

B1ST

a Premium Ticketing System

Table of contents

Introduction	4
About B1ST Ticketing System	4
What's new	7
Getting Started	8
System requirements.....	8
Installation	9
Integration	10
First login	13
Modules.....	14
Adding Basic Data	16
Adding new Company.....	16
Adding new Department.....	18
Adding Ticket's Priorities.....	20
Ticketing.....	22
Adding Tickets	22
Receiving emails as tickets.....	24
Receiving Tweets as tickets	28
Ticket's Status	31
Filtering Tickets.....	32
Searching for a Ticket.....	33
Statistics.....	34
Product's Functionality	37
Adding new Product	37
Adding FAQs	39
Canned Messages	42
Knowledge-Base	44
Customization	50
Themes	50
Languages.....	53
Responsiveness.....	55
Configuration & Settings	57
Settings.....	57
How to configure TS.....	64
Security & Safety.....	66
Backup data & Restore them	66
Virus Protection.....	68
Spam Detection & prevention	69
Admins & Privileges	70
Adding Admin/Users.....	70
Setting Privileges.....	72
Extras.....	74
Chat with clients	74
Mobile Verification.....	76
Attaching & Uploading Files	79

Rating System.....	80
Response Time	81
Auto-Respond Message	82
grAvatar	83
reCAPTCHA.....	84

Introduction

About B1ST Ticketing System

Fledged with Premium Features

Either small or medium company you own but your search for the ideal PHP Ticketing System has come to an end. B1st bears all in one ticketing solution to help you meet your changing needs. We offer you the control, privacy, protection, and flexibility that you and your company desire and deserve. It can be integrated seamless with any HTML , PHP or ASP websites in addition to major CMS platforms such as WordPress, Joomla, Drupal and Prestshop. B1ST is not only easy-to-use but also B1ST is constantly developing every day to help clients to meet their changing needs over time.

Simple Installation Wizard

B1st provides smart and simple Installation wizard allows one click installation for common users.

Users Friendly Interface

B1ST comes in a Friendly User Interface as users easily can navigate, learn and teach final users without any expertness needed.

Elegant Message Board

B1st Message board has an easy to use interface, which shows a message meta-data, enables admin to control message by replying to it, closing the issue, or even deleting it.

Strict Spam Detection & Prevention

B1ST prevents spam by using 2 layers of authentication.

- The first prevention layer by enabling reCAPTCHA to stop bot messages.
- The second layer by integrating A.kis.met, the best-automated spam killer that actually gets better as it learns.

Malware & Virus Protection

B1ST makes use of OPSWAT Metascan API to scan any files attached to customers' messages; thus ensuring it is clean and not infected by any virus or malware that may damage your server security. It also allows auto multi scanning facilities using more than 40 engines.

Multiple company profiles

B1ST allows you to create multiple companies' profiles in a single install and maintain them from one place.

Multiple Divisions & Departments

B1ST allows a customer to send his inquiry to the proper product department whether it is the sales, support, billing, affiliation, participation, or whatever department you define in the admin panel.

Multiple Products

B1ST allows a customer to send his inquiry to the proper product department' support team; thus, if you have multiple products, each message will be sent to the proper department.

Multiple Admin Roles facilities

B1ST allows you to set up multiple admin roles on same domain and same installation. You can authorize who can view, reply, close, delete messages or else as authorized. For example, you can authorize who can close or delete messages, while allowing someone else to only close them, or you may not authorize him to close or delete messages, but just to reply to them.

Universal Email Integration

No matter what your email provider is, B1ST will allow you to receive your emails directly to your message board. B1ST can be integrated to receive any Gmail, Yahoo, AOL, Plesk, and cPanel accounts. As a double-spam protection, A.Kis.Met API will scan these messages in addition to the detection methods used by your email provider. Finally, if these messages have any attachments, OPSWAT Metascan API will scan them for any virus or malware.

Canned Message System

B1ST allows you to reply directly from message using canned messages stored previously as FAQ,; thus you do not have to write anything, just choose an answer and insert it directly with one-click.

Twitter direct message's notification system

B1ST integrates with Twitter API to receive and send direct message notifications; thus, you can make use of social network and keep in touch with your clients to get to know new issues.

Integrated FAQ System

B1ST adds as many frequently asked questions on a product-basis. These FAQs can be used later for fast reply using the integrated canned-messages system.

Integrated Knowledge-based System

B1ST adds as many technical topics on a product-basis. Each group of topics is associated with one category; thus, you can show help on topic basis rather than product basis. For example, all configuration topics for all products appear under the same category.

Fully Customizable & Configurable

B1ST is fully customized. comes with 8 built-in styles for your frontend & backend in addition to the capability to create any new styles of yours with no limit. Even, you can set a style color for your frontend while set different style for the backend. On the other hand all premium modules can be switched on & off per your needs.

Auto Database Backup & Restore

Rest assure that you can restore your data back in case you faced any suddenly data loss. B1ST allows you to generate backup of your messages database on a period-basis, as many as you wish to. These backups can be restored later easily with a push of a button.

Multiple locale language files

B1ST comes with 6 built-in languages English, French, Arabic, German, Spanish & Indian. You can edit or add your locale per your needs. Even more you can set a language (e.g. English) for backend while set another one (e.g. Arabic) for frontend.

Messages statics & Monitoring

B1ST gives you clear insight about your messages breakdown according to a message's state, and its priority. In addition, a breakdown over products, department and companies provided. Finally, monitor your messages rating & its response time; thus, you can measure your customers' satisfaction.

Messages Filter, Search & Targeting

- From a frontend perspective, messages can be delivered to special divisions and special products with a specific priority.
- On the other hand, from a backend perspective, messages can be filtered by divisions, products, and priorities; even more, they can be searched by email and ticket number.

Scanned Uploads & Attachment

B1ST allows your customers to attach files to their messages. But do not worry; you are still safe thanks to

OPSWAT Metascan API. These attachments will be scanned using 40+ online virus & malware engines. Rest assured, you are in safe hands.

Autoresponder Message

B1ST can be configured to respond automatically to each message received on your message board; thus, customers make sure their messages are delivered to you.

Globally Recognized Avatar

B1ST Shows you and your customer's grAvatar next to each message and their replies; that makes sense. Thus, you are a globally recognized avatar.

Well-Documented

B1ST documentation is well-written in an easy but professional way to fulfill all inquiries that you may think of.

Advanced Rating System

B1ST allows advanced rating system where users can vote for each answer they receive as a reply from Admins. This helps a lot with the aid of Admin-Status where admin can check his average rating he received with regard to overall rating received from all other Admins. Also, an Admin can check how many bad rates he received.

Elastic Ticket Priority

B1ST gives you the ability to add ticket priority as desired. For example, you may name it (Urgent, High, Normal & Low). You may set it only to less priorities or increase it to whatever you like.

Mobile verification

The most selling feature in B1ST ticketing system is that it allows you to make sure the users enter a valid mobile numbers where you call back anytime. user will receive a missed call from Cognalys.com. he should enter the last five digits of calling number to validate its mobile number. If he provided wrong last five digits of calling number he will be prevented from registrations

Advanced Response time system

B1ST allows you to measure your average response times for all tickets replied by an admin. This helps a lot with the aid of Admin-Status where admin can check his response time with regard to a threshold defined by Super-Admin.

Responsive design

B1ST will show properly on most devices. Thanks to responsive template used based on 16 column grid.

Seamless Integration

Frontend of B1ST can be integrated seamless any HTML , PHP or ASP websites in addition to major CMS platforms such as WordPress, Joomla, Drupal and Prestshop. All you need to do is to integrate frontend URL as iframe.

