

# XÂY DỰNG CÁC KÊNH HỖ TRỢ KHÁCH HÀNG

ĐƠN GIẢN, HIỆU QUẢ, MIỄN PHÍ BẰNG WORDPRESS

# CUSTOMER SERVICE



What my boss think I do.



What my friends think I do.

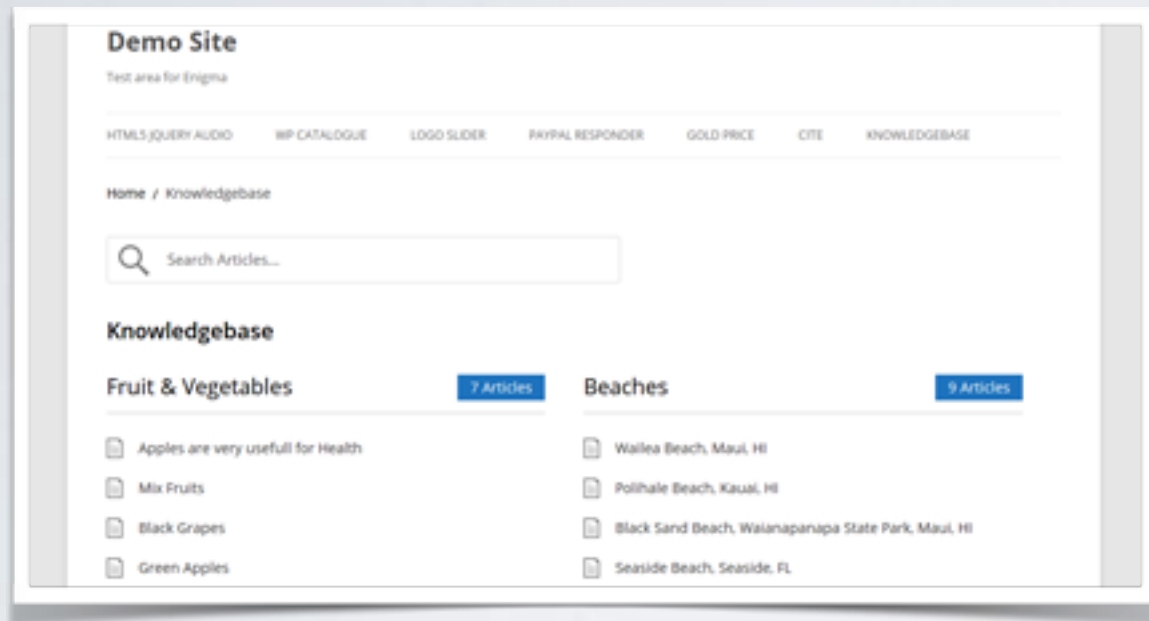


What my clients think I do.



What I actually do.

# KNOWLEDGE BASE



## WP Knowledge Base









- **Price: Free**
- **2000+ Active Installs**
- **Rating: 4.7 / 5**
- **Last Update: 5 months ago**
- **Download: [WordPress.org](https://WordPress.org)**



## Knowledge Base by PressApps







- **Price: \$39**
- **2400+ Sales**
- **Rating: 3.83 / 5**
- **Last Update: 5 September 16**
- **Buy: [CodeCanyon.net](https://CodeCanyon.net)**

# FORUM / Q&A

| Topic  | Voices | Replies | Last Post  |
|--|--------|---------|--|
| Unregistered user cannot create replies and new topics<br>Started by:  lukasklokan in: <b>Troubleshooting</b> | 1      | 0       | 2 hours, 17 minutes ago<br> lukasklokan |
| Convert chatroom text to forum topics<br>Started by:  dirkdd in: <b>Requests and Feedback</b>                 | 1      | 0       | 3 hours, 37 minutes ago<br> dirkdd      |
| How content Thread color change ?<br>Started by:  altaihi in: <b>Themes</b>                                   | 2      | 2       | 7 hours, 28 minutes ago<br> Robin W     |
| How to insert forum category icons/images?<br>Started by:  Gameslopedy in: <b>Installation</b>              | 2      | 1       | 7 hours, 29 minutes ago<br> Robin W   |
| 404 error when not logged in   | 1      | 0       | 16 hours, 22 minutes ago   |

