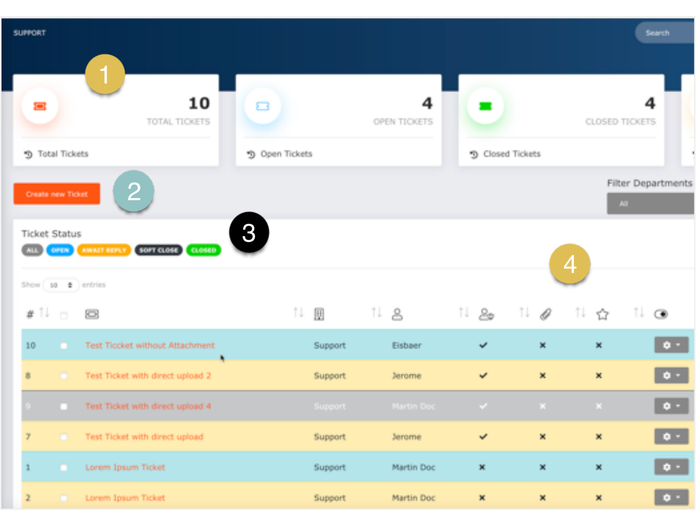
4. Support Area

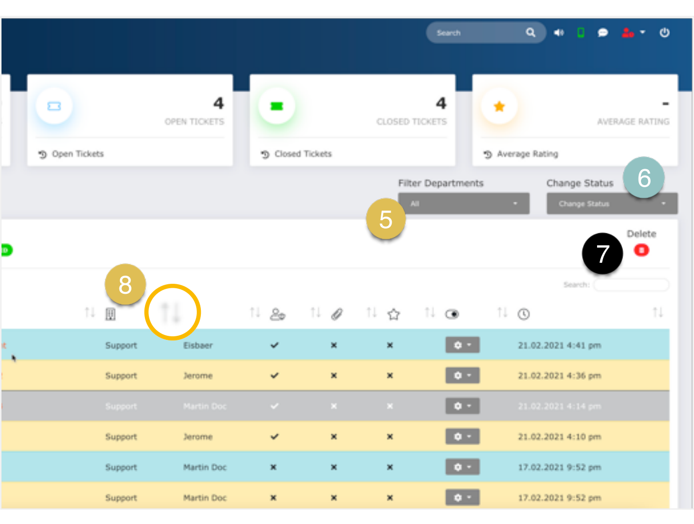


1 The general ticket statistics are shown in this 4 boxes.

2 Here you can create a new ticket in behalf of a client (see below).

3 All the ticket status you have created are shown here. Each status is clickable and will sort the tickets accordingly.

4 In this table all tickets are shown which you you have permission to see.

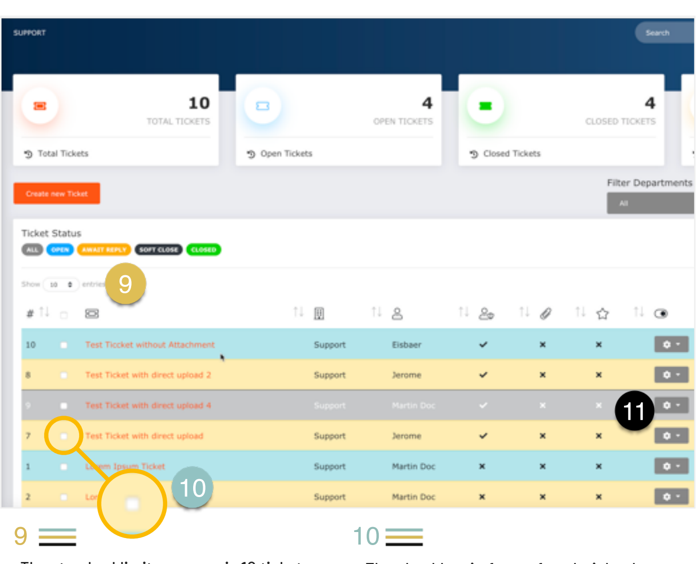


5 Here you can filter tickets by departments. The filter will stick until you have set it back to "ALL".

6 Here you can mass change the status of your tickets. You can select the tickets you want to change and apply the status change.

7 Deleting a ticket or tickets is possible with this button. Simply select the tickets you want to be removed and hit the button.

8 With the arrows next to each column you can sort the tickets. Hold Shift (Windows) or Shift (Mac) to filter multiple columns.

