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 .
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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

2. 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 ⃰ | VIPHelpDesk Reply

Message ⃰

Hello [username],
There is a VIPHelpDesk response by [taken_by]

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

Enter email Id to test this mail: [   ] Test mail

Save

3. Copy knowledge base question of one site to another site.

Admin can add selected knowledge base to the 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

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

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

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

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 *

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.

Update Main Text

Edit Site Sub Text

New Site Sub Text Title *

Happy To Help

New Site Sub Text Content *

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.

Update Sub Heading & Text

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

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
	All Products		All	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

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 **FTPhost :** 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

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

Added Admin login link in Ticket detials page in admin panel

FTPhost : 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 * : ⦿ Ticket (Visible to staff members only on this ticket)

○ 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 :

[Add]

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

Add Product	Back
Product Name *	
Product Description *	
Product Image *	Browse...
Product URL *	e.g.http://www.yourdomain.com
Product Admin URL *	e.g.http://www.yourdomain.com/newadmin
Product Type *	Select Product Type
Save	

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

Manage Product   Add New | Clear Search

All | All | search | Delete

#	Product Name	Product Type	Status	Edit	Delete	
1	VIPcart.com	MemberSpeed, Inc. Network Sites	Active			
2	SYTDASH	MemberSpeed, Inc. Network Sites	Active			
3	Marketing.com	SureFireWealth, Inc. Network Sites	Active			
4	Internetmarketing.com	Internet Marketing Sites	Active			

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

Add Product Types	Back
Product Type Name *	
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
				All ▾	search Delete
#	Product Type	Date Added ▾	Date Modified	Status	Edit Delete
1	SureFireWealth, Inc. Network Sites	2009-02-18	2009-02-18	Active	✎ ✗ ☐
2	MemberSpeed, Inc. Network Sites	2009-02-18	2009-02-18	Active	✎ ✗ ☐
3	Default Products	2009-01-17	2009-01-17	Active	✎ ✗ ☐

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	☑
Notify me when other operator assign ticket	☑
Notify me when admin reply to ticket	☑
Notify me when user reply to ticket	☑
Notify me when ticket Status change by admin	☑
Notify me when ticket Status change by operator	☑
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 **FTPhost :** 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
	FTPhost : test
	FTP name : test
	FTP user : test
	FTP Pass : test
Status	: OPEN

New Assignment		
Department *	:	Technical
Operators	:	test123
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 *	:	⦿ Ticket (Visible to staff members only on this ticket)
		◯ 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	:	

[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 .