## bbPress

- **Price: Free**
- **300.000+ Active Installs**
- **Rating: 4 / 5**
- **Last Update: 4 months ago**
- **Download: WordPress.org**

|   |  |               |              |
|---|--|---------------|--------------|
| Filter: <a href="#">All</a> <a href="#">Open</a> <a href="#">Resolved</a> <a href="#">Closed</a> <a href="#">Unanswered</a> <a href="#">My questions</a> <a href="#">My subscribes</a> <span>Sort by </span> |  |               |              |
|    | <b>The {answer_link} often won't work for the email</b><br><b>OPEN</b> Angelos Kyritsis commented 54 mins ago • Technical Question | 237<br>views  | 4<br>answers |
|    | <b>Hide Category and Tags from Ask A Question Page</b><br><b>OPEN</b> Jean Bessanio commented 2 hours ago • Technical Question     | 79<br>views   | 1<br>answers |
|    | <b>DW Reactions Pro not getting along with Autoptimize</b><br><b>RESOLVED</b> Ignacio Cordoba commented 8 hours ago                | 44<br>views   | 1<br>answers |
|   | <b>Changing the color of the blockquote</b><br><b>OPEN</b> Mecheld Ballintijn asked 8 hours ago                                    | 4<br>views    | 0<br>answers |
|    | <b>How can I use a translation of DW Question Answer?</b>  | 1157<br>views | 6<br>answers |

## DW Question & Answer

- **Price: Free / \$22**
- **10.000+ Installs / 500+ Sales**
- **Rating: 4.2 & 4.8 / 5**
- **Update: 13 September 16**
- **Download / Buy: DesignWall**



# TICKETING

| Tickets           |         |                         |           |          |             |
|-------------------|---------|-------------------------|-----------|----------|-------------|
| Create New Ticket |         |                         |           |          |             |
| Signature         |         |                         |           |          |             |
| #                 | STATUS  | SUBJECT                 | CATEGORY  | PRIORITY | UPDATED     |
| 2                 | Closed  | Test...                 | General   | Normal   | 7 hours ago |
| 14                | Pending | test signature techn... | Technical | Normal   | 2 days ago  |
| 7                 | Closed  | Testing of Quotes...    | General   | High     | 5 days ago  |
| 1                 | Closed  | New filter has issue... | General   | High     | 5 days ago  |
| 13                | Closed  | test signature          | General   | Normal   | 5 days ago  |

## WP Support Plus

- **Price: Free**
- **7.000+ Active Installs**
- **Rating: 4.7 / 5**
- **Last Update: 1 months ago**
- **Download: [WordPress.org](https://WordPress.org)**

| SupportEzzy Demo   |  |  |  |  |  |
|--|--|--|--|--|--|
| Home Public Tickets FAQs   |  |  |  |  |  |
| Welcome, Guest   |  |  |  |  |  |
| Login or Register  |  |  |  |  |  |
| You must Login or Register to submit a support ticket.                   |  |  |  |  |  |
| All Public Tickets (7)   |  |  |  |  |  |
| Search Tickets...  |  |  |  |  |  |
| WILL IT BE SLOW?   |  |  |  |  |  |
| Created by: Client Account, Assigned to: Support Agent in Demo Product 1 |  |  |  |  |  |
| High 4 Comments last comment 8 days ago from Support Agent               |  |  |  |  |  |
| bingobango   |  |  |  |  |  |
| Created by: Client Account, Assigned to: Support Agent in Demo Product 2 |  |  |  |  |  |
| Urgent 1 Comment last comment 6 days ago from Billing Agent              |  |  |  |  |  |
| test   |  |  |  |  |  |
| Created by: Client Account, Assigned to: Billing Agent in Demo Product 1 |  |  |  |  |  |
| High 10 Comments last comment 3 months ago from Client Account           |  |  |  |  |  |
| Testowy ticketter  |  |  |  |  |  |
| Created by: admin1, Assigned to: Billing Agent in Demo Product 2         |  |  |  |  |  |
| No comments  |  |  |  |  |  |
| test2  |  |  |  |  |  |

