

4. Client Support Requests / News

All client support requests can be managed from the Administration Panel.

CD3 Admin

Dashboard

Tickets / News

Users

Clients

3 Clients

Locations

Plans

Settings

Bases

Descriptions

Pages and Gateways

Forms

Pages

Maintenance

Tickets / News

Answer support tickets or create news.

Send News

Send to:

All
jerome (jakweb.ch@gmail.com)
testclient (testclient@jakweb.ch)

Subject

Content

Placeholders: %username%, %email% and %paidtill%

Submit

1

The build ticket and news system let you inform all or selected clients easily from your administration panel.

2

Select "All", one or certain customer to send them News or Help.

3

The subject line and content needs to be filled with your text. Customers will receive an email when you send news or help from this form.

Tickets / News

Show 10 entries

ID	Subject	User
1	Subscription Package	testclient

Showing 1 to 1 of 1 entries

4

Below you will find all open and closed support requests or sent news from your customers.

5

With the build in table you can sort, search and filter support requests.

6

Total entries will be shown below the table. The smart table is easy to use and has all necessary features build in.

4.1 Answer to a Support Request

Simply click on a Subject to open the form to answer.

Answer Support Ticket

Answer support tickets or create news.

Send News

Send to:

testclient (testclient@jakweb.ch)

Subject

Re: Subscription Package

Content

----- 28.06.2021 8:25 am -----

Hi, I just sign up and I would like to buy one of the subscription package. How does it work?

Placeholders: %username%, %email% and %paidtill%

Submit

7

The answer form helping or answering questions to your clients signed up for your service.

8

Add your answer above the date and time stamp.

9

By pressing the submit button the answer will be sent to your client and he also receives a email notification.