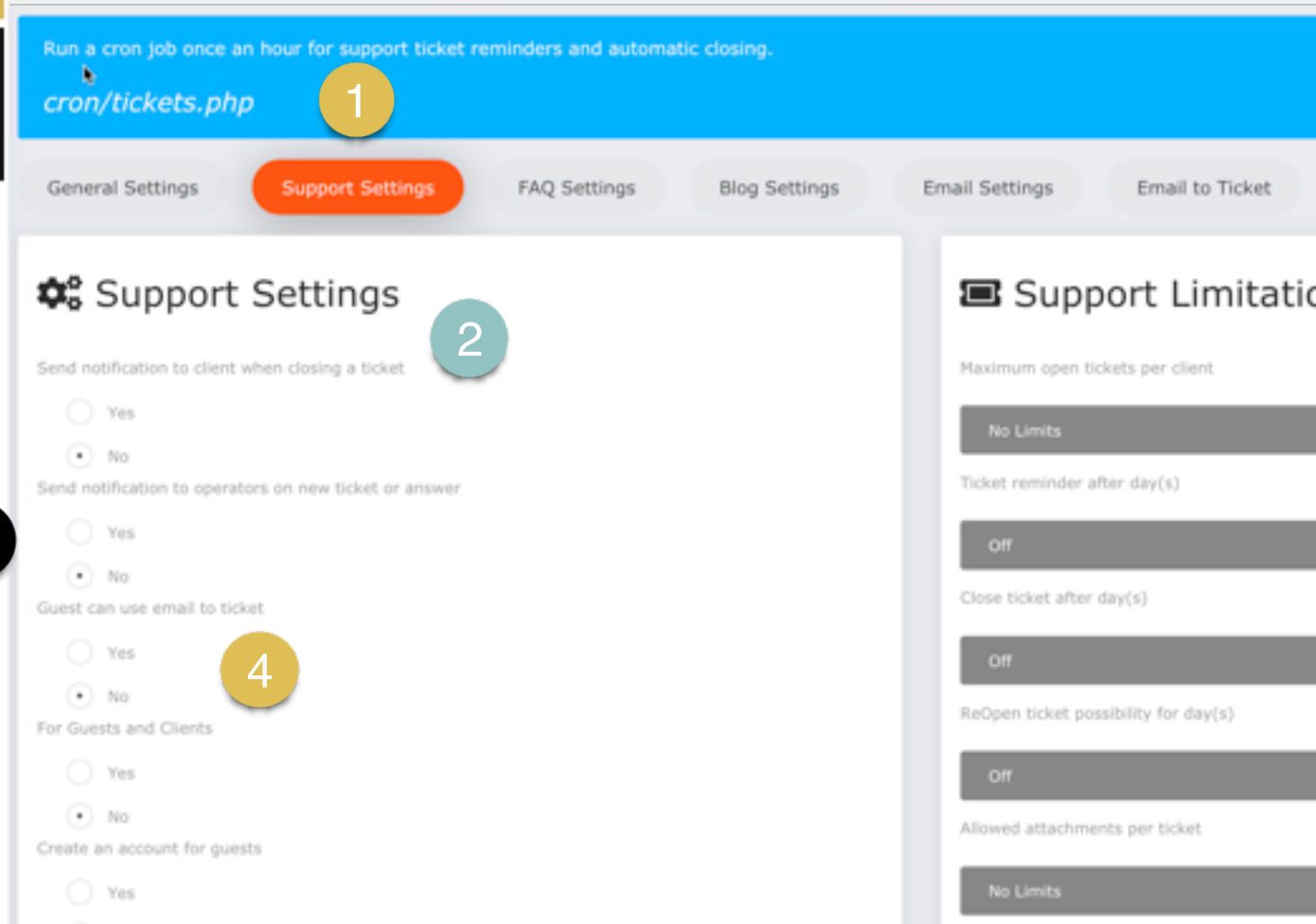


39. Support Settings

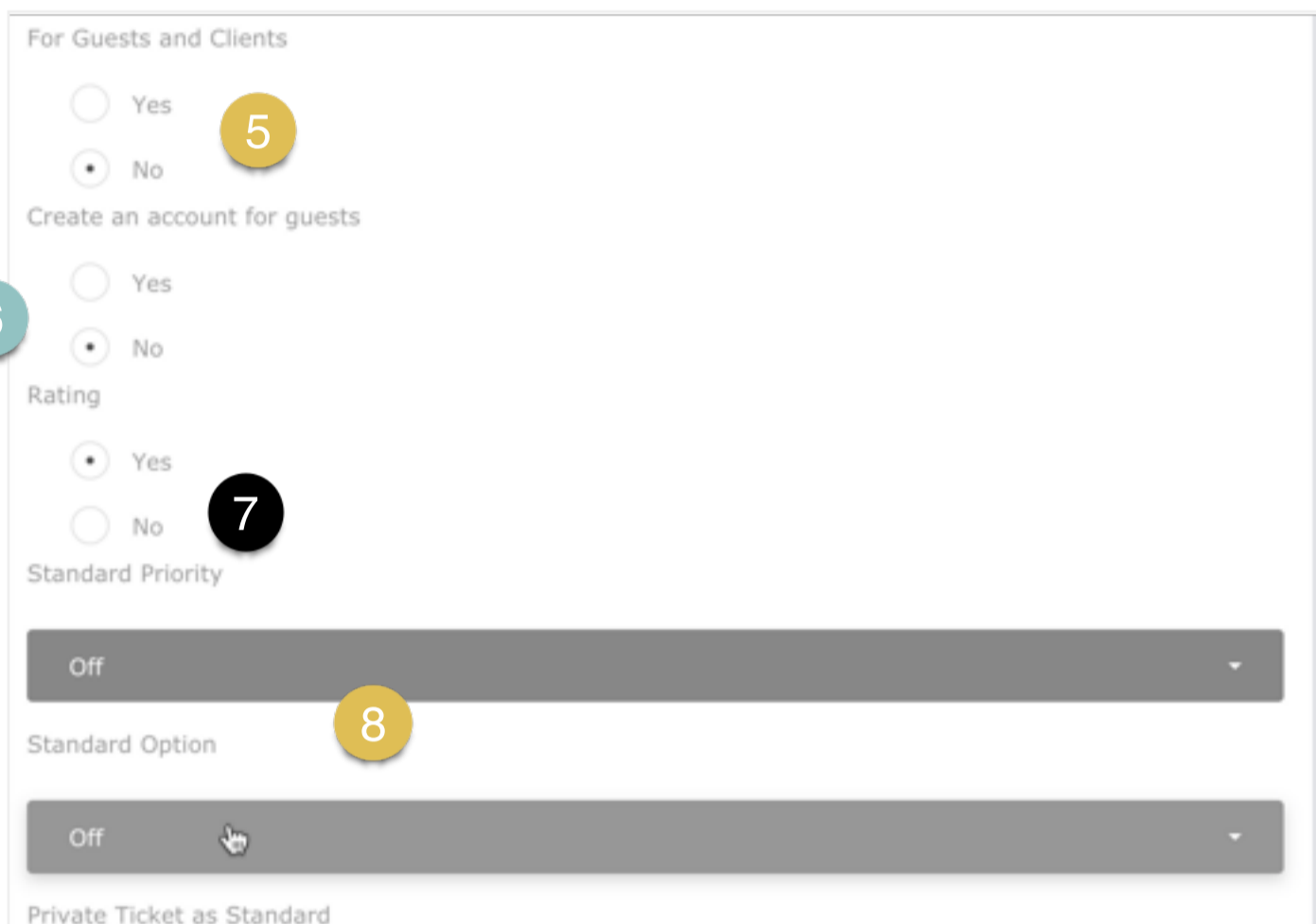


1 The cron job will need to be run to execute some tasks. The path can be found on top of the Support Settings.

2 Decide if a notifications to the client should be sent or not when closing a ticket.

3 Operators can also receive notifications when there is a new ticket or answer.

4 When turned off only already registered clients (verified email address) can use the Email to Ticket feature (PHP IMAP).