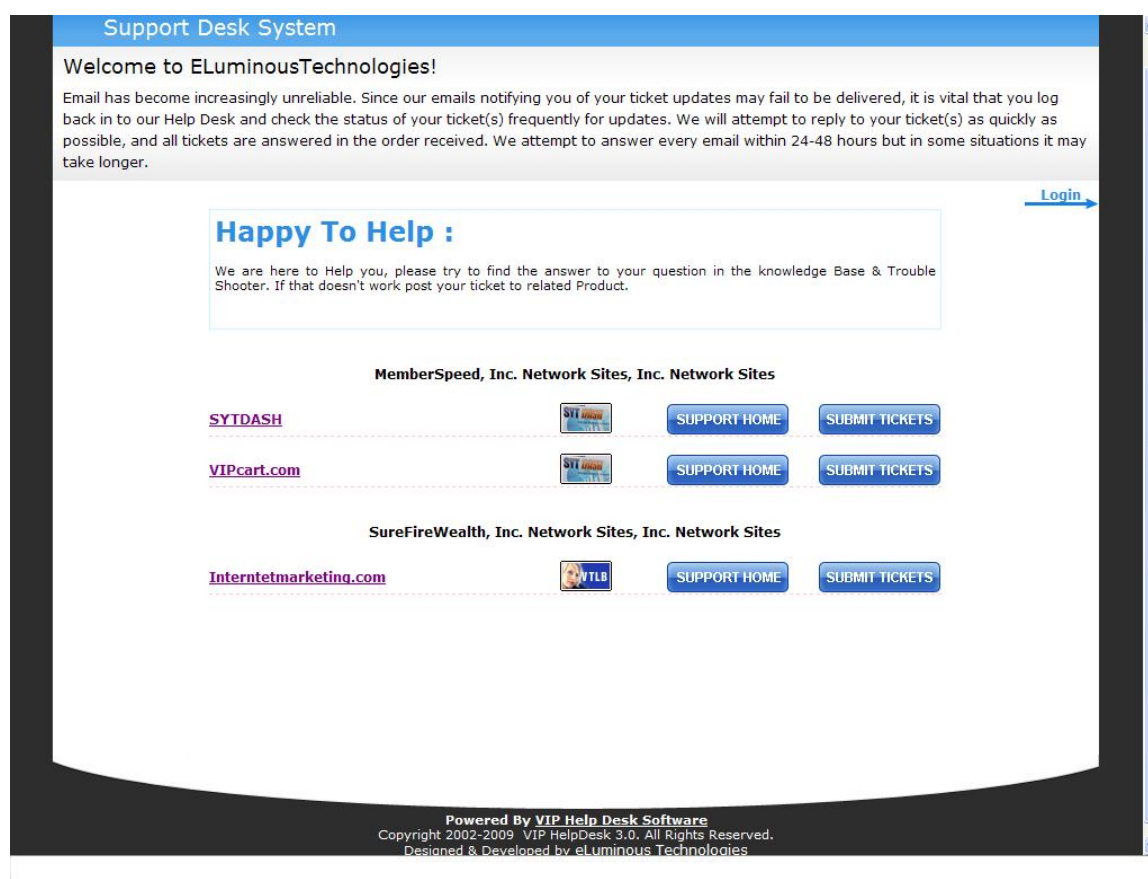**New features of User panel**

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			
?				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

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

VIP Desk Installer Application v3.0

Welcome!

Through this site you can make set up your website. This requires you to only have php and mysql support for your site.This installer will install all the necessary things on your server.You have to just supply some common information and relax on your seat.The script will be installed in just 2 mins.

Pre Installation Check :

1. download, attachments, help_file folders must have 777 permission.
2. includes/config.php, file must have 777 permission.

To begin the installation, please click on the button below:

Install

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

/vipdeskv3/

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*.

Continue   Cancel

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Please enter database & server information as following

- ✓ **WWW Catalog Directory:** Enter name of your folder e.g./vipdeskv3/ 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

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

2. Add Product Types

After clicking on Add product Types following page is displayed

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

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)

