for non text help.
4. Enter Help text/ Embed video code in the text field box.
5. Click on save button.
6. Back to page functionality on the page.



Edit Help Content [Back](#)

Title *

Type *

Audio/Video
Select audio/video file for non text help.

Help Text / Embed Video Code *
1. Just give the Email Address which you provided at the time of submitting the ticket & the ticket Key that you received in the mail.
2. In case you lost the ticket key get all the ticket keys that you have open just put the email address in second text box of the page & we will mail you the list.

Clicking on save button, Help content is updated successfully.

New Feature VIP Help Desk 2.0

3.1.3.1 Manage Members

Using this module admin can perform the following operations

1. Admin can add new members
2. Admin can edit existing members
- 3 Searching and sorting functionality
4. Standard error message for invalid operations.
5. Action confirmation message is displayed as standard form.
- 6.Admin can control on members by changing their status –Active/Inactive
7. Admin can delete existing members.

New Feature VIP Help Desk 2.0

3.1.3.2 Manage Products

1. Admin can add,edit & delete products
2. Searching and sorting functionality
3. Admin can active /inactive the products (means control on products which are displayed at user end)
4. Clear search functionality
5. Added product type field in Add Product page .

New Feature VIP Help Desk 3.0

1. Adding product Type in Add product page

Add Product		Back
Product Name *	<input type="text"/>	
Product Description *	<input type="text"/>	
Product Image *	<input type="text"/>	<input type="button" value="Browse..."/>
Product URL *	<input type="text"/> e.g.http://www.yourdomain.com	
Product Admin URL *	<input type="text"/> e.g.http://www.yourdomain.com/newadmin	
Product Type *	<input type="text" value="Select Product Type"/>	
<input type="button" value="Save"/>		

On listing page of manage product module add product type is displayed as shown in following

Manage Product						Add New Clear Search
<input type="text"/>		All	All	<input type="button" value="search"/>	<input type="button" value="Delete"/>	
#	Product Name	Product Type	Status	Edit	Delete	
1	VIPcart.com	MemberSpeed, Inc. Network Sites	Active			<input type="checkbox"/>
2	SYTDASH	MemberSpeed, Inc. Network Sites	Active			<input type="checkbox"/>
3	Marketing.com	SureFireWealth, Inc. Network Sites	Active			<input type="checkbox"/>
4	Internetmarketing.com	Internet Marketing Sites	Active			<input type="checkbox"/>

3.1.3.3 Manage Product Types

3.1.3.3 Manage Product Types

Centralized support desk - multiple product, multiple helpdesk for multiple sites with only one vipdesk installation .

For centralized support system, created interface to manage product types e.g.MemberSpeed and Surefire Wealth etc.

Functionalities of Manage product Types module

Add Product Types

Admin can add product types as follows

Add Product Types		Back
Product Type Name *	<input type="text"/>	
<input type="button" value="Save"/>		

Manage Product Types module have following functionalities

- Add New product types
- Edit product types
- Searching & Sorting functionality
- Delete Functionality

Active /Inactive functionality

Manage Product Types							Add New	Clear Search
<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="button" value="v"/>	<input type="button" value="search"/>	<input type="button" value="Delete"/>			
#	Product Type	Date Added	Date Modified	Status	Edit	Delete	<input type="checkbox"/>	
1	SureFireWealth, Inc. Network Sites	2009-02-18	2009-02-18	Active			<input type="checkbox"/>	
2	MemberSpeed, Inc. Network Sites	2009-02-18	2009-02-18	Active			<input type="checkbox"/>	
3	Default Products	2009-01-17	2009-01-17	Active			<input type="checkbox"/>	

Sorting functionality for Product Types ,Date Added & Date Modified
Ascending & Descending sorting order functionality

If product types having product then while deleting product types system displays confirmation message like "Product types cannot be deleted, there are products under this product type " as per usability & added data security.

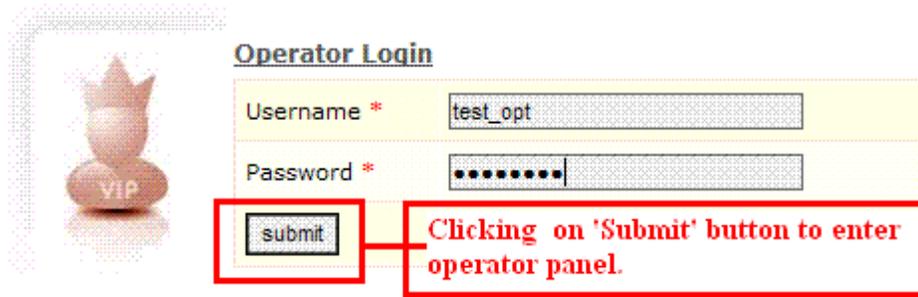
Admin can inactive the product types, after inactivating product type's products are not displayed to user panel.

