

HelpDesk Extension User Guide

About This Extension:

Easy to create / manage departments (Multiple departments supported). Allow customer/staff to set priority (Normal / High / Urgent). It was very easy to manage and support through emails. Efficient tracking.

Features:

- User Friendly Extension.
- Easy to Install.
- Respond ticket conveniently.
- Track the history of tickets.
- Set priority.
- Choose email template from the five available templates.
- Email will be sent automatically when ticket is created/closed.
- Multiple Departments can be created.

Installation:

Steps to install this extension

We recommend creating a backup of your site before installing any new extension, especially if it is a live site.

- Please make sure you've downloaded extension package compliant with your magento version. The Compliance information is stated in the package filename. Once you've downloaded and unzipped the archive.
- Upload the contents of the module package to the Magento root folder. This will not overwrite the existing Magento folders or files, only the new contents will be added.
- After uploading is done, Log in your Magento administration panel to refresh cache by way go to System > Cache Management. Select all caches and take action "Refresh" then submit. You can check whether the module is enabled or not in Admin area. Go to System > Configuration, under configuration select "Advanced" > If the Module is Enabled You can see option "Enable" for "HD_Helpdesk".

UnInstallation:

In Admin area, go to System > Configuration, under Configuration select "Advanced" > Click on Disable

Modules Output and select "Disable" for "HD_Helpdesk", and click Save Config button

Clear the store cache under System > Cache Management .

User Guidance

Before the Ticket is raised by customer admin has to set up “Categories(Departments)” and ”Notification Templates” at back end.

Admin

After Installing the extension, Login into “Admin Panel”.

Go to Helpdesk _ Manage Categories

Here you can add as many Categories(Departments) as required.

To add New Category click on “ Add New Button “

Magento Admin Panel | Global Record Search | Logged in as venkat | Thursday, January 16, 2014 | Try Magento Go for Free | Log Out

Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | Product Offer | Reports | System | **Helpdesk** | Ebay Imports

View Tickets | Manage Categories | Categories Statistics | Manage Notify template

Latest Message: Reminder: Change Magento's default phone numbers and callouts before site launch. You have 1 critical, 5 major, 19 minor and 80 notifications.

One or more of the indexes are not up to date: Product Attributes, Catalog URL Rewrites, Product Flat Data, Category Flat Data, Category Products, Catalog Search Index. Click here to go to [Index Management](#) and rebuild required indexes.

Caution !! It seems that cron is not working on your server, MarketPlaces extensions require cron to work properly.

Category statistics Manager

1 you can add new categories/departments

2 To add new department click on this button

Page 1 of 1 pages | View 20 per page | Total 3 records found | Export to: CSV | Export | Reset Filter | Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected

Name	Total Tickets	Open	Closed	Waiting
Any				
<input type="checkbox"/> Category-1	11	7		
<input type="checkbox"/> Category-2	1			
<input type="checkbox"/> category3				

Actions: Submit

Under category Information

Active: Set the Category state (i.e active/inactive)

Title: Set the Category name.

Sort Order : Enter the sort order.

Category Information

- Category Information
- Email Settings
- Admin Permissions

New Category

Back | Reset | Save Item | Save And Continue Edit

Category Details

Active: Yes (dropdown) - You can set the category state (i.e active/inactive)

Visible on: English (dropdown)

Title: New Category - your category title

Sort Order: 4

Under Email Settings.

Email Notifications: Enable/Disable email notifications.

Email: Enter your email id.

Sender: Select the support department .

Email Gateways:select the email gateway.

Category Information

- Category Information
- Email Settings**
- Admin Permissions

New Category

Back Reset Save Item Save And Continue Edit

Email Settings

Email notifications Yes

Email youremail@gmail.com

Sender General Contact

Email gateways All

Enter your email

Select 'Yes' to get email notifications

Select the support department

Under Admin Permissions

Allowed Roles: Select the role ,so that they can access this category

Category Information

- Category Information
- Email Settings
- Admin Permissions**

New Category

Back Reset Save Item Save And Continue Edit

Admin Permissions

Allowed Roles Administrators

Select the allowed roles. here i have selected admin

Category has been successfully saved.

Category was successfully saved

Category Manager Add New Item

Page 1 of 1 pages | View 20 per page | Total 4 records found | Export to: CSV | Export | Reset Filter | Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected | Actions | Submit

ID	Active	Title	Email	Sort Order
1	Yes	Category-1	[redacted]	1
2	Yes	Category-2	[redacted]	2
3	Yes	category3	[redacted]	3
4	Yes	New Category	[redacted]	4

Go to Helpdesk Manage Notifytemplate

Under this section you can manage email notification templates for both admin and customer.

