Customer Support Addon

Academy LMS
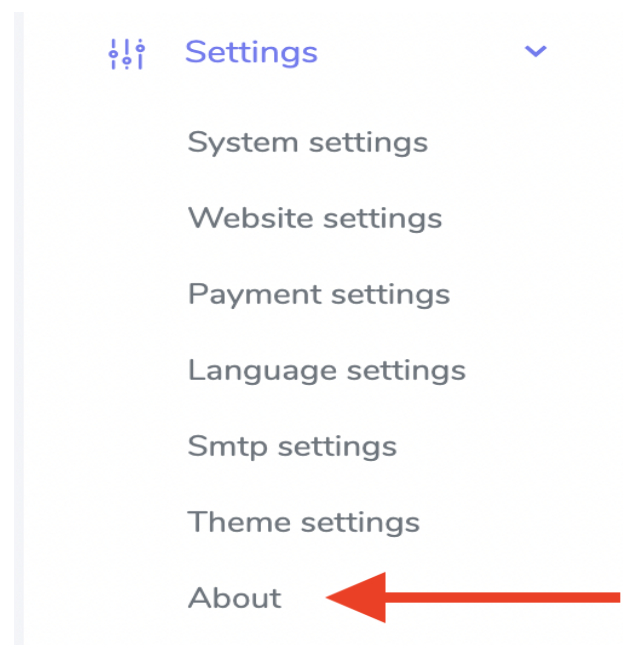
Usage Guide - Admin

Addon Installation:

Please follow the below steps to complete the installation process of the Customer Support Addon.

1. Before starting the installation process, we would suggest you check your application version. It has to be 5.0 or greater than 5.0. For checking the application you can move to the **About** section from the **Settings** menu.

2. If you are running the mentioned version, then you are ready to install this add-on.

3. First download the add-on you want to install on your application from Codecanyon.

4. Unzip the downloaded file.

5. You should get Two folders inside. One is for documentation and the other is for the addon file.

6. You do not need to change anything. Like renaming, removing, or something else.

7. Now get back to your application. Login as Admin role. After logging in you will be able to keep following.

8. From the left navigation menu, Go to **Addon Manager** from **the Addons** section.
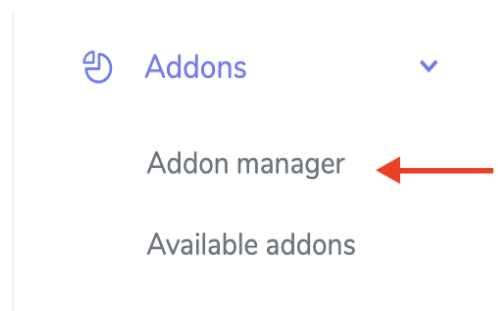
9. You will find a list of addons you have so far.

10. Click on the "**Add New Addon**" button on the top. You should redirect to an upload addon view.

11. That view will contain a single field called "**Upload Addons File**". Just upload the "**customer-support.zip**" file.

12. After that hit the "**Install addon**" button.

13. You should get a success message notification and you can also see your installed addon on the "**Installed Addon**" list below.

Addon Usage:

If you've installed the addon successfully, You are welcome to this section. This addition will be an opportunity for you to communicate with your customer to resolve their questions/issues they are having while using the application.

Ticket List:

You will find the tickets in the Ticket list page from Customer support navigation. In the two tabs the total number of opened and closed tickets are shown inside the first brackets.

How to change ticket status?

You can change the ticket status to closed/opened from the action button. Tickets can also be viewed or deleted from here.

Viewing and replying a ticket:

You will find the ticket details and reply ticket from the view ticket page. You can also apply pre-build macros for reply using the Apply macro dropdown button.

How to change ticket priority?

You will also be able to update status and update priority from the top right corner of this page.

Create Ticket:

You will be able to create a ticket with different categories and can choose the priority of your ticket depending on your issues here. And also select the specific user for whom you want to create that ticket.

Ticket form

Ticket code	604475
Title *	Create ticket title
Select category type*	Select a category
User*	Select a user
Priority	Low
Descrption	
Select file	Choose file Browse

Submit support ticket

Support Macros:

You will be able to create macros and also be able to update them using Macro from the navigation menu. Admin can use the macros from the view ticket page to reply to the ticket.

Support Category：

You will be able to create different support categories which will help you sort the tickets according to their categories. You can navigate to Support category page from Customer support navigation

#	Title	Status	Action
1	Graphics Design	Active	⋮
2	Photoshop	Inactive	⋮
3	Android Development	Active	⋮
4	Web Development	Active	⋮

⌘ Categories   + Add new category