3.2 OPERATOR PANEL

3.2.1 Logging into the VIP Help Desk Operator panel.

For Operator login –

- 1 Enter Username in the text field box.
- 2 Enter Password in the text field box.
3. Click on ' Submit' button.



Operator Login

Username * test_opt

Password *

submit

Clicking on 'Submit' button to enter operator panel.

3.2.2 Operator index page.

While entering valid username and password, operator index page is displayed. Here admin can see Ticket waiting for reply, open tickets, closed tickets, knowledgebase and troubleshooter modules.

Tickets awaiting for reply(1)



Open Tickets (1)

Close Tickets (0)

Knowledgebase

Trouble Shooter

New Feature ver 2.0

After operator login following panel is displayed

Welcome **TEST** to eLuminous helpdesk!

[Change Password](#) | [Preview Site](#) | [Administrator Panel](#)

[Logout](#)

[VIPMPG](#)
[VIP HELP DESK](#)

[Open Tickets \(5\)](#) [Close Tickets \(0\)](#)
[Open Tickets \(5\)](#) [Close Tickets \(5\)](#)

New Feature: Department based ticket handling by operators; operators can check the ticket of his department & other operators of his departments.

After clicking on product link following product wise modules are displayed .
 e.g user click on VIPMPG then all modules related VIPMPG like _Manage Open and Closed Ticket , Manage Knowledgebase . Manage Troubleshooter .

New feature of VIP ver 3.0

In operator panel, each operator can see immediately the department and product's tickets that was assigned to him/her.

Added new links in operator panel :

- Profile setting
- User Guide
- Feedback

As shown in following

Welcome **RAJ123** to ELuminousTechnologies! [Profile Setting](#) | [Change Password](#) | [User Guide](#) | [Feedback](#) | [Preview Site](#) | [Administrator Panel](#)

[Logout](#)

#	Product Name (Total Tickets)	My Open Tickets	My Closed Tickets
1	SYTDASH (1) 3	Technical(1) Billing(2)	Technical(1) Billing(1) testing(1)
2	testing (1) 1	-	-

Operatos can view the tickets of his/her department(those tickets are not assigned to him/her) .

Operators can now assign tickets to other operator by selecting product and department.

Profile setting : Operator can set email notification mails as follows

Notification Setting	
Notify me when admin assign ticket	<input checked="" type="checkbox"/>
Notify me when other operator assign ticket	<input checked="" type="checkbox"/>
Notify me when admin reply to ticket	<input checked="" type="checkbox"/>
Notify me when user reply to ticket	<input checked="" type="checkbox"/>
Notify me when ticket Status change by admin	<input checked="" type="checkbox"/>
Notify me when ticket Status change by operator	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>	

3.2.2.1 Manage Opened and Closed Tickets.

3.2.2.1.1 Reply Ticket functionality.

Using reply ticket functionality, operator can reply the tickets following way-

- 1 Click on post reply + link.
- 2 Select status for reply- open or close ticket.
- 3 Enter the message for reply.
- 4 If operator want to add reply in knowledgebase, select the checkbox.
- 5 Select the attachment for reply.
- 6 While clicking on submit button, ticket reply functionality is completed and user can see reply status.

Ticket Detail		Assign Ticket
Ticket By	: hary_b, a2ztester@gmail.com	
Priority	: Medium	
Department	: Technical	
Operator	: sham	
Posted On	: Monday 15th of September 2008 06:25:57 AM	
Subject	: this is test security reply 	
Message	: this is test security reply..	
Status	: OPEN	
Post Reply 		
Status	Open 	
Message	<div style="border: 1px solid #ccc; padding: 5px; min-height: 150px;">Enter message for reply...</div>	
Add reply to knowledgebase	<input checked="" type="checkbox"/> You will redirected to add knowledgebase after submit.	
Attachment	C:\Documents and Setting\ Browse...	
<input type="submit" value="submit"/>		

Ticket Log and Feedback history-

Here operator can see last reply for tickets and ticket feedback history listing.

Ticket Log History		Operator can see Ticket log history.
Last Reply By : admin 07:August:2008 02:34	: Ticket Closed by Admin	Feedback
Last Reply By : test from hary 07:August:2008 02:33	: ok thanks	Feedback
Last Reply By : admin 07:August:2008 02:32	: ok we will reply soon...	Feedback

Clicking on feedback link, Feedback form is opened.

