
**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



Administrator Login

Username *

Password *

[Forgot Password ?](#)

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
*

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

[Rich Text Editor Icons]

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

| | | | | | | | |
|----|--------------------------------------|---|--------|-----|--|--|-------------------------------------|
| 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 .

WelcomeAdmin to eLuminous HelpDesk!

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

[Home](#)

[Logout](#)

Back

Edit Site Main Text

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

Powered By [VIP Help Desk Software](#)

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Designed & Developed by [eLuminous Technologies](#)

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

Support Desk System

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

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

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

SureFireWealth, Inc. Network Sites All search

| # | 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"/> | <input type="button" 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

Field Type

☒ Optional
 ☐ Mandatory

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 | : 000000000003 | <div>Added new links Assign Ticket, Add Ticket Note & History</div> |
| Ticket By | : Jai123, jaibhushan05@gmail.com | |
| Priority | : High | |
| Product Name | : SYTDASH | <div>Admin Login</div> <div>Added Admin login link in Ticket details page in admin panel</div> |
| 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 | : 000000000003 | | | | | |
| 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 |
|--------------|---------|----------------------|------------|--------|----------|
| 000000000003 | test | 19 Feb 2009 03:04 AM | Technical | Open | High |
| 000000000001 | 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>-- All Staff Users -- sham123</div> (The ticket note can be made visible to a specific staff member only) |
| Contents | : <div></div> |
| <div>Add</div> | |

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

| 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 * | Select Product Type <input type="button" value="v"/> | |
| <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 <input type="button" value="v"/> | All <input type="button" value="v"/> | <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 | | | | |
| 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 * | <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 | | |
| 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 | <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 <div> FTP host : test FTP name : test FTP user : test FTP Pass : test </div> | |
| 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 * | : Technical ▼ |
| Operators | : 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 * | <div> -- All Staff Users -- test123 </div> (The ticket note can be made visible to a specific staff member only) |
| Contents | <div style="border: 1px solid #ccc; 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

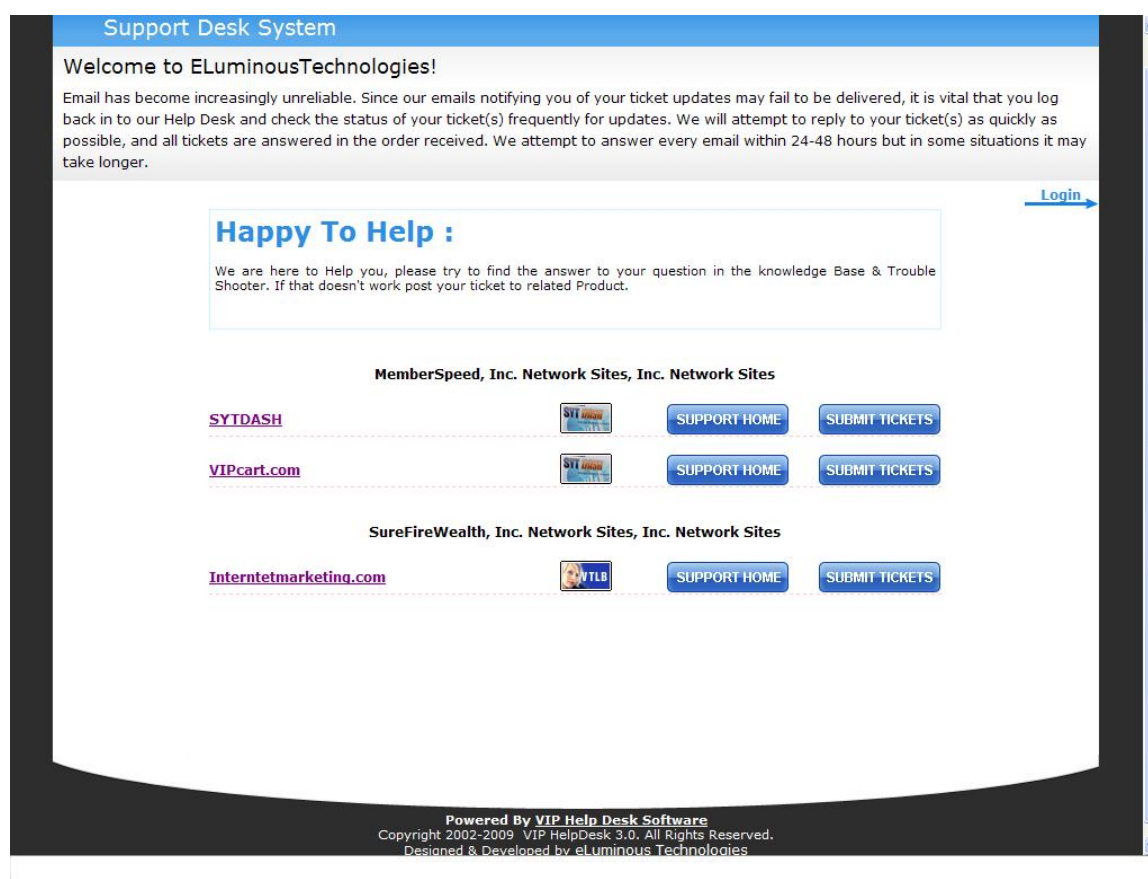
Centralized support help desk system

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

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 ▾

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

Low ▾

Turing Code * **91977**

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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




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](#)



