

# **Customer Support Addon**

Academy LMS

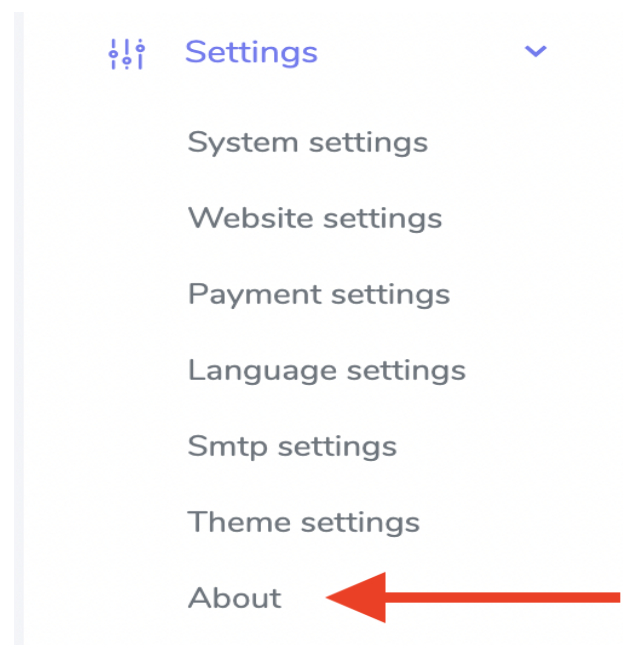
## **Usage Guide - Admin**

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## **Addon Installation:**

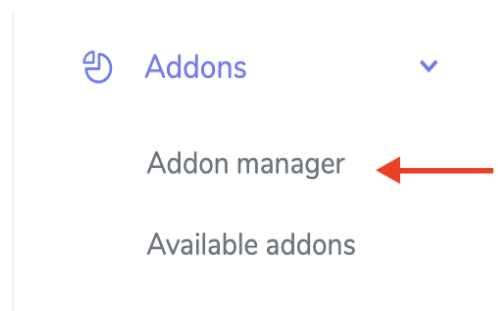
Please follow the below steps to complete the installation process of the Customer Support Addon.

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.

The screenshot shows a user interface for a customer support system. On the left is a sidebar with a user profile for 'John Doe' and a 'NAVIGATION' menu. The menu items are: Dashboard, Categories, Courses, Course bundle, Instructors, Students, Enrolment, Report, Message, Customer support (which is expanded to show 'Ticket list'), and a 'Ticket list' link at the bottom. The main content area is titled 'Tickets' and features two tabs: 'Opened (3)' and 'Closed (1)'. The 'Opened (3)' tab is active, displaying a table with three tickets. Each ticket row includes the ticket ID, title, category, user name, priority, and an action icon (a circle with three dots).

Ticket id	Title	Category	User name	Priority	Action
909056	Smtip not working 31 May 2021	Web Development	Md. Hasanur Rahman	High	
608758	Youtube video not working 31 May 2021	Web Development	Md. Hasanur Rahman	Medium	
598297	Graphics Issue 31 May 2021	Graphics Design	Test Student	Medium	

## 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.

 Tickets

Opened (3)

Closed (1)

Ticket id	Title	Category	User name	Priority	Action
909056	<a href="#">Smtp not working</a> 31 May 2021	Web Development	Md. Hasanur Rahman		<div>View ticket Ticket close Delete</div>
608758	<a href="#">Youtube video not working</a> 31 May 2021	Web Development	Md. Hasanur Rahman		
598297	<a href="#">Graphics Issue</a> 31 May 2021	Graphics Design	Test Student	Medium	

## 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.

**John Doe**

NAVIGATION

- Dashboard
- Categories >
- Courses
- Course bundle >
- Instructors >
- Students
- Enrolment >
- Report >
- Message
- Customer support >
- Addons >

**Ticket details**

**Smtp not working**

**John Doe** 31 May 2021  
Please provide your application url, admin login and capnel login credentials.

**Md. Hasanur Rahman** 31 May 2021  
Mail not sending

Write some note..

**Choose File** No file chosen

Apply macro

**Post reply**

**Ticket summary**

Ticket code : 909056

Category : Web Development

Ticket status : **Opened**

Ticket priority : **High**

## How to change ticket priority?

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

**Ticket summary**

Ticket close

Change priority

Ticket code : 909056

Category : Web Development

Ticket status : **Opened**

Ticket priority : **High**



## 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

Description

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.

⌘ Macros

+ Add new macro

Welcome Message

500 error!

Cpanel access request

Welcome- admin

Title

Welcome Message


Hello! Thank you for writing to us.

Delete macro




Update macro

## 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

 Categories

+ Add new category

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