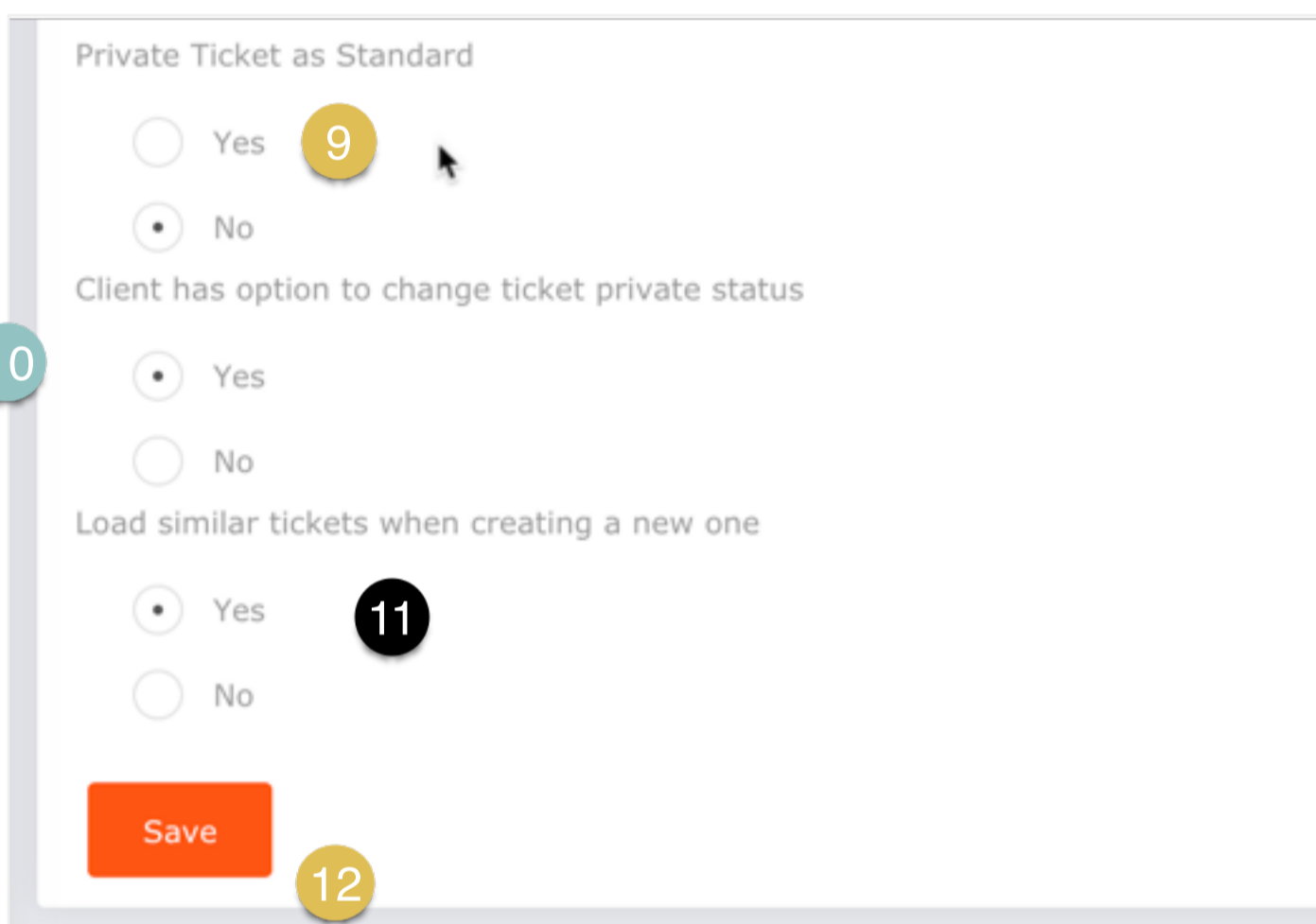


5 General option to have Guests and Client access to create a new ticket.

6 The system can create an account for guests when they create the first ticket.

7 Ticket Rating can be turned off.

8 Set some standard variables for the priority and option field.

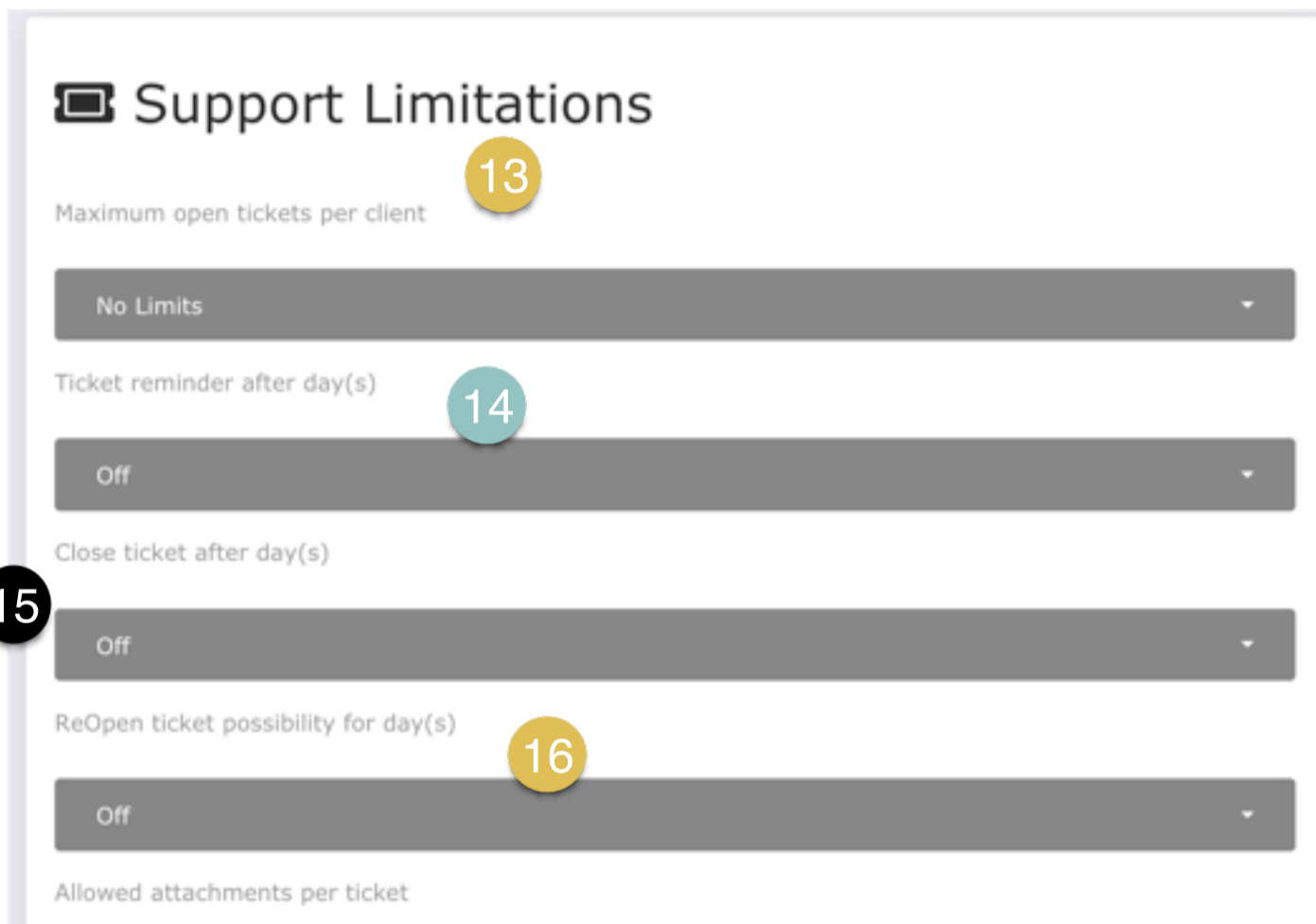


9 HelpDesk 3 has private and public tickets (like a forum) the standard when the client is creating a new ticket can be changed here.

10 You can also hide the option for changing the status this way all tickets are either private or public.

11 Very helpful feature and it has proven that we reduced the amount of tickets by 50%. When the client starts entering a subject for his new ticket it loads similar support and FAQ articles that might contain a solution already.