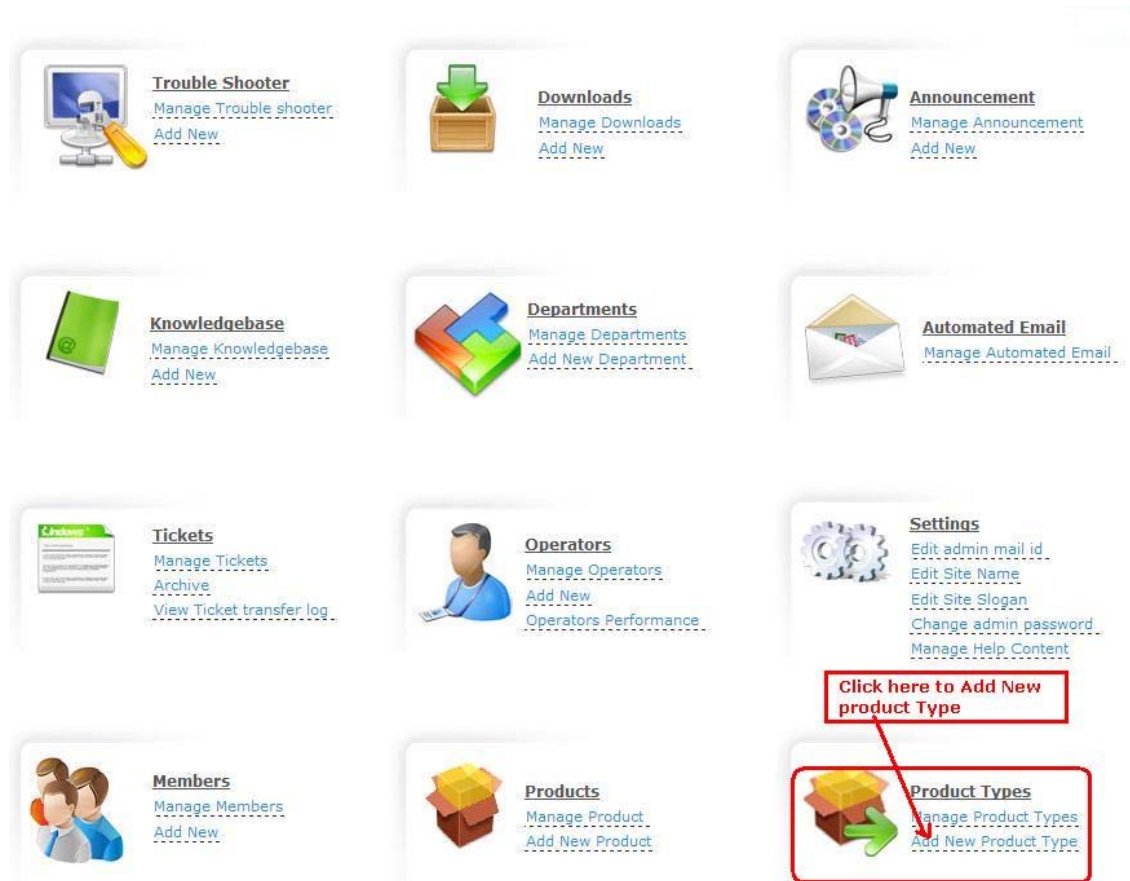
Administrator Login

| | |
|---------------------------------------|--|
| Username * | <input style="width: 90%;" type="text"/> |
| Password * | <input style="width: 90%;" type="password"/> |
| <input type="submit" value="submit"/> | |

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

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

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="search"/> | <input type="button" value="Delete"/> | | |
| # | Product Type | Date Added | Date Modified | Status | Edit | Delete | | |
| 1 | Internet Marketing Sites | 2009-02-23 | 2009-02-23 | Active | | | | |
| 2 | SureFireWealth, Inc. Network Sites | 2009-02-18 | 2009-02-18 | Active | | | | |
| 3 | MemberSpeed, Inc. Network Sites | 2009-02-18 | 2009-02-18 | Active | | | | |
| 4 | Default Products | 2009-01-17 | 2009-01-17 | Active | | | | |

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 dashboard displays the following management options:

- 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 (highlighted with a red box and arrow)
- 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 *

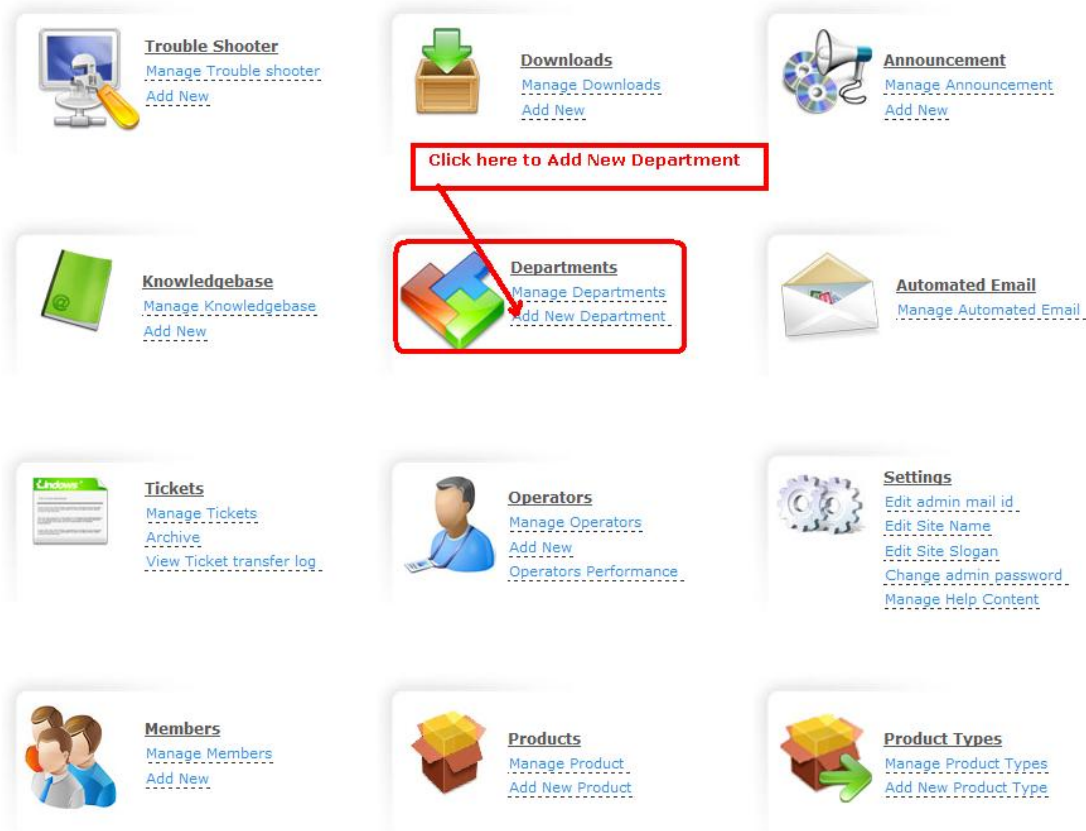
Note: Enter correct product & Product admin URL

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 | | | | |
| 2 | SYTDASH | MemberSpeed, Inc. Network Sites | Active | | | | |
| 3 | Marketing.com | SureFireWealth, Inc. Network Sites | Active | | | | |
| 4 | Internetmarketing.com | Internet Marketing Sites | Active | | | | |