In Addition to

- Based on Code Ignitor Framework
- Adhere to PSR4
- Code is well-commented & organized
- 1800+ hours of development & 300+ hours of testing

We Start Where Others End

Sure, you tried many other PHP Ticket Systems before, but we are sure this is the one you have not experienced before. This is just a start, Our target is the endless possibility of a PHP Ticketing System that is recognized globally over the world.

What's new

This is V.2.0, the first official release. Three pilot releases were published earlier (V1.0, V1.2, V1.5) to get around best ideas and fix most reported bugs.

Getting Started

System requirements

No special requirements is needed. B1ST works on any linux shared hosting, VPS, or dedicated server as long as it supports;

- PHP 5.5 or later
- MySQL 5.5 or later

Installation

- Navigate to your_script_install_path_on_server/install/
e.g. <http://egyfirst.com/install>
- Make sure that these files have permission of 777
 - CI/application/config/config.php
 - CI/assets/css/*.css (All css files under "CI/assets/css" should be set to 777 **ONLY** in case you need to change themes default colors)
- Make sure that these folders have permission of 777
 - backup
 - tmp
 - CI/assets/attachment
 - CI/assets/css (**ONLY** in case you want to add some themes colors of yours)
- MySQL Configuration
enter your MySQL database name, user-name, user-password and server name (usually localhost works fine)

Integration

B1ST can be integrated seamless with any any *HTML , PHP or ASP websites in addition to major CMS platforms such as WordPress, Joomla, Drupal and Prestshop.*

- **Frontend Integration**

Simply integrate frontend as iFrame using one line code like this:

```
<div align="center"><iframe
src="http://my_domain_name/my_installation_folder/CI/index.php/register/login" height="750"
width="750" frameborder="0" ></iframe></div>
```

where **my_domain_name** is your domain name e.g. mygoldensoft.com
and **my_installation_folder** is the folder you place script on your server with regard to document root e.g. "ticketsystem"

- **Backend Navigation**

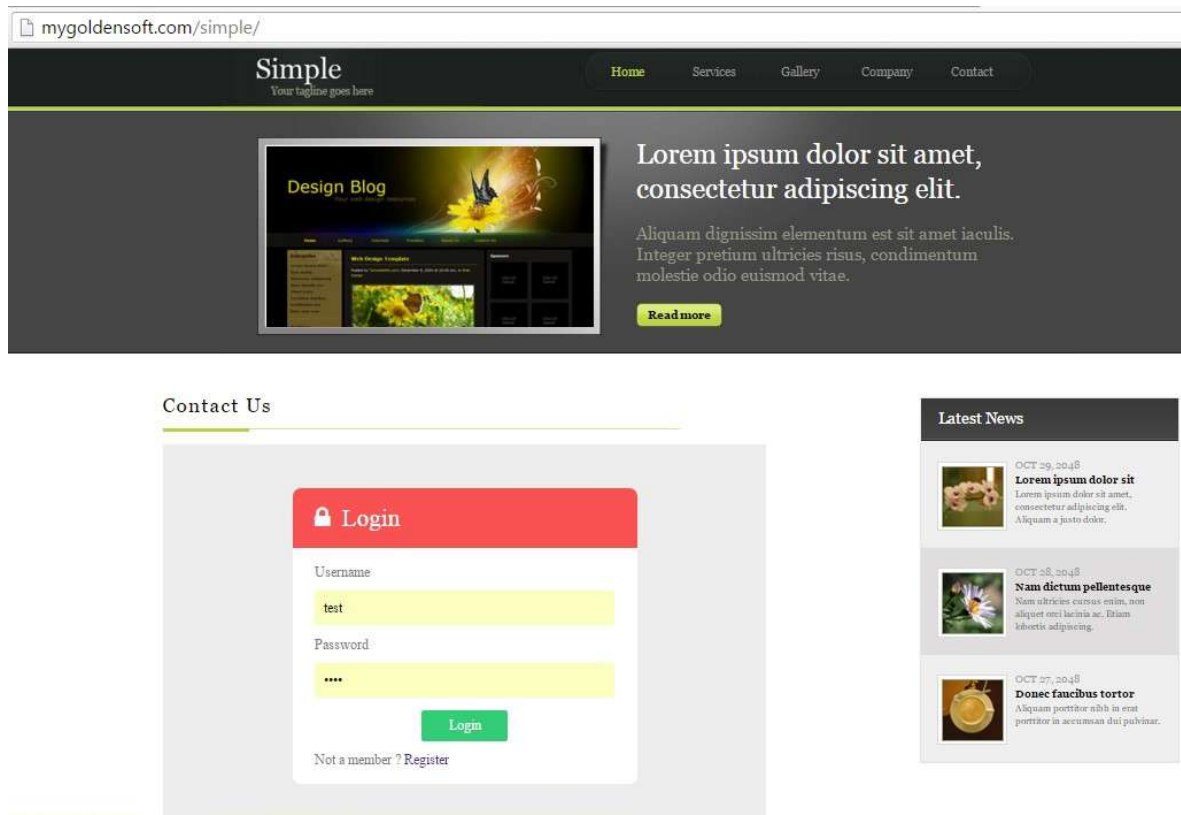
Simply navigate to the folder where you installed B1ST e.g.

http://my_domain_name/my_installation_folder

where **my_domain_name** is your domain name e.g. mygoldensoft.com

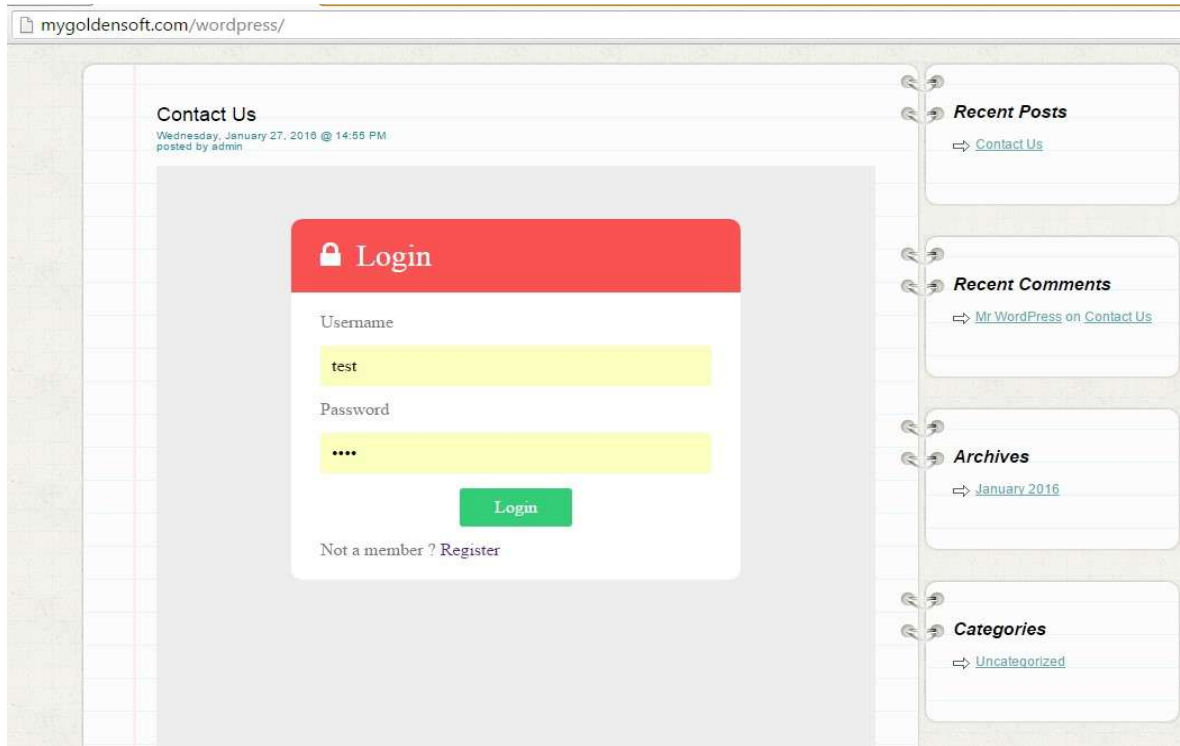
and **my_installation_folder** is the folder you place script on your server with regard to document root e.g. "ticketsystem"