Feedback page-

Operator can add feedback following way-

- 1 Click on Feedback link.
- 2 Select rank for feedback eg. Good, Average etc.
- 3 Enter comment for feedback.
- 4 Clicking on submit button, feedback is saved successfully

Feedback :	
Ticket	: Test tickets
Operator	: ad
Give Rank *	: <input type="text" value="Good"/>
Your Comment *	: Good service...
<input type="submit" value="submit"/>	

Select rank for feedback as- Good, Average.

Enter the comment for feedback

Clicking on submit, feedback is saved successfully..

3.2.2.1.2 Assign ticket to department and Operator wise functionality.

Assign Ticket-

- 1.Select Department name to assign ticket.
2. Select operator name to assign ticket.

Ticket Detail	
Ticket By	: test from hary, harisng@rediffmail.com
Priority	: Low
Department	: Technical
Operator	: test_opt
Posted On	: Thursday 07th of August 2008 02:13:10 AM
Subject	: test ticket
Message	: I want some technical help assign to query.
Status	: OPEN

New Assignment

Department * : Select Department Select department name to assign tickets.

Operators : Operator Select operators name to assign tickets.

3.2.2.1.3 Sorting and searching functionality.

Operator can searching and sorting for Ticket id, subject, priority and date functionality.

3.2.2.1.4 Click me for help functionality.

Operator can see help functionality for – searching, sorting and Ticket assignment

3.2.2.1.5 Clear search functionality.

Using clear search functionality, operators can remove the all filters.

Ticket Detail		Back Assign Ticket Add Ticket Note History(2)
Ticket Id	: 000000000003	
Ticket By	: Jai123, jaibhushan05@gmail.com	
Priority	: High	
Product Name	: SYTDASH Admin Login	
Department	: Technical	
Operator	: raj123	
Posted On	: Thursday 19th of February 2009 03:04:30 AM	
Subject	: Test	
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test	
Status	: OPEN Post Reply +	
Note by raj123 - 2009-02-19 03:49 AM		Delete
User (Visible to staff members on every ticket created by this user) -Technical dept		
Note by test123 - 2009-02-19 04:08 AM		
Ticket (Visible to staff members only on this ticket) 003-Technical		
Ticket log History		
21:February:2009 03:48	:	Ticket Closed by : test
Last Reply By : raj123 21:February:2009 04:06	:	Ticket Re-Opened by raj123

Operators can now assign tickets to other operator by selecting product and department as shown in following

Ticket Detail	
Ticket By	: Jai123, jaibhushan05@gmail.com
Priority	: High
Department	: Technical
Operator	: raj123
Posted On	: Thursday 19th of February 2009 03:04:30 AM
Subject	: test
Message	: test FTP host : test FTP name : test FTP user : test FTP Pass : test
Status	: OPEN

New Assignment	
Department *	: <input type="text" value="Technical"/>
Operators	: <input type="text" value="test123"/>
<input type="button" value="Assign"/>	

Operator can add note to ticket as follows

Ticket Detail	
Ticket Id	: 00000000003
Ticket By	: Jai123, jaibhushan05@gmail.com
Priority	: High
Department	: Technical
Posted On	: Thursday 19th of February 2009 03:04:30 AM
Subject	: Test

New Ticket Note	
Note Type *	: <input checked="" type="radio"/> Ticket (Visible to staff members only on this ticket) <input type="radio"/> User (Visible to staff members on every ticket created by this user)
Note Visible to *	: -- All Staff Users -- test123 (The ticket note can be made visible to a specific staff member only)
Contents	: <div style="border: 1px solid gray; height: 100px; width: 100%;"></div>
<input type="button" value="Add"/>	

When operator select Note type as Ticket and Note Visible to "All Staff Users " then note is visible to all staff members of that ticket .

When operator select Note Type User ,Note Visible to "All Staff users " then ticket note is displayed to all staff members for every ticket of that user .

e.g, operator added note for test@test.com user ,then for every ticket of user test@test.com displays ticket note to all staff members of that department .(department wise display note)

Log history displays ticket open /closed status

History of ticket displays how many times tickets opened by same user .