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"/> <input type="button" value="v"/> | |
| Parent Department | <input type="text"/> | |
| <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="button" value="search"/> | <input type="button" value="Delete"/> | |
| # | Name | Product | Parent | Status | Set Fields | Edit | Delete |
| 1 | Account | Internetmarketing.com | Root | Active | Add | | |
| 2 | Billing | SYTDASH | Root | Active | Add | | |
| 3 | Support | SYTDASH | Root | Active | Add | | |
| 4 | Technical | SYTDASH | Root | Active | Add | | |
| 5 | testing | VIPcart.com | Root | Active | Add | | |

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

Field Name

Field Type

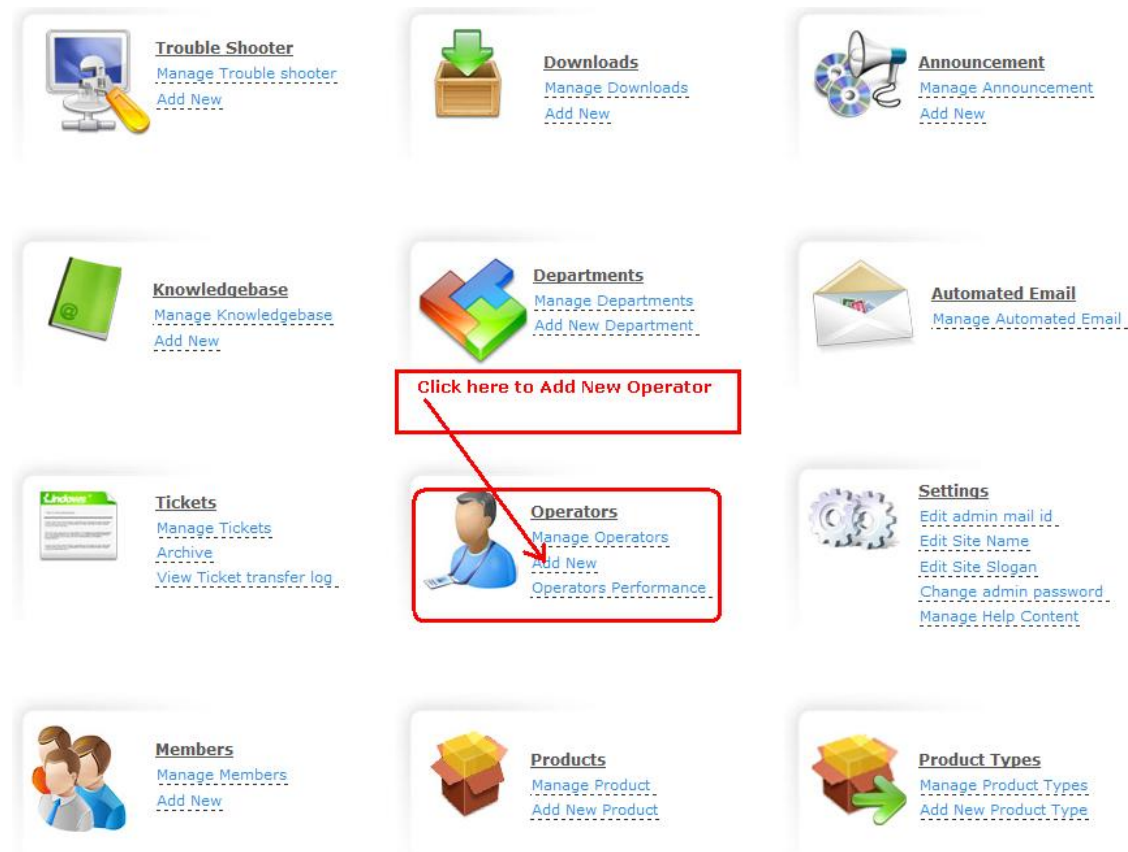
☒ Optional
 ☐ Mandatory

Click on "Add" button

Add field here ,make it mandatory or optional

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

5. Add New Operator to VIP Help Desk System



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](#)

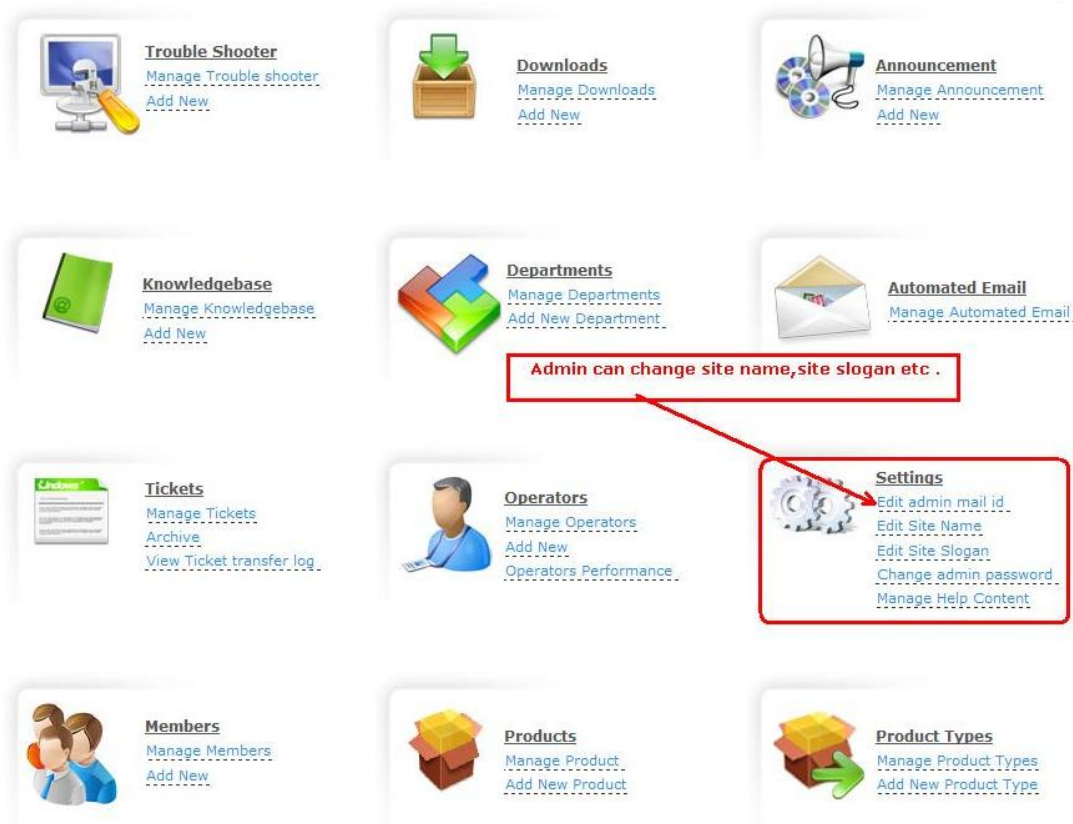
All

| # | Operator | Departments | Status | Edit | Delete | |
|---|--------------------------|---|--------|-------|--------|-------|
| 1 | test123 | Technical (SYTDASH) | Active | | | |
| 2 | swati123 | Technical (SYTDASH) | Active | | | |
| 3 | sham123 | Billing (SYTDASH) | Active | | | |
| 4 | raj123 | Technical (SYTDASH),testing (VIPcart.com) | Active | | | |
| 5 | mytest | Account (Internetmarketing.com) | Active | | | |
| 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

