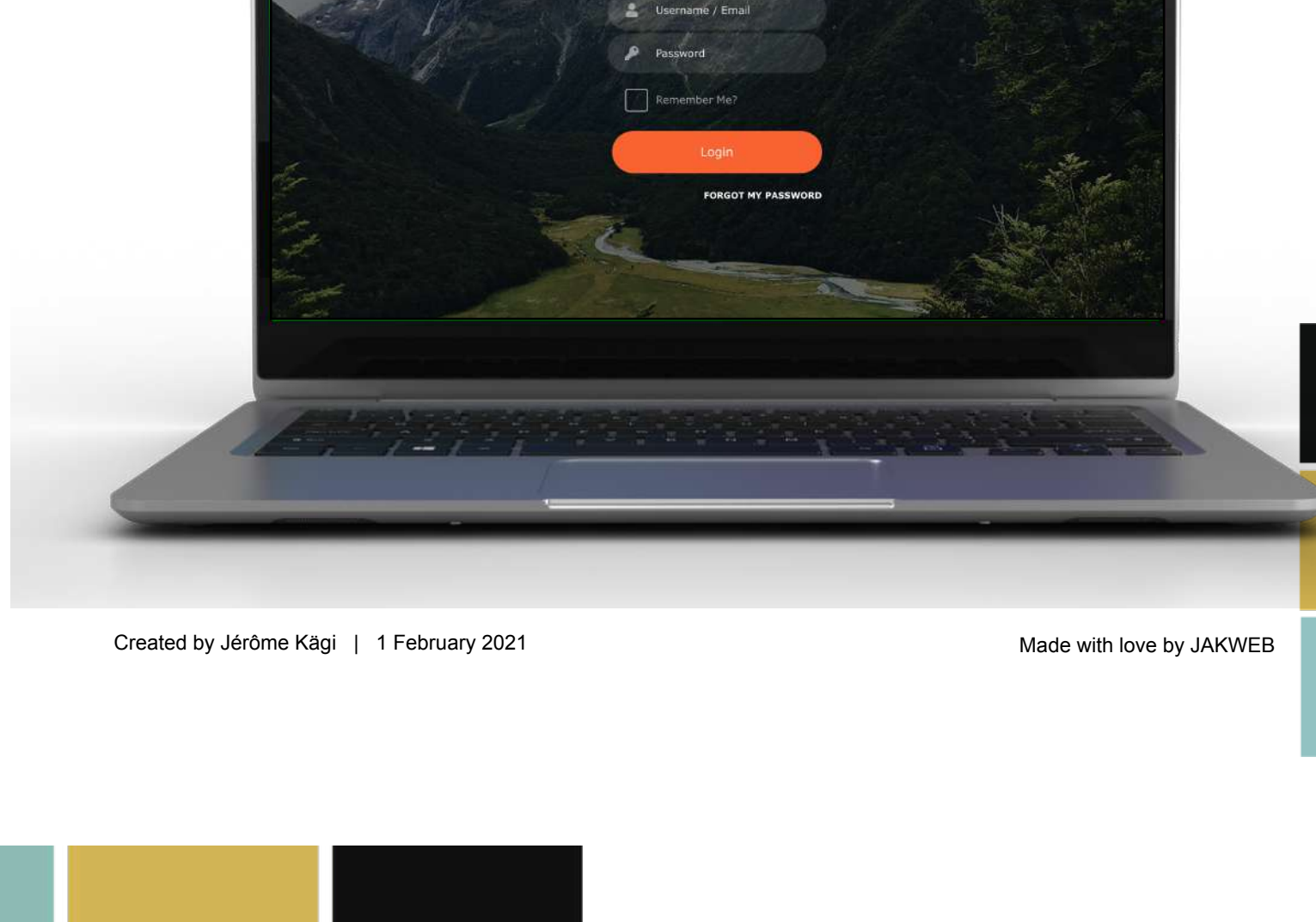




# HelpDesk 3

Operator Manual

Welcome to the operator manual for HelpDesk 3

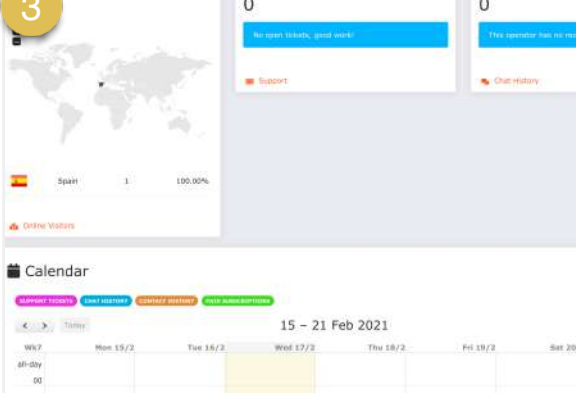


Created by Jérôme Kägi | 1 February 2021

Made with love by JAKWEB

## HelpDesk. 3

Contents



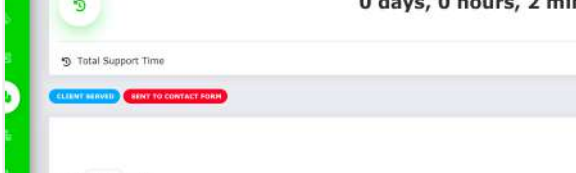
