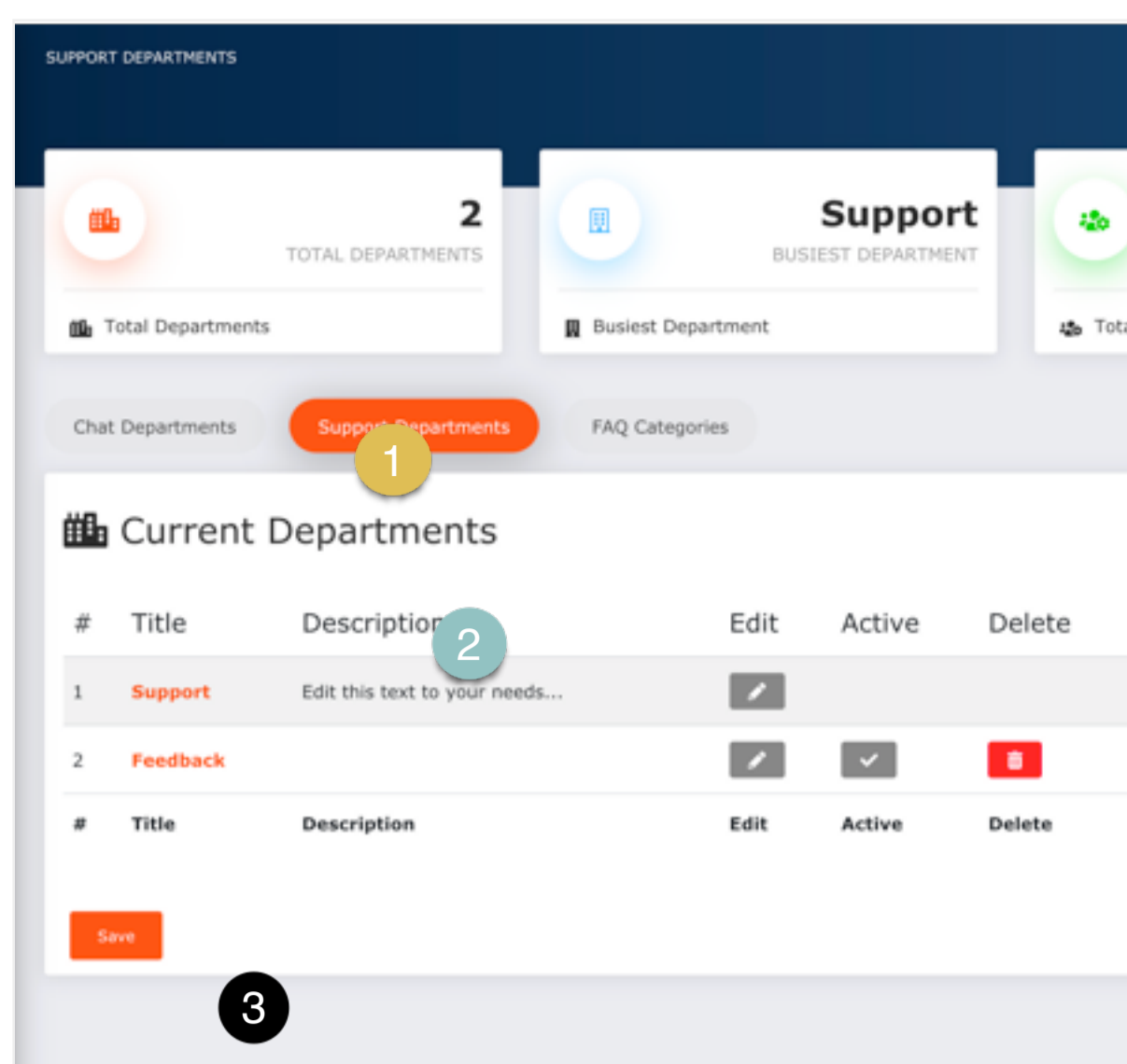


19. Support Departments



1

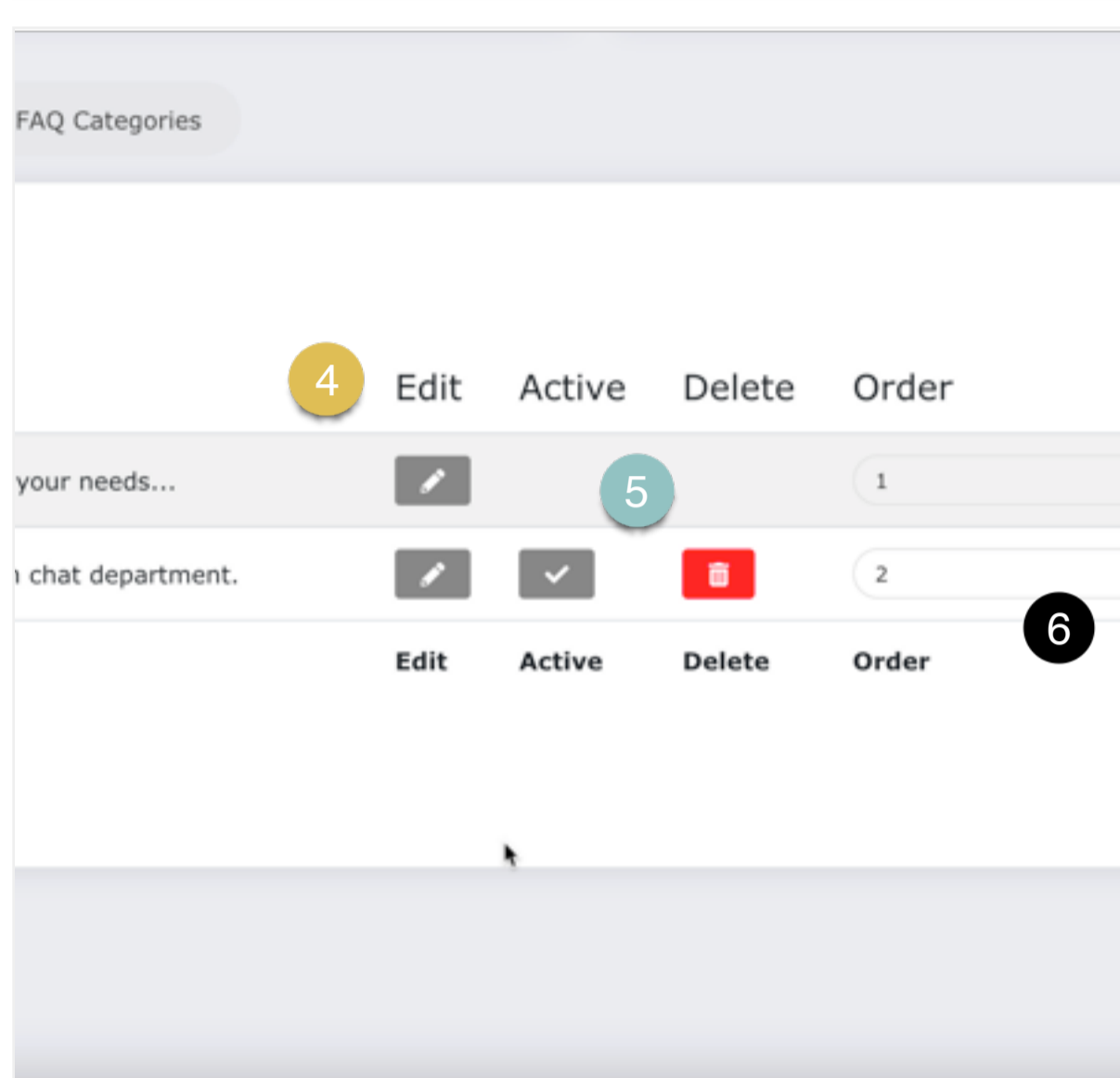
Quick access to all departments and categories. Chat Departments, Support Departments and FAQ Categories.

2

All created support departments are shown here. The order can be rearranged by drag and drop up and down.

3

After changing the order you will need to save it by clicking in the "Save" button.



4

You can edit each support department with the "Edit" button or click on the chat department title.