## SupportEzzy

- **Price: \$27**
- **800+ Sales**
- **Rating: 4 / 5**
- **Last Update: 6 June 16**
- **Buy: [CodeCanyon](https://CodeCanyon)**

# FAQ / GLOSSARY

**Advanced**

I do not need prices for my product list, is it possible to hide the price area in Detail view?

How do I exclude one of the layouts?

How do I translate the plugin into my language?

I have a long product description that gets cut off, how do I get the entire product description to display?

Posted on October 23, 2014

If you are using a custom product page, you simply need to go to the Product Page tab and customize your page by dragging out the product description area to a large enough size to fit the text.

To cancel max-height, specify: `.prod-page-description {max-height: none;}`

If you are using the default product page the Custom CSS should be:

`prod-cat-addt-details-desc-div {max-height:none;}`

Search glossary terms ...

All 0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

Autosave

Array

Action

Apache

Atom

AJAX

Admin Area

Admin Bar

B

Boolean

Bookmarklet

Biogroll

Biogosphere

Blogging

Biog

Binaries

C

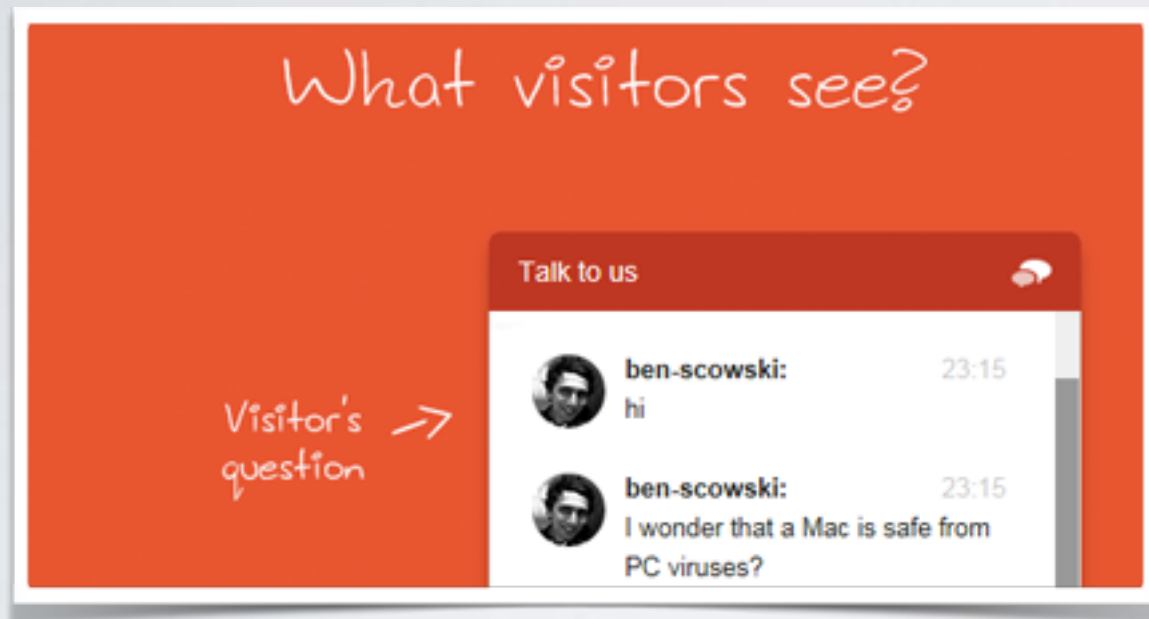
## Ultimate FAQ

- **Price: Free**
- **9.000+ Active Installs**
- **Rating: 4.4 / 5**
- **Last Update: 23 October 16**
- **Download: WordPress.org**