1

Login



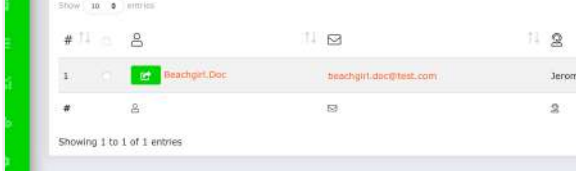
2

Navigation



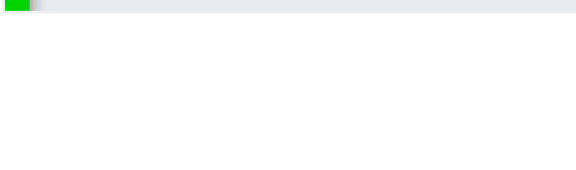
3

Dashboard



4

Support Tickets



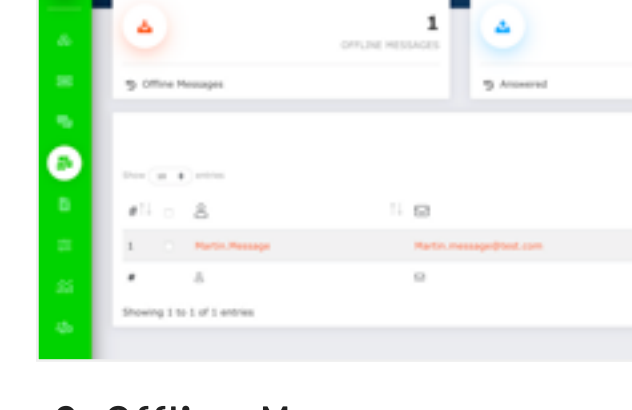
5

Live Support Chat

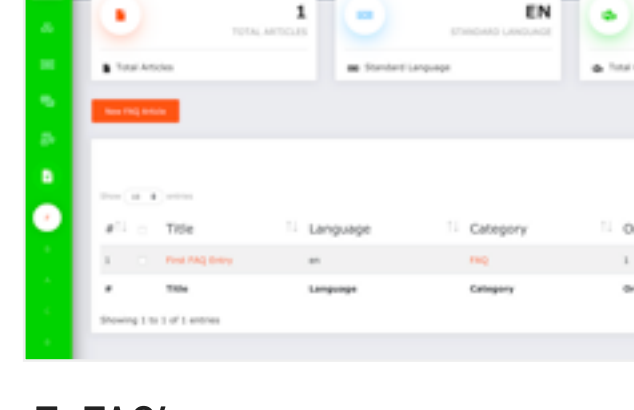
Created by Jérôme Kägi  
17 February 2021