- Integration with HTML/PHP/AS websites

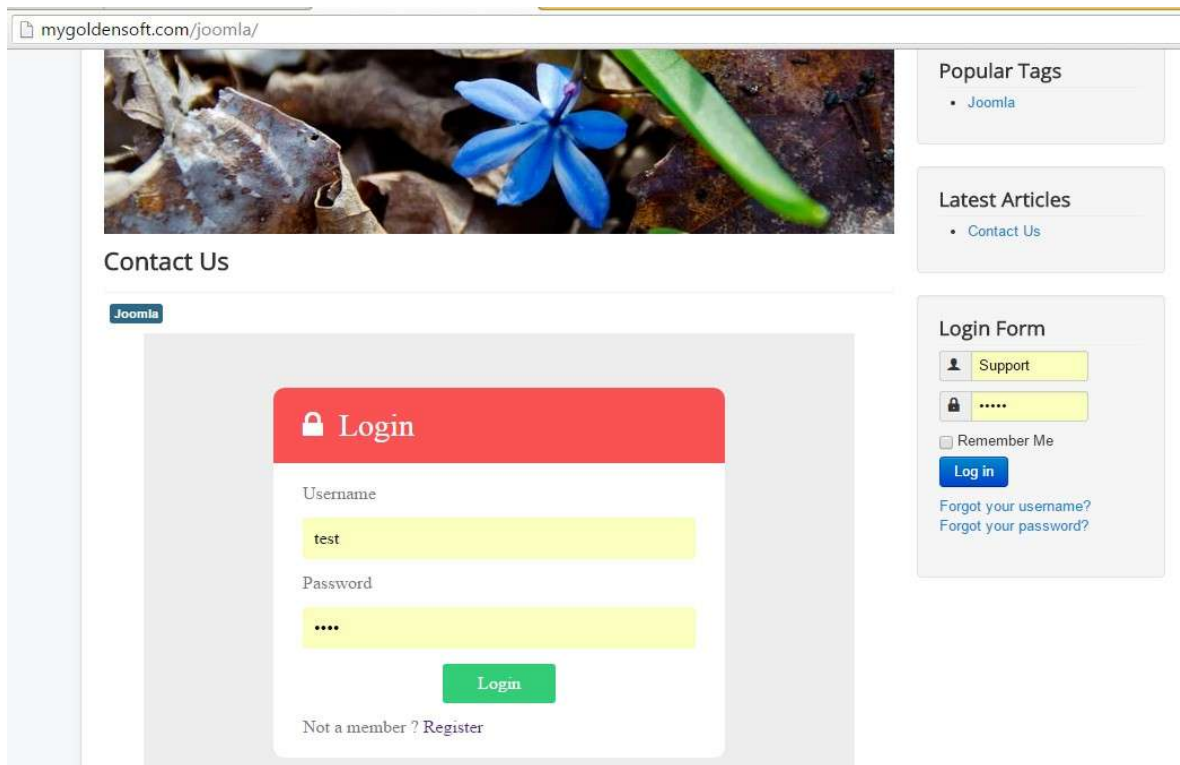


Examples on CMS Integration

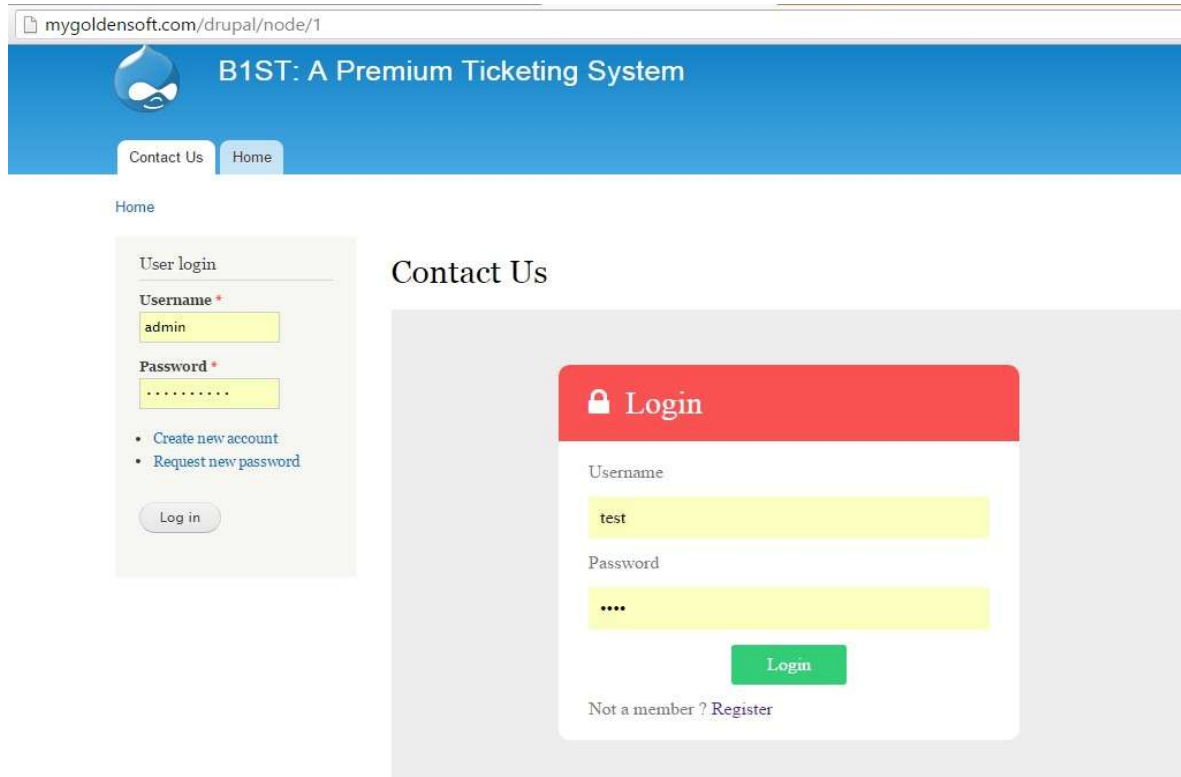
- Integration with Wordpress



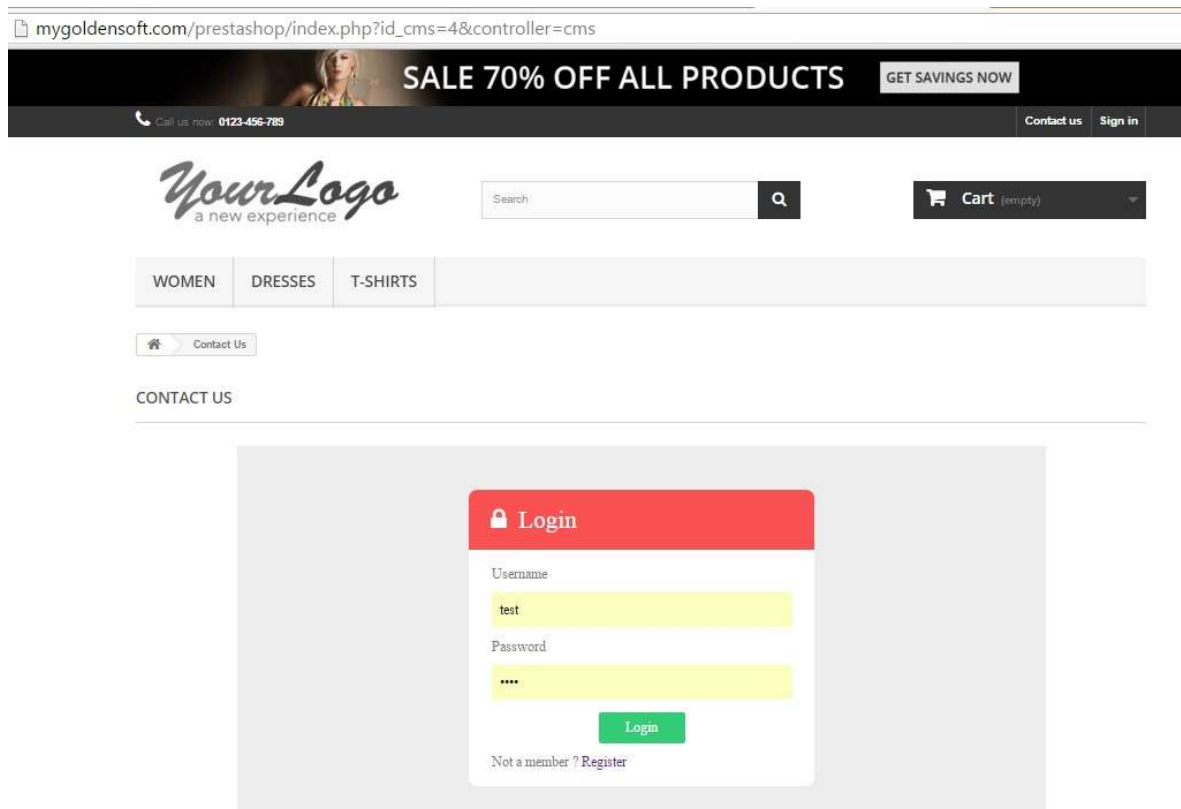
- Integration with Joomla



- Integration with Drupal

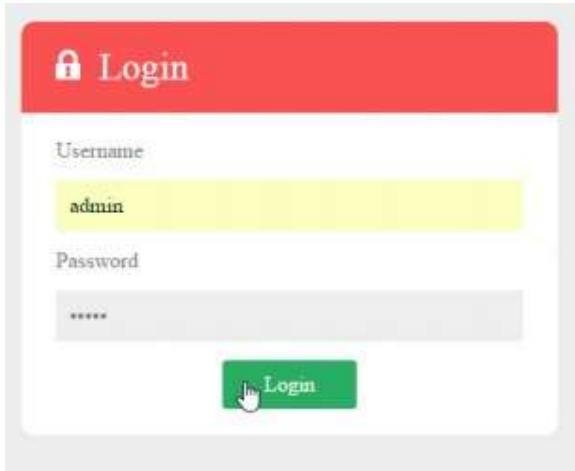


- Integration with Prestashop



First login

- Login to the admin-panel with valid credential (Initially usern-name : admin & password: admin) after login admin can change it. on clicking Login admin successfully will login into ticketing system as super-admin with all privilege.



- It is recommended to change password then
- To logout : from top menu click Logout

Modules

B1st comes with 27 built-in modules that enable you to get wide variety of functionality supported with the most secure and reliable layers. each module is dedicated for a specific functionality.

1. Company Module
2. Product Module
3. Department Module
4. Users & Admins Module
5. Knowledge Base Module [[Based on product. if Product Module is disabled then these module will be disabled](#)]
6. FAQ [[Based on product. if Product Module is disabled then these module will be disabled](#)]
7. Backup Module
8. Chat Module
9. Response Time Module
10. OPSWAT [[Threat checking](#)]
11. AKISMET[[Spam checking](#)]
12. Email Ticket Module (to allow receiving emails via IMAP into B1ST)
13. Twitter Module (to allow receiving tweets into B1ST)
