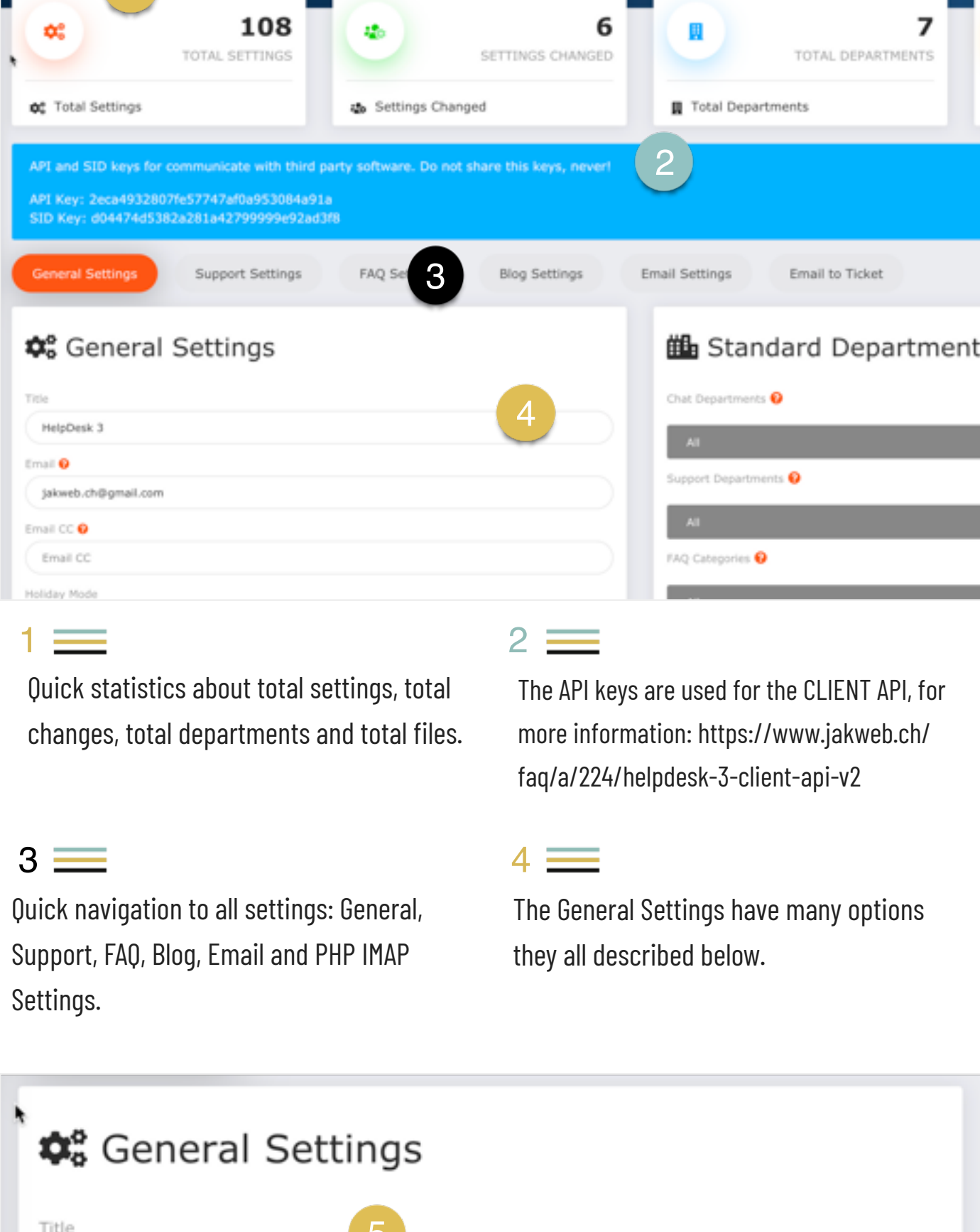


# 38. General Settings

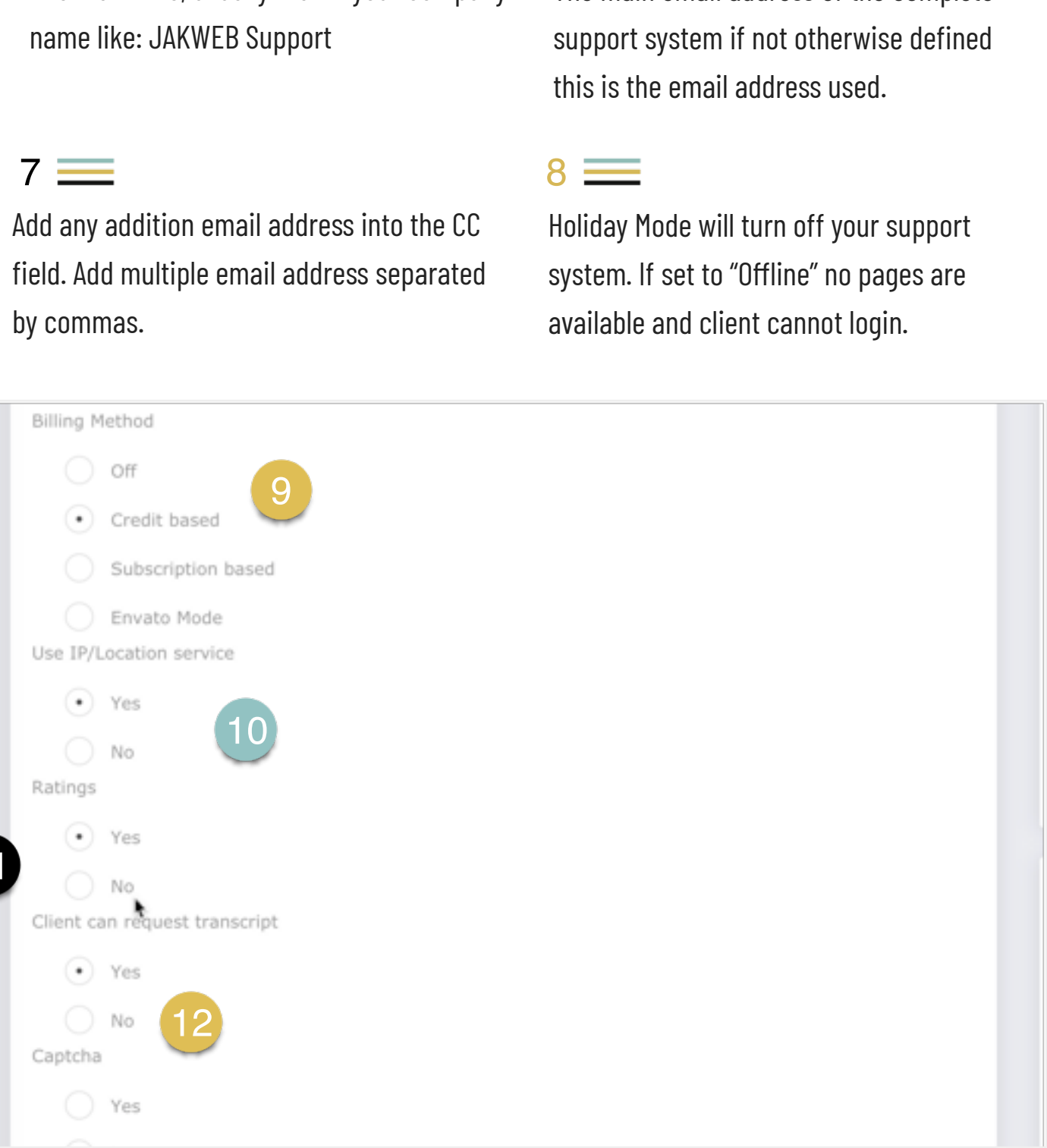


**1** Quick statistics about total settings, total changes, total departments and total files.

**2** The API keys are used for the CLIENT API, for more information: <https://www.jakweb.ch/faq/a/224/helpdesk-3-client-api-v2>

**3** Quick navigation to all settings: General, Support, FAQ, Blog, Email and PHP IMAP Settings.

**4** The General Settings have many options they all described below.

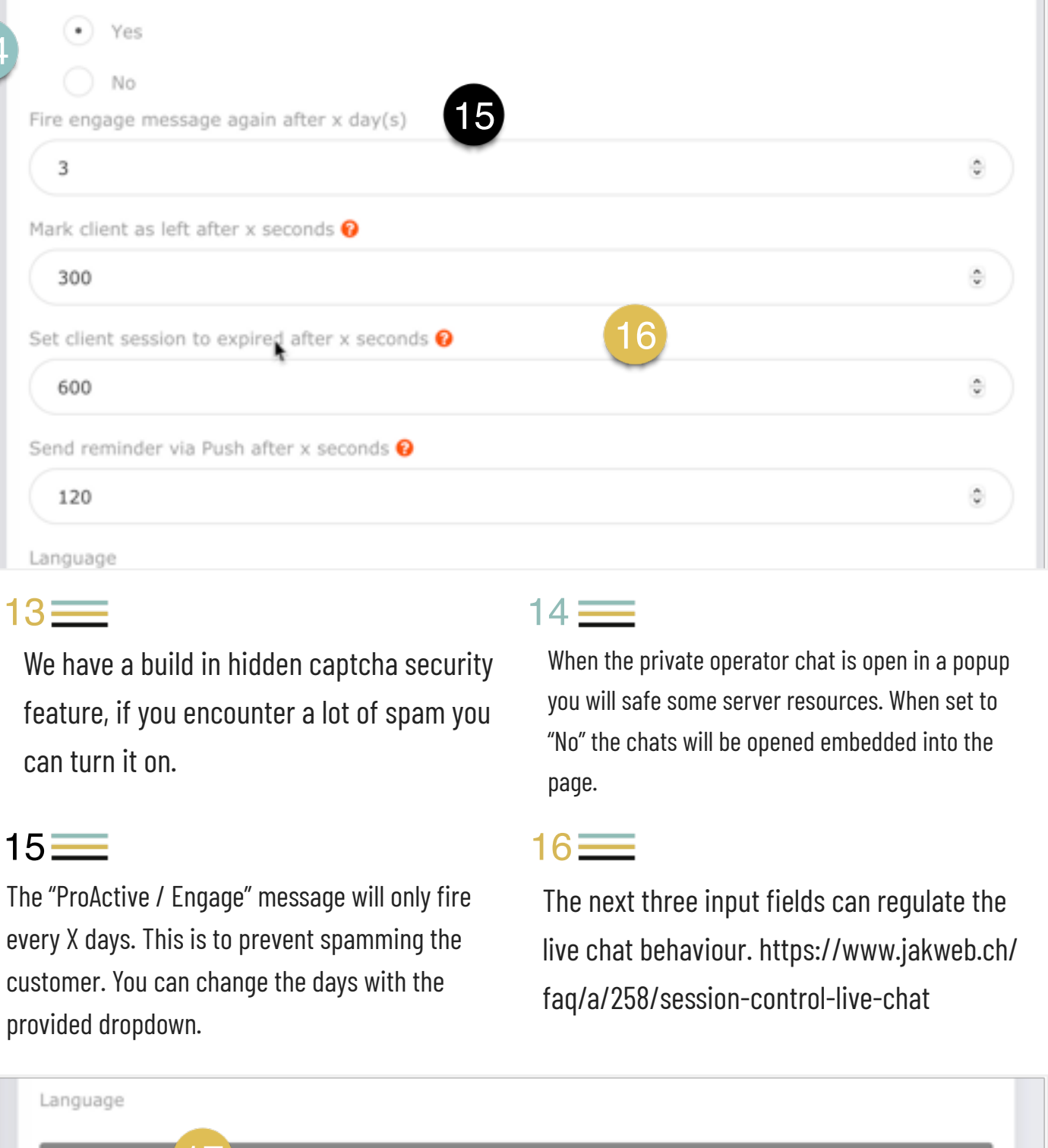


**5** The main title, usually that is your company name like: JAKWEB Support

**6** The main email address of the complete support system if not otherwise defined this is the email address used.

**7** Add any addition email address into the CC field. Add multiple email address separated by commas.

**8** Holiday Mode will turn off your support system. If set to "Offline" no pages are available and client cannot login.