To add New Notification template click on "Add New Item"

Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | Product Offer | Reports | System | **Helpdesk** | Ebay Imports

Latest Message: Reminder. Change Magento's default phone numbers and callouts before site launch. You have 1 critical, 5 major, 19 minor and 81 notifications.

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Notifytem plate Manager

Page 1 of 1 pages | View 20 per page | Total 5 records found | Export to: CSV | Export | Reset Filter | Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected | Actions | Submit

ID	Type Id
<input type="checkbox"/>	1
<input type="checkbox"/>	2
<input type="checkbox"/>	3
<input type="checkbox"/>	4
<input type="checkbox"/>	5

Under **Template Information**

Type Id: Select the Type of email notification template and customize the email notification template.

Here there are 5 different templates

- Customer Create Ticket Notification.
- Admin Create Ticket Notification.
- Customer Closed Ticket Notification.
- Admin Closed Ticket Notification.
- Admin Reply Ticket Notification.

Note: Sample Templates Content is given at the bottom of this document. Check it.

Template Information

Template Information

Edit Item '5' | Back | Reset | Delete Item | Save Item | Save And Continue Edit

Template Options

Type Id: customer create ticket notification

Select the type of Email notification

```
<table width="602" cellspacing="0" cellpadding="0" border="0" align="center">
<tbody>
<tr>
<td height="25" align="left" style="font-family: verdana, font-size: 11px; line-height: 1.8px">===Please reply above this line===</td>
</tr>
<tr>
<td valign="top" style="border-left: 3px solid #ccc; border-right: 3px solid #ccc; border-top: 3px solid #ccc; border-bottom: 3px solid #ccc">

```

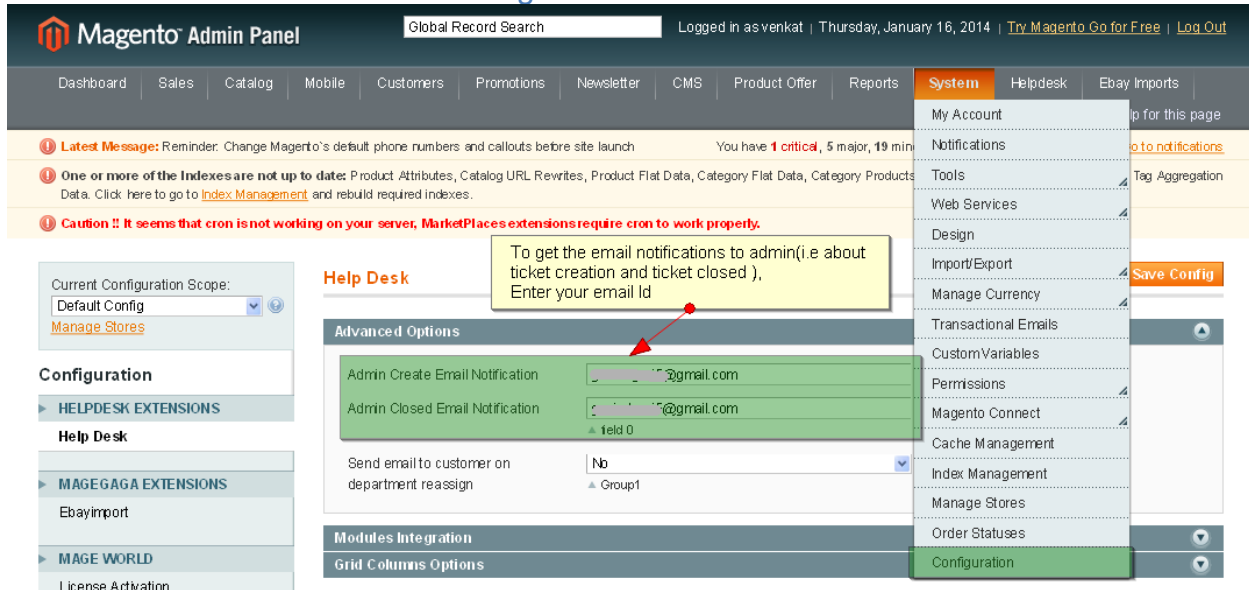
Here you can customize the email notification template

In order to get Email notifications to admin, Go to **System Configuration** Left Hand Side Under **HELPDESK EXTENSIONS** click help desk Under **Advanced Options**

Admin Create Email Notification: Enter the Email Id.
Admin Closed Email Notification: Enter the Email Id.