12 As always you can save the changes with the "Save" button.

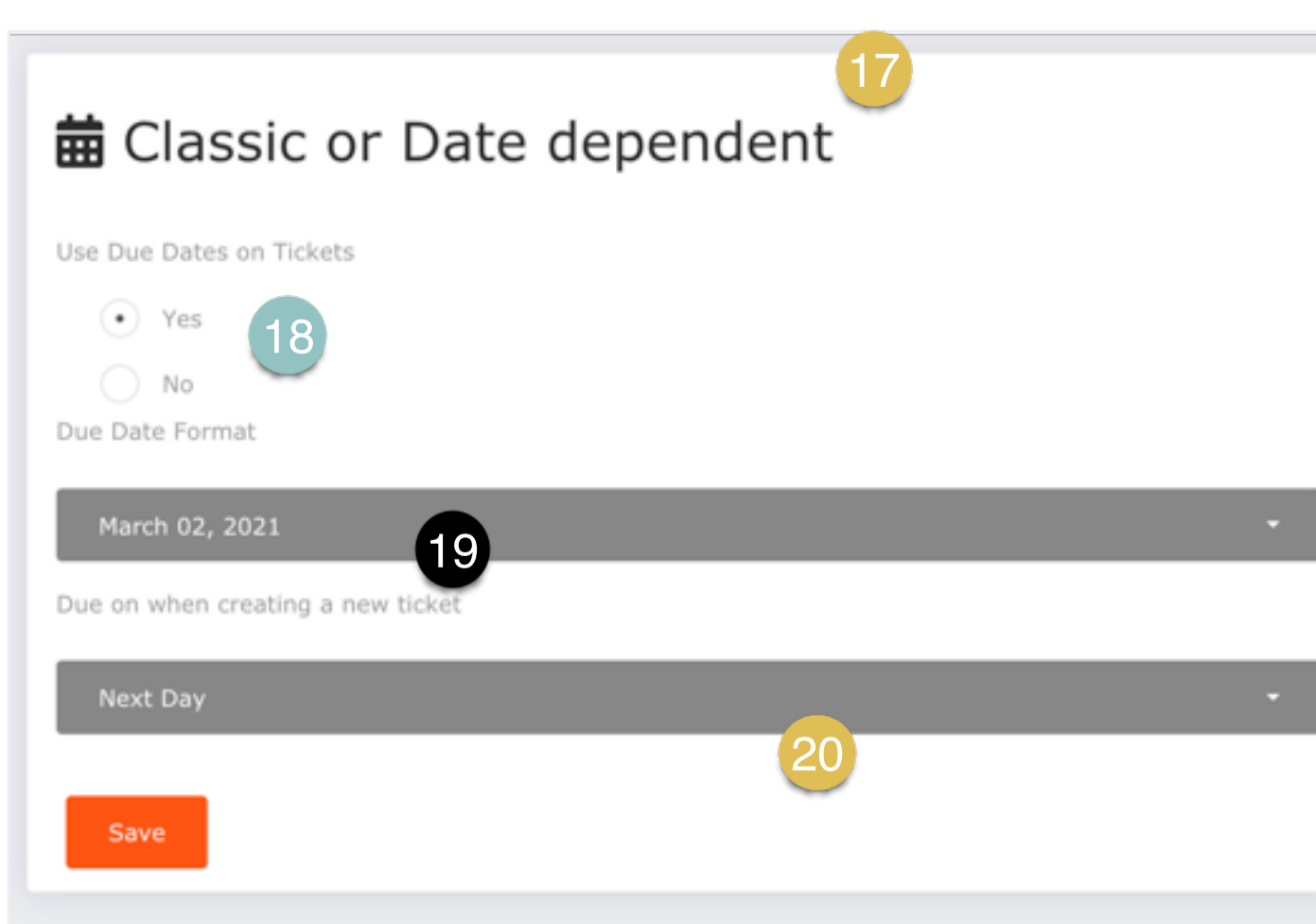


13 Add a limitation for each customer how many open tickets he can have.

14 After how many days the system should send a reminder for a ticket that awaits an answer from the client.

15 Automatically close a ticket after X days. You you can also turn this feature off.

16 Select how many days after you "Soft Closed" a ticket it can be reopened.



17 HelpDesk 3 has a classic and unique way to manage support requests. Use due dates to set a date when the ticket has been solved.

18 Due Dates the unique way to run a support system or the classic way (No) to solve the requests as you will.

19 Set a date format for the due date feature.

20 When a new ticket is created select a time frame for your operators to answer / solve the ticket.