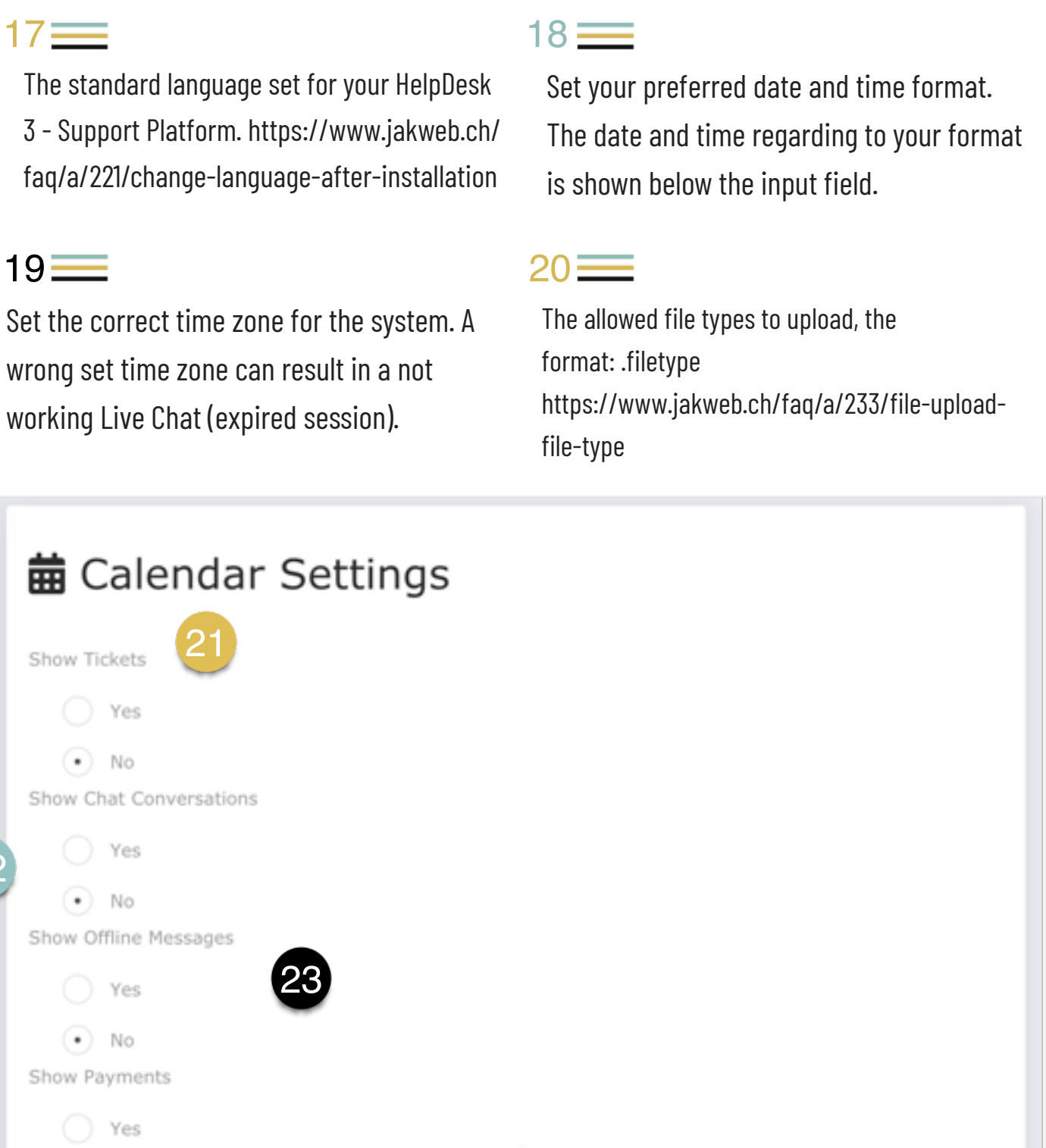


**9** The billing mode gives you many options how to use HelpDesk 3. Read here for more information: <https://www.jakweb.ch/faq/a/179/how-to-start-with-helpdesk-3>