Logout

After editing site name is displayed as above



Trouble Shooter
[Manage Trouble shooter](#)
[Add New](#)




Downloads
[Manage Downloads](#)
[Add New](#)




Announcement
[Manage Announcement](#)
[Add New](#)

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



Trouble Shooter
[Manage Trouble shooter](#)
[Add New](#)




Downloads
[Manage Downloads](#)
[Add New](#)




Announcement
[Manage Announcement](#)
[Add New](#)


Admin can add Trouble Shooter,Downloads ,Announcements & Knowledgebase.




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](#)

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

| 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 Operator

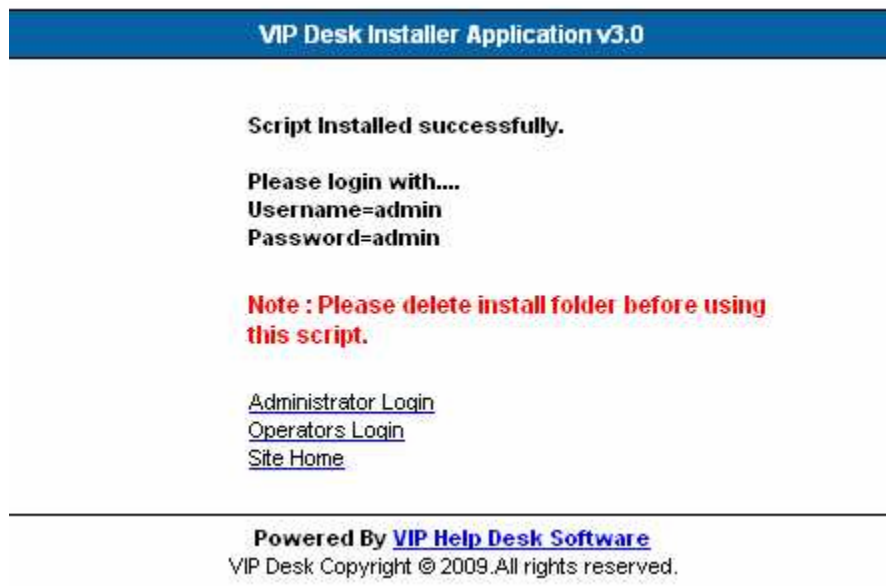
Assign ticket to operator & click on "assign " button

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.



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

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 :

Manage Ticket
 [Clear Search](#)

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

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

After clicking on submit ticket following page is displayed

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

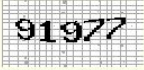
Ticket Subject *

Message *

You will get Relative Match of your query when you type

Attachment

Priority

Turing Code * 

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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 * | <input type="text"/> |
| Password * | <input type="password"/> |
| <input type="button" value="submit"/> | |

New Feature of VIP Desk ver 3.3

Forgot Password feature in admin panel .

Added Forgot Password functionality for administrator



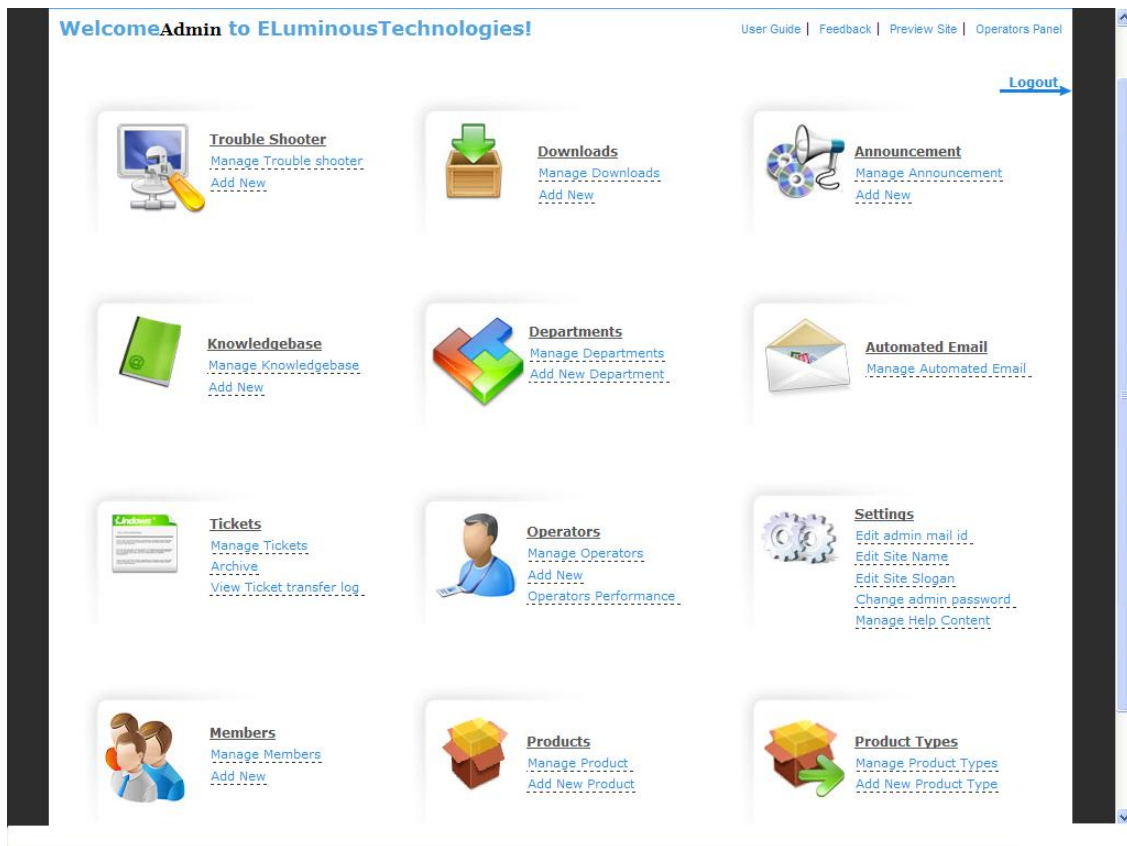
Administrator Login

| | |
|-----------------------------------|---------------------------------------|
| Username * | <input type="text"/> |
| Password * | <input type="password"/> |
| Forgot Password ? | <input type="button" value="submit"/> |

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 | | -- Styles -- | Paragraph | -- Font family -- | -- Font size --

Here you can add trouble shooter answer.