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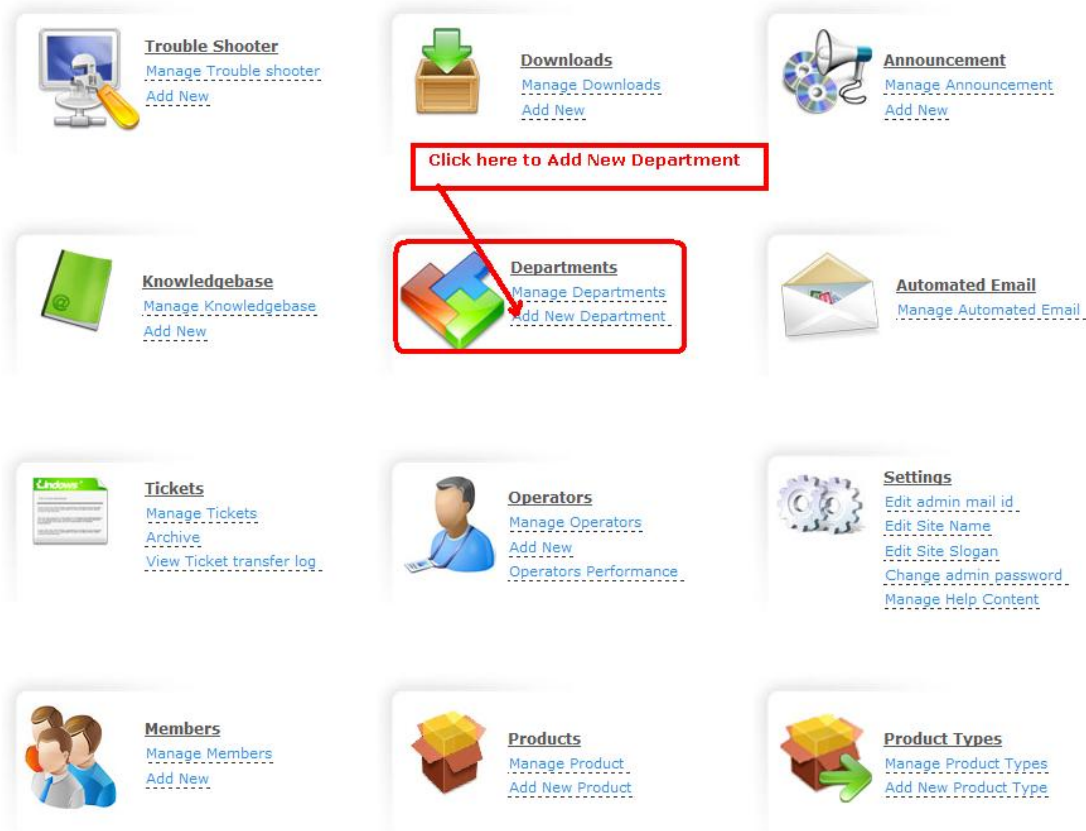

Note: Enter correct product & Product admin URL

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

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

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

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 .

5. Add New Operator to VIP Help Desk System

After clicking on Add New Operator following page is displayed

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

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

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

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

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

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

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

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

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

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

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

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 **FTPhost :** 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 .

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

After clicking on submit ticket following page is displayed

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.

1.1Getting 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.

1.2Features.

-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 assignement, 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

1.3System 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.

New Feature of VIP Desk ver 3.3

Forgot Password feature in admin panel .

Added Forgot Password functionality for administrator

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.

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.

Clicking on 'Save' button

3.1.2.1.3 Delete Troubleshooter.

When clicking on 'Delete' link admin 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 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.

#	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	▦	✎	✗	☐

Enter the data for searching *View troubleshooter.* *Active/ Inactive*

Manage Trouble Shooter   Add New | Clear Search

All ▾   search   Delete

<u>New Feature 2.0</u>

1.. Adding and editing product wise trouble shooter means- addded 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.

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.

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 successfully. If press cancel, download is not deleted.

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.

<u>New Feature of 2.0</u>
1. Adding and editing product wise downloads means- addded 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

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.

1. Adding and editing product wise Announcements means- addded 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.

4. Clicking on save button, knowledgebase is updated successfully.

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

3.1.2.4.3 Delete knowledgebase.

When clicking on 'Delete' link admin 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-

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- addded 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			☑
17	How to find query answer on helpdesk	1	Active	12			☑
18	How to find query answer on helpdesk	1	Active	12			☑
19	How to find query answer on helpdesk	1	Active	12			☑
20	test	0	Active	17			☑
21	test	0	Active	17			☑
22	test	0	Active	17			☑
23	This is for protectyour rights site	0	Active	20			☑
24	This is for protectyour rights site	0	Active	20			☑
25	how to I send test mails?	0	Active	100			☑

Set Display Priority   Copy Selected to other products

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.

Copy questions to selected 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

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

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 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.

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 .

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

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

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

Admin can edit this mail format.

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

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.

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

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	Open ▾
Message	Enter message for reply....

Add reply to knowledgebase ☑ You will redirected to add knowledgebase after submit.

Attachment C:\Documents and Setting Browse...

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.

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.

