

Introduction

The SupportPRO Support System 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 SupportPRO 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
- Feature Packed Admin Area
- Live Chat with Remote Desktop Sharing
- Knowledge base
- Downloads
- Announcements
- Multi-Lingual
- Ticket Submission
- Ticket List
- Ticket View
- Advanced Search
- Display Options
- Notes
- Labels
- Replying
- Search
- Predefined Replies (Templates)
- Statistics
- Reports
- Preferences

Tickets

Tickets section displays all the tickets concerned with you. You can see at the top part, all the tickets assigned to you. Below that you will be able to see the list of all new tickets. Click on the view icon to view the ticket. You can see the ticket properties like the ID, owner, Department, date of creation etc. You can also see the personal notes added by staff members about each ticket. You can also see the feedback posted by the user. The personal notes on a ticket can be viewed by other staff also. You can reply, quote and reply or comment against a ticket. You can also perform Advanced Search for your tickets. Advanced Search can be done on Company, Department, Status, Owner, User, Ticket Reference Number, Title and/or description.

Replies

While replying to a ticket, you can select your reply from a predefined template and/or add your custom reply. You can add comments about the ticket you are working on, this comments will be displayed to you only. While posting your reply, if you find your reply worth to be added as a new entry in the knowledge base, select the corresponding category and check the 'Add to KB' check box. In the action tab, you can set the new status of the ticket and opt for notifying the user with an email. You can also claim the ownership of the ticket. In addition, you can also lock the ticket so that now only you can handle further correspondence and operations with this ticket. With a locked tickets, other staff can only view the details, they cannot reply/comment to it. In the 'Other Information' section, if you want a carbon copy of the mail sent, you can add the email address /addresses (separated by comma) in the CC field. The time spent on this ticket in this particular session should be entered here for accounting and performance evaluation purposes. You can also add attachment(s) to your reply.

Reminders

You can use the reminders section for a message alert system. All the reminders created by you can be viewed in the 'List' section. New reminders for you can be setup in the 'Add' section.

Private Messages

Private Messages can be used as an internal messaging system. These messages can be sent to any staff including the administrator, and will be shown only to the selected recipients.

Users

You can view the details of all the users in the company/companies you are assigned to. You can also send mails to users. In addition you can send mails to selected users also. To select multiple email addresses hold down the ctrl key and select the addresses one by one.

Personal Notes

You can add notes on each tickets while replying. All these personal notes can be viewed/edited/deleted in this section.

Templates

Templates are predefined responses, which are stored for reuse at any time. Templates can be once defined and stored, and when you come across the same problem/scenario, you can just select it, your reply will be populated with the predefined answer. In some cases where the software settings require templates to be approved by the administrator, you will not be able to use the template you have just added. You may then have to wait for the administrator's approval. Once the administrator approves your template, you or anybody else will be able to use your template.

Statistics

The number and percentage of tickets in each department, in each month/year can be viewed in a visually pleasing mode in this section.

Downloads

All the downloadable files in the HelpDesk system will be available for download at this section.

Labels

You can view/edit/delete the labels created by you in this section.

The 'List' link can be followed to view all the labels already added. You can add new labels by following 'Add'.

The label section contains facilities to moving a ticket to a particular label.

Knowledge base

The most frequently asked questions and the answers to them are stored in the knowledge base. Each department will have a category structure of its own, and the knowledge base entries will be added under the most fitting category. You can view and add entries. KB entries will be added only under the leaf categories. To add a category, you need to contact the administrator. In the case the systems settings require the administrator to approve each KB entry, you will not be able to see the entry you have posted. Once the administrator approves the entries, you can view/edit them.

Preferences

You can customize your screens to match your preferences in this section. In addition, you can edit your profile to change your credentials, and also you can view your action log to see your operations in a specified date range. In the Assign fields section, you can add extra columns in your tickets listing page. For example, if you want to add 'User Name' ie., the name of user who has created a ticket, you can move the 'User Name' option from available to selected list and save your settings.

You can also edit your profile to change your credentials and preferences. The settings that you can choose are 1. Display scheme, 2. Auto refresh rate, 3. Whether to notify by email when a ticket is assigned to you, 4. Whether to notify by email when a private message is sent to you, 5. Whether to notify by email when a new knowledge base entry is added to the system, in the departments and hence the companies you have access to.

Chat

Chat section is where a staff can chat with the users/customers and other staffs.

You will be able to list, add and edit canned messages of staff to use in the Live Chat. Searching of Canned messages is also possible. The 'Chat logs' link will display all the chat logs of that staff. You can search the logs by entering any two date-time ranges. You can also print the chat logs.

You can launch the chat window by clicking on the **Launch Chat** link of the Staff area. Then the chat window will pop up where you can do your chat operations.

At the bottom of the chat window, there is a tabbed section. The first tab lists all the online staffs and users available for chat. If the staff wants to chat with any one of the listed staffs/users, click on the 'chat' button which is in the last field of the specific row. The request will be sent to the selected user or staff. The second tab lists all the pending chats.

The third tab lists all the chats which are transferred by the logged in staff.

The **Chat History** tab lists the entire chat history of staff. The user info tab lists the users who are currently visiting the web page of the company. Here information such as the IP Address of the visitor's machine, the page visited by the user etc. If the staff wants to initiate the user to have a chat with him, click on the 'Invite Chat' button corresponding to that particular row. Then automatically, the chat visitor will get an alert for chatting.

After sending a chat request, if the user/staff at the other end accepts the request, a pop up window will be displayed with the name of the staff in the left pane of the chat window. Select the pop up window and start chatting with that staff/user by entering your chat text in the text area provided. The font styles like font color, font type and font size can also be applied on the chat text. You can press 'Enter' key or click on the send button after entering the chat text in order to send it.

If a user or staff send requests to another staff for user, a pop up window with an 'Accept' button will come in the left pane of the chat window. Thus if we wish to accept the request, click on the 'Accept' button of that particular popup window.

Option for transferring a chat to another staff is possible. If a staff wants to transfer one of the chats he is handling to another staff, click on the '**Transfer chat**' icon of the chat window. The a popup window will come with a list of staffs and a 'Transfer Chat' button. Click on the button corresponding to the staff to which the chat is to be transferred. Then automatically, the chat will be transferred to that particular staff.

The main feature of live chat is **Remote Desktop Sharing**. If the staff wants the users' computer desktop to be shared with him, ask the user to Share his Desktop. If the users Desktop is ready to share, Staff can click on the 'Desktop Share' icon to view the user's Desktop.

