

Introduction

The iScripts SupportDesk is an integrated system for managing the customer inquiries, answers and communications resulting from such queries and related problems with the help of an array of tools and facilities clustered around the ticket management system like the knowledge base system, reminder system, mailing and messaging system, and email piping system to mention a few.

The potential users of the system are users (customers), staffs (technicians), and administrators.

Users/Customers communicate with the system to get their problems and questions solved. They usually look up in the relevant FAQ section to see whether a similar problem (and solution) is listed there already. If the user is not able to find a matching one, s/he posts a ticket with the necessary details. The staffs (technicians) respond to the tickets with a predefined reply or a newly created one, according to the situation. The main functionality of the system is this to and fro communication between the user and staff. In the case a staff is unable to resolve a problem s/he can escalate the problem to the administrator.

Another major feature of iScripts Support System is LiveChat. Besides the ticket management system, customers can chat with the operators for any queries. Inter operator chat facility is also available in this system. If needed, customers can share their Computer Desktop with the operator whom they are chatting with through Remote Desktop Sharing feature. This will help them to solve their issues easily. Customers can select a particular department of the company and is able to chat with the staffs of that particular department.

Features

Complete Support Center

Live Chat with Remote Desktop Sharing

Knowledge base

Announcements

Multi-Lingual

Ticket Submission

Ticket List

Ticket View

Display Options

Feedback

Replying

Search

Settings

Registration

The registration section consists of collecting the minimal user details. Please input your 'Login Name' , 'Password' , Name, Email and Company. All the fields marked with a red star are mandatory. Your Login Name should contain only letters (a-z, A-Z) and digits (0-9) and no white spaces or special characters. Please record your Login Name and Password somewhere since these information will be frequently needed to access your account and post your questions. The SupportDesk may host multiple companies and you will require to select a company from the list of companies in the registration field. In the email field remember to input a valid email since this email will be the one that will be used for all further communications and operations.

On successful registration, you will be notified with corresponding messages and a notification mail at the address you have provided in the email field.

Now your account is activated and you can straightaway login to the SupportDesk and avail the services offered.

Forgot Password

If you ever forget your password to the SupportDesk, you can click on the 'Forgot password' Link displayed on the bottom-left corner of the login screen. You will be asked to input the email address you have provided at the time of registration. You will be receiving a link to reset your password in an email to this address. Just click on this link to reset your password and get it emailed to your address. You will be receiving an email with your reset password. Now login to your account with this password. Dont forget to change your password immediately after you login to secure your account.

Search Ticket without logging in

If you need to just check the status and details of a particular ticket without logging in to the SupportDesk, you need to go to the home page. In the main section (center page), you can find place where you can enter the ticket reference number and the registration email. You may note that in order to post replies or to perform any other operations on a ticket, you need to login to the system.

Login

Enter your Login Name and Password to login into the system. On successful login, you will be redirected to the main ticket page, displaying all the tickets(paged), regardless of the status.

If you ever forget your password, go to the 'Forgot Password' section, you can reset your password by entering your email address at registration.

If you do not want to login, but want to check the status of a ticket, you can Search ticket without logging in.

Post Ticket

To post a new ticket, click on the '+' icon just near the 'POST TICKETS' section in the left top of the page, and click on the 'Post New' link which appear on the expansion of the menu.

All the fields marked a red star are mandatory and must be filled in, before you submit the ticket. You may have a number of departments to post your ticket to. Now select the department you want to send the ticket to. Now select the priority. The ticket title is your question title. You may elaborate your problem/question in the matter section. You can add any number of attachments with each of your tickets. The 'reference' field can be used to name your download for reference.

On posting a ticket, if the SupportDesk's knowledge base contains a similar problem, you will be displayed the possible solutions for your question and will be prompted to either continue with posting or to accept the answer displayed.

Post Ticket without logging in

To post a new ticket without logging in, click on the 'Post Ticket' link just near the 'Home' link in the right top of the page.

All the fields marked a red star are mandatory and must be filled in, before you submit the ticket. You may have a number of departments to post your ticket to. Now select the department you want to send the ticket to. Now select the priority. The ticket title is your question title. You may elaborate your problem/question in the matter section. You can add any number of attachments with each of your tickets. The 'reference' field can be used to name your download for reference.

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View Ticket

In this section, you can search and find your tickets. There are four sections to view tickets with different statuses. You can view 'All Tickets', 'Open Tickets', 'Closed Tickets' or Search Tickets. In each section, you can also search for tickets using 'Reference Number', 'title', 'Priority', 'Status' or 'Post Date'. In the listing, click on the 'Eye' Icon to view the details of each ticket. You can post reply from the detail page.

In addition to the regular statuses, you may find more ticket statuses added by the administrator of the site. You can make search based on these statuses in the search page.

Get Ticket Reference Number

If you ever forget the reference number of the tickets you have posted, you can get them in this section. Just enter your registration email and submit, all the ticket reference numbers will be sent to you.

News

The relevant announcements and news items are displayed in this section. Click on the item title to view the details displayed in the main section.

Knowledge base

This section contains various frequently asked questions and the most suitable answers for them. You can search and find out the entries that are of your interest.

You will be able to select from a multi-level department and category list. Thus each department will have a number of categories under it, each of which may in turn have more than one child categories. The knowledge base entries will only be present in leaf level categories. So select the category in the leaf level, that might be having your interest.

Settings

You can change your display theme, edit your profile and change your password in this section.

The color schemes of the site can be selected in the 'select theme' section. You can select the most appealing and eye-friendly color scheme and save your settings. You will be able to get the same scheme then onwards, even if you re-login.

Chat

Chat section is where a user/customer can chat with the operators to solve their questions. You can launch the chat window by clicking on the **Launch Chat** link of the user area. Then a window will pop up in which your user name and Email ID will be duly filled. From there you can enter your question. Also you can select any particular department you want to chat with. If the staffs in the selected department are offline, then you will be asked if the question has to be posted as a ticket. If the user click OK, then the entered question will be posted as a ticket.

If any one of the staffs in the selected department is online, while clicking on the 'chat now' button, you will be able to chat with him. In the chat window, there will be a status display section where you can see the current status of the chat session. It will display as 'Calling...' if you are not connected to any staff yet. After connecting to anyone of the staffs, you can see the status as 'Connected to staff Staff name'. If the chat has finished, the status will be 'Chat Completed' and if the staff is offline, it will be 'No Staffs are Offline'.

If you are connected to any staff, you can start chatting with the staff by entering your chat text in the text area provided at the bottom of the chat window. After entering your chat text, press enter key or click on the Send button.

There will be a set of icons like 'Share your Desktop', 'Mail Chat Transcript', 'Print Transcript', 'Rate Support' and 'Exit' at the top of the chat window. The **'Share your Desktop'** button is to share your computer Desktop with the operator. If needed, the operator may ask the user to share his/her Desktop with him so that he can solve your issues easily. If the operator ask you to share your Desktop, you can click on this button. It will ask you a confirmation. If the user click 'Yes', this may ask you to run a file with JRE. If you run the file with JRE, the server will be started in your system. Thus the operator can view your Desktop from the other end.

The 'Mail Chat Transcript' button is to send the chat log to any email id. If you click on this button, it will ask you to enter the email address to which the chat logs are to be sent. Then click on the send button.

The 'Print Chat Transcript' button is to print the chat logs.

You can rate the current support using this button. If you click on this button, it will ask you to select a rate from the range 1-10. You can also enter your comments about this support in the 'Comments' section. After entering the details, click on the submit button.

The 'Exit' is used to end the Chat session.