Click on “Save Config” button to save the configuration.

Note: If the email ids are not provided under system configuration,Admin wont get any email notifications i.e when token is generated/closed



After Setting up Categories,Email Notification Templates and Configuration at Back End Now go to front end

Front End

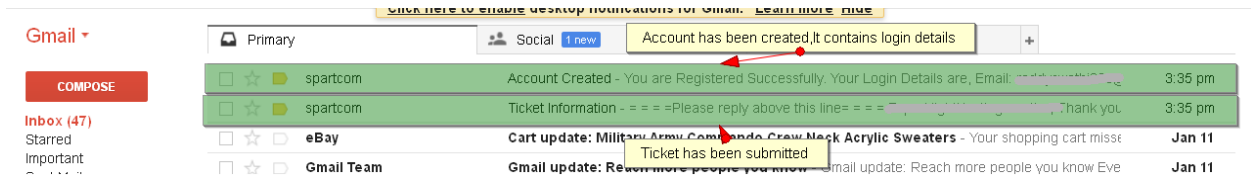
Click on “Helpdesk” link it will open “Create New Ticket” form.



Here the customer will raise the ticket by filling the details such as Ticket title,Select the Category(i.e Department),Select the priority(Normal/High/Urjent),Enter Email Id and Message.

If the Customer is raising the ticket for the first time,then he will get 2 mails.

1. **Login Credentials:**Using this you can login into your account and check the ticket status.
2. **Ticket Raised Successfully** mail will be sent



Otherwise the customer will get only one mail i.e Ticket Raised Successfully

A screenshot of a 'Create New Ticket' form. The form fields are: 'First Name *' (swetha), 'Last Name *' (reddy), 'Title *' (Regarding stock), 'Assign Category' (Category-1), 'Priority' (Urgent), 'Email ID *' (reddy@spartcom), and 'Message *' (Is the stock available). A 'Submit ticket' button is at the bottom right. Annotations with red arrows point to each field and the button, with yellow boxes providing instructions: 'title for your query' points to the Title field; 'select the category /department' points to the Assign Category dropdown; 'Select the priority of your ticket i.e urgent/to do and so on' points to the Priority dropdown; 'Enter your email id' points to the Email ID field; 'Enter your question' points to the Message text area; and 'Click on submit ticket after filling details' points to the Submit ticket button.

Clicking on Submit button it will show the message.

 Your ticket is generated successfully

Create New Ticket

First Name *

Last Name *

Title *

Assign Category

--- Select Category ---



Priority

--- Select Priority ---



Email ID *

Message *

Submit ticket

After Submitting the ticket at Front End
Now Come to Back End and check the generated ticket

To Check the Generated Ticket:
[Goto](#) [Helpdesk](#) [View Tickets](#)

It will lists all the generated Tickets.

Click on it to open the Ticket ,Now admin can give reply to those generated ticket.

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Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | Product Offer | Reports | System | **Helpdesk** | Ebay Imports | Get help for this page

Latest Message: Reminder: Change Magento's default phone numbers and callouts before site launch | You have 1 critical, 5 messages(s). [Go to notifications](#)

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Helpdesk: View Tickets, Manage Categories, Categories Statistics, Manage Notify template

Export Tickets Statuses | Export Tickets Category | Export Tickets Per Day | Create New Ticket

Ticket Manager

Page 1 of 1 pages | View 20 per page | Total 2 records found | Reset Filter | Search

ID	Created At	Last Reply	From:	To:	Lock	Status	Priority	Message
14	2014-01-16		reddyswathi336@gmail.com	Regarding stock		Open	Urgent	Is the stock available
10	2013-12-24		mail2devender@gmail.com	fdshgtdfg	Yes	Open	Urgent	sdgtdgs

Ticket at back end Now admin can open this ticket and give reply to those queries

Under **Ticket Information** : You can see the complete details of the raised ticket.