**10** IP to Geo location is a free service we provide, if you don't want to use it you can turn it off here.

**11** Turn on or off customer ratings in general.

**12** Allow the client to receive a live chat transcript after the chat has ended.

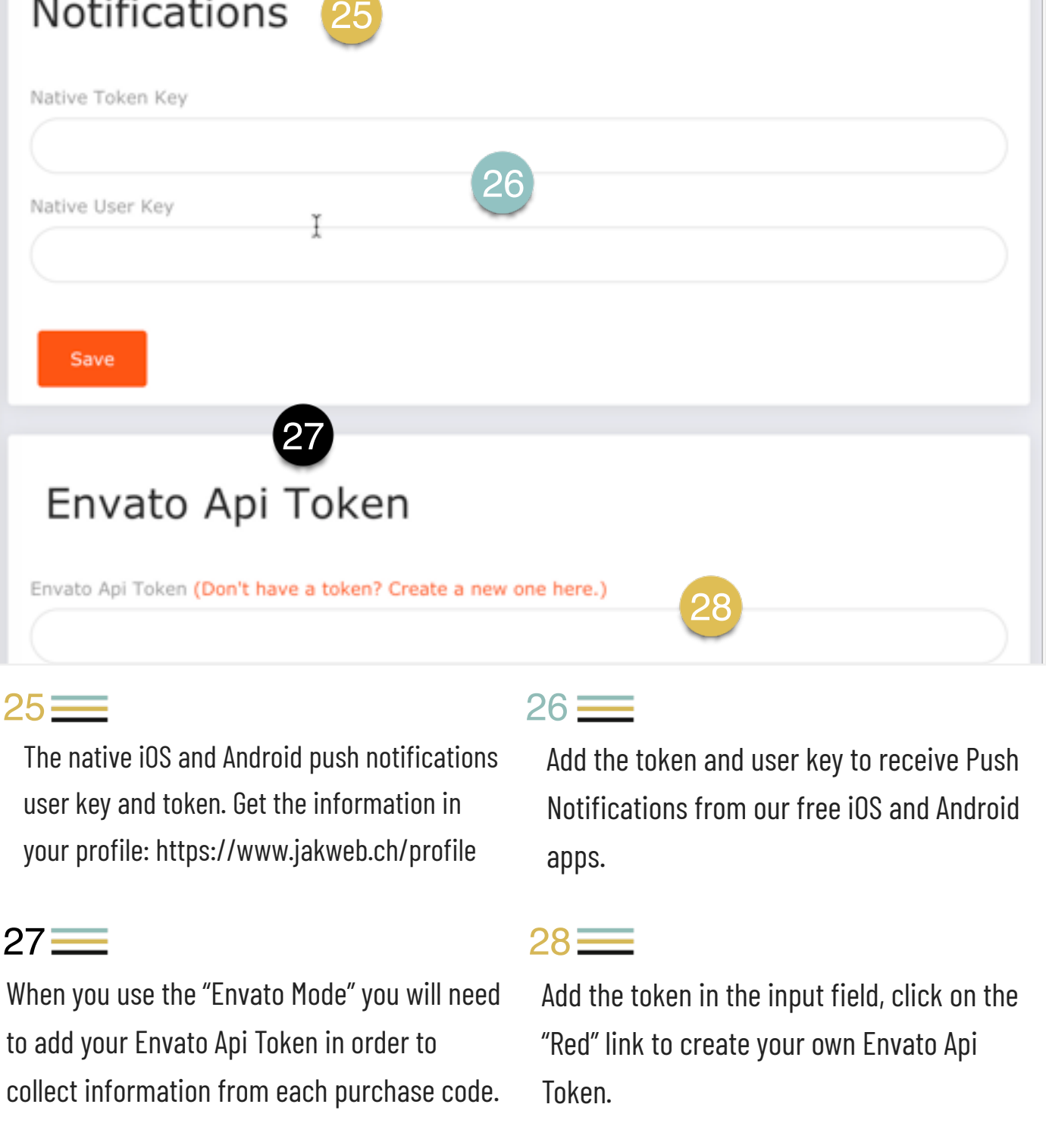


**13** We have a build in hidden captcha security feature, if you encounter a lot of spam you can turn it on.

**14** When the private operator chat is open in a popup you will save some server resources. When set to "No" the chats will be opened embedded into the page.

**15** The "ProActive / Engage" message will only fire every X days. This is to prevent spamming the customer. You can change the days with the provided dropdown.

**16** The next three input fields can regulate the live chat behaviour. <https://www.jakweb.ch/faq/a/258/session-control-live-chat>

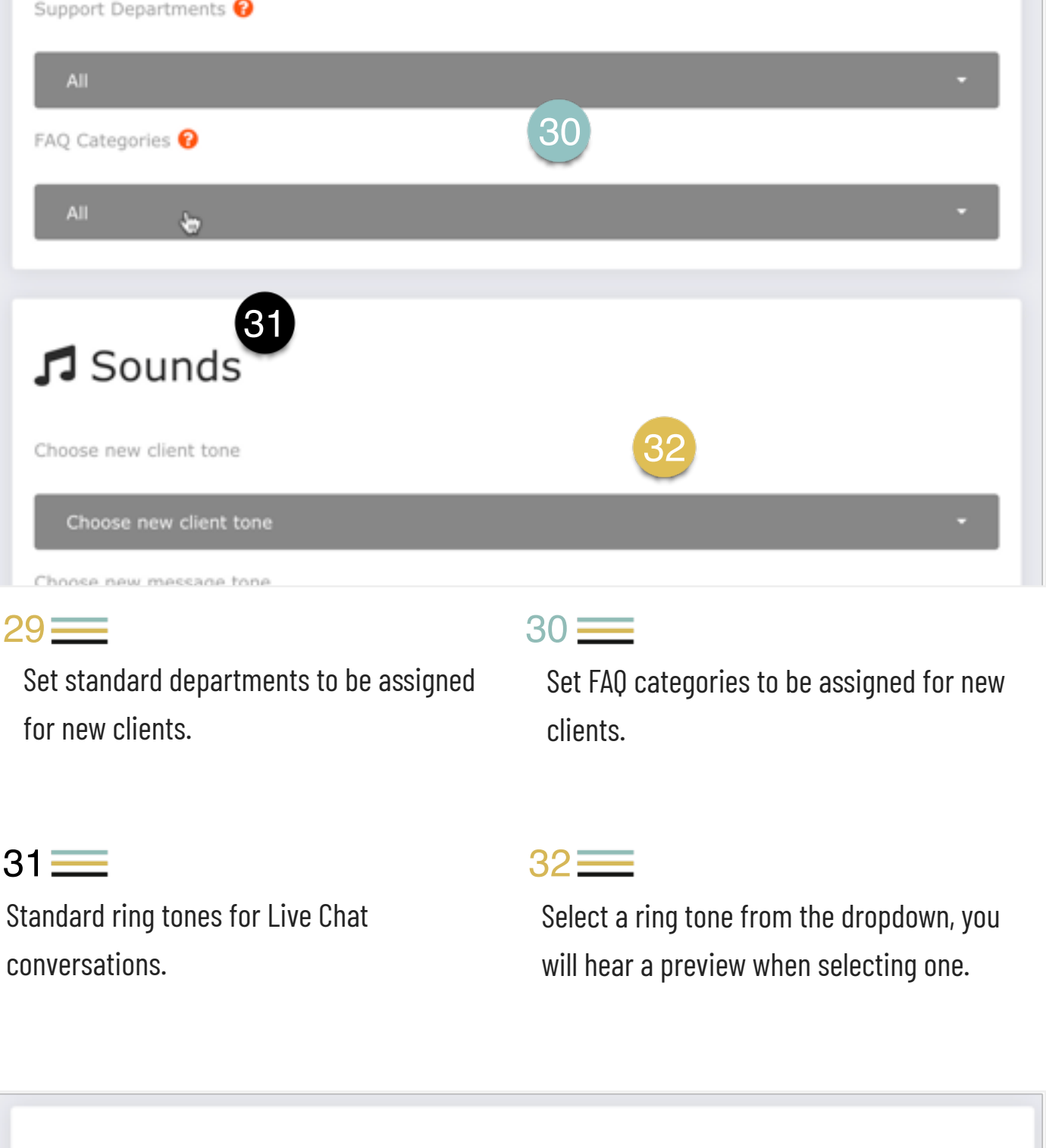


**17** The standard language set for your HelpDesk 3 - Support Platform. <https://www.jakweb.ch/faq/a/221/change-language-after-installation>

**18** Set your preferred date and time format. The date and time regarding to your format is shown below the input field.

**19** Set the correct time zone for the system. A wrong set time zone can result in a not working Live Chat (expired session).