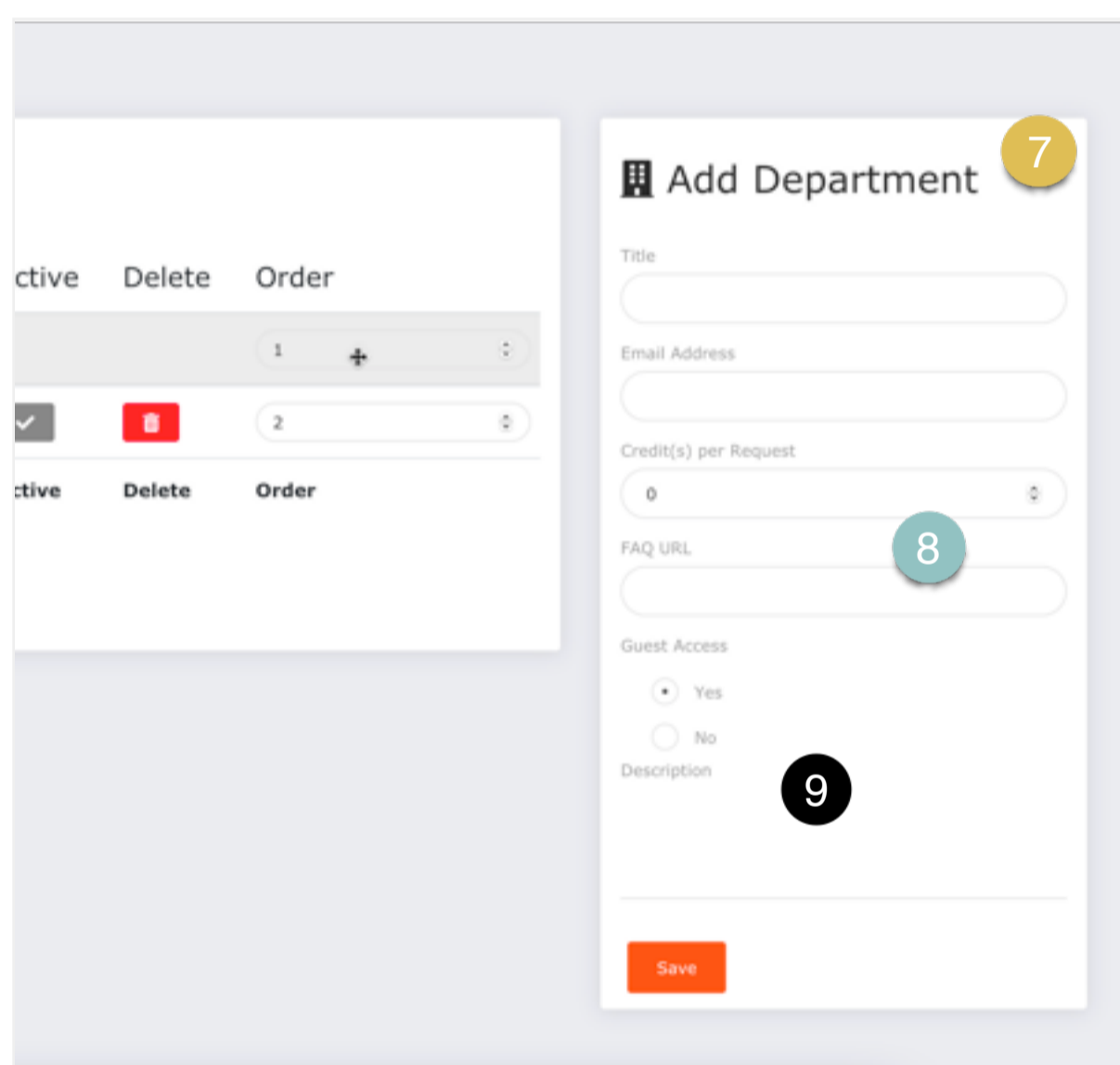
5

The next two buttons will allow you to deactivate / activate or delete the department.

6

The order input field will give you the option to change the order of your departments. You can also drag and drop the complete row and the order number will be automatically updated.

New Chat Department



7

With the "Add Department" form you can add another support department. The email address can be set if this email address should be informed on a new client.