New Feature of VIP Desk ver 3.3

4. Added direct close button on ticket detail page top pane

Operator panel –Ticket details page is displayed as shown in following

Ticket Notes		All notes
Note by admin 23 July 2009 07:01 AM	: This is test note	
Note by admin 23 July 2009 07:01 AM	: This is testing 2 This is testing 2 This is testing 2	
Note by sham 23 July 2009 07:03 AM	: This ticket issue is sorted yesterday.	Delete
Note by sham 23 July 2009 07:03 AM	: This is not sorted	Delete

Ticket Detail [Back](#) | [Close](#) | [Assign Ticket](#) | [Add Ticket Note](#) | [History\(6\)](#)

3.2.2.2 Manage Knowledgebase.

3.2.2.2.1 Add knowledgebase.

While adding knowledgebase, operator can fill following details-

- 1 Enter Question in the text field box.
 - 2 Enter Answer in Tiny_mce editor.
Using Tiny_mce editor, operator can insert image, text formatting etc.
 - 3 Select department name to add knowledgebase.
 - 4 Clicking on save button, knowledgebase is saved successfully.
- Added 'Back' to page link, Go to the manage knowledgebase page.

Add Knowledgebase [Back](#)

Question *

Answer *

Rich text editor toolbar: B, I, U, ABC, list icons, Styles, Paragraph, Font family, Font size, HTML, E7, A, abZ, etc.

Enter answer ...

Path: p

Department *

Save — Click on save button, to save knowledgebase.

3.2.2.2.2 Edit knowledgebase.

Operator can Modify/ Edit the knowledgebase modules following way-

1. Modify/ Edit Question text field box.
 2. Modify/ Edit knowledgebase answer.
 3. If operator want to change department, he can changed it.
 4. Clicking on save button, knowledgebase is updated successfully.
- Added 'Back' to page link, Go to the manage knowledgebase page

Edit Knowledgebase [Back](#)

Question *

Answer *

B *I* U ABC -- Styles -- -- Format -- -- Font family -- -- Font size --

Enter answer ...

Path:

Department *

Clicking on save button, knowledgebase is Updated

3.2.2.2.3 Delete knowledgebase.

When clicking on 'Delete' link Operator can get confirmation message, "Are you sure you want delete, if press ok, knowledgebase is deleted successfully. If press cancel, knowledgebase is not deleted.

Manage Knowledgebase

[Question](#)

1	New knowledgebase.		
2	Installer Guide		

Click on delete link

Windows Internet Explorer

Are you sure you want to delete?

X

Manage Knowledgebase-

1.Active/ Inactive knowledgebase-
Using active/inactive functionality to control user panel, it means module should display or not.

2.View counter of knowledgebase.
Operator can see how many times viewed the knowledgebase.

3 .Sorting and Searching functionality-
Operator can search and sort question and counter functionality.

4.Clear search functionality-
Using clear search functionality, admin can remove all filters.

5.Select all check box functionality-

When clicking on checkbox, all knowledgebase is selected.

Welcome **TEST_OPT** to VIP Help Desk! Preview Site | Administrator Panel

← Home Logout →

Add New | Clear Search

Enter the data for searching and click on search button...

Sorting functionality on question and counter field.

View details of knowledgebase..

	<u>Question</u>	<u>Counter</u>	Status	Details	Edit	Delete	
1	New knowledgebase.	0	Inactive				
2	Installer Guide	0	Active				
3	test from hary	1	Inactive				
4	ffff	0	Inactive				
5	mmmm	0	Active				
6	testing of image	1	Active	Detail			
7	from reply	1	Active				

3.2.2.3 Manage Troubleshooter.

3.2.2.3.1 Add Troubleshooter.

While adding the trouble shooter, operator can fill following details-

1. Enter Troubleshooter question.
 2. Enter Troubleshooter answer.
Using Tiny_mce editor, operator can insert image, text formatting etc.
 3. Clicking on save button, Troubleshooter is saved successfully.
- Added 'Back' to page link, Go to the manage troubleshooter page.

Add Troubleshooter [Back](#)

Question *

Answer *

B I U ABC | -- Styles -- Paragraph -- Font family -- Font size --

HTML ab

Here you can add trouble shooter answer.

Path: p

Click on 'Save' button

3.2.2.3.2 Edit Troubleshooter.

Operator can Modify/ Edit the troubleshooter modules following way-

1. Enter Troubleshooter question for modification.
2. Enter Troubleshooter answer for modification.
Using Tiny_mce editor, Operator can edit insert image, text formatting etc.
3. Clicking on save button, Troubleshooter is updated successfully.

- Added 'Back' to page link, Go to the manage troubleshooter page.

Edit Trouble Shooter [Back](#)

Question *

Answer *

Here you can modify trouble shooter answer.