14. Mobile Verifications Module
15. Statistics Module
16. Rating Module
17. Languages & Locale Module
18. Theme & Styles Module
19. Uploads & Attachments Module
20. Registration Module
21. Priority Module
22. Privilege Module
23. Search & Filter Module
24. Ticketing Module
25. Settings Module
26. Configuration Module
27. Status Module

Among the 27 Modules B1ST comes equipped with, there are 12 core modules while the other 15 modules are premium ones.

Core Modules

1. Department Module
2. Users & Admins Module
3. Languages & Locale Module
4. Theme & Styles Module
5. Uploads & Attachments Module
6. Registration Module
7. Priority Module
8. Privilege Module
9. Search & Filter Module
10. Ticketing Module
11. Settings Module
12. Status Module

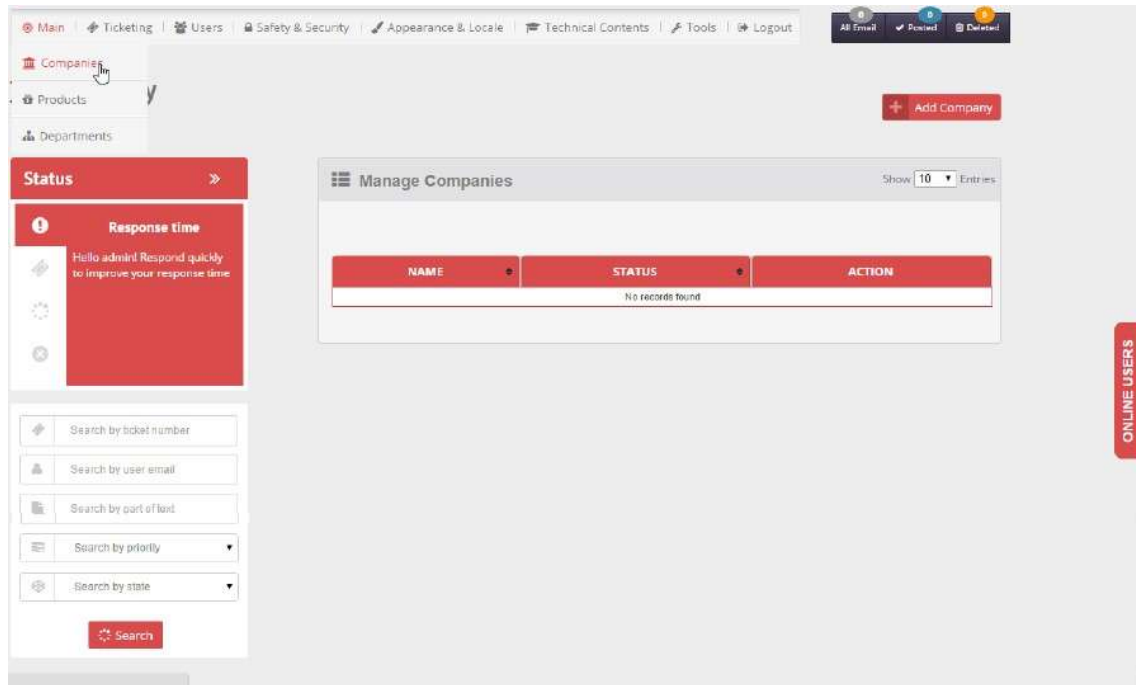
Premium Modules

1. Company Module
2. Product Module
3. Knowledge Base Module [\[Based on product. if Product Module is disabled then these module will be disabled\]](#)
4. FAQ [\[Based on product. if Product Module is disabled then these module will be disabled\]](#)
5. Backup Module
6. Chat Module
7. Response Time Module
8. OPSWAT [\[Threat checking\]](#)
9. AKISMET[\[Spam checking\]](#)
10. Email Ticket Module (to allow receiving emails via IMAP into B1ST)
11. Twitter Module (to allow receiving tweets into B1ST)
12. Mobile Verifications Module
13. Statistics Module
14. Rating Module
15. Configuration Module