Path: p

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.

Edit Trouble Shooter [Back](#)

Question *

Answer *

B I U ABC | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Here you can modify trouble shooter answer.

Path: p

Save 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 Trouble Shooter | | | | | | | Add New Clear Search |
|------------------------|--|----------------------|--------|---------------------------------------|---------------------------------------|--------|--|
| <input type="text"/> | | <input type="text"/> | All | <input type="button" value="search"/> | <input type="button" value="Delete"/> | | |
| # | Title | Counter | Status | Details | Edit | Delete | |
| 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 | Active | | | | |

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"/> | | <input type="text"/> | All | <input type="button" value="search"/> | <input type="button" value="Delete"/> | | | |
| # | 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 | | | | | |

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 * Enter the title for download

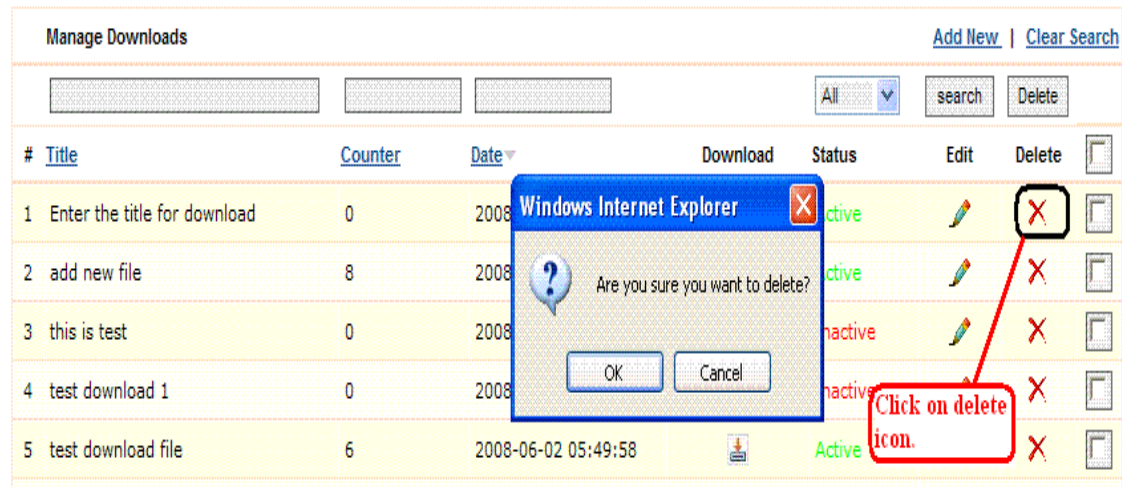
Upload file * C:\Documents and Settings\harishb... [Browse...](#)

Description * Here you can add description

[submit](#) **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 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.

| Manage Downloads | | | | | | |
|---------------------------------|------------------------------|---------|------------------------|----------|----------|-------------|
| Enter the data for searching... | | | Add New Clear Search | | | |
| | | | All | search | Delete | |
| # | 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.

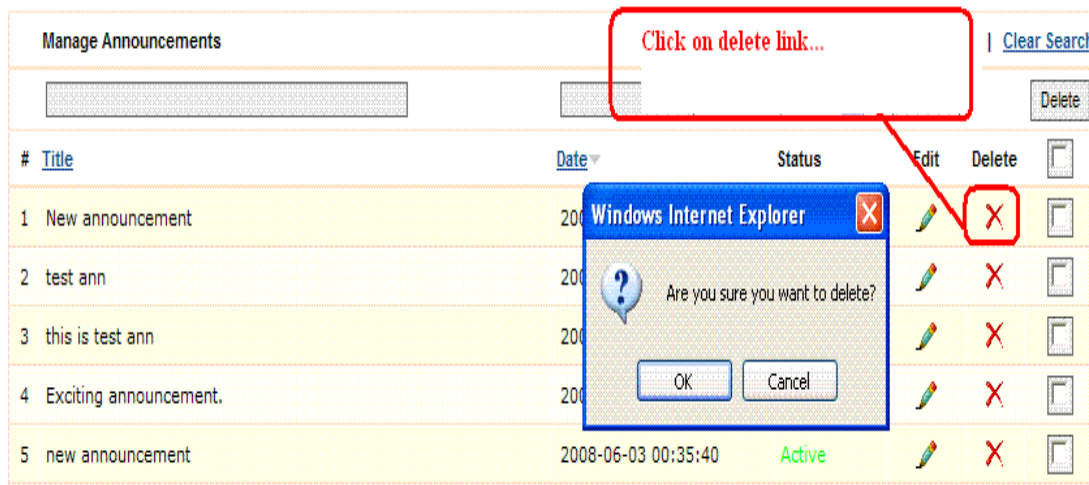
3.1.2.3.2 Edit Announcement.

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.

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 *

Enter answer ...

Path:

Department *

Save Clicking on save button, knowledgebase is Updated

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

[Question](#)

| | | | |
|---|--------------------|----------------------|------------------------|
| 1 | New knowledgebase. | Edit | Delete |
| 2 | Installer Guide | Edit | Delete |

Click on delete link

Windows Internet Explorer

Are you sure you want to delete?

OK Cancel

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="search"/> | <input type="button" value="Delete"/> |
| # | Name | Parent Department | Status | Edit | Delete |
| 1 | installation | Technical | Active | | |
| 2 | managing sales | sales | Active | | |
| 3 | marketing | Click on delete link... | | | |
| 4 | Networking | Base Department | Active | | |
| 5 | networks | Networking | Active | | |

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

Enter the data for searching....

Add New | Clear Search

| # | 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

| # | 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

ADD

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
search

| # | Title | 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 | |

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

Admin can use 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 * VIPHelpDesk Reply

Message *

```
<font face=' Arial, Helvetica, sans-serif'>
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>

```

Save

Clicking on save button, email is updated successfully.