Ticket Information

- Ticket Information
- Ticket Thread

Contains Ticket information

Edit Item '14'

Back | Reset | Delete Item | Save Item | Save And Continue Edit

Ticket Options

Category: Category 1

Title: Regarding stock

Store View: English

Email: reddyswathi336@gmail.com

Lock: Yes

Status: Open

Priority: Urgent

Message: Show / Hide Editor

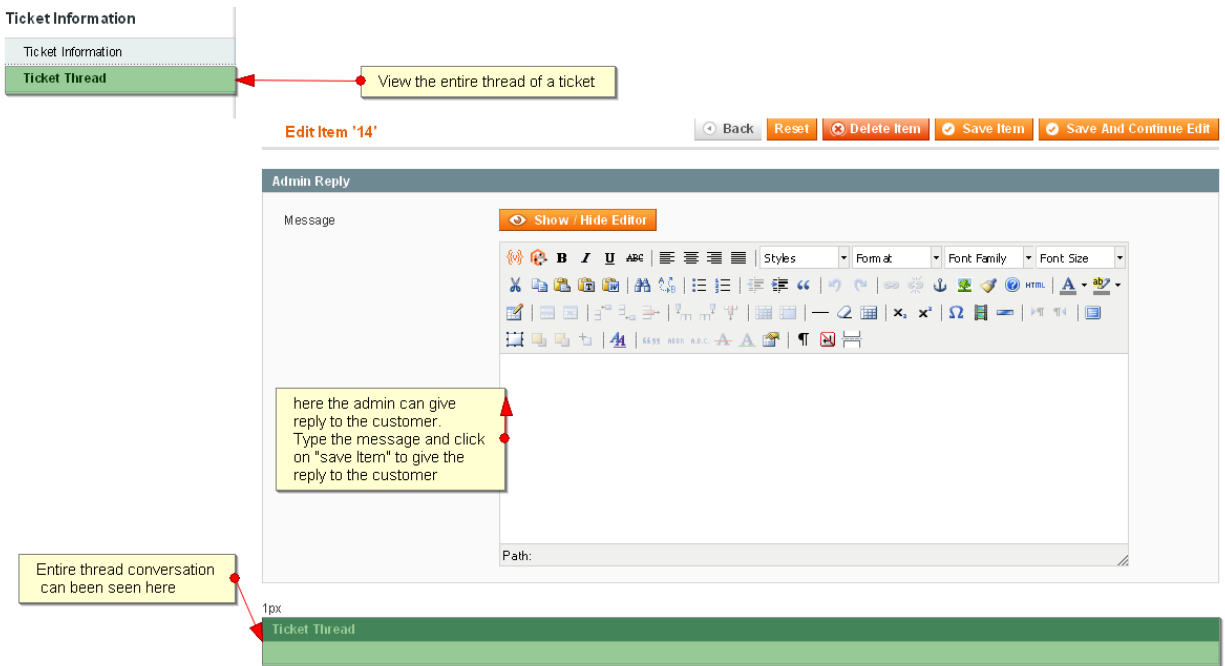
Is the stock available

Path: p

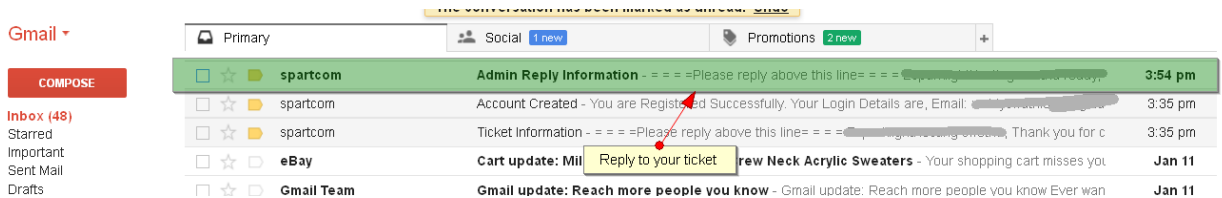
Click on Ticket Thread to give the reply to ticket

Under **Admin Reply Section**: Type the message(reply) and click on “Save Item” to give the reply to generated ticket.

