

User manual: Enchant

Enchant is web-based customer support service.

With this integration user will be able to view all his ticket and messages associated with any ticket, can create a new ticket and will be able to add a private note in the ticket

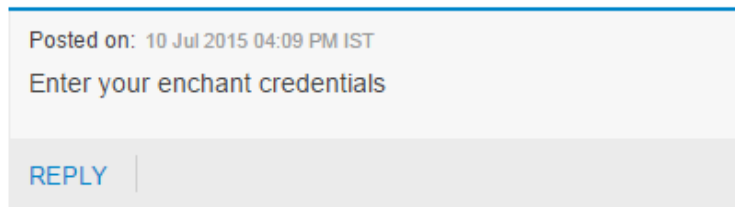
To configure Enchant integration follow these steps:-

Step1: Join the Enchat Bot 'Enchant'

Step2: Type '**help**' in the Bot.You will get keywords to perform associated functions.

Step3: Keywords used are:

login: To connect with Enchant type '**login**' in the bot you will get this chatlet



Posted on: 10 Jul 2015 04:09 PM IST
Enter your enchant credentials

REPLY

Click on '**REPLY**' and fill credentials to connect with your Enchant account.

ticket:

Type 'ticket' to view all your ticket.All ticket have an option '**REPLY**' so by clicking on that you can add a private note in any ticket.

create:

Type 'create' in the bot to create a new ticket

Posted on: 10 Jul 2015 07:25 PM IST

Create a ticket

REPLY

Subject

Choose customer

Select ▼

Reply to

Submit

Close

Click on **REPLY** to create ticket

msg:

Type 'msg' to view message related to any ticket. As you type 'msg' you will get all the ticket listed with an option of 'REPLY' in each ticket.

Posted on: 10 Jul 2015 07:25 PM IST

Ticket ID: 559bf61469702d090d0000b9

Ticket number: 2

Subject: TEST

State: open

Customer mail: vinay@enchant.com

Summary: Testing on server

Ticket state: open

Created at: 2015-07-07T15:53:56Z

Updated at: 2015-07-10T13:55:07Z

Click on submit to get messages associated with this ticket

REPLY

Click on 'REPLY' to view all the message related to this ticket