[Back](#)

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 VIPHelpDesk Reply

Message

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

[Rich Text Editor Icons]

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

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

Message

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

Attachment

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 displays a table with columns for 'Last Reply By', 'sham', '02:October:2008', '05:14', and 'jhhjhkhkjkjkjkj'. A red box highlights the 'Ticket Log History' link, and another red box points to the 'Last Reply By' column with the text 'Admin can see last relpy for tickets.' The 'Ticket Feedback History' section displays a table with columns for 'Feedback By', 'raj123', 'To :sham', '02:October:2008', '05:17', and 'Good service'. A red box highlights the 'Ticket Feedback History' link, and another red box points to the 'Feedback' column with the text 'Admin can see tickets feedback history'. A red box points to the 'Feedback' link in the 'Ticket Feedback History' section with the text '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 has fields for 'Ticket' (Test tickets), 'Operator' (admin), 'Give Rank *' (Good), and 'Your Comment *' (Good service...). A red box highlights the 'Give Rank *' dropdown menu, and another red box points to it with the text 'Select rank for feedback as- Good, Average.'. A red box points to the 'Your Comment *' text area with the text 'Enter the comment for feedback'. A red box highlights the 'submit' button, and another red box points to it with the text 'Clicking on submit, feedback is saved sucessfully..'

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, 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 * | <div> <div>Select Department</div> <div>▼</div> </div> <div>Select department name to assign tickets.</div> |
| Operators | <div> <div>Operator</div> <div>▼</div> </div> <div>Select operators name to assign tickets.</div> |
| <div>Assign</div> | |

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-

Search ticket By :

Search ticket by- Email and address.

Reply Ticket functionality

Admin can see help for sorting, searching and assign to functionality

| Ticket ID | Subject | Member | Department : operator | Priority | Date | Status | Detail |
|-----------|---|------------|-----------------------|----------|------------|--------|--------|
| 1 | 00000000084 I want information about cmm types. | hary_kumar | Testing | High | 2008-06-06 | Open | REPLY |
| 2 | 00000000082 Quality attributes information. | hari_sng | Testing : | | | Open | REPLY |
| 3 | 00000000081 I want information about cmm level. | hary_b | Testing : har | | | Open | REPLY |
| 4 | 00000000079 I want to information about autom.. | hary_kumar | Testing | Low | 2008-06-04 | Open | REPLY |
| 5 | 00000000072 ticket posting form com | sham | Testing : har | Medium | 2008-05-21 | Open | REPLY |
| 6 | 00000000067 this is for opeing ticket | sham | Testing : | Medium | 2008-05-21 | Open | REPLY |

Admin can change ticket status- Open/ Closed.

Admin can assign tickets to selected department and operators.

Assigned selected ticket To :

New Features ver 3.0

Admin can view the ticket log history of user .(ticket status details 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 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

Ticket Id : 00000000003

Ticket By : Jai123, jaibhushan05@gmail.com

Priority : High

Product Name : SYTDASH [Admin Login](#)

Added Admin login link in Ticket details page in admin panel

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> <div>-- All Staff Users --</div> <div>sham123</div> </div> <p>(The ticket note can be made visible to a specific staff member only)</p> |
| Contents | <div></div> |
| <div>Add</div> | |

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 |

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

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

Remove filter for searching.

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 * | <input type="text" value="test_opt"/> | |
| Operator password * | <input type="password" value="....."/> | |
| Operator email * | <input type="text" value="a2sd@yahoo.com"/> | |
| Department * | <div> <div> •Technical installation webpage •marketing software marketing •Networking networks </div> <div> ^ v </div> </div> | |
| <p>Note: mailbox host and password are required for ticket posting by mail.</p> | | |
| Mailbox Host | <input type="text" value="72.53.266.69"/> | |
| Mailbox Password | <input type="password" value="test password"/> | |
| <input type="button" value="Save"/> | | |

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.

The screenshot displays two web forms. The first form, titled 'Edit Admin Email', shows the 'Current Admin mail id' as 'a2ztest@yahoo.com' and the 'New Admin mail id *' as 'a2ztest123@yahoo.com'. A red box highlights the 'Save' button, with an annotation 'Click on save button.' pointing to it. Another red box highlights the text input field for the new email, with an annotation 'Enter new admin id.' pointing to it. A 'Back' link is visible in the top right corner. The second form, titled 'Edit Site Reply-To mail Address for Outgoing Mails from Site', shows the 'Current ReplyTo mail id' as 'a2ztester@gmail.com' and the 'New ReplyTo id *' as 'a2ztester234@gmail.com'. Similar to the first form, a red box highlights the 'Save' button with the annotation 'Click on save button.', and another red box highlights the text input field with the annotation '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-

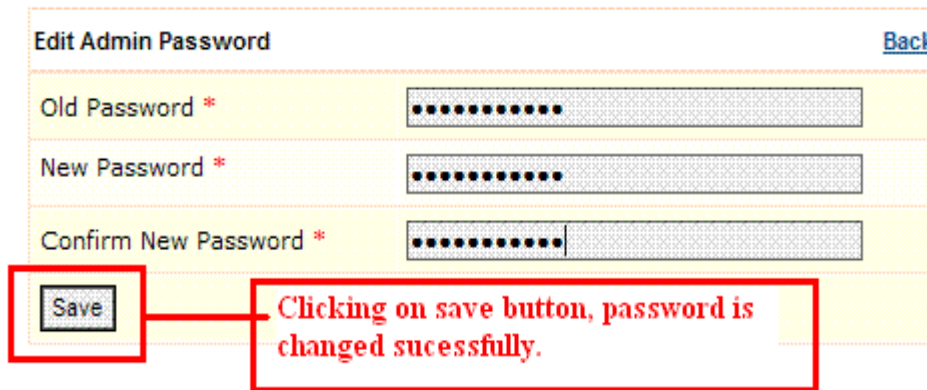
1. Enter new site slogan in the text field box.
2. Click on save button.
3. Added back to pages functionality, Go to the Home page.

| | | |
|-------------------------------------|--|----------------------|
| 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.



Edit Admin Password [Back](#)

Old Password *

New Password *

Confirm New Password *

Clicking on save button, password is changed sucessfully.

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

Enter the data for searching and click on search button.

| 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 |  |
| According to usability point of view, Help functionality is added on the page. | | | |
|  Demo of Video help | | Clicking on 'Edit' link, admin can edit help contents. | |
|  Demo of Embed Video help | | | |

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 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

| | | |
|-------------------------------------|--|--|
| 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 | | | |
| 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, 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 | | |
| 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.