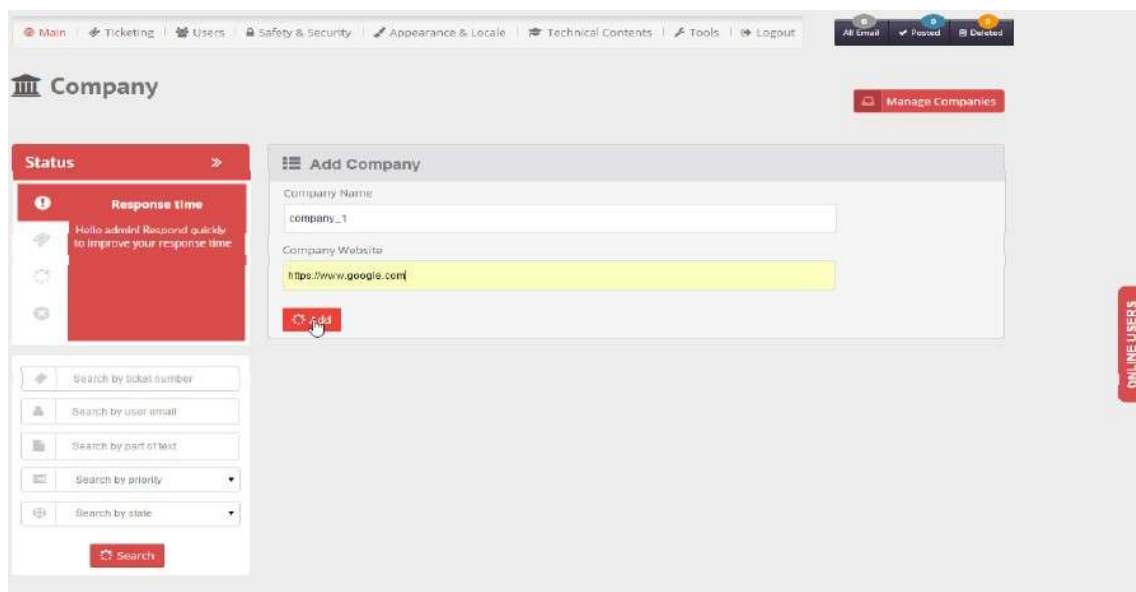
Adding Basic Data

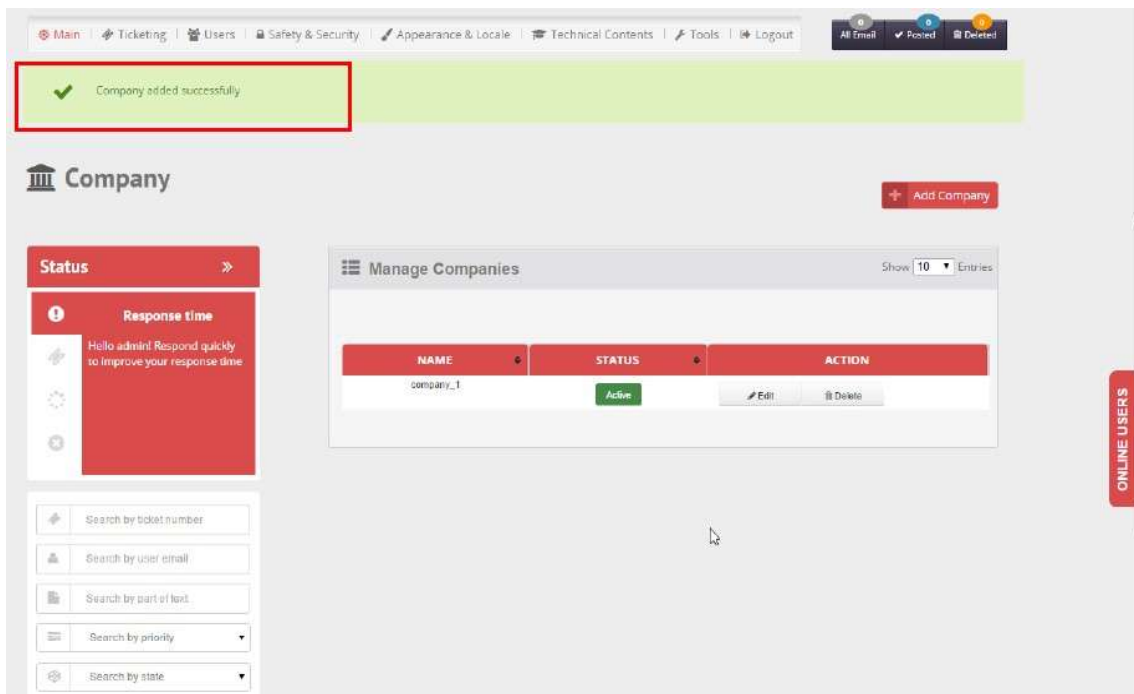
Adding new Company

- Select **Company** from **Main** menu. Manage Companies window will open with existing departments list if any.

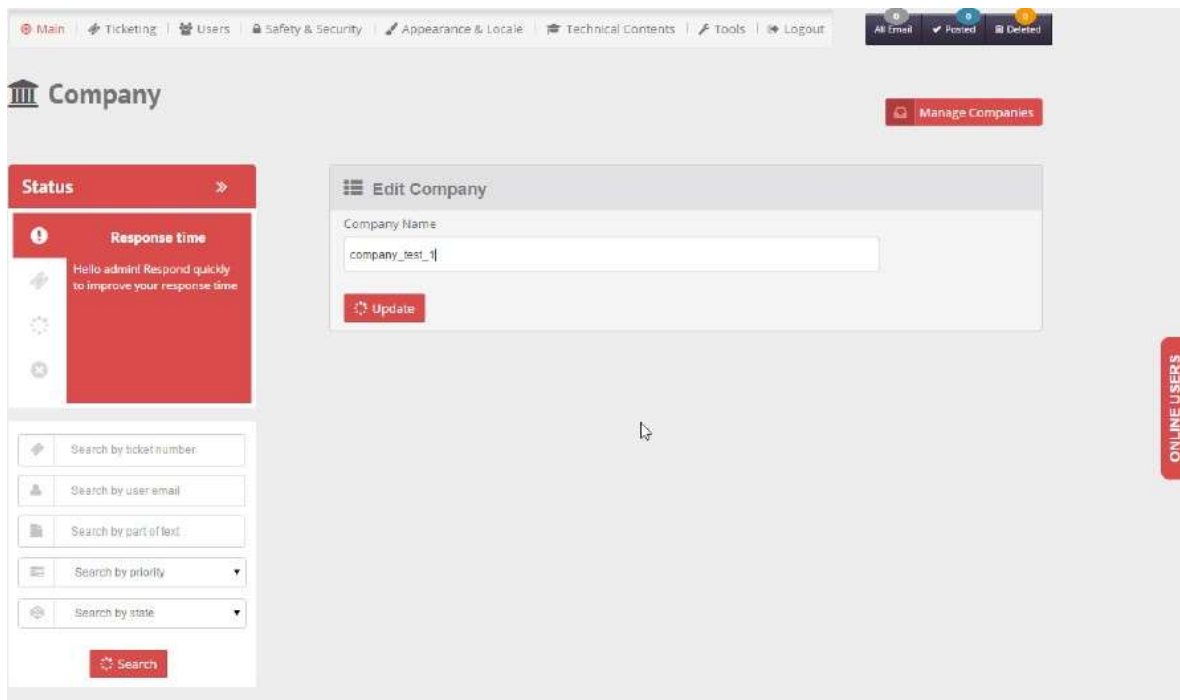


- Click **Add Company** button to add new department. **Add Company** form will open. Set company name and valid website URL [both combination should be unique] then click on **add** button, **"Company added successfully"** notification will display at header to confirm the addition.