Path: p

Save Clicking on 'Save' button

3.2.2.3.3 Delete Troubleshooter.

When clicking on 'Delete' link operator can get confirmation message, " Are you sure you want delete, if press ok, troubleshooter is deleted successfully. If press cancel, troubleshooter is not deleted.

Manage Trouble Shooter							Add New Clear Search
<input type="text"/>		<input type="text"/>	All	<input type="text" value="search"/>	<input type="button" value="Delete"/>		
#	Title	Counter	Status	Details	Edit	Delete	<input type="button" value=""/>
1	Enter trouble shooter Question	1			<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
2	gives error after successful installation?	25			<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
3	How to install the script?	18			<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
4	Question for troubleshooter	15			<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>
5	test	6	Active	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>	<input type="button" value=""/>

Windows Internet Explorer ✖

Are you sure you want to delete?

Manage Troubleshooter page-

On Manage Troubleshooter page, Operator can see following functionality-

1.Details of Troubleshooter-

When Clicking on 'Details' link, Operator can see Troubleshooter details.

2.Active/Inactive Troubleshooter-

Using active/inactive functionality to control user panel, it means module should display or not.

3.View counter of Troubleshooter-

Operator can see View counter of modules, means how many times this module viewed.

4.Sorting and Searching functionality-

Operator can search and sort Title and Counter functionality.

5.Clear search functionality-

Using Clear search functionality, operator can remove all filters.

6.Select all check box functionality-

When clicking on checkbox, all troubleshooter is selected.

Manage Trouble Shooter							Enter the data for searching		View troubleshooter.		Add New Clear Search	
#	Title	Counter	Status	Details	Edit	Delete						
1	Enter trouble shooter Question	1	Active									
2	gives error after successful installation?	25	Active									
3	How to install the script?	18	Active									
4	Question for troubleshooter	15	Active									

3.3 USER PANEL

User panel main screen is displayed as following way-

The screenshot shows the 'Support Desk System' interface. At the top, a blue header reads 'Support Desk System'. Below it, a grey box contains the text: 'Welcome to ELuminousTechnologies! Email has become increasingly unreliable. Since our emails notifying you of your ticket updates may fail to be delivered, it is vital that you log back in to our Help Desk and check the status of your ticket(s) frequently for updates. We will attempt to reply to your ticket(s) as quickly as possible, and all tickets are answered in the order received. We attempt to answer every email within 24-48 hours but in some situations it may take longer.' A 'Login' link with a right-pointing arrow is located to the right of this text.

Below the welcome message is a white box with the heading 'Happy To Help :'. The text inside reads: 'We are here to Help you, please try to find the answer to your question in the knowledge Base & Trouble Shooter. If that doesn't work post your ticket to related Product.'

The main content area is divided into three sections, each separated by a dashed line:

- MemberSpeed, Inc. Network Sites, Inc. Network Sites**
 - Link: [SYTDASH](#)
 - Icon:
 - Buttons: [SUPPORT HOME](#) and [SUBMIT TICKETS](#)
- VIPcart.com**
 - Link: [VIPcart.com](#)
 - Icon:
 - Buttons: [SUPPORT HOME](#) and [SUBMIT TICKETS](#)
- SureFireWealth, Inc. Network Sites, Inc. Network Sites**
 - Link: [Internetmarketing.com](#)
 - Icon:
 - Buttons: [SUPPORT HOME](#) and [SUBMIT TICKETS](#)

At the bottom of the page, a footer contains the text: 'Powered By VIP Help Desk Software Copyright 2002-2009 VIP HelpDesk 3.0. All Rights Reserved. Designed & Developed by eLuminous Technologies'.

New Feature of Ver 2.0

User Panel :-

1. While submitting ticket check for user account -if account is not available then account should be created by using user email & password are sent on user email.
2. Added member login functionality
3. Forgot Password Functionality

New feature: Product based help desk system

Welcome to eLuminous helpdesk!

Email has become increasingly unreliable. Since our emails notifying you of your ticket updates may fail to be delivered, it is vital that you log back in to our Help Desk and check the status of your ticket(s) frequently for updates. We will attempt to reply to your ticket(s) as quickly as possible, and all tickets are answered in the order received. We attempt to answer every email within 24-48 hours but in some situations it may take longer.

[Login](#) →

Happy To Help :

We are here to Help you, please try to find the answer to your question in the knowledge Base & Trouble Shooter. If that doesn't work post your ticket to related Product.

[VIPMPG](#)



[vipcart](#)



[VIP HELP DESK](#)



4. View Knowledge base functionality on index page
5. Submit Ticket functionality on index page
6. Dynamic fields for departments to collect the information from user at the time of posting ticket.