Assign Ticket-

Assign new ticket to operator following way-

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

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

3.1.2.7.6 Clear search functionality.

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

Manage Ticket page-

New Features ver 3.0

Admin can view the ticket log history of user .(ticket status detais e.g .open/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
		FTPhost : 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

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
		FTPhost : test
		FTP name : test
		FTP user : test
		FTP Pass : test
Status	:	OPEN
		Post Reply ✚

Added Admin login link in Ticket detials 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 * :	⦿ Ticket (Visible to staff members only on this ticket)
	○ 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 :	

[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).

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

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

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.

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.

	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	--

Operators Performance — Back

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.

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.

3.1.2.9.3 Edit site slogan.
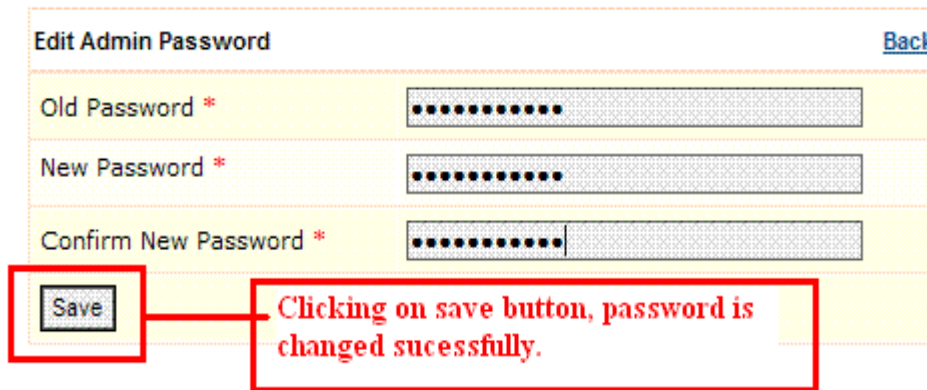
Admin can edit/modify the site slogan following way-

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.

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.

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

Enter the data for searching and click on search button.

According to usability point of view, Help functionality is added on the page.

	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 assignement	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

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 *	Ticket Status
Type *	Text ▾
Audio/Video	[ ] Browse...
	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.

Save   Clicking on save button, Help content is updated sucessfully.

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

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

Manage Product					Add New | Clear Search

		All ▼	All ▼	search	Delete

# Product Name ▼	Product Type	Status	Edit	Delete	☐
1 VIPcart.com	MemberSpeed, Inc. Network Sites	Active	✏	✗	☐
2 SYTDASH	MemberSpeed, Inc. Network Sites	Active	✏	✗	☐
3 Marketing.com	SureFireWealth, Inc. Network Sites	Active	✏	✗	☐
4 Internetmarketing.com	Internet Marketing Sites	Active	✏	✗	☐

3.1.3.3 Manage Product Types

3.1.3.3 Manage Product Types

Centralized support desk - multiple product, muliple helpdesk for muliple 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 *	
Save	

Manage Product Types module have following functionalities

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

Active /Inactive functionality

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
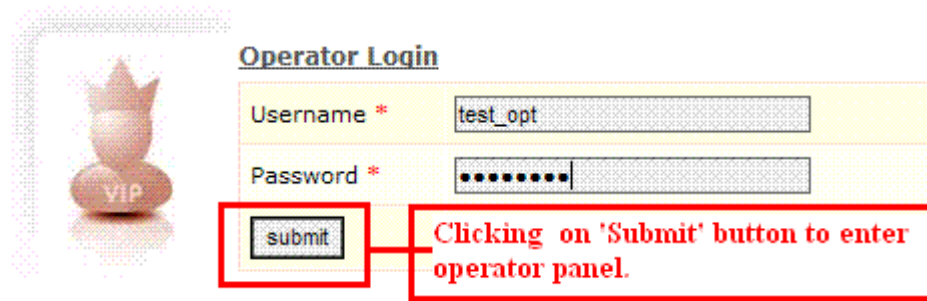under this product type " as per usability & added data security.

