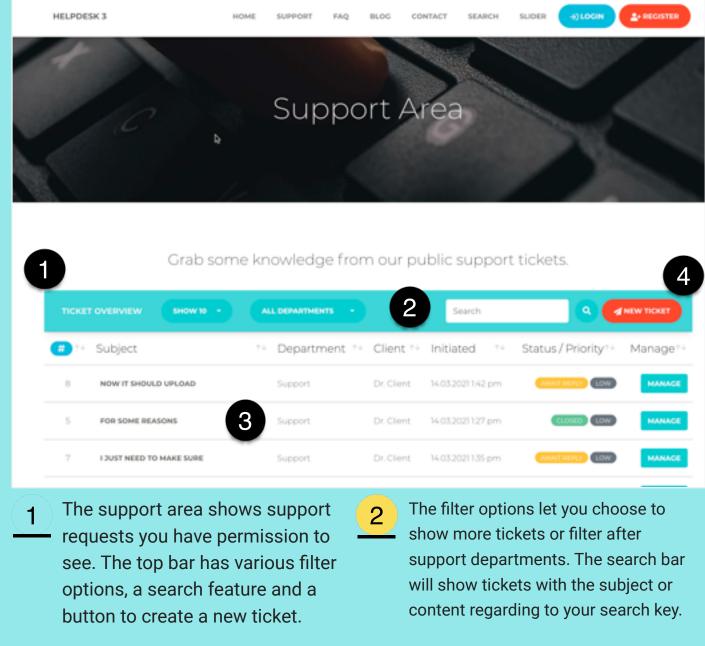
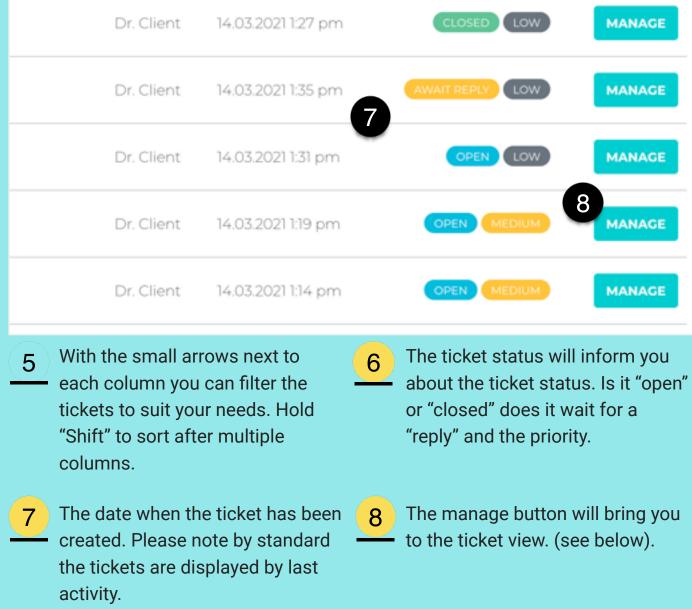
8. HelpDesk 3 - Support



- All available tickets are shown in the table with various information like: TicketID, Subject, Department, Client, Initiated, Status and Manage.
- The "New Ticket" button is only available if you have permission to create a new ticket.
- ment ↑↓ Client ↑↓ Initiated Dr. Client 14.03.2021 1:42 pm
- Status / Priority ↑↓ Manage↑↓

MANAGE



Ticket View

HELPDESK 3

\$ DR. CLIENT ● 14.03.2021 1:42 PM

Dr. Client

Updated

Created

File size (133.08KB)

There are maybe some guidelines

or quick help in order to help you

how to create a support request.

24 When the checkbox is selected it

you. That way it is easier to

support requests.