New feature of ver 3.0

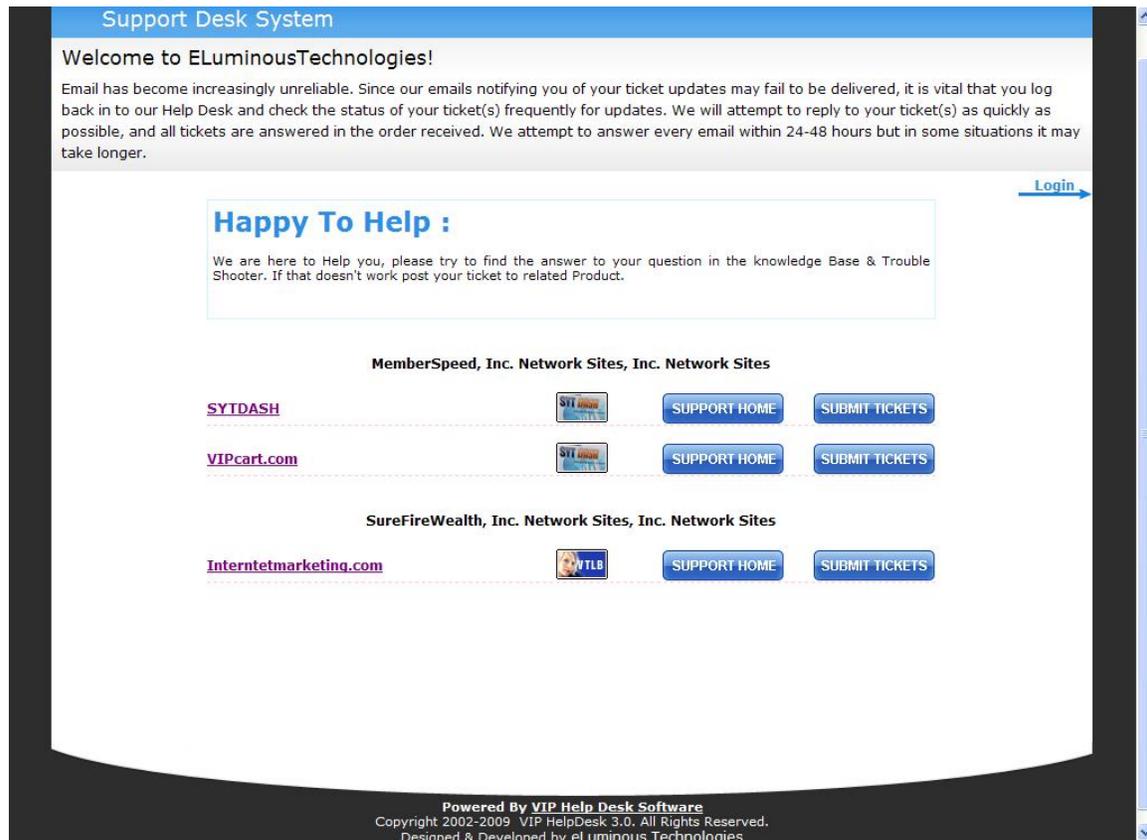
Centralized support desk system

Display of multiple products with their sites & help desk support home .

Admin can control on multiple products displayed at user panel .

New theme of user panel as per GUI standards.

Help desk system is Easy to use & simple to understand as per usability.



User can view knowledge base before submitting ticket

There will be separate link for all products help desk –Support Home

Added Turing code (Captcha code) in submit ticket page as per security point of view.

Product wise departments are displayed in Ticket submit page.

e.g if user submitting ticket for Internetmarketing.com then only internetmarketing.com product departments are displayed.

After clicking on submit ticket button user can view knowledge base before submitting ticket

View Knowledgebase			
	<input type="text"/>	<input type="text"/>	<input type="text"/> search
	Question	Department	Views ▾
1	How is installation performed ?	Technical	5
If your query not solved you can Submit Ticket <input type="button" value="SUBMIT TICKETS"/>			

After clicking on submit ticket following page is displayed

[Home](#)
[Login](#)

Submit Ticket

If you can't find a solution to your problems in our knowledgebase, you can submit a Ticket by selecting the appropriate Department below.

Product * **SYTDASH**

Your Name *

Your Email *

Department*

- Select Department
- Technical
- Billing
- Support

Ticket Subject *

Message *

Please select department name

You will get Relative Match of your query when you type

Attachment

Priority

Turing Code * 91977

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 Designed & Developed by eLuminous Technologies

3.3.1 View Troubleshooter.

When clicking on View Troubleshooter link, user can see details of troubleshooter details and view counts.