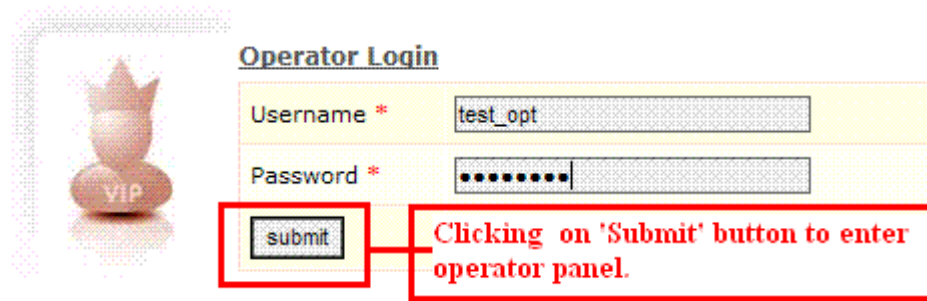
Admin can inactive the product types, after inactivating product type's products are not displayed to user panel.

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 *

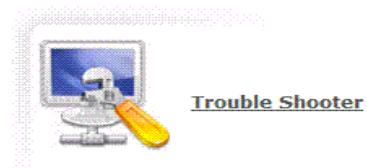
Password *

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)



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 | <input type="text" value="Open"/>  | |
| Message | <div>Enter message for reply...</div>  | |
| 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"/> | | |

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 * | : Good Select rank for feedback as- Good, Average. |
| Your Comment * | : <div style="border: 1px solid gray; padding: 5px; min-height: 100px;">Good service...</div> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;">Enter the comment for feedback</div> |
| <div style="border: 1px solid gray; padding: 2px 10px;">submit</div> <div style="border: 1px solid red; padding: 2px; margin-top: 5px;">Clicking on submit, feedback is saved sucessfully..</div> | |

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

Operators
:
Operator

Assign

Select department name to assign tickets.

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.

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...

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

Search ticket By :

Manage Ticket

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

| Ticket ID | Subject | Member | Department : operator | Priority | Date | Status | Detail |
|-----------|------------------------|----------------|-----------------------|----------|------------|--------|--------|
| 1 | 0000000093 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.

Assigned selected ticket To :

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 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 * | <div> <div>-- All Staff Users --</div> <div>test123</div> </div> <p>(The ticket note can be made visible to a specific staff member only)</p> |
| Contents | <div></div> |
| <div>Add</div> | |

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.

[illegible]

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** [List Icons] -- Styles -- -- Format -- -- Font family -- -- Font size --

[Rich Text Editor Icons]

Enter answer ...

Path:

Department *

Save 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 to delete, if press ok, knowledgebase is deleted successfully. If press cancel, knowledgebase is not deleted.

Manage Knowledgebase

[Question](#)

| | | | | |
|---|--------------------|--|--|--|
| 1 | New knowledgebase. | | | |
| 2 | Installer Guide | | | |

Windows Internet Explorer

Are you sure you want to delete?

OK **Cancel**

Click on delete link

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](#)

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

View details of knowledgebase..

Sorting functionality on question and counter field.

| Manage Knowledgebase | | | | | Add New Clear Search |
|----------------------|---------|----------|---------|--------|--|
| <input type="text"/> | | All | search | Delete | |
| Question | Counter | Status | Details | Edit | Delete |
| 1 New knowledgebase. | 0 | Inactive | | | |
| 2 Installer Guide | 0 | Active | | | |
| 3 test from hary | 1 | | | | |
| 4 ffff | 0 | | | | |
| 5 mmmm | 0 | Active | | | |
| 6 testing of image | 1 | Active | | | |
| 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.

[illegible]

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

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](#)