manage and control your own

will create a support account for

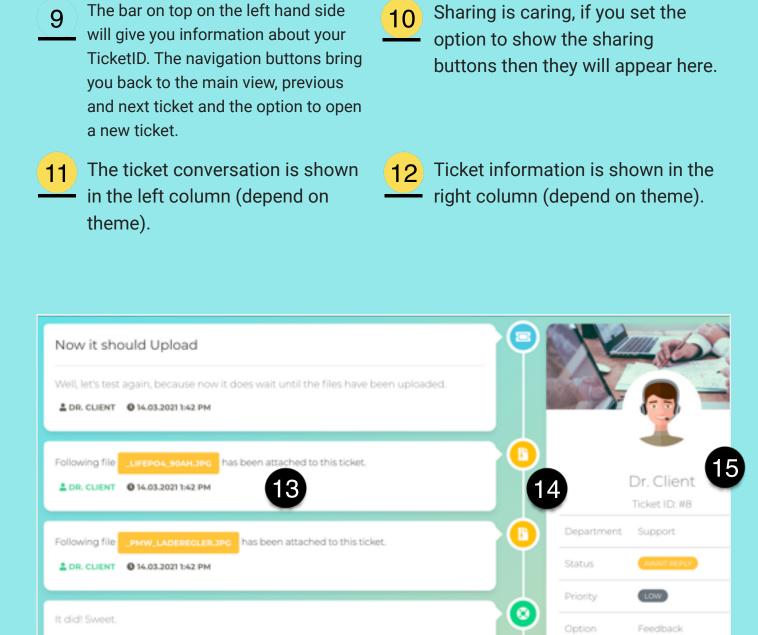
14.03.2021 5:52 pm

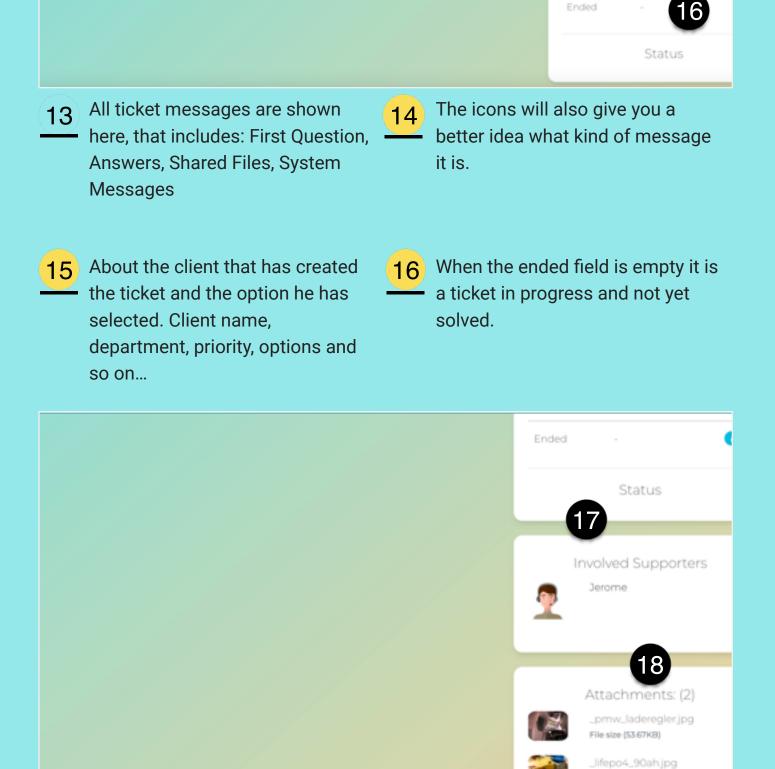
14.03.2021 1:42 pm

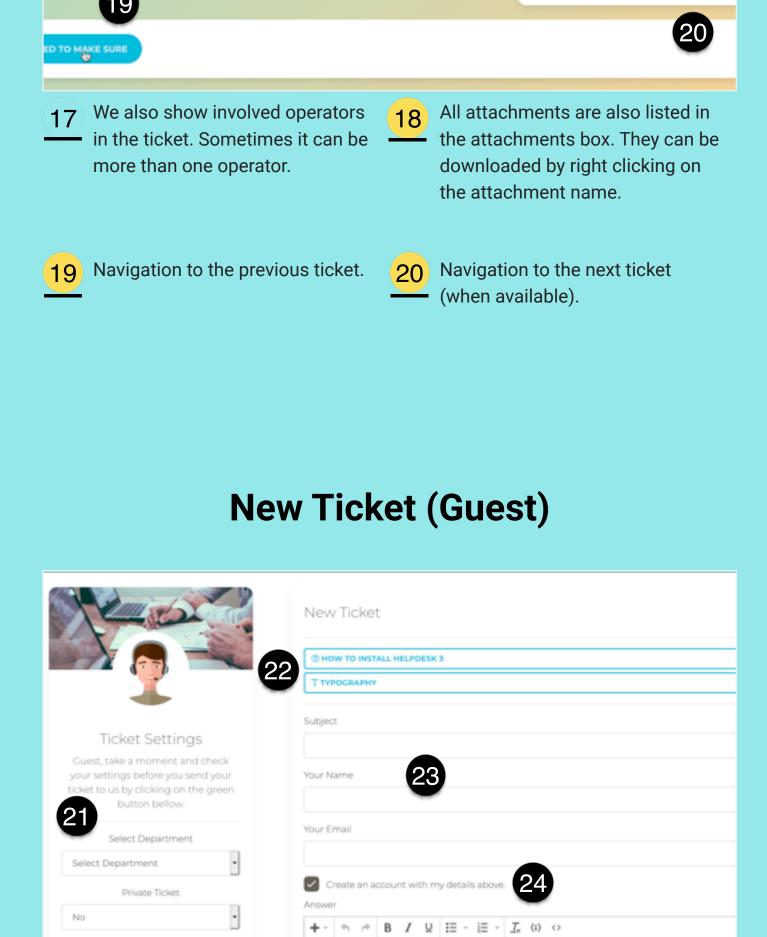
CONTACT

Now it should Upload Ticket ID: #8 **₽ € 8** Now it should Upload

SUPPORT







CREATE TICKET

21

help.