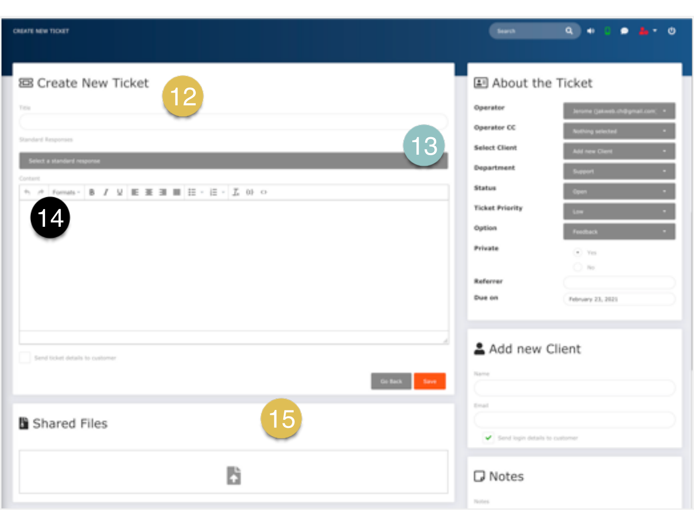


9 The standard limit per page is 10 tickets, here you can change the limit to 25, 50 or 100.

10 The checkbox in front of each ticket let you select multiple tickets and change the status or delete them.

11 With the "cog" wheel you can change the status of a ticket individual.

New Ticket

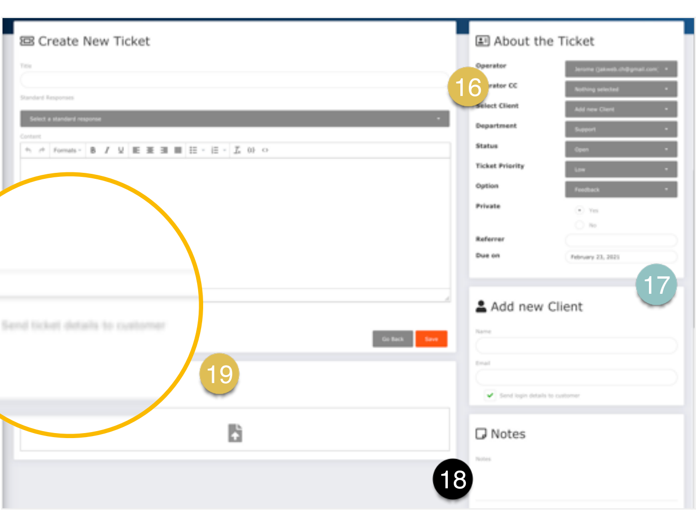


12 The Title or Subject of the Ticket

13 Select a Standard Support Response. Hint: When you select a client before hand it can use the client placeholders.

14 Add your the ticket content in the wysiwyg editor. Please note: Images and Files should be added in the shared files area.

15 Drag and Drop files into this area. You can also click on the icon to open the windows explorer or finder on Mac.



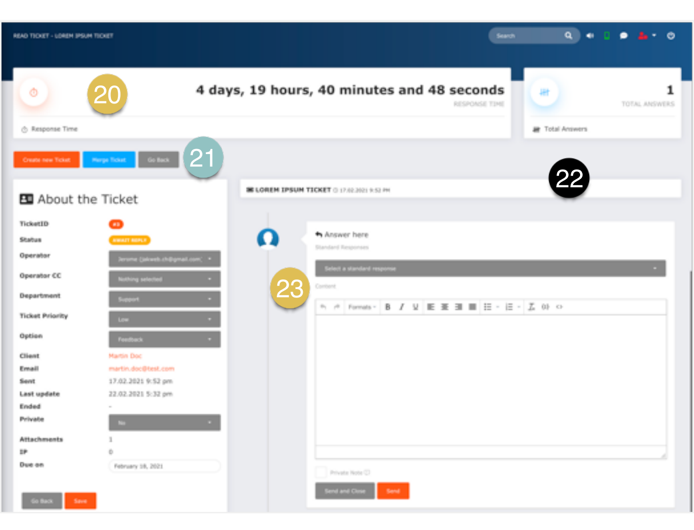
16 Select Operators, Client, Department, Ticket Status, Priority, Options, Privacy, Referrer and Due Date in this box.

17 In case the client does not exist, create a new client the same time you create a new ticket.

18 Add some internal notes for other operators, that is not visible to clients.

19 If you want to inform the client about the ticket you have created for him, please check the checkbox before saving the ticket.