**20** The allowed filetype to upload, the format: filetype <https://www.jakweb.ch/faq/a/233/file-upload-file-type>

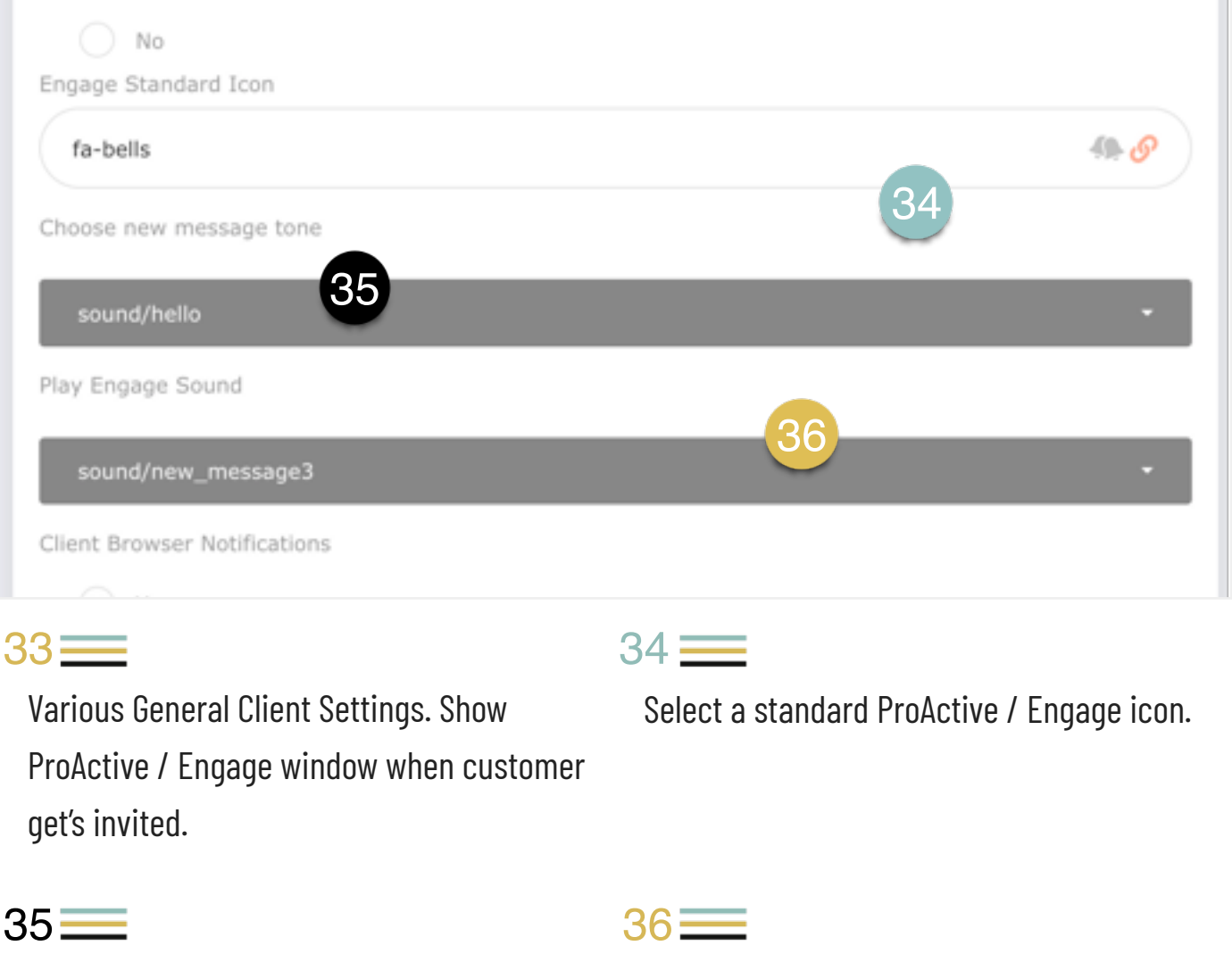


**21** Show all tickets when they have been created in the calendar on the dashboard.

**22** Show all live chat conversations when they started in the calendar on the dashboard.

**23** Show all offline messages when they have been created in the calendar on the dashboard.

**24** Show all payments when they have been paid in the calendar on the dashboard.

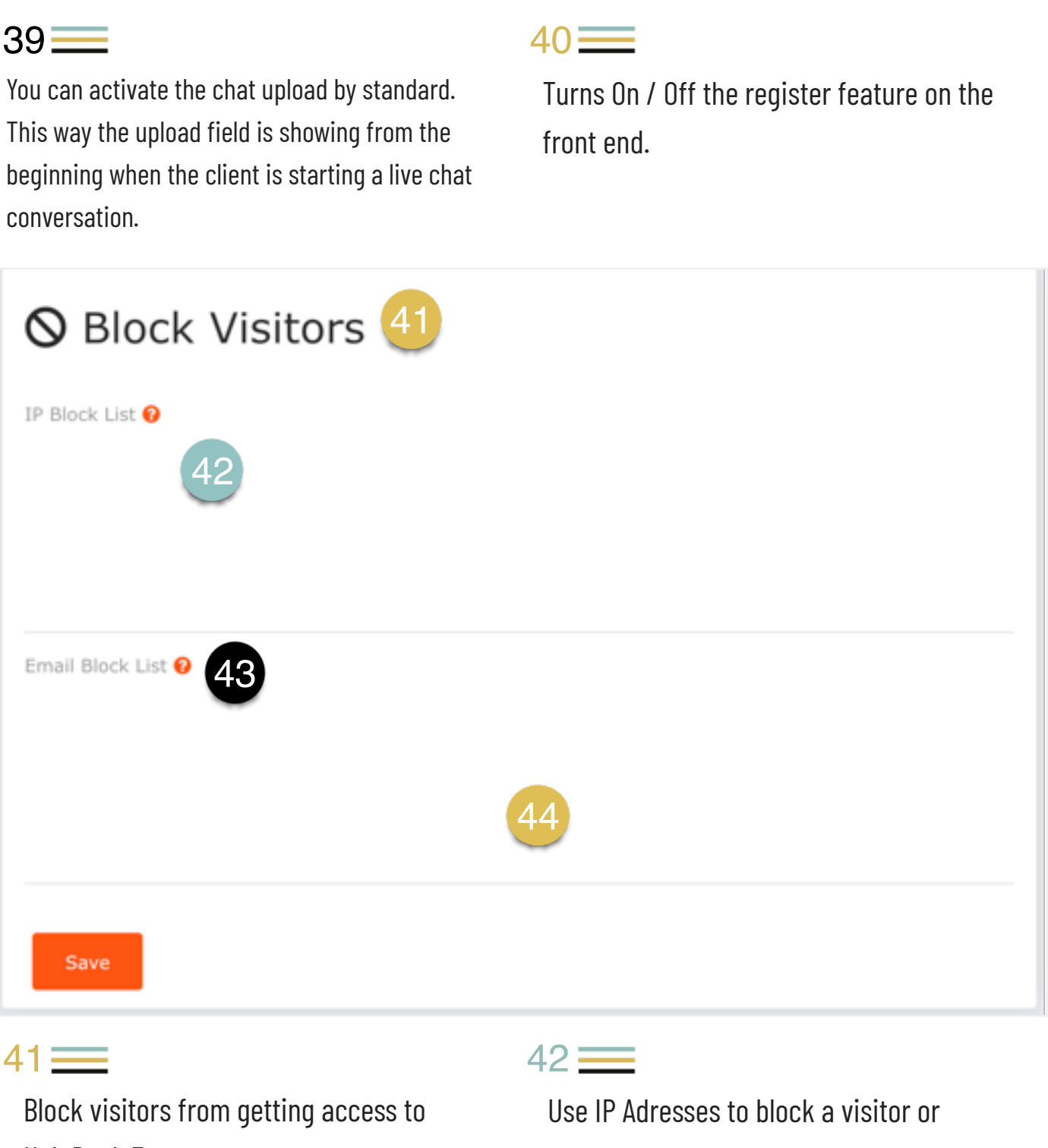