Under **Ticket Thread**: You can view the complete Conversation of the ticket

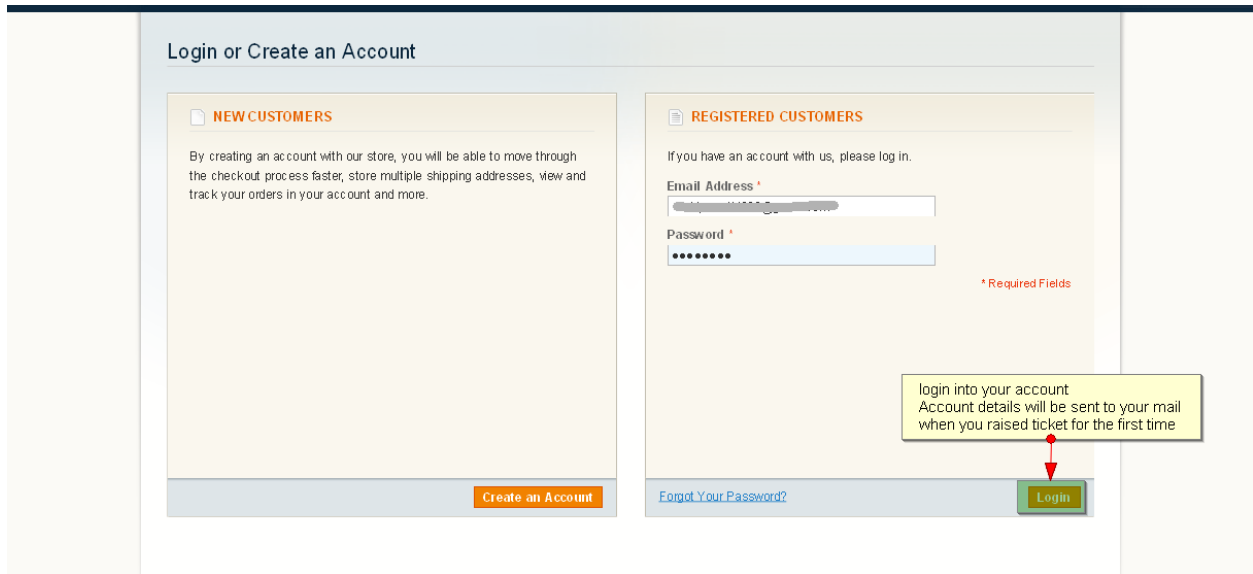


When admin gives reply to any ticket, the Customer will get Email Noification to his Email Account. Following Screen Shot shows.

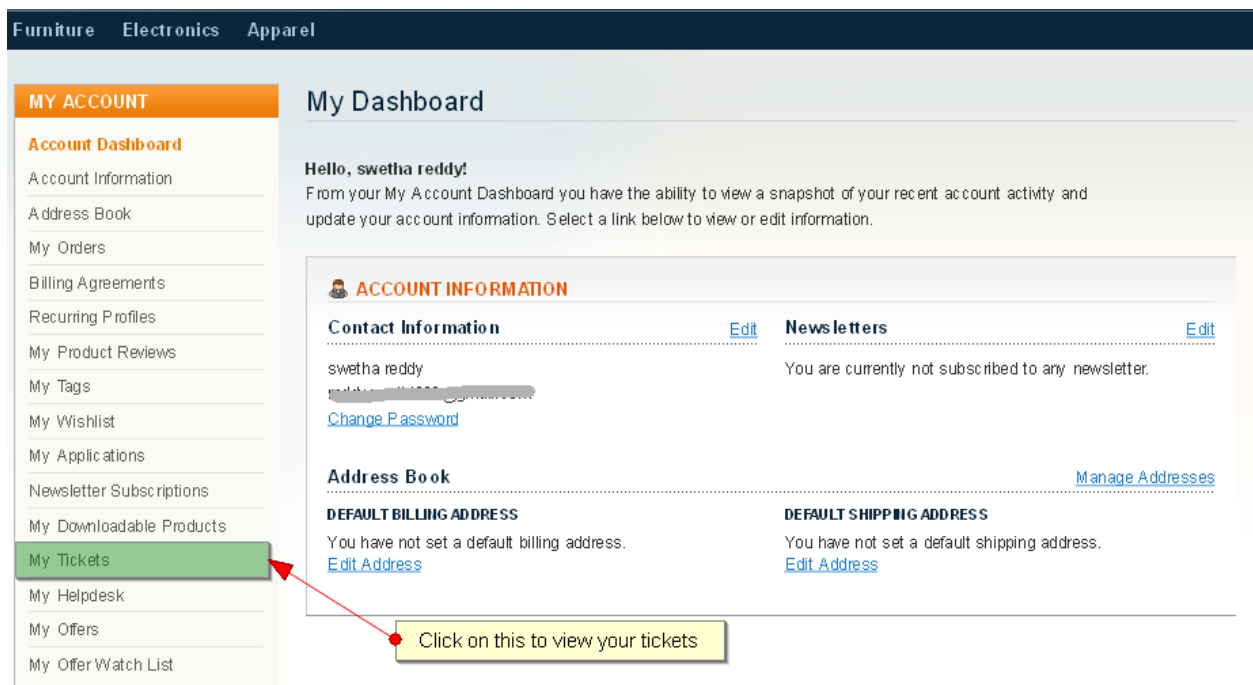


Now the Customer can view the Reply as follows:
Go to Fornt End

The customer should login into his account using the login credentials which are sent to his email Id at the time of ticket generation.