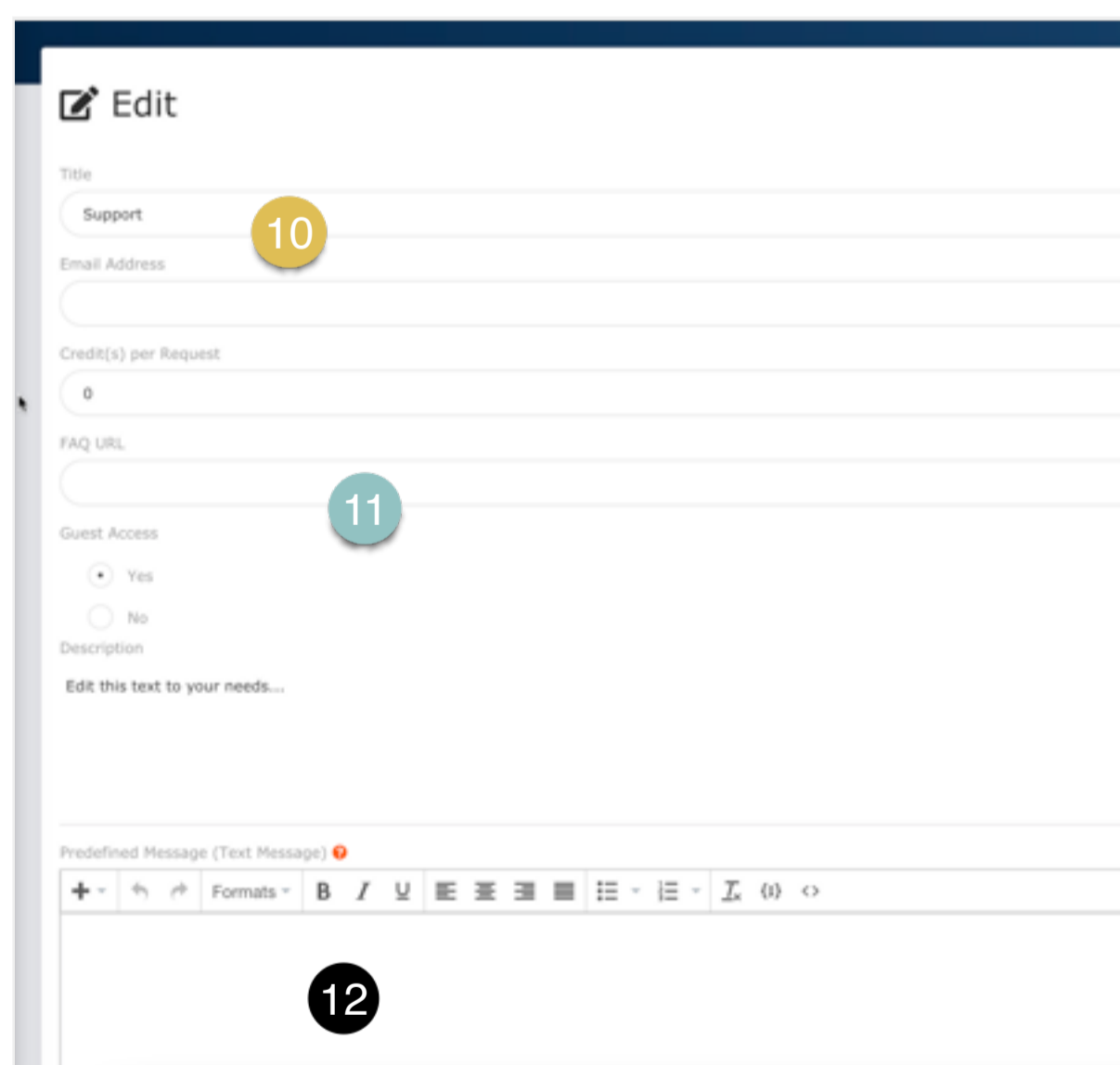
8

Credits are only necessary when the credit system is used (see Settings). You can set any number of credit to be deducted from the client account when chatting with this department.

9

When "Guest Access" is denied only logged in clients can use this department. Add a description for more information.