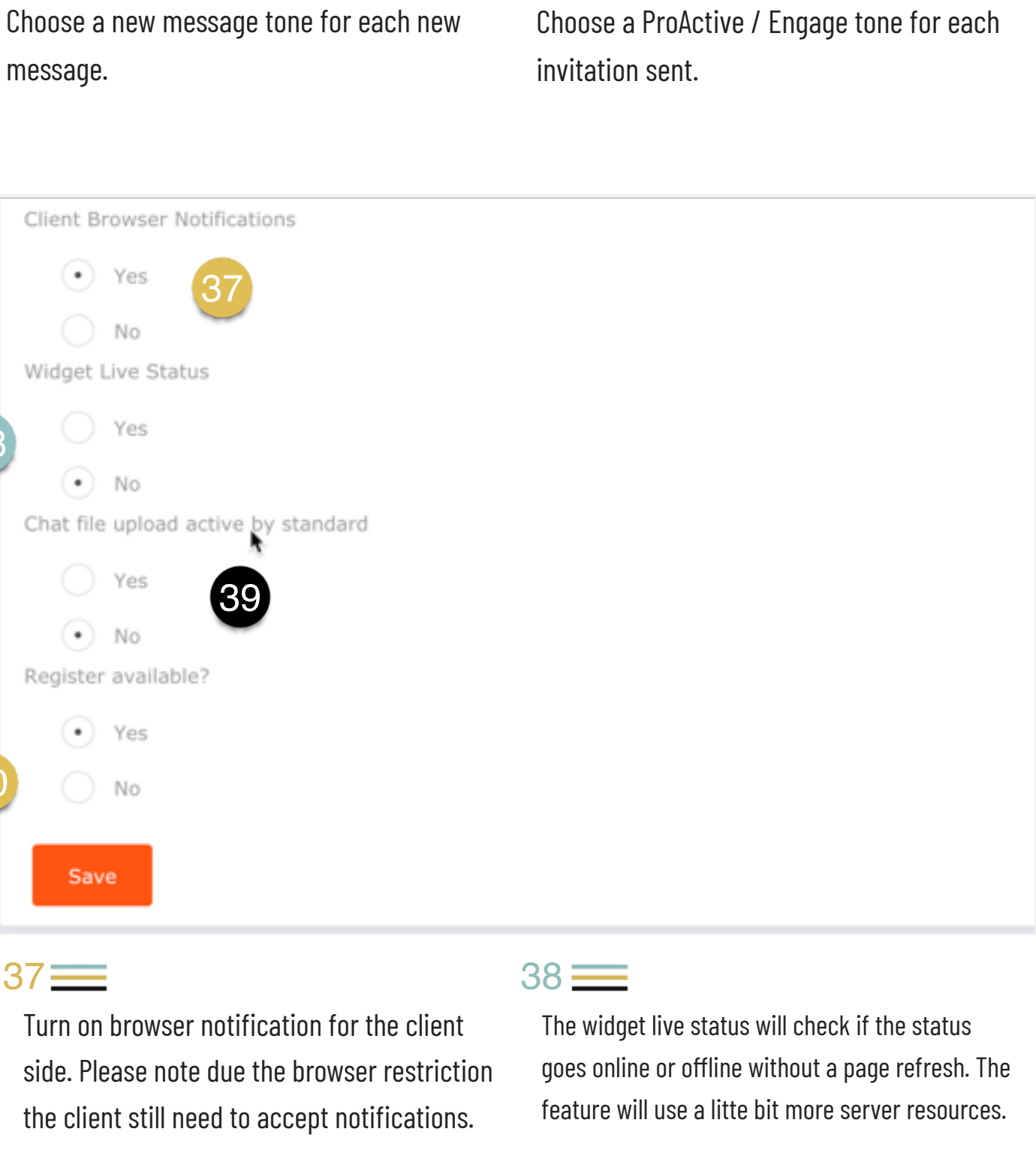


**25** The native iOS and Android push notifications user key and token. Get the information in your profile: <https://www.jakweb.ch/profile>

**26** Add the token and user key to receive Push Notifications from our free iOS and Android apps.

**27** When you use the "Envato Mode" you will need to add your Envato Api Token in order to collect information from each purchase code.