Made with love by  
JAKWEB

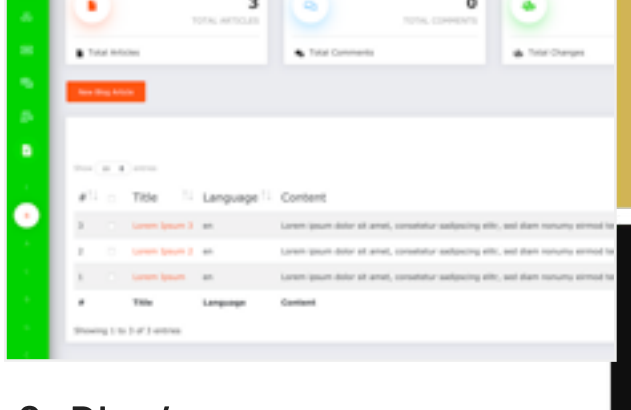
## Contents



6. Offline Messages



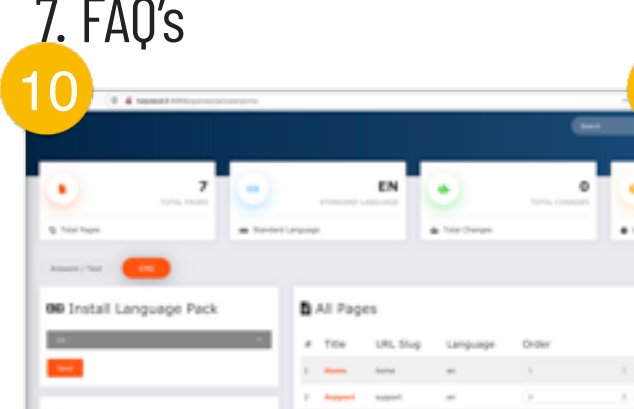
7. FAQ's



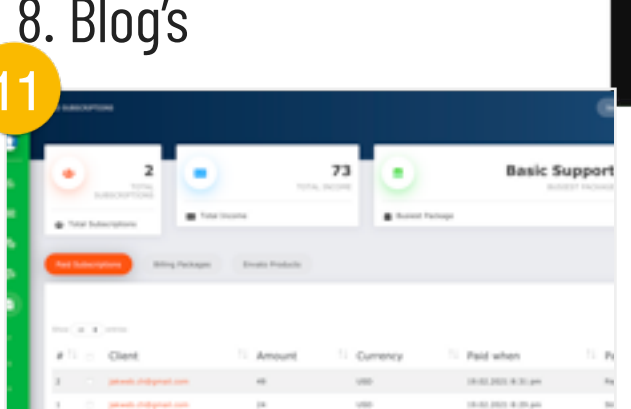
8. Blog's



9. Answers / Text



10. CMS

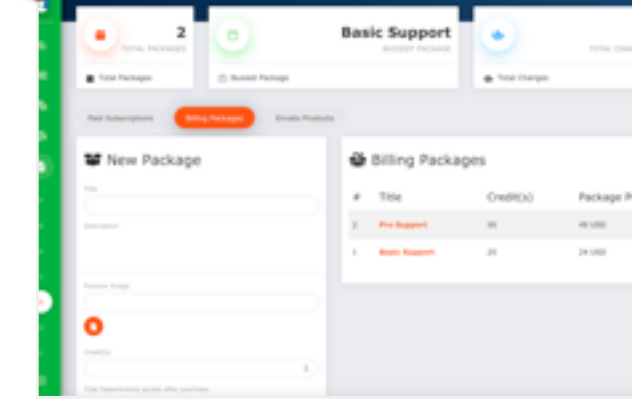


11. Subscriptions

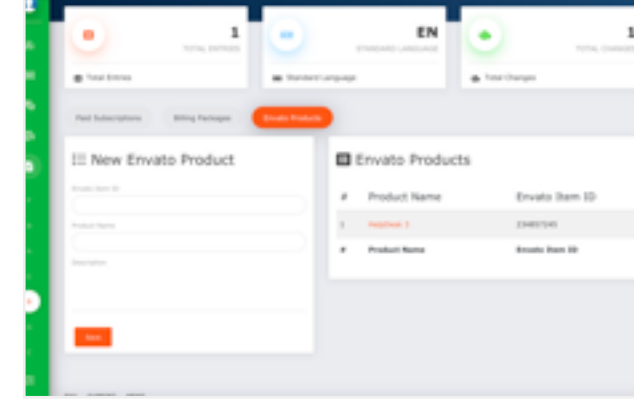
Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB

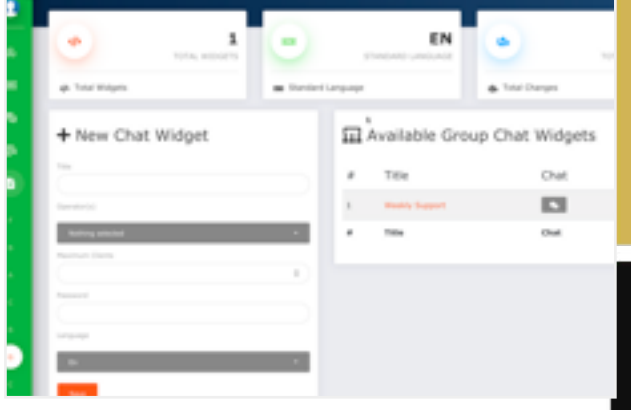
## Contents



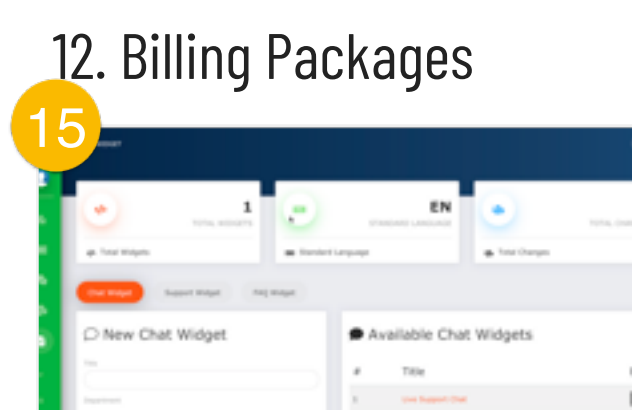
12. Billing Packages



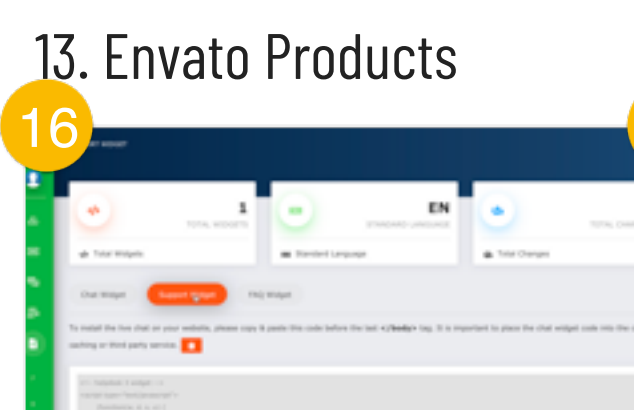
13. Envato Products



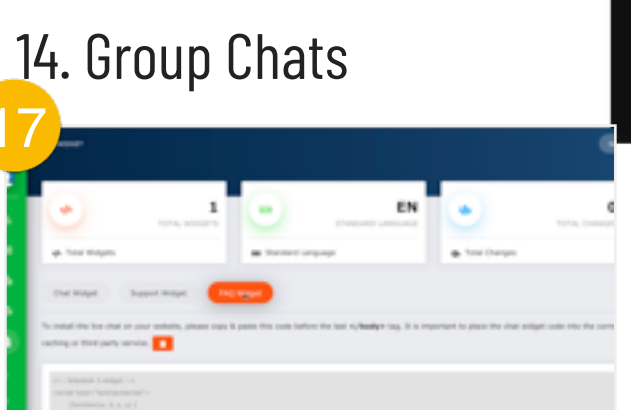
14. Group Chats



15. Live Chat Widgets



16. Support Widget

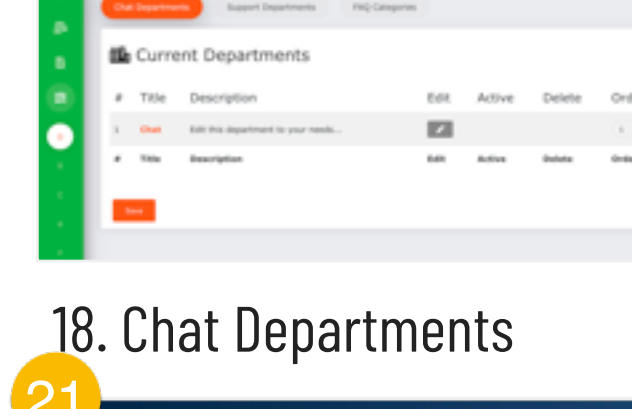


17. FAQ Widget

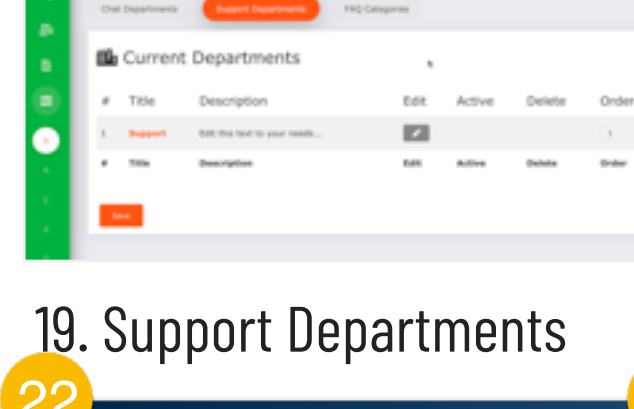
Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB

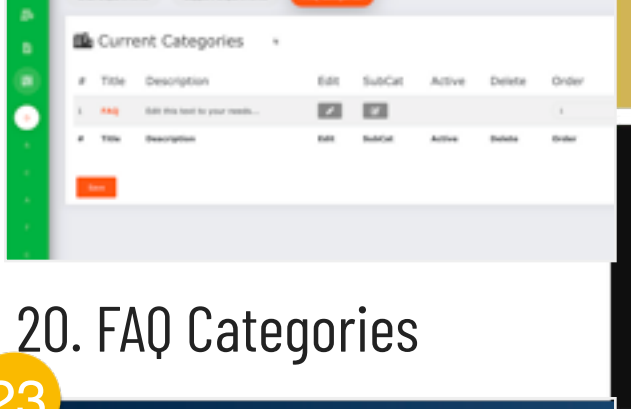
## Contents



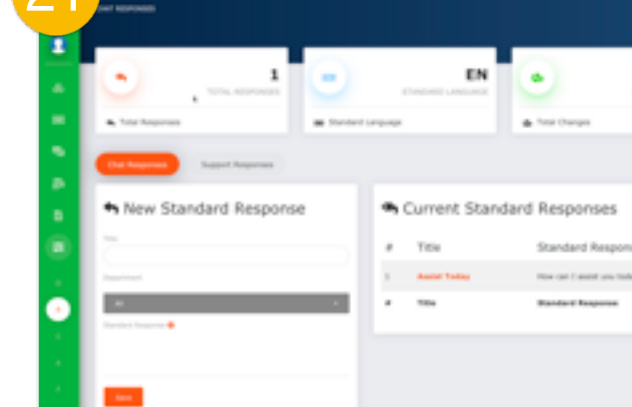
18. Chat Departments



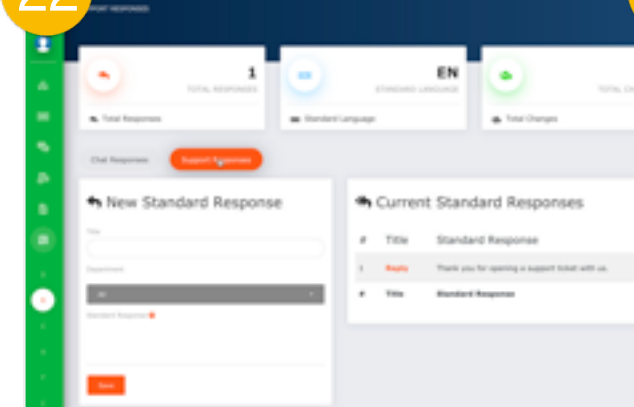
19. Support Departments



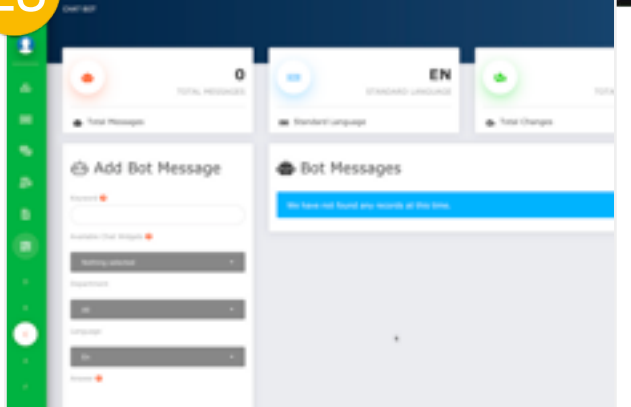
20. FAQ Categories



21. Chat Responses



22. Support Responses

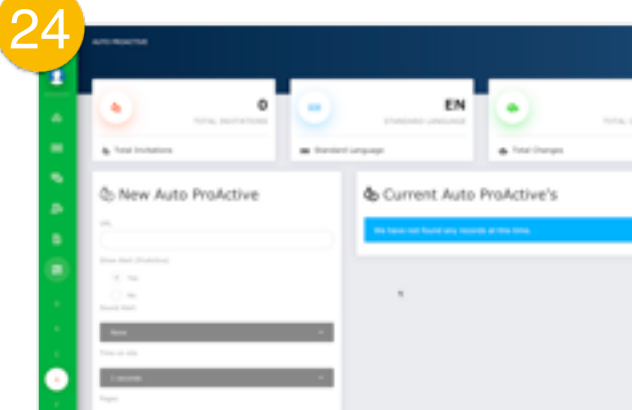


23. Chat Bot

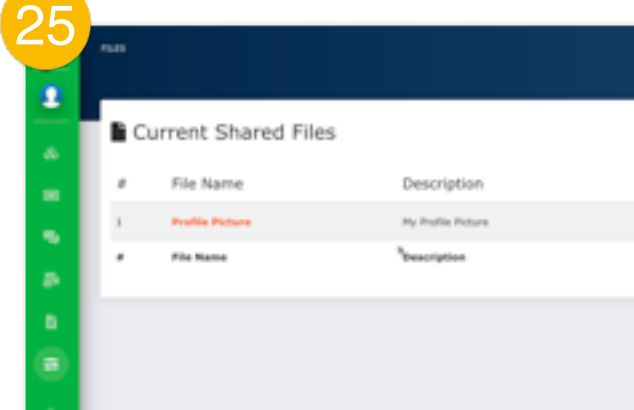
Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB

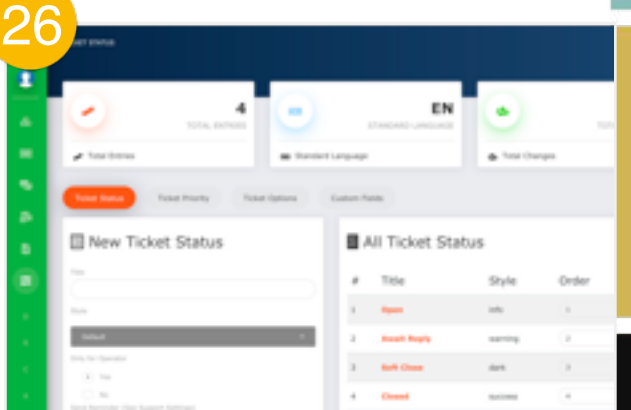
## Contents



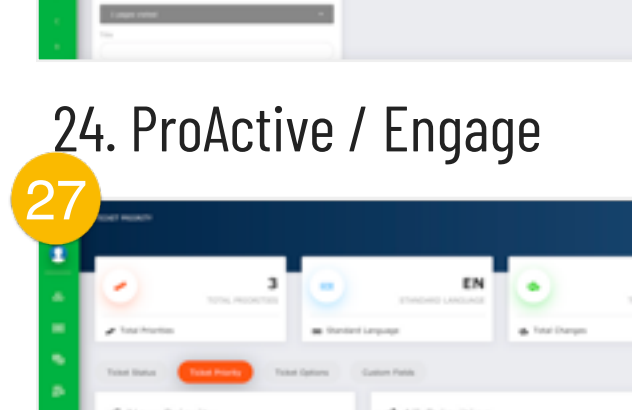
24. ProActive / Engage



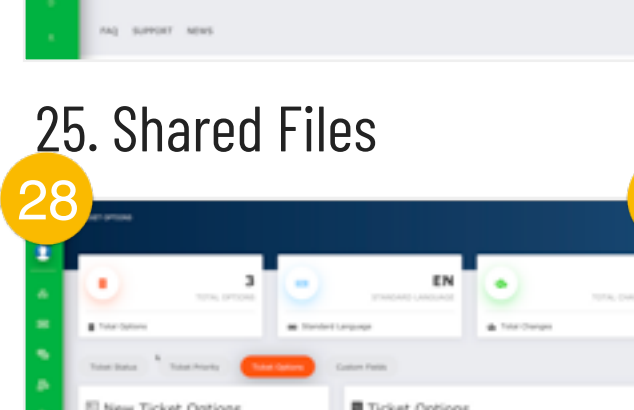
25. Shared Files



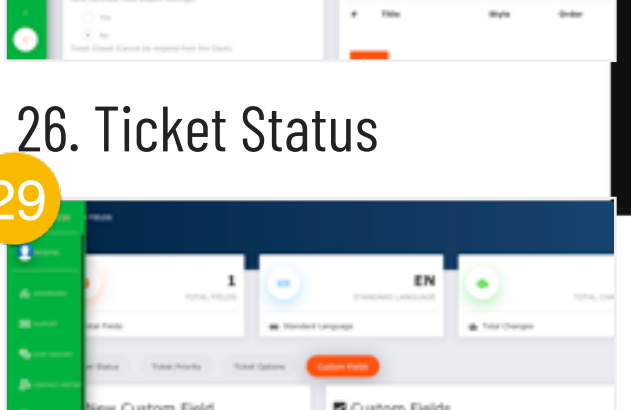
26. Ticket Status



27. Ticket Priority



28. Ticket Options

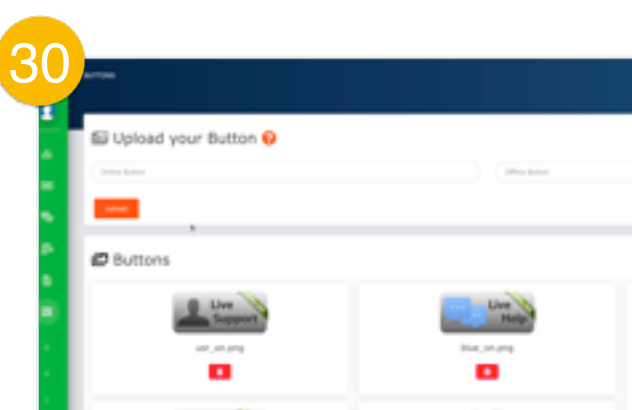


29. Custom Fields

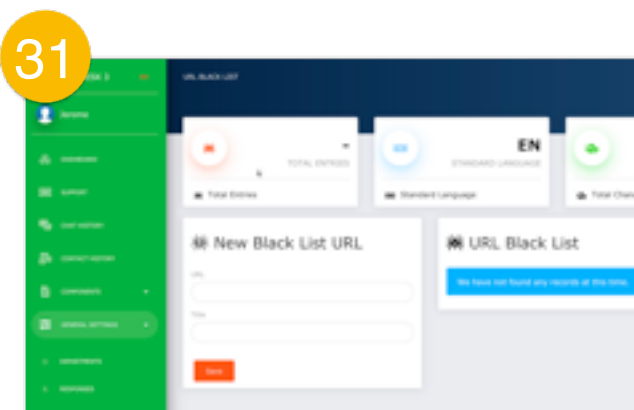
Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB