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.
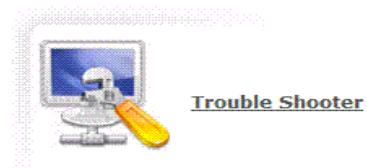
Operator Login

| 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   Open Tickets (5)   Close Tickets (0)
VIP HELP DESK   Open Tickets (6)   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	☑
Notify me when other operator assign ticket	☑
Notify me when admin reply to ticket	☑
Notify me when user reply to ticket	☑
Notify me when ticket Status change by admin	☑
Notify me when ticket Status change by operator	☑
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	Enter message for reply....

Add reply to knowledgebase ☑ You will redirected to add knowledgebase after submit.

Attachment C:\Documents and Setting Browse...

submit

Ticket Log and Feedback history-

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

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

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.

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.

Manage Tickets page-

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

Home   Logout

Search ticket by email id and message.

Green Color code is indicated Tickets awaiting for reply...

Search ticket By : Select Field

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

Manage Ticket   Clear Search

Operator can see help for sorting, searching, assigned to functionality.

All   Open ▾   search

Ticket ID   Subject   Member   Department : operator   Priority   Date▾   Status   Detail

1   00000000093   test ticket   test from hary   Technical : test_opt   Low   2008-08-07   Open   REPLY   □

Operator can change Ticket status- Open/Closed.

Operator can reply ticket

Operators can assigned tickets to selected department and Operator.

Select

Assigned selected ticket To :   Select Department ▾   Operator ▾   assign

New Feature of ver 3.0

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.

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

FTPhost : 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
	FTPhost : test
	FTP name : test
	FTP user : test
	FTP Pass : test
Status	: OPEN

New Assignment

Department *	:	Technical
Operators	:	test123
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 *	: ⦿ Ticket (Visible to staff members only on this ticket)
	○ 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	:

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

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.

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

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-

   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.

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 *   Enter trouble shooter Question

Answer *

Here you can add trouble shooter answer.

Path: p

Save   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.

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 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.

3.3 USER PANEL

User panel main screen is displayed as following way-

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

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			
❓				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

3.3.1 View Troubleshooter.

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

3.3.1.1 View Troubleshooter details.

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

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.
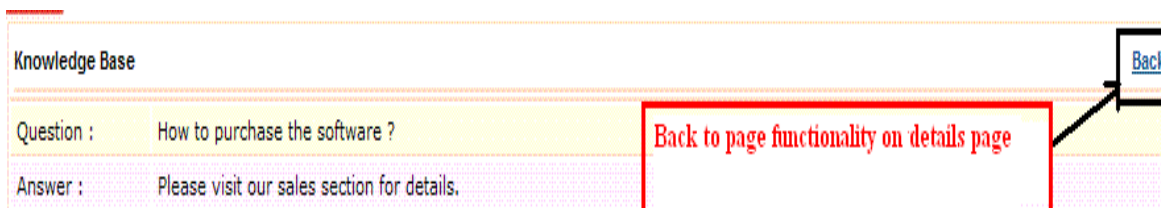
3.3.2.1 View knowledgebase details.

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

Knowledge Base		Back
Question :	How to purchase the software ?	*Back to page functionality on details page*
Answer :	Please visit our sales section for details.	

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

	Title	Description	Date ▾	Views	Download
1	Enter the title for download	Here you can add descriprion	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	e	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		
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	

Click on title link, to see download details...

Clicking on Download link, download file is opened...

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.

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.

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

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.

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: Open

Message: Enter message for reply...

Attachment: C:\Documents and Setting   Browse...

submit

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.

3.3.4.2 Receive ticket list mail functionality.

.

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 *	Test name
Your Email *	test@yahoo.com
Ticket Subject *	This is test tickets.
Message *	tickets
	No Match Found. please continue .....
Attachment	C:\Documents and Setting Browse...
Department	marketing software marketing
Priority	Low
Submit Ticket	

3.3.7 View popular knowledgebase.

User can see popular knowledgebase on the page.

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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