Click on “My Tickets” to view all Tickets



Here it will lists all the Tickets. Look at the Ticket which is submitted by you and click on “View Ticket” to view the complete information about ticket

Furniture Electronics Apparel

MY ACCOUNT

- Account Dashboard
- Account Information
- Address Book
- My Orders
- Billing Agreements
- Recurring Profiles
- My Product Reviews
- My Tags
- My Wishlist
- My Applications
- Newsletter Subscriptions
- My Downloadable Products
- My Tickets**
- My Helpdesk
- My Offers
- My Offer Watch List

My Support Tickets

Lists all Tickets

RECENT TICKETS

Tickets	Date	Title	Email	Priority	
10	2014-01-16	ticket1	mail2devender@gmail.com	Urgent	View Ticket
14	2014-01-16	Regarding stock	reddyswathi336@gmail.com	Urgent	View Ticket

Ticket which is submitted by you

Click on this to view the complete information about the ticket

Now the customer can see the admin reply .To reply to admin,type the message in the textbox and click on “Reply” Button

Ticket Information

About This Ticket: **Ticket Information**

Regarding stock

Is the stock available

created On : 2014-01-16

Posted By : 

reply from admin

Replies :

Date : 2014-01-16

Reply By : Category-1

Yes the stock is available

Reply

Click on this to submit the reply

Customer can give reply to admin

Look at the following screen

Ticket Information

About This Ticket: **Ticket Information**

Regarding stock

Is the stock available

created On : 2014-01-16

Posted By : reddyswathi336@gmail.com


Replies :

Date : 2014-01-16

Yes the stock is available

Reply By : Category-1

reply given by the customer



Date : 2014-01-16

thank q

Reply By : swetha reddy

Reply

Admin can check the reply given by the customer as follows

[Goto](#) [Helpdesk](#) [View Tickets](#)

Click on the Ticket

Under Ticket Thread admin can view the reply given by the customer.

Ticket Information

Ticket Information

Ticket Thread

Edit Item '14'

Back Reset Delete Item Save Item Save And Continue Edit

Admin Reply

Message

Show / Hide Editor



Path: Ticket conversation at back end

1px

Ticket Thread

Category-1 | 2014-01-16

Yes the stock is available

swetha reddy | 2014-01-16

thank q

Admin can close the Ticket after completing the conversation.

To close the Ticket

Goto [Helpdesk](#) [View Tickets](#)

Click on the Ticket

Under **Ticket Information** :Check the status field and select “close” from drop-down list and click on “Save Item” to close the ticket.

After closing the Ticket both admin and customer will get email notification about “Ticket Closed ”

Magento Admin Panel

Dashboard Sales Catalog Mobile Customers Promotions Newsletter CMS Product Offer Reports System Help desk Ebay Imports Get help for this page

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View Tickets
Manage Categories
Categories Statistics
Manage Notifytemplate

Back Reset Delete Item Save Item Save And Continue Edit

Edit Item '14'

Ticket Options

Category: Category 1
Title: Regarding stock
Store View: English
Email: reddy.swathi336@gmail.com
Lock: Yes
Status: Open
Priority: Urgent

Show / Hide Editor

After completing the conversation select "close" from drop-down list to close the ticket.
After closing the ticket email notification will be sent to both admin and customer

Ticket was successfully saved

Ticket Manager

Export Tickets Statuses Export Tickets Category Export Tickets Per Day Create New Ticket

Page 1 of 1 pages | View 20 per page | Total 2 records found

Reset Filter Search

ID	Created At	Last Reply	Last Customer Reply	Last Department Reply	Title	Email	Lock	Status	Priority	Message
14	2014-01-16				Regarding stock	reddy.swathi336@gmail.com	Yes	Closed	Urgent	Is the stock available
10	2014-01-16				ticket1	mail2devender@gmail.com	Yes	Open	Urgent	New Query