## DW Glossary

- **Price: \$17**
- **40+ Sales**
- **Rating: 5 / 5**
- **Update: 3 August 16**
- **Buy: CodeCanyon**

# LIVE CHAT



## Live Chat by screets

- **Price: \$18**
- **6000+ Sales**
- **Rating: 4.4 / 5**
- **Update: 3 October 16**
- **Buy: CodeCanyon**



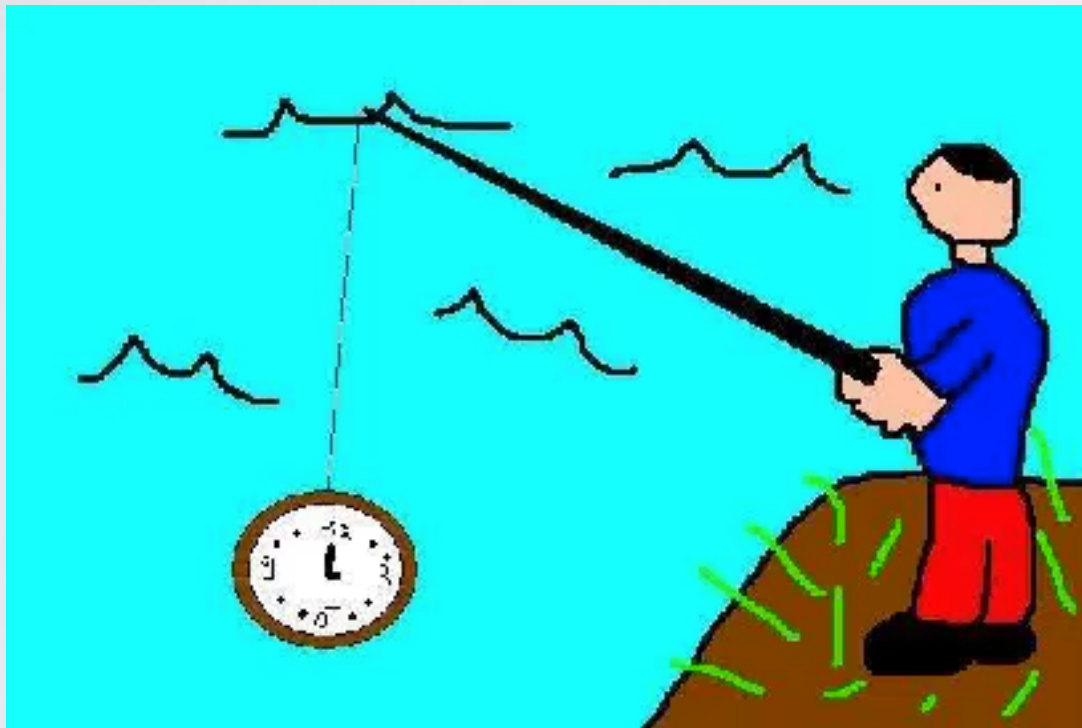
## Intercom

- **Price: From \$49 / Month**
- **13000+ Business Users**
- **Register: [www.intercom.com](http://www.intercom.com)**

# CASE STUDIES



# WHEN USER ASK TECHNICAL QUESTION ON LIVE CHAT?



Hi. It would be much better if you ask the technical questions in the Questions section, that ways the reply would also be available for others to refer.

# WHEN USER REQUEST NEW FEATURE

It's definitely something we may consider in the future as we've got a full plate at the moment :)



# WHO AUTHORIZED THE UPDATE OF WORDPRESS SEO 3.0 AND WHY ARE THEY STILL EMPLOYED?



Hi. My name is Joost de Valk. I'm the CEO and founder of this company. I'm the one responding to all the comments here. I authorised this update. I cannot be fired as I own the company. I can however, fire you as a customer. Please start using another plugin. Regardless of the things you don't like, we are humans and you cannot treat people like you do.

# THANK YOU!

JOOM.VN / THANHLT2016