- You can use **delete icon** to delete a company (only if has no associated tickets at all).
- You can use **edit icon** to rename a company's name (Duplicate Entry not possible).

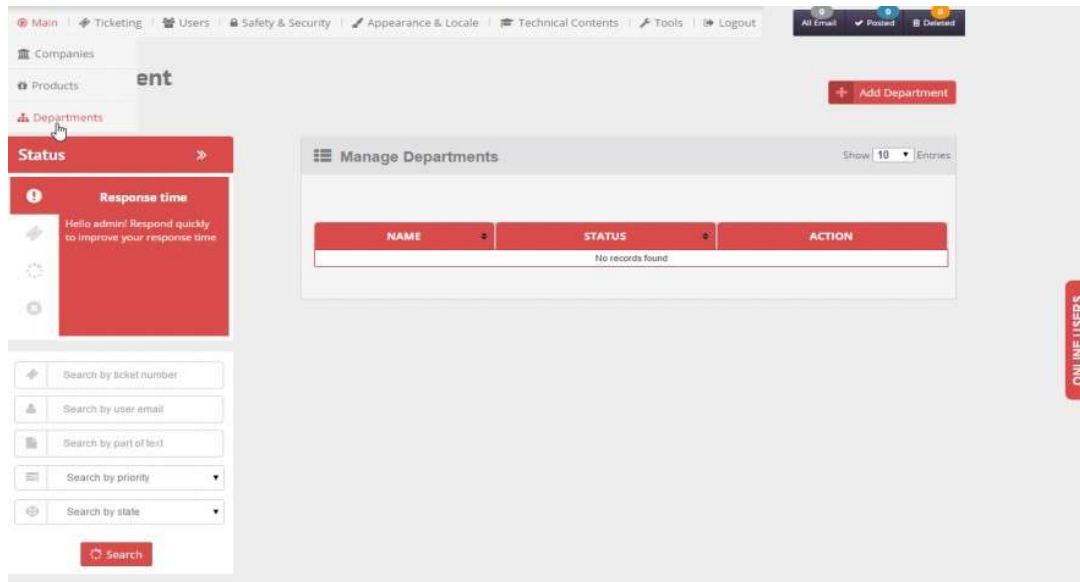


- You can activate/deactivate a company any time by clicking **Active-Inactive** button. When a company is active it will appear in companies list and be available to select; on the other hand when a company is inactive it will not be listed, and thus could not be selected.

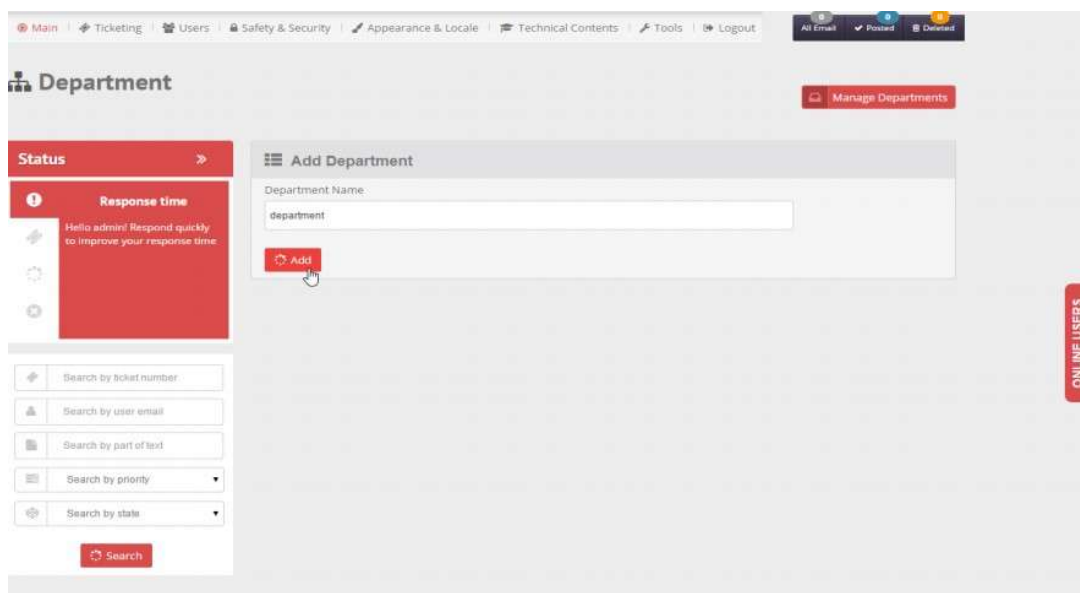
Adding new Department

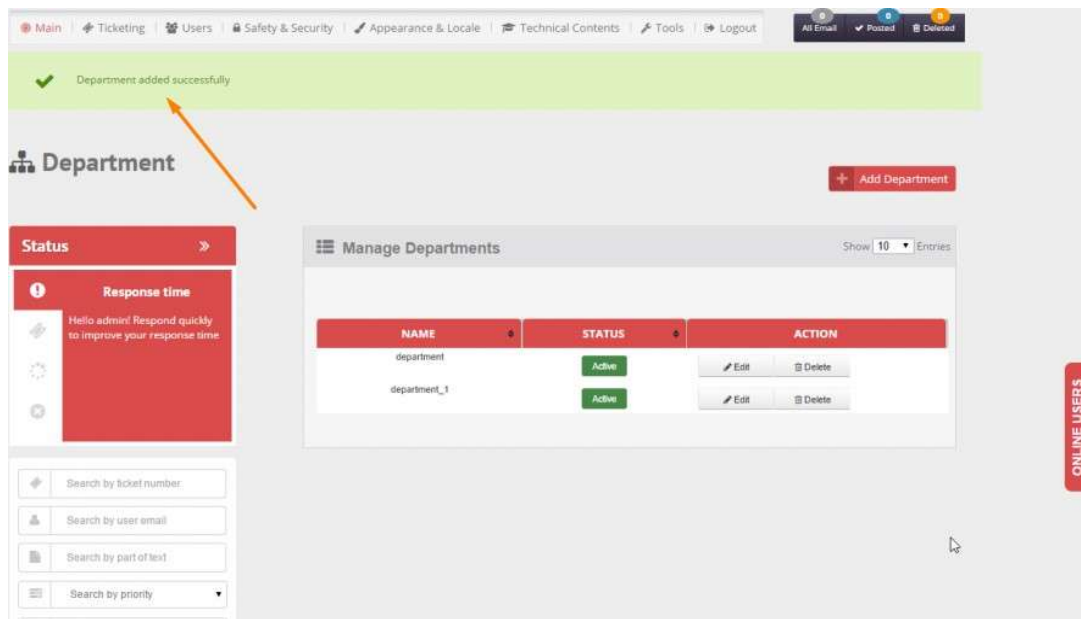
B1ST allows a customer to send his inquiry to the proper department, whether it is the sales, support, billing, affiliation, participation, or whatever department you define in the admin panel.