View Trouble Shooter		
	<input type="text"/>	<input type="text"/> search
	Title	Views ▾
1	Enter trouble shooter Question	1
2	gives error after successful installation?	25
3	How to install the script?	18
4	Question for troubleshooter	15
5	test	6
6	this is test question?	6
7	this is test troubleshooter	0
8	This is test troubleshooter module ?	6
9	this is test trouble shooter	1
10	this test frm- trouble question	0
11	What is QA and QC ?	10
12	What static testing method ?	5
13	Which standard use for inspection and testing ?	6

3.3.1.1 View Troubleshooter details.

When clicking troubleshooter details link , troubleshooter details is displayed with new page.

Troubleshooter Details [Back](#)

Question :

Answer:

Back to page link..

3.3.1.2 View counter.

View counter functionality is basically used for how many user viewed the troubleshooter.

3.3.1.3 Sorting and searching functionality.

User can search and sort title and view fields.

3.3.2 View Knowledgebase.

When clicking on view knowledgebase link, user can see question, department and view counter of knowledgebase.

View Knowledgebase Enter the data in textfield boxes and click on search button.

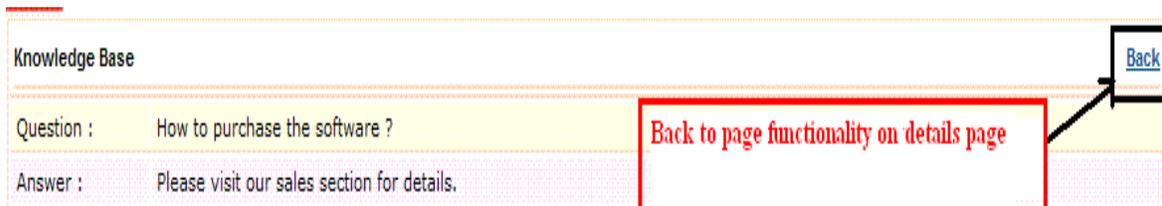
Question	Department	Views ▾
How to purchase the software ?	managing sales	66
Capability Maturity Model (CMM)-	Technical	60
How do I include one HTML file in another?	Technical	48
how many types of recording mode in QTP.	Testing	46

When clicking on links, you can see details of knowledgebase.....

Help for search & sort.

3.3.2.1 View knowledgebase details.

When clicking knowledgebase details link , knowledgebase details is displayed with new page.



3.3.2.2 View counter .

View counter functionality is basically used for how many user viewed the knowledgebase.

3.3.2.3 Sorting and searching functionality.

User can search and sort question, department and view counter field.

3.3.3 View Downloads.

When clicking on View Downloads link, user can see download title, description, date, view and download file link.

Downloads					
<input type="text"/>		<input type="text"/>		<input type="text"/> search	
? Title	Description	Date ▾	Views	Download	
1 Enter the title for download	Here you can add descripion	2008-10-13 03:48:18	0		
2 add new file	this is test file	2008-06-03 05:37:24	8		
3 test download file		2008-06-02 05:49:58			
4 User can see download file.	this is test file. please ignore this..	2008-06-02 04:12:26			
5 today	today1	2008-04-28 11:15:54	10		
6 abc	this is a file .	2008-04-25 10:08:45	8		
7 Test file	this is a test file.	2008-04-19 12:55:53	7		

3.3.3.1 View Downloads functionality.

When clicking on view download title link, user can see download details.

3.3.3.2 View counter.

View counter functionality is basically used for how many user viewed the download.

3.3.3.2 Download link.

When clicking on download link, user can download the file.

3.3.3.4 Sorting and searching functionality.

User can search and sort on title, date, views functionality.

3.3.3 Announcement.

When clicking on View announcement link, user can see announcement title and date field.

Announcements		
<input type="text"/>	<input type="text"/>	<input type="button" value="search"/>
Announcement Title	Date ▾	
1 New announcement	2008-10-13 04:39:33	
2 test ann	2008-08-08 00:44:47	
3 this is test ann	2008-08-07 05:57:30	
4 Exciting announcement.	2008-06-03 00:43:12	

3.3.4.1. View Announcement.

When clicking on details link, user can see announcements details.

3.3.4.2. Sorting and searching functionality.

User can search and sort on announcement title, date field.

3.3.4 Ticket status.

When clicking on ticket status link, user can view current ticket status, using mail id and ticket key.