**28** Add the token in the input field, click on the "Red" link to create your own Envato Api Token.

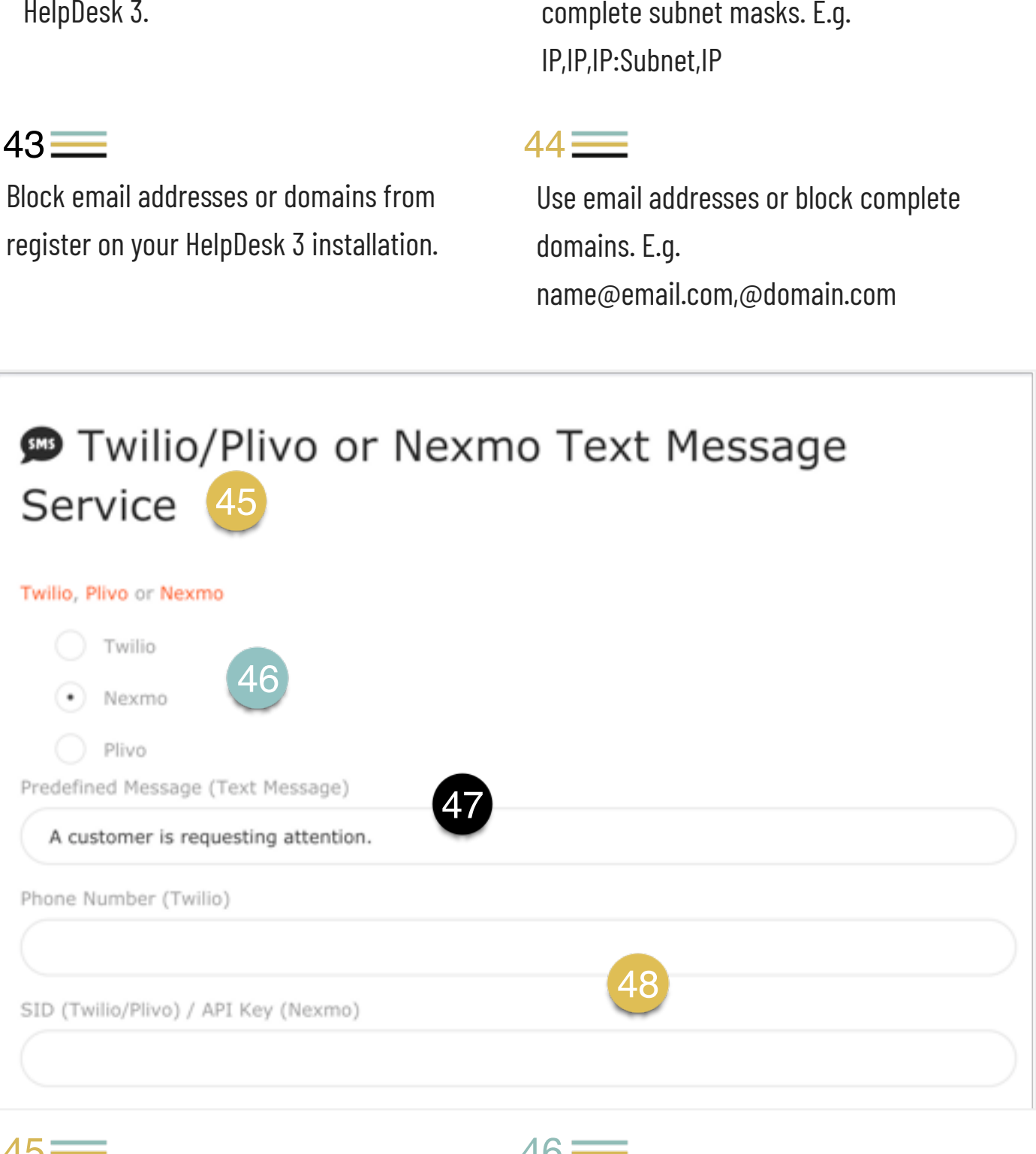


**29** Set standard departments to be assigned for new clients.

**30** Set FAQ categories to be assigned for new clients.

**31** Standard ring tones for Live Chat conversations.

**32** Select a ring tone from the dropdown, you will hear a preview when selecting one.

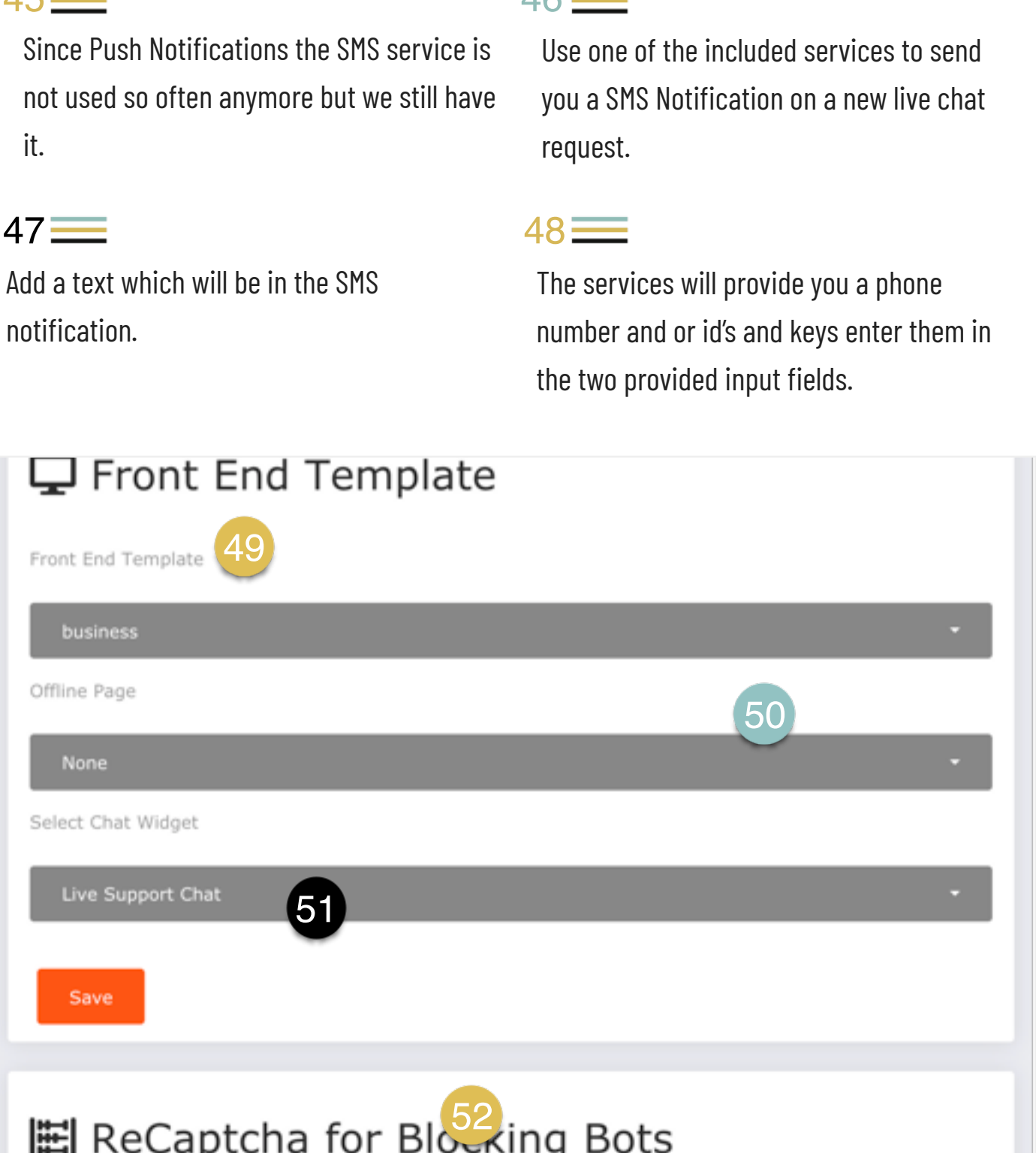


**33** Various General Client Settings. Show ProActive / Engage window when customer get's invited.

**34** Select a standard ProActive / Engage icon.

**35** Choose a new message tone for each new message.

**36** Choose a ProActive / Engage tone for each invitation sent.

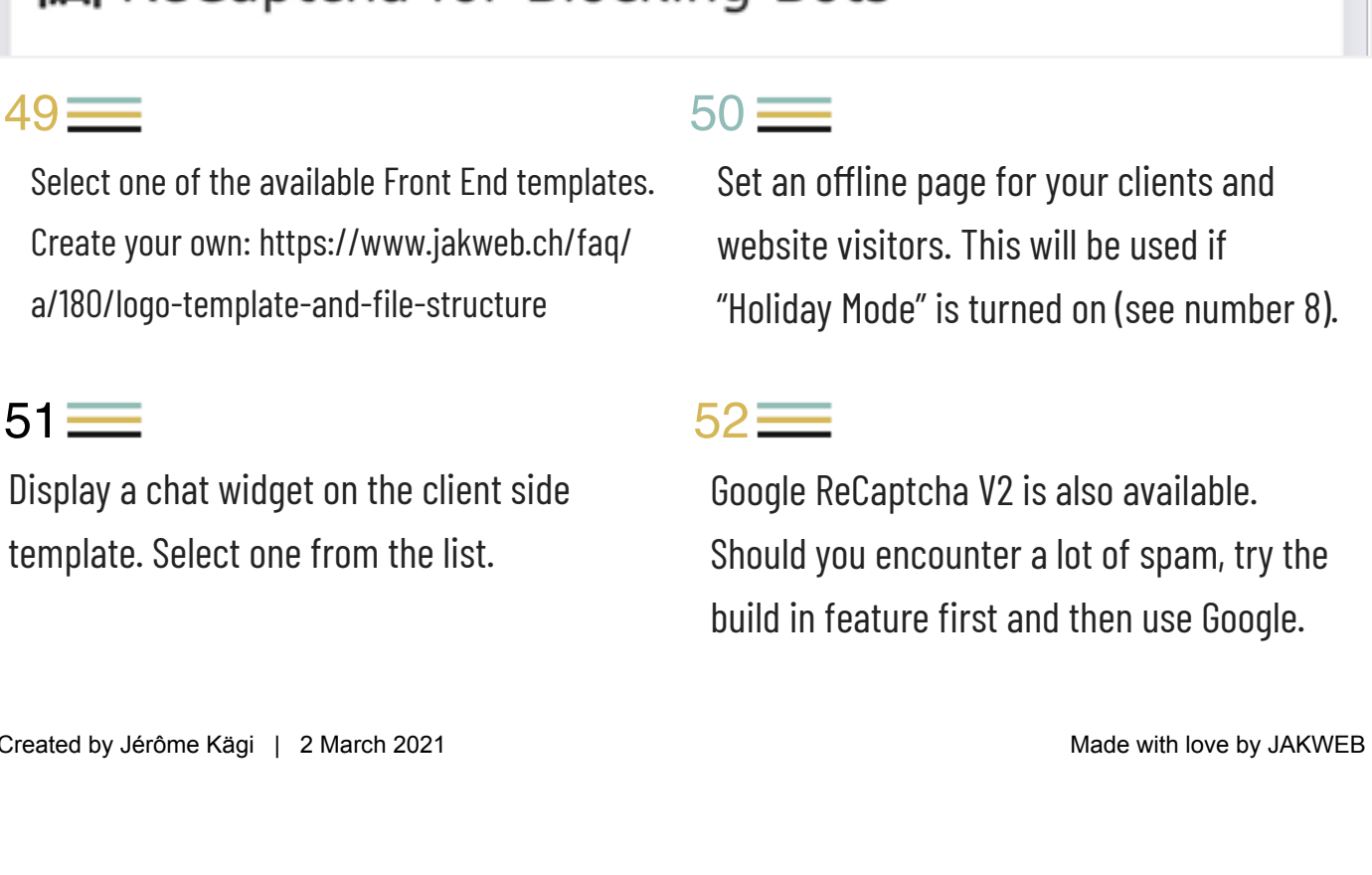


**37** Turn on browser notification for the client side. Please note due the browser restriction the client still need to accept notifications.

**38** The widget live status will check if the status goes online or offline without a page refresh. The feature will use a lite bit more server resources.

**39** You can activate the chat upload by standard. This way the upload field is showing from the beginning when the client is starting a live chat conversation.

**40** Turns On / Off the register feature on the front end.



**41** Block visitors from getting access to HelpDesk 3.

**42** Use IP Addresses to block a visitor or complete subnet masks. E.g. IP,IP,IP:Subnet,IP

**43** Block email addresses or domains from register on your HelpDesk 3 installation.

**44** Use email addresses or block complete domains. E.g. name@email.com,@domain.com



**45** Since Push Notifications the SMS service is not used so often anymore but we still have it.

**46** Use one of the included services to send you a SMS Notification on a new live chat request.

**47** Add a text which will be in the SMS notification.

**48** The services will provide you a phone number and or id's and keys enter them in the two provided input fields.



**49** Select one of the available Front End templates. Create your own: <https://www.jakweb.ch/faq/a/180/logo-template-and-file-structure>

**50** Set an offline page for your clients and website visitors. This will be used if "Holiday Mode" is turned on (see number 8).

**51** Display a chat widget on the client side template. Select one from the list.

**52** Google ReCaptcha V2 is also available. Should you encounter a lot of spam, try the build in feature first and then use Google.