- Select **Department** from **Main** menu. Manage Departments window will open with existing departments list if any.

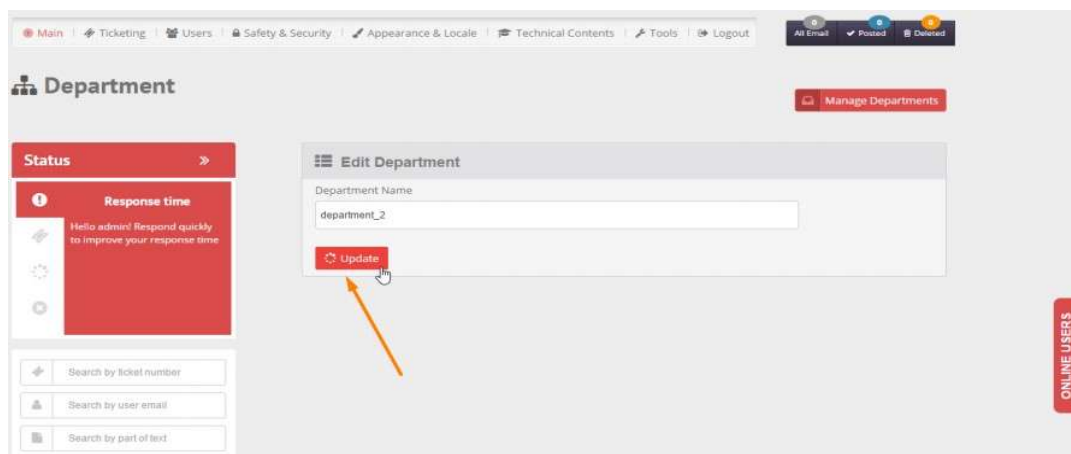


- Click **Add Department** button to add new department. **Add Department** form will open. Set department name [should be unique] then click on **add** button, **"Department added successfully"** notification will display at header to confirm the addition.

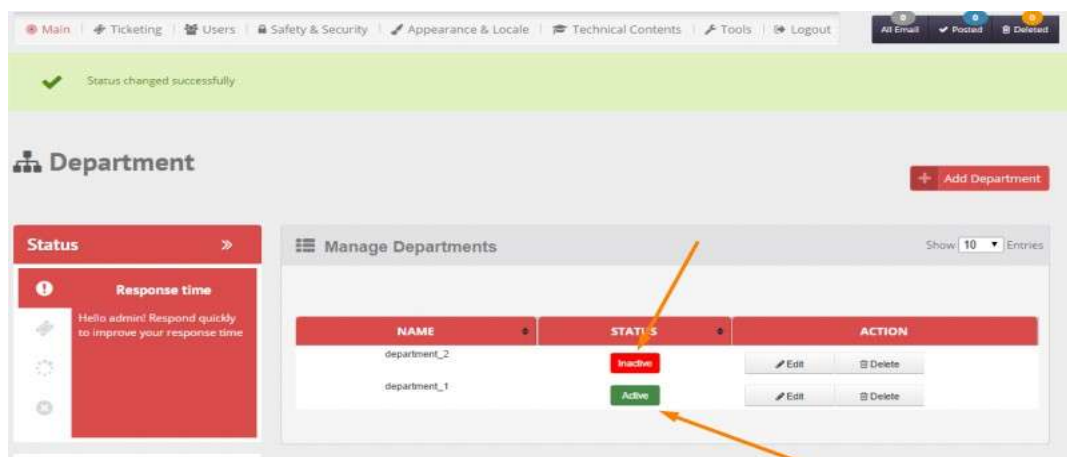




- You can use **delete icon** to delete a department (only if has no associated tickets at all).
- You can use **edit icon** to rename a department's name (Duplicate Entry not possible).

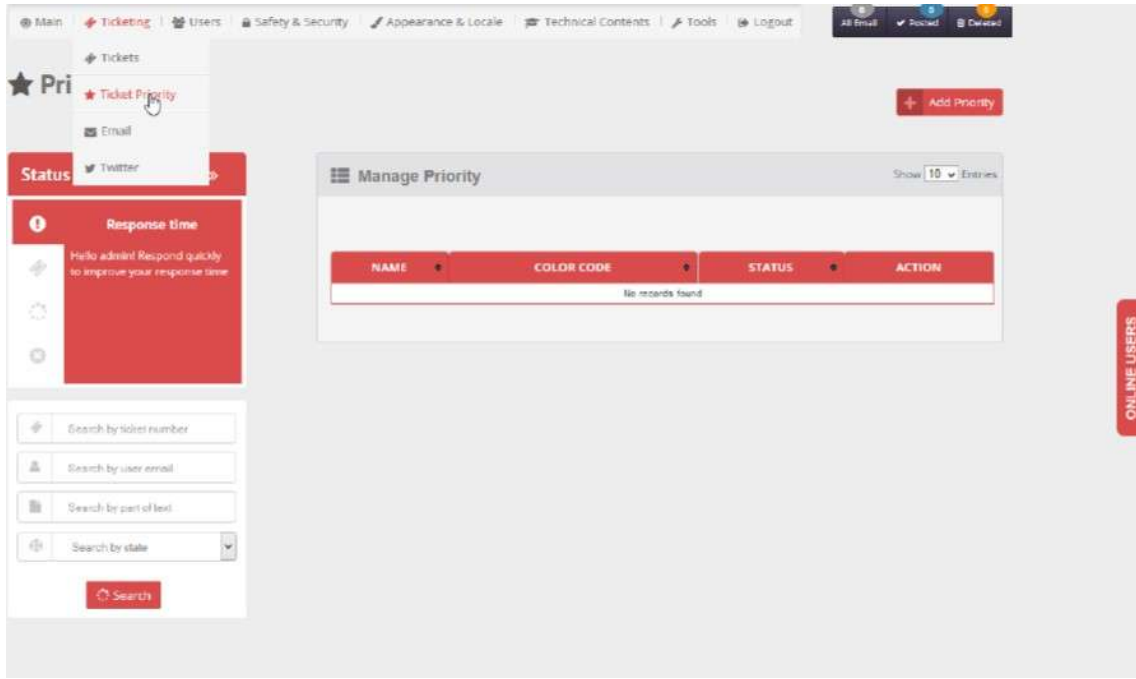


- You can activate/deactivate a department any time by clicking **Active-Inactive** button. When a department is active it will appear in department list and be available to select; on the other hand when a department is inactive it will not be listed, and thus could not be selected.