Answer Ticket

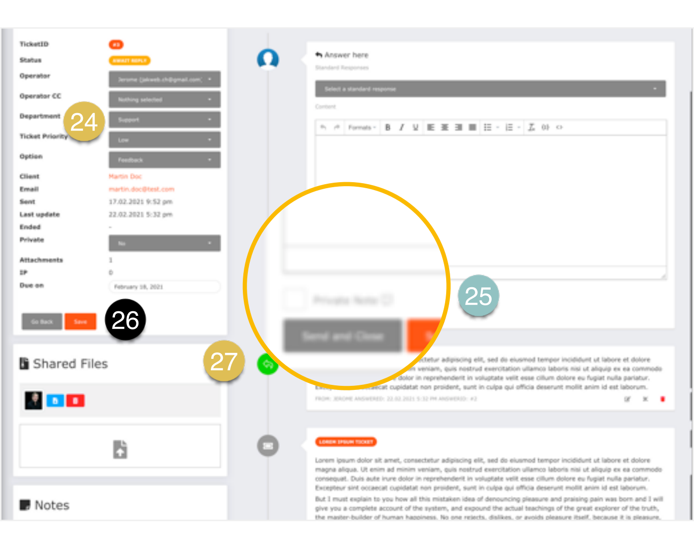


20 Ticket Statistic is shown on top. Average Response time and how many answers have been written

21 Quick Access Buttons: Create New Ticket, Merge Ticket or go back to the main ticket view.

22 Ticket Title, Date and Time when Ticket has been created by the client or by the operator.

23 Answer here, you can also use the standard responses. Simply choose one from the dropdown.

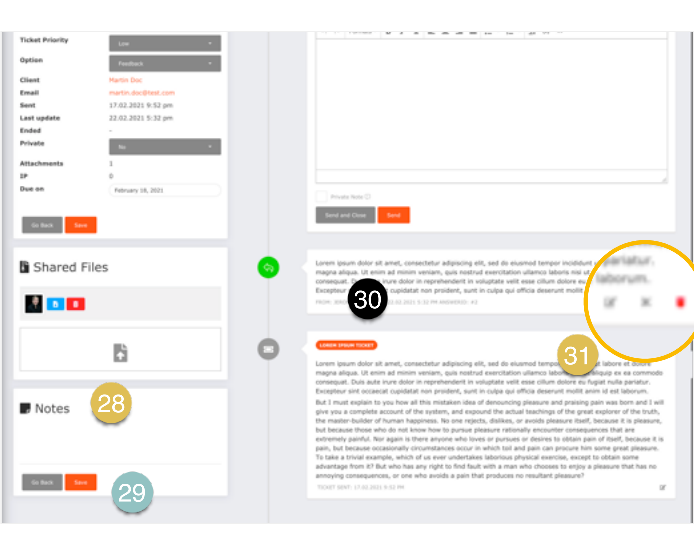


24 Ticket information like involved operators, client, department, priority, options and other useful information.

25 When this checkbox is checked, your answer is not public and can only be seen by other operators.

26 You can always change ticket information without sending an answer. Simply change the information and press "Save".

27 Here you can see the shared files from the operator and from the client.



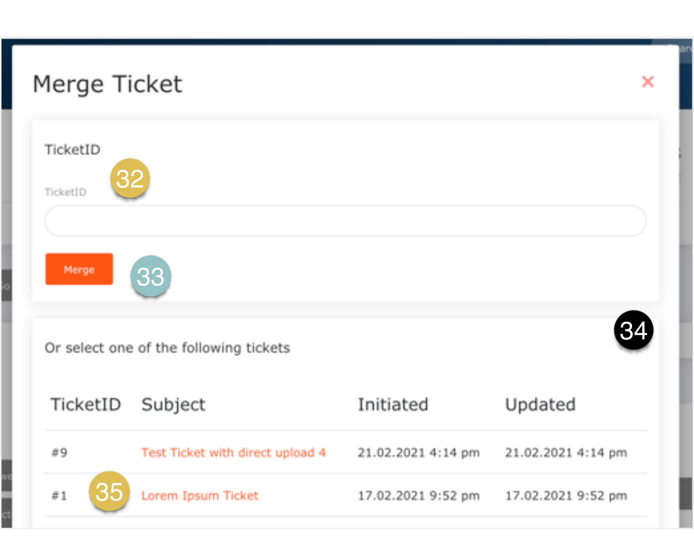
28 Notes are shown here and can only be seen by operators.

29 You can store a note without sending an answer. Simply click "Save" button when you like to store a note.

30 Message History is shown below the editor. Oldest messages on the bottom.

31 With this buttons you can: Edit, Split or Delete an individual answer.

Merge Ticket



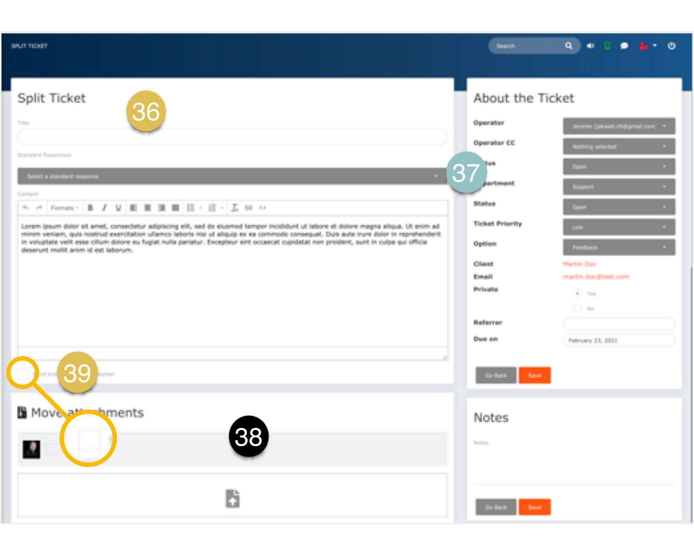
32 You can merge with another ticket by entering the ticket id.

33 Press "Merge" and the two tickets will be combined and the ticket you have currently open will be closed.

34 You will also have a list of open tickets from this client you can merge with.

35 By clicking on the ticket subject the ticket will be merged and the ticket you have currently open will be closed.

Split Ticket



36 Add a new Ticket Subject

37 Change some ticket information if necessary

38 Move selected attachments from the old to the new ticket. You can also directly upload new attachments to the new ticket.

39 Inform the customer about the split ticket.