3.3.5.1 Ticket status screen.

User can enter following things-

1. Enter your valid email id in the text field box.
2. Enter Ticket key in the text field box.
3. Click on 'Submit' button, to see ticket status.

Ticket Status ?	
Your Email *	<input type="text" value="a2ztest1@yahoo.com"/>
Ticket Key *	<input type="text" value="78"/>
<input type="button" value="Submit"/>	Clicking on submit button, user can see ticket status

Clicking on submit button, user can see ticket status search page.

Welcome to VIP Help Desk!

Home

When clicking email id, user can see related to email id tickets...

Clicking on 'Reply' link, user can reply the tickets..

hari123@gmail.com,

All [v] [v] search

#	Ticket ID	Subject	Department	Operator	Priority	Date	Status	Reply
1	0000000115	This is test ticket subject	Technical	Not Assigned	Low	2008-10-14	Open	REPLY

Reply Ticket functionality-

Using reply ticket functionality, User can reply the tickets following way-

- 1 Click on post reply + link.
- 2 Select status for reply- open or close ticket.
- 3 Enter the message for reply.
- 4 Select the attachment for reply.
- 5 While clicking on submit button, to submit the ticket reply.

Ticket Log and Feedback history-

Here user can see last reply for tickets and ticket feedback history listing.

Last Reply By : test reply
Test_user
14:October:2008
03:55

Ticket Log History

User can see Ticket log history..

Last Reply By : ok
admin
14:October:2008
03:55

Feedback

Last Reply By : test reply
Test_user
14:October:2008
03:55

Clicking on feedback link, user can add feedback..

Feedback

Feedback page-

Ticket Detail	
Ticket By	: hary_b, a2ztester@gmail.com
Priority	: Medium
Department	: Technical
Operator	: sham
Posted On	: Monday 15th of September 2008 06:25:57 AM
Subject	: this is test security reply 
Message	: this is test security reply..
Status	: OPEN

Post Reply

Status: 

Message:

Attachment:

User can add feedback following way-

- 1 Click on Feedback link.
- 2 Select rank for feedback eg. Good, Average etc.
- 3 Enter comment for feedback.
- 4 Clicking on submit button, feedback is saved successfully.

Feedback :

Ticket : Test tickets

Operator : admin

Give Rank * : Select rank for feedback as- Good, Average.

Your Comment * : Enter the comment for feedback

Clicking on submit, feedback is saved sucessfully..

3.3.4.2 Receive ticket list mail functionality.

Enter your e-mail address below to receive a list of all your support tickets

Your Email *

Clicking on submit button, user can get ticket list on mail id..

3.3.6 Submit Tickets.

User can submit ticket following way-

3.3.6.1 Submit Ticket functionality.

1. Enter Your name in the text field box.
2. Enter Your mail id in the text field box.
3. Enter Ticket subject in the text field box.

4. Enter message in the text field box.
5. Select attached for the ticket.
6. Select department to submit tickets.
7. Select priority for tickets- Low, Medium, High, Urgent.

Submit Ticket	
If you can't find a solution to your problems in our knowledgebase, you can submit a Ticket by selecting the appropriate Department below.	
Your Name *	<input type="text" value="Test name"/>
Your Email *	<input type="text" value="test@yahoo.com"/>
Ticket Subject *	<input type="text" value="This is test tickets."/>
Message *	<div style="border: 1px solid gray; padding: 5px; min-height: 100px;">tickets</div> <p style="color: red; font-size: small;">No Match Found. please continue</p>
Attachment	<input type="text" value="C:\Documents and Setting"/> <input type="button" value="Browse..."/>
Department	<input type="text" value="marketing"/> <input type="text" value="software marketing"/>
Priority	<input type="text" value="Low"/>
<input type="button" value="Submit Ticket"/>	

3.3.7 View popular knowledgebase.

User can see popular knowledgebase on the page.

Popular Knowledgebase			
#	Question	Answer	View
1	How to purchase the software ?	Please visit our sales secti..	67
2	Capability Maturity Model (CMM)-	Capability Maturity Model (C..	60
3	How do I include one HTML file in another?	2007-09-20: The easiest way,..	48
4	how many types of recording mode in QTP.	normal,analog,lowlevel recor..	46
5	Thought of Day	The quality of the will to p..	43

When clicking on question link, Knowledgebase detail is displayed.

3.4 Safety Notes-

3.4.1 Safety Notes details

All the safety instructions in the user's guides of VIP Help Desk web based application Apply all instructions of User Guide when this product is used. Remember to make backup copies of all important data to protect against possible loss or alteration.

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