

8. HelpDesk 3 - Support

Grab some knowledge from our public support tickets.

TICKET OVERVIEW SHOW 19 ALL DEPARTMENTS 2 Search NEW TICKET 4

ID	Subject	Department	Client	Initiated	Status / Priority	Manage
8	HOW IT SHOULD UPLOAD	Support	Dr. Client	14.03.2021 1:42 pm	AWAIT REPLY LOW	MANAGE
5	FOR SOME REASONS	Support	Dr. Client	14.03.2021 1:27 pm	CLOSED LOW	MANAGE
7	I JUST NEED TO MAKE SURE	Support	Dr. Client	14.03.2021 1:35 pm	AWAIT REPLY LOW	MANAGE

1 The support area shows support requests you have permission to see. The top bar has various filter options, a search feature and a button to create a new ticket.

2 The filter options let you choose to show more tickets or filter after support departments. The search bar will show tickets with the subject or content regarding to your search key.

3 All available tickets are shown in the table with various information like: TicketID, Subject, Department, Client, Initiated, Status and Manage.

4 The "New Ticket" button is only available if you have permission to create a new ticket.

ment Client Initiated Status / Priority Manage

Dr. Client	14.03.2021 1:42 pm	AWAIT REPLY LOW	MANAGE
Dr. Client	14.03.2021 1:27 pm	CLOSED LOW	MANAGE
Dr. Client	14.03.2021 1:35 pm	AWAIT REPLY LOW	MANAGE
Dr. Client	14.03.2021 1:31 pm	OPEN LOW	MANAGE
Dr. Client	14.03.2021 1:19 pm	OPEN MEDIUM	MANAGE
Dr. Client	14.03.2021 1:14 pm	OPEN MEDIUM	MANAGE

5 With the small arrows next to each column you can filter the tickets to suit your needs. Hold "Shift" to sort after multiple columns.

6 The ticket status will inform you about the ticket status. Is it "open" or "closed" does it wait for a "reply" and the priority.

7 The date when the ticket has been created. Please note by standard the tickets are displayed by last activity.

8 The manage button will bring you to the ticket view. (see below).

Ticket View

Now it should Upload Ticket ID: #8

Ticket ID: #8

Now it should Upload

Well, let's test again, because now it does wait until the files have been uploaded.

DR. CLIENT 14.03.2021 1:42 PM

Following file **LIFEPOK_30AH.JPG** has been attached to this ticket.

DR. CLIENT 14.03.2021 1:42 PM

Following file **HOW_LADDERREGLER.JPG** has been attached to this ticket.

DR. CLIENT 14.03.2021 1:42 PM

It did! Sweet.

JEROME 14.03.2021 5:52 PM

Dr. Client
Ticket ID: #8

Department: Support

Status: AWAIT REPLY

Priority: LOW

Option: Feedback

Updated: 14.03.2021 5:52 pm

Created: 14.03.2021 1:42 pm

Ended: -

Status

9 The bar on top on the left hand side will give you information about your TicketID. The navigation buttons bring you back to the main view, previous and next ticket and the option to open a new ticket.

10 Sharing is caring, if you set the option to show the sharing buttons then they will appear here.

11 The ticket conversation is shown in the left column (depend on theme).

12 Ticket information is shown in the right column (depend on theme).

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Status

13 All ticket messages are shown here, that includes: First Question, Answers, Shared Files, System Messages

14 The icons will also give you a better idea what kind of message it is.

15 About the client that has created the ticket and the option he has selected. Client name, department, priority, options and so on...

16 When the ended field is empty it is a ticket in progress and not yet solved.

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Status

17 We also show involved operators in the ticket. Sometimes it can be more than one operator.

18 All attachments are also listed in the attachments box. They can be downloaded by right clicking on the attachment name.

19 Navigation to the previous ticket.

20 Navigation to the next ticket (when available).

New Ticket (Guest)

New Ticket

HOW TO INSTALL HELPDISK 3

TYPOGRAPHY

Subject

Your Name

Your Email

Create an account with my details above

CREATE TICKET

21 Select various options for your support request. It is important to select wisely in order to get quick help.

22 There are maybe some guidelines or quick help in order to help you how to create a support request.

23 You will need to enter a Subject, your name and email address in order to proceed. The checkbox if "checked" will create an account for you as well.

24 When the checkbox is selected it will create a support account for you. That way it is easier to manage and control your own support requests.

New Ticket (Client)

New Ticket

HOW TO INSTALL HELPDISK 3

TYPOGRAPHY

Subject

Upload

Similar Articles

Before you create a new ticket, please take the time and check this article. We have found them and they might have an answer for your question.

Public Support Ticket 14.03.2021 1:42 pm

How this ticket will be shown to the public. It is smart to not post any login credentials, if it is...

How to install HelpDesk 3 64

Installation guide - HelpDesk 3 The installation is straight forward however you will need to...

Answer

CREATE TICKET

25 Create a support request as a client has less input fields and it is a bit quicker as you don't need to fill in name and email address each time.

26 When a support department has been selected it will show more options. (depend on the site owner settings). This can be a big help for the site owner operators.

27 When you start typing in the subject input field the system tries to find you help by searching through the public tickets and FAQ area. Use this, you might find help immediately.

28 The articles shown regarding to your subject key words will get you to already solved support tickets or FAQ articles.

Option

Feedback

Private Ticket

No

CREATE TICKET

Installation guide - HelpDesk 3 The installation is straight forward he need to...

Answer

Upload attachments

Allowed file types: zip,rar,jpg,png,gif

SEND

Created: 14.03.2021 1:42 pm

Ended: -

Status: AWAIT REPLY

Change ticket status

Involved Supporter: Jerome

Attachments: (2)

_ermw_laderegler.jpg File size (53479KB)

_lifepok_30ah.jpg File size (53308KB)

33 The rich text editor let you answer in a precise and easy way. Always be as precise as possible.

34 You can change the ticket status without sending the answer. Simply select the checkbox "Change ticket status only".

35 You can always upload more attachments by drag and drop them into the upload compartment. They are uploaded immediately.

36 It shows you the allowed file types and below you will have the big green "Send" button to submit your answer to the operator(s).

Edit Answer

Yes, now it feels complete. It was hard work (I guess?)

DR. CLIENT 17.03.2021 10:00 AM EDIT

EDIT LAST POST

Upload attachments

Allowed file types: zip,rar,jpg,png,gif

37 After sending your answer you can edit your message for the first 15 minutes or as long no operator has replied to you.

38 The "Edit Last Post" button will prevent sending you multiple messages. You can easily edit your last answer for the first 15 Minutes.

39 You know that field already? :) Upload attachments at any time they will be shown immediately.

40 The allowed file types are shown here.