Ticket is closed

Email Sent to Customer

Gmail

Primary Social 1 new Promotions 2 new

COMPOSE

Inbox (48)
Starred
Important
Sent Mail
Drafts

spartcom Ticket Information - Please reply above this line - EsparklightHosting swetha reddy, Thank: 4:40 pm

spartcom Admin Reply Information - Please reply above this line - EsparklightHosting swetha reddy, You: 3:54 pm

spartcom Account Created - You are: 3:35 pm

eBay Cart update: Military Army Commando Crew Neck Acrylic Sweaters - Your shopping cart misses you: Jan 11

Gmail Team Gmail update: Reach more people you know - Gmail update: Reach more people you know Ever wan: Jan 11

Got email notification when ticket is closed

Email Sent to Admin

Gmail

Primary Social Promotions 1 new Updates 1 new Forums

COMPOSE

Inbox (16)
Starred
Important
Sent Mail

spartcom Ticket Information - Please reply above this line - EsparklightHosting Hi, Thank you for contac: 4:40 pm

Stian Garthus (2) Magento ebay import problem - Hi, have purchased your Magento Ebay integration, have tried to follo: 11:40 am

ChenTianyin RE: Reply to your q: her you again. I'm testing your s: Jan 15

Custom, Satish (4) Contact Form - Name: satish E-mail: satish.khatri60@gmail.com Telephone: Comment: I have received A: Jan 15

got notification when ticket is closed (admin)

Templates

Customer Create Ticket Notification./Admin Create Ticket Notification

```
<table width="602" cellspacing="0" cellpadding="0" border="0" align="center">
<tbody>
<tr>
<td height="25" align="left" style="font-family:verdana;font-size:11px;line-height:16px">== =Please reply above this line= =
=</td>
</tr><tr>
<td valign="top" style="border-left:#ccc solid 1px;border-right:#ccc solid 1px;"><table width="600" cellspacing="0" cellpadding="0"
border="0">
<tbody><tr>
<td style="line-height:0px"><img alt=""></td>
</tr><tr>
<td style="line-height:0px"><img alt=""></td>
</tr><tr>
<td style="line-height:0px"><img alt=""></td>
</tr><tr>
<td valign="top"><table width="600" cellspacing="0" cellpadding="0" border="0">
<tbody><tr>
<td width="30"></td>
<td width="540" valign="top"><table width="540" cellspacing="0" cellpadding="0" border="0">
<tbody><tr>
<td valign="top"><table width="540" cellspacing="0" cellpadding="0" border="0">
<tbody><tr>
<td width="280" valign="top"><table width="280" cellspacing="0" cellpadding="0" border="0">
<tbody><tr>
<td style="font-family:Arial;font-size:18px;color:#575757">Your Company name<strong>Hosting</strong></td>
</tr><tr>
<td height="15"></td>
</tr><tr>
<td style="font-family:Arial;font-size:12px;color:#575757;line-height:20px">{{CUSTOMERNAME}}, </td>
</tr>
</tbody></table></td>
<td width="15"></td>
<td width="245" style="line-height:0px"><img alt=""></td>
</tr>
</tbody></table></td>
</tr><tr>
<td height="15"></td>
</tr><tr>
<td style="font-family:Arial;font-size:12px;color:#575757">Thank you for contacting our support team. A support ticket has now been
opened for your request. You will be notified when a response is made by email.The details of your ticket are shown below.</td>
</tr><tr>
<td height="15"></td>
</tr><tr>
<td valign="top"><table width="274" cellspacing="0" cellpadding="0" border="0">
<tbody>
<tr>
<td width="271" style="border-top:#ccc dashed 1px;border-top:#ccc dashed 1px;font-family:Arial;font-size:12px;color:#575757;
padding:5px 0;"><strong>Ticket ID: </strong>#{{TICKETID}}</td>
</tr><tr>
<td width="271" style="font-family:Arial;font-size:12px;color:#575757;"><strong>Subject: </strong>{{TITLE}}</td>
</tr><tr>
<td width="271" style="font-family:Arial;font-size:12px;color:#575757; padding:5px 0;"><strong>Department:
</strong>{{DEPARTMENT}}</td>
</tr>
</tbody></table></td>
</tr> <tr>
<td height="5"></td>
</tr><tr>
<td height="15"></td>
</tr><tr>
<td style="font-family:Arial;font-size:12px;color:#575757">You can view and reply the ticket at any time at <a
href="http://yoursite.com/index.php/helpdesk/index/view/id/{{TICKETID}}">
http://yoursite.com/index.php/helpdesk/index/view/id/{{TICKETID}}
```



```

</a></td>
</tr></tr>
<td height="15"></td>
</tr></tr>
<td valign="top"><table width="590" cellspacing="0" cellpadding="0" border="0">
<tbody><tr>
<td width="340" style="font-family:Arial;font-size:12px;color:#575757"><br>
<strong>Aspiration Hosting Inc |</strong> <a href="http://yoursite.com/">www.yoursite.com/</a><br><br>
</td>
</tr>
</tbody></table></td>
</tr>
</tbody></table></td>
</tbody>
</table>