Edit Chat Department



10

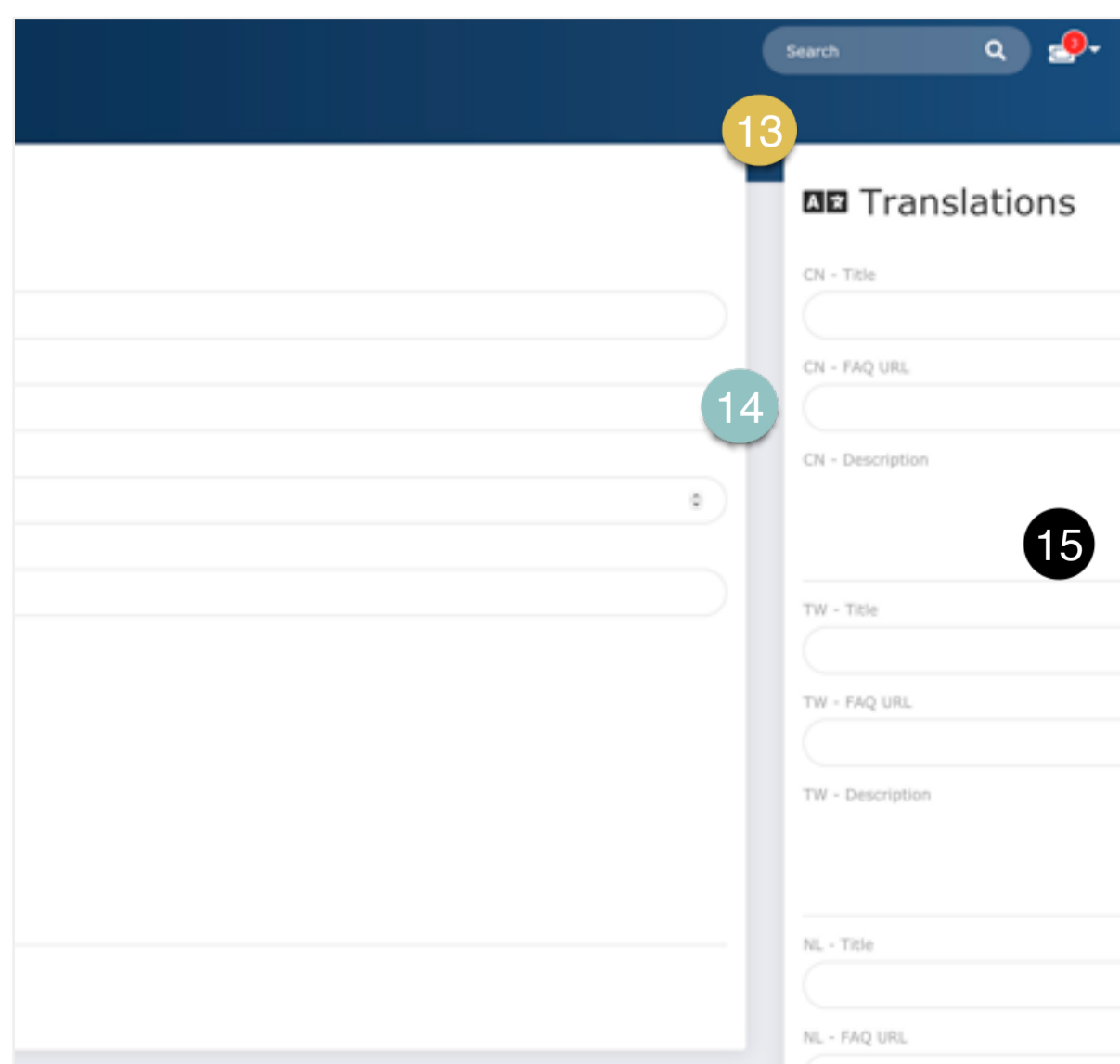
All available fields can be edited and saved again.

11

The FAQ URL input field let's you add an URL for your Operators. When they take a chat with this department they have access to this URL from the conversation view.

12

You can setup a predefined message for each support department. That will help your clients to provide the correct information in a support request.



13

HelpDesk 3 is multilingual capable, therefore you have the option to translate: Title, FAQ URL and the description into the language you are using.

14

The FAQ URL might be different for a different language, here you can set the URL to the correct language one.

15

The description can be changed as well to make sure everything is translated correctly.