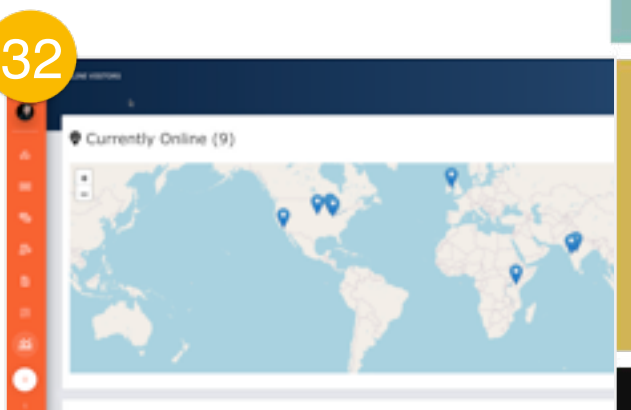
## Contents



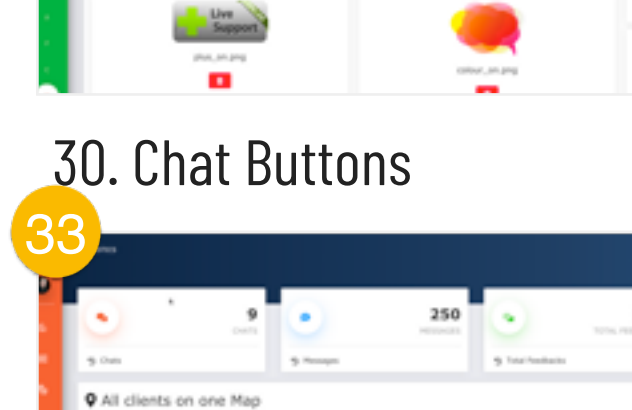
30. Chat Buttons



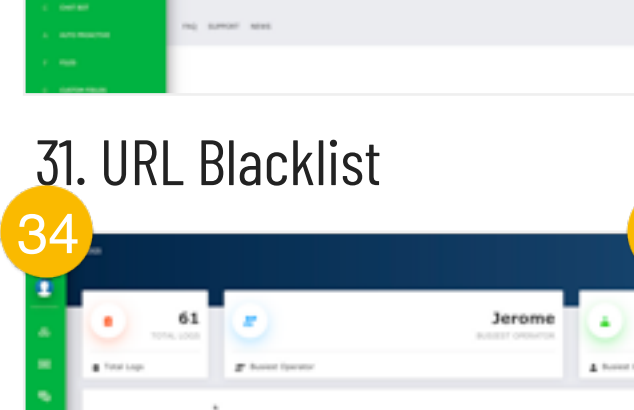
31. URL Blacklist



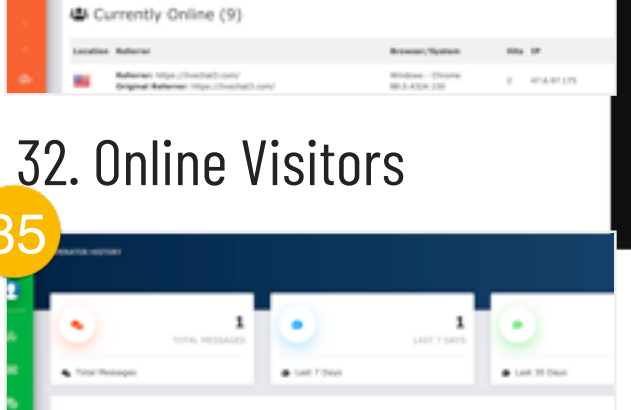
32. Online Visitors



33. Live Chat Statistics



34. Logs

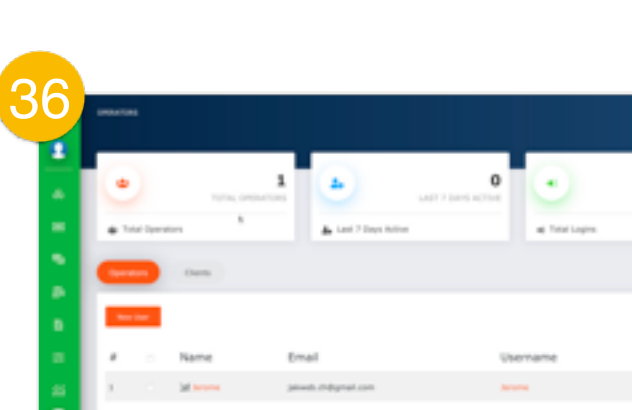


35. Operator Chat History

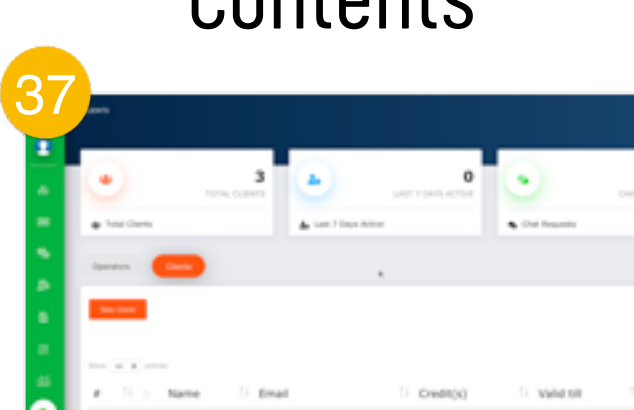
Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB

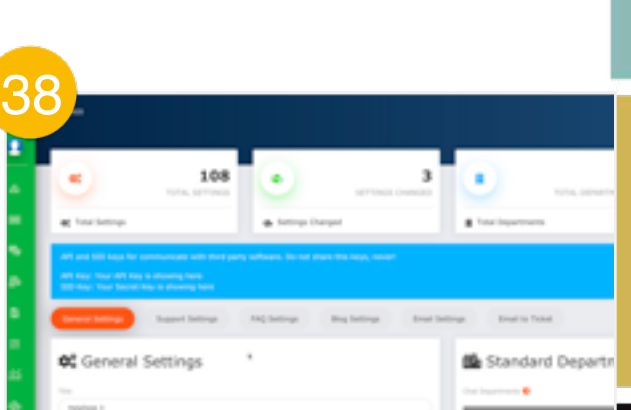
## Contents



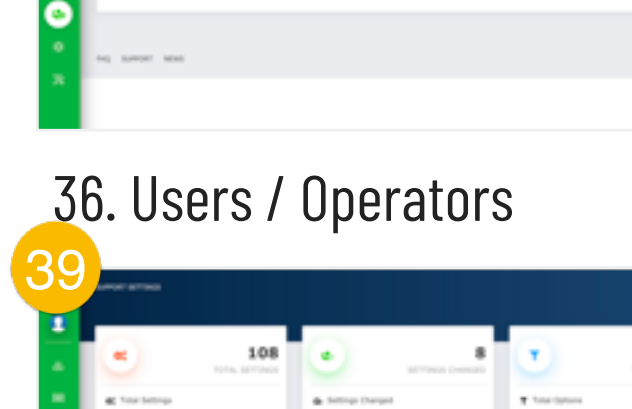
36. Users / Operators



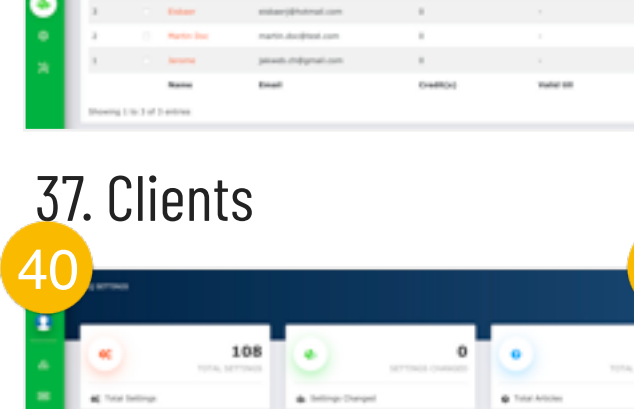
37. Clients



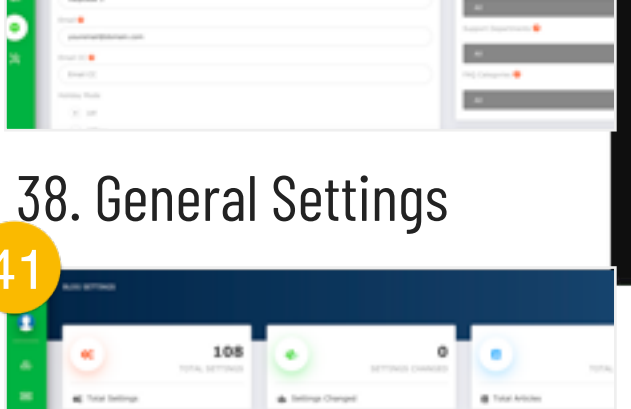
38. General Settings



39. Support Settings



40. FAQ Settings

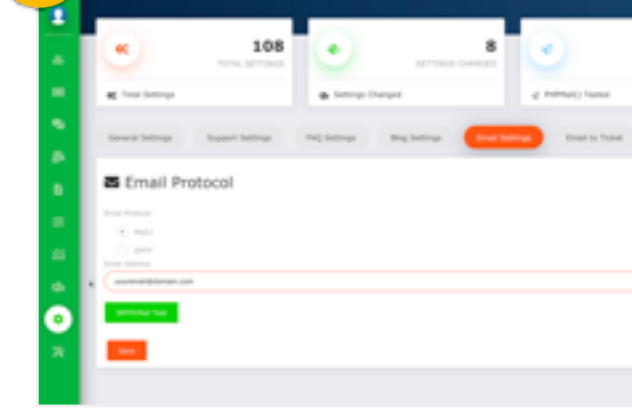


41. Blog Settings

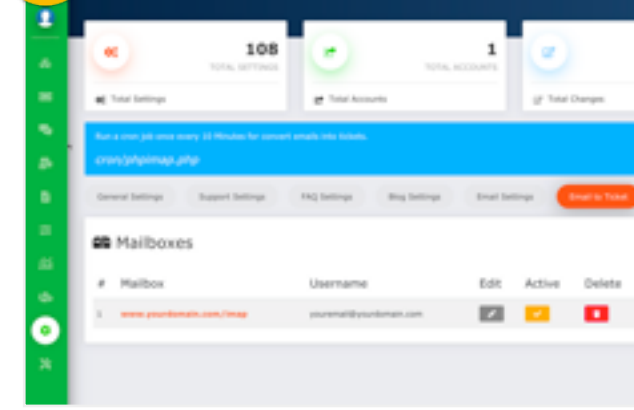
Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB

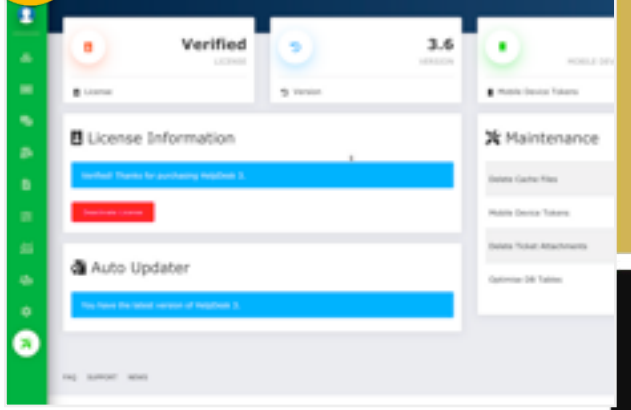
## Contents



42. Email Settings



43. PHP IMAP Settings



44. Maintenance

Created by Jérôme Kägi | 17 February 2021

Made with love by JAKWEB