No

29

Answer

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

33

CREATE TICKET

The "Private Ticket" is depend on

the site owner settings available

or not. When available and you

select "No" your ticket will be

The rich text editor let you answer

in a nice and easy way. Always be

Select various options for your

23 You will need to enter a Subject,

for you as well.

your name and email address in

order to proceed. The checkbox if

"checked" will create an account

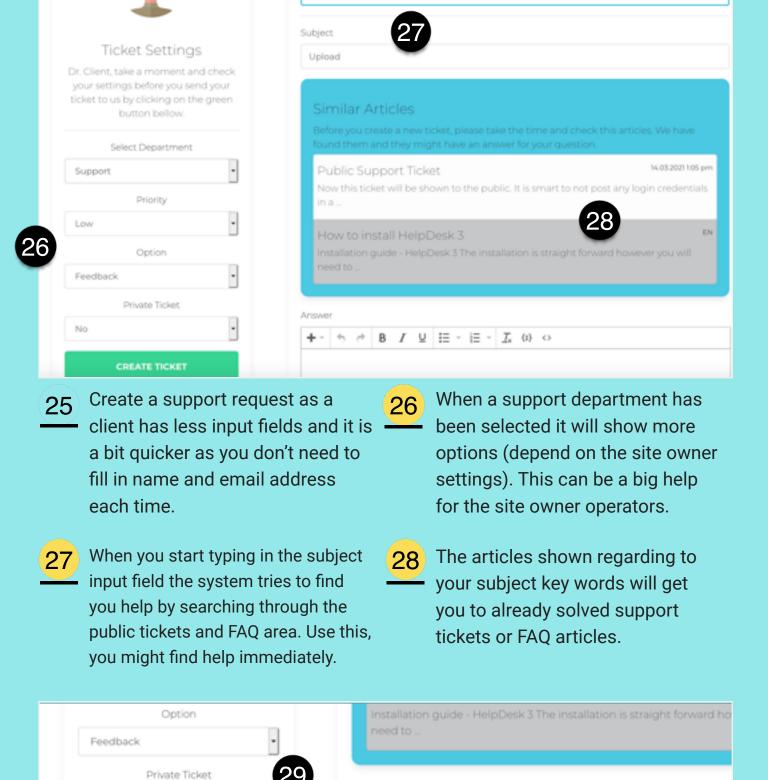
support request. It is important to select wisely in order to get quick



() HOW TO INSTALL HELPDESK 3

T TYPOGRAPHY

22



Answer

Upload attachments

30

Ix (1)

The green "Create Ticket" button

will start the process for creating

your ticket and upload the

1

Created

Await Reply

You can change the ticket status

without sending an answer.

14.03.2021 1:42 pm

Status

Involved Supporter

Attachments: (2) _pmw_laderegler.jpg

File size (53.67KB)

_lifepo4_90ah.jpg File size (133.08KB)

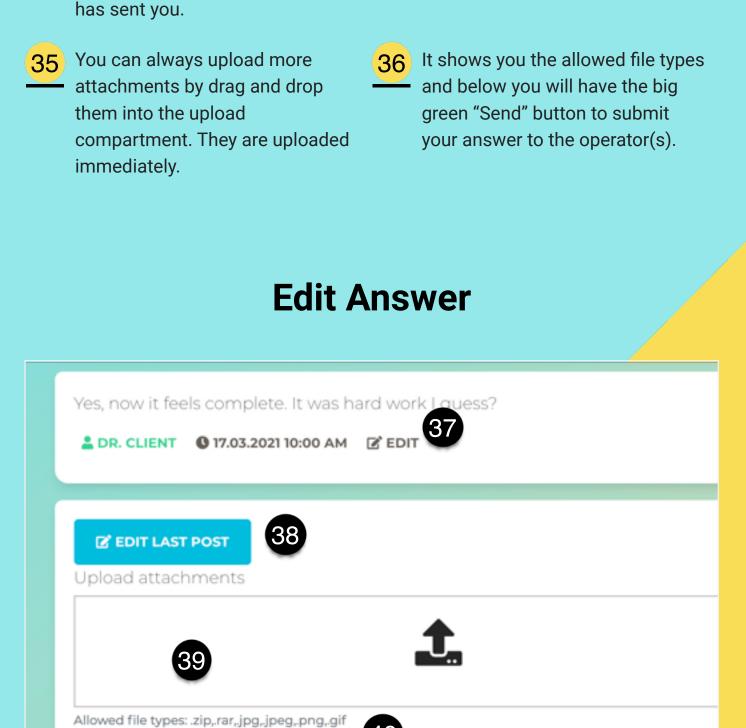
Jerome

attachments (if any).

public. 32 You can drag and drop any The rich text editor let you create 31 allowed files and images into the your support request in a nice and easy way. Always be as precise as upload compartment. They will be uploaded when you hit the "Create possible. Ticket" button. **Answer Ticket**

as precise as possible and try to Simply select the checkbox answer the questions the operator "Change ticket status only".

34



After sending your answer you The "Edit Last Post" button will 38 can edit your message for the first prevent sending you multiple messages. You can easily edit 15 minutes or as long no operator has replied to you. your last answer for the first 15

Minutes.

here.

40 The allowed file types are shown

39 You know that field already?:)

Upload attachments at any time

they will be shown immediately.