```

Customer Close Ticket Notification/Admin Close Ticket Notification

```

<table width="602" cellspacing="0" cellpadding="0" border="0" align="center">
<tbody>
<tr>
<td height="25" align="left" style="font-family:verdana;font-size:11px;line-height:16px">= = =Please reply above this line= = =
</td>
</tr>
<tr>
<td valign="top" style="border-left:#ccc solid 1px;border-right:#ccc solid 1px;"><table width="600" cellspacing="0" cellpadding="0"
border="0">
<tbody></td>
</tr>
<tr>
<td style="line-height:0px"><img alt=""></td>
</tr>
<tr>
<td style="line-height:0px"><img alt=""></td>
</tr>
<tr>
<td style="line-height:0px"><img alt=""></td>
</tr>
<tr>
<td valign="top"><table width="600" cellspacing="0" cellpadding="0" border="0">
<tbody><tr>
<td width="30"></td>
<td width="540" valign="top"><table width="540" cellspacing="0" cellpadding="0" border="0">
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<tbody><tr>
<td style="font-family:Arial;font-size:18px;color:#575757">your company name<strong>Hosting</strong></td>
</tr>
<tr>
<td height="15"></td>
</tr>
<tr>
<td style="font-family:Arial;font-size:12px;color:#575757;line-height:20px">{{CUSTOMERNAME}},</td>
</tr>
</tbody></table></td>
<td width="15"></td>
<td width="245" style="line-height:0px"><img alt=""></td>
</tr>
</tbody></table></td>
</tr>
<tr>
<td height="15"></td>
</tr>
<tr>
<td style="font-family:Arial;font-size:12px;color:#575757">Thank you for contacting our support team. A support ticket has now been
closed.</td>

```

```

</tr>
<tr>
<td height="15"></td>
</tr>
<tr>
<td valign="top"><table width="274" cellspacing="0" cellpadding="0" border="0">
<tbody>
<tr>
<td width="271" style="border-top:#ccc dashed 1px;border-top:#ccc dashed 1px;font-family:Arial;font-size:12px;color:#575757; padding:5px 0;"><strong>Ticket ID: </strong>#{{TICKETID}}</td>
</tr>
<tr>
<td width="271" style="font-family:Arial;font-size:12px;color:#575757;"><strong>Subject: </strong>{{TITLE}}</td>
</tr>
<tr>
<td width="271" style="font-family:Arial;font-size:12px;color:#575757; padding:5px 0;"><strong>Department: </strong>{{DEPARTMENT}}</td>
</tr>
<tr>
<td width="271" style="border-bottom:#ccc dashed 1px;font-family:Arial;font-size:12px;color:#575757; padding:5px 0;"><strong>Status: </strong>{{STATUS}}</td>
</tr>
</tbody></table></td>
</tr>
<tr>
<td height="5"></td>
</tr>
<tr>
<td height="15"></td>
</tr>
<tr>
<td style="font-family:Arial;font-size:12px;color:#575757">You can view and reply the ticket at any time at <a href="http://yoursite.com/index.php/helpdesk/index/view/id/{{TICKETID}}">http://yoursite.com/index.php/helpdesk/index/view/id/{{TICKETID}}</a></td>
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</td>
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```

Admin Reply Ticket Notification

```

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</tr>

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</tr><tr>
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<td style="font-family:Arial;font-size:18px;color:#575757">yourcompany name<strong>Hosting</strong></td>
</tr><tr>
<td height="15"></td>
</tr><tr>
<td style="font-family:Arial;font-size:12px;color:#575757;line-height:20px">{{CUSTOMERNAME}},</td>
</tr><tr>
<td height="15"></td>
</tr><tr>
<td style="font-family:Arial;font-size:12px;color:#575757">You can view the Admin replies and also reply the ticket at any time at <a
href="#">
http://localhost/magento2me/index.php/helpdesk/index/view/id/{{TICKETID}}
</a></td>
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<strong>Aspiration Hosting Inc |</strong> <a href="http://yoursite.com/">www.yoursite.com</a><br><br>
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