All ▼

search

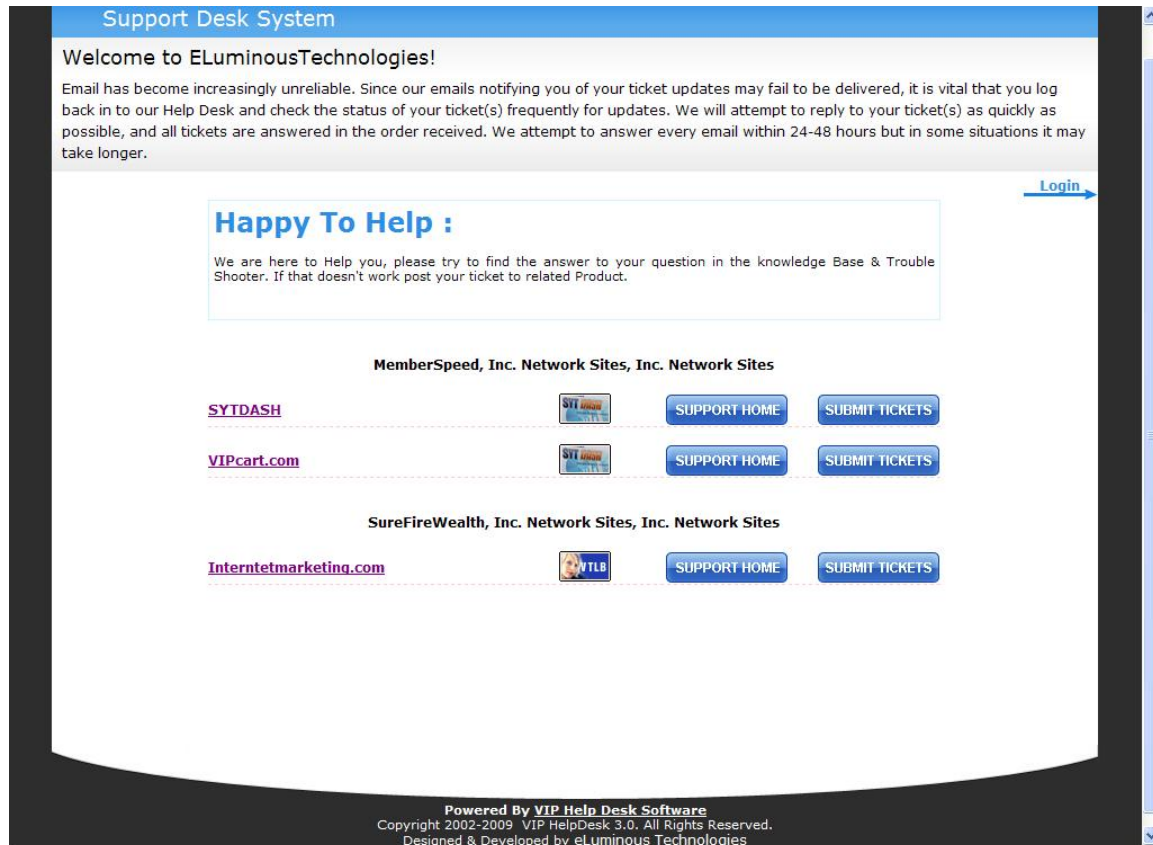
Delete

| # | 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 |  |  |  |  |

Active/
Inactive

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

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

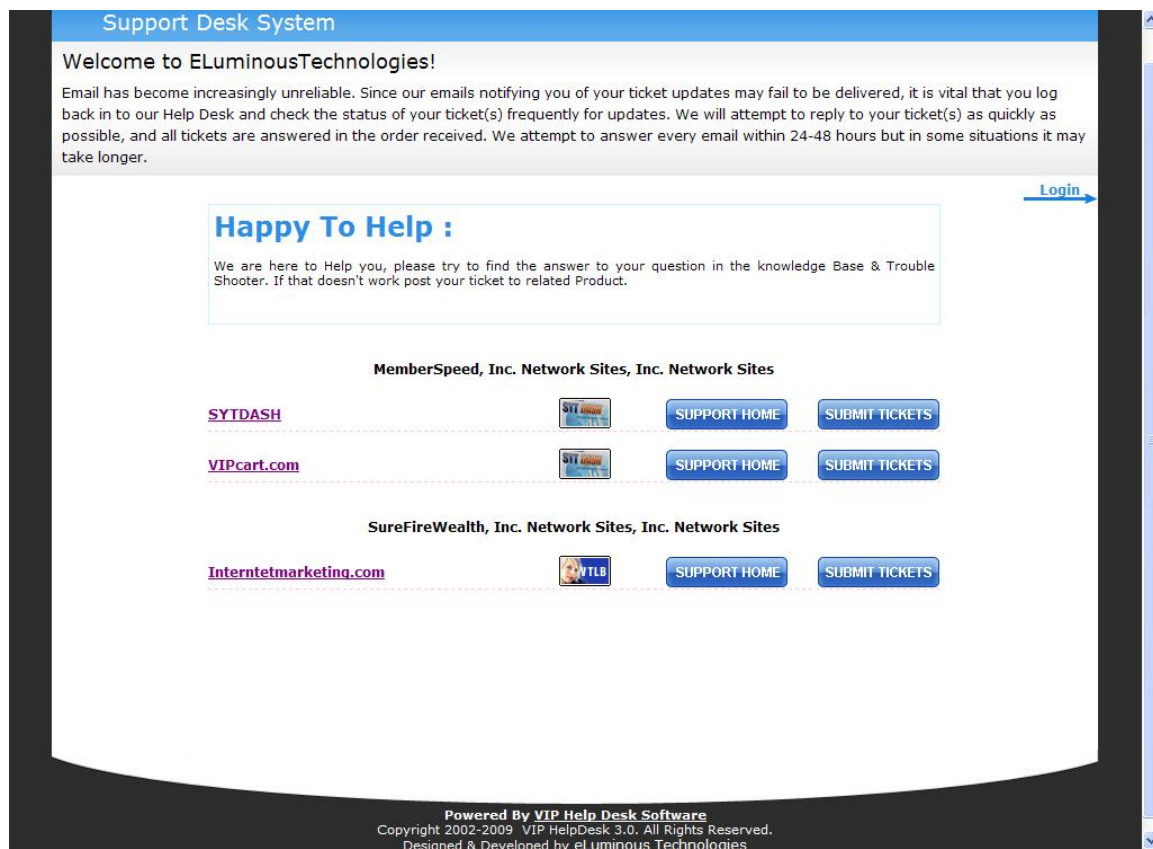
Centralized support desk system

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

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 *

Ticket Subject *

Message *

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"/> <input type="button" value="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 | |
|------------------------|--|
| Question : | Enter trouble shooter Question |
| Answer: | Here you can add trouble shooter answer. |

[Back](#)

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.

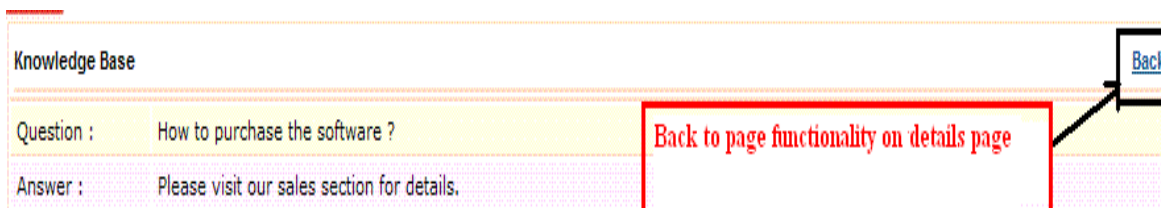
| | | | |
|---|----------------------------|-----------------------|---------------------------------------|
| View Knowledgebase | | | |
| Enter the data in textfield boxes and click on search button. | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="button" value="search"/> |
| 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 | |

Help for search & sort.

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

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"/> | <input type="button" value="search"/> |
|  Title | Description | Date | Views | Download |
| 1 Enter the title for download | Here you can add description | 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 | 0 |  |
| 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.

The screenshot shows the 'Announcements' section of a web application. At the top, there is a search bar with a 'search' button. Below it is a table with columns 'Announcement Title' and 'Date'. The table contains four rows of announcements. Annotations in red boxes highlight the search bar and the first row of the table, with arrows pointing to them and text explaining their functionality.

| | 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.

The screenshot shows the 'Ticket Status' form. It has two input fields: 'Your Email' and 'Ticket Key'. The 'Your Email' field contains 'a2ztest1@yahoo.com' and the 'Ticket Key' field contains '78'. Below the fields is a 'Submit' button. An annotation in a red box points to the 'Submit' button with the text '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

Enter message for reply...

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 * : Good 

Your Comment * :

Select rank for feedback as- Good, Average.

Enter the comment for feedback

Clicking on submit, feedback is saved successfully..

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><div>tickets</div><div></div></div> <div>No Match Found. please continue</div> |
| Attachment | <input type="text" value="C:\Documents and Setting"/> <input type="button" value="Browse..."/> |
| Department | <input type="text" value="marketing"/> <input type="button" value="v"/> <input type="text" value="software marketing"/> <input type="button" value="v"/> |
| Priority | <input type="text" value="Low"/> <input type="button" value="v"/> |
| <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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