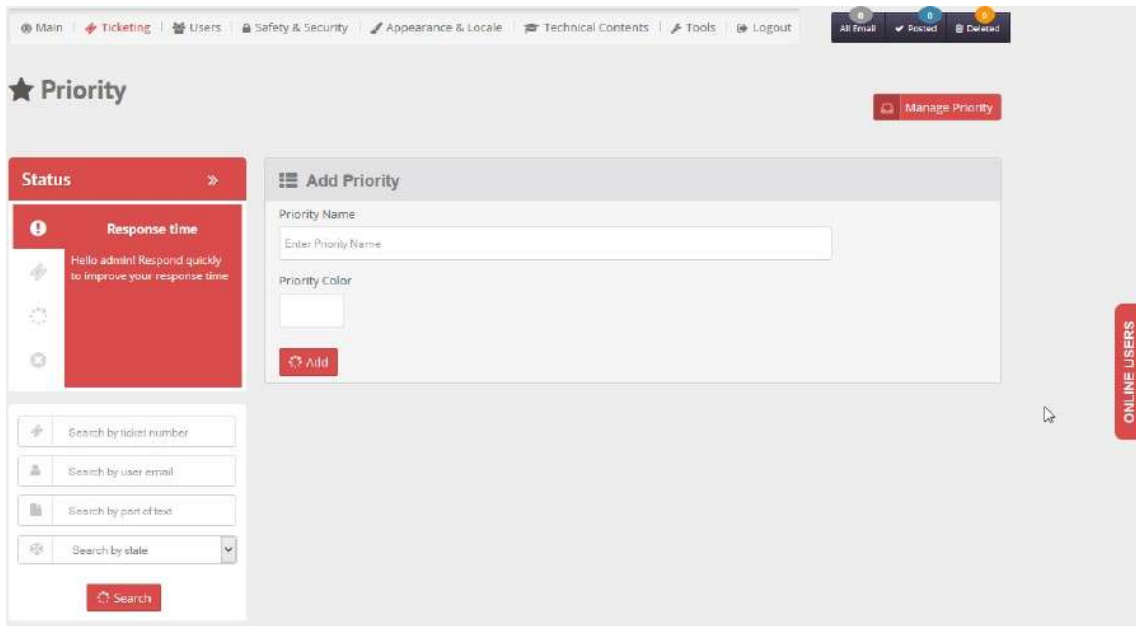


Adding Ticket's Priorities

- Select **Priority** from **Main** menu. Manage Priorities window will open with existing departments list if any.



- Click **Add Priority** button to add new department. **Add Priority** form will open. Set priority name and color from color picker [both combination should be unique] then click on **add** button, "**Priority added successfully**" notification will display at header to confirm the addition.



The screenshot shows the 'Add Priority' form in the B1ST Premium Ticketing System. The top navigation bar includes links for Main, Ticketing, Users, Safety & Security, Appearance & Locale, Technical Contents, Tools, and Logout. A 'Manage Priority' button is located in the top right. The left sidebar features a 'Status' section with a 'Response time' message and search filters for ticket number, user email, part of text, and state. The main form area is titled 'Add Priority' and contains a 'Priority Name' field with the value 'HIGH' and a 'Priority Color' field with the value '#c7142b'. A color picker is open, showing a red color selection. A vertical 'ONLINE USERS' bar is on the right side of the page.

- You can use **delete icon** to delete a priority (only if has no associated tickets at all).
- You can use **edit icon** to rename a priority's name (Duplicate Entry not possible).

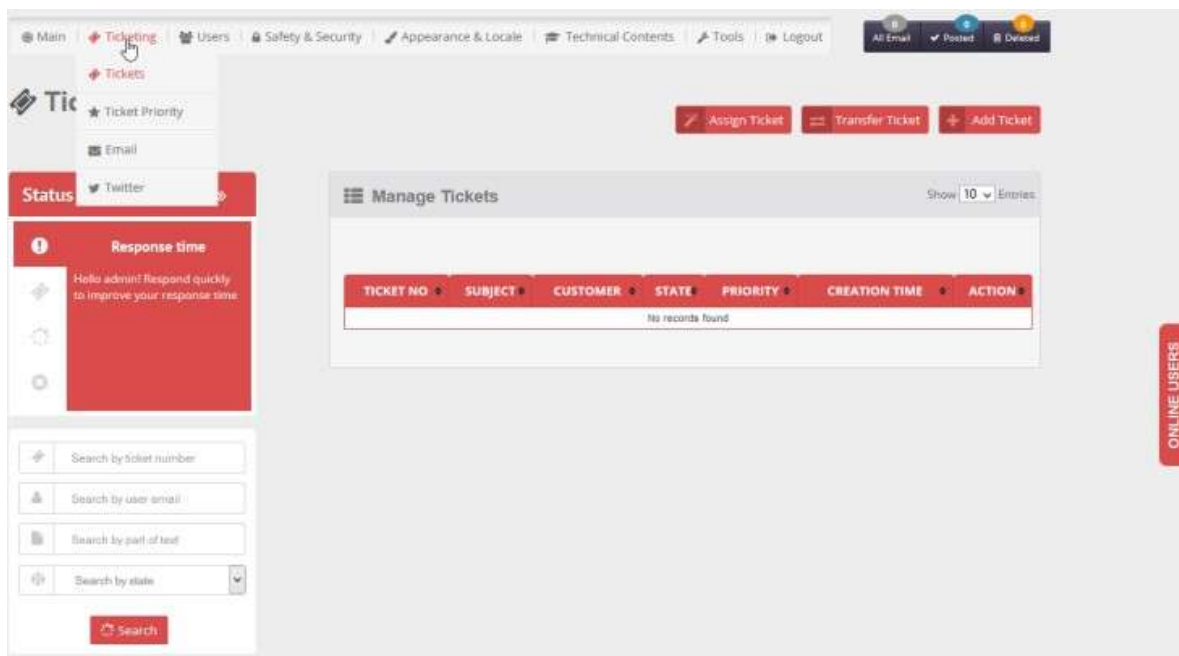
The screenshot shows the 'Edit Priority' form in the B1ST Premium Ticketing System. The top navigation bar and left sidebar are identical to the previous screenshot. The main form area is titled 'Edit Priority' and contains a 'Priority Name' field with the value 'HIGH_1' and a 'Priority Color' field with the value '#c7142b'. An 'Update' button is located below the color field. A vertical 'ONLINE USERS' bar is on the right side of the page.

- You can activate/deactivate a department any time by clicking **Active-Inactive** button. When a department is active it will appear in department list and be available to select; on the other hand when a department is inactive it will not be listed, and thus could not be selected.

Ticketing

Adding Tickets

1. Select **Ticketing** from top menu, **Manage Tickets** panel will open with list of ticket.
2. For the first time any posted ticket is assign to super-admin, then you may
Assign Ticket: admin can assign ticket to other admin for one time, will not able to reassign ticket again.
Transfer Ticket: Admin be able to transfer ticket from first assign admin to other admin.
Add Ticket: Admin be able to add ticket from admin panel



3. To **Add Ticket** : Enter subject, Customer Email, Select Company, Department, Product, Priority from drop down, Enter Query and Upload files.

Upload Settings (Allowed Files, Max No Of Upload) , Showing progress bar of uploading process
 Click on **add ticket**

Ticket

Status

Response time

Hi! admin! Respond quickly to improve your response time

Search by ticket number

Search by user email

Search by part of text

Search by state

Add Ticket

Ticket No: 511Q1ea-4e9-d4

Subject: Enter Subject

Customer Email: Enter Customer Email

Company: Select Company

Department: Select Department

Product: Select Product

Priority: Select Priority

Query: Enter Query

Upload Files

Only pdf, jpg, png, gif file types are allowed and you can upload maximum 5 number of file(s) at a time

Add

Manage Tickets

ONLINE USERS

- All field are mandatory except upload file, will display notification for blank submission

Ticket

Manage Tickets

Please enter Subject !!
Please enter Customer Email !!
Please enter Department Name !!
Please enter Product Name !!
Please enter Company Name !!
Please enter Priority !!
Please enter Query !!

Add Ticket

Ticket No: 7296058-4d9-563

Subject: Enter Subject

Customer Email: Enter Customer Email

Company: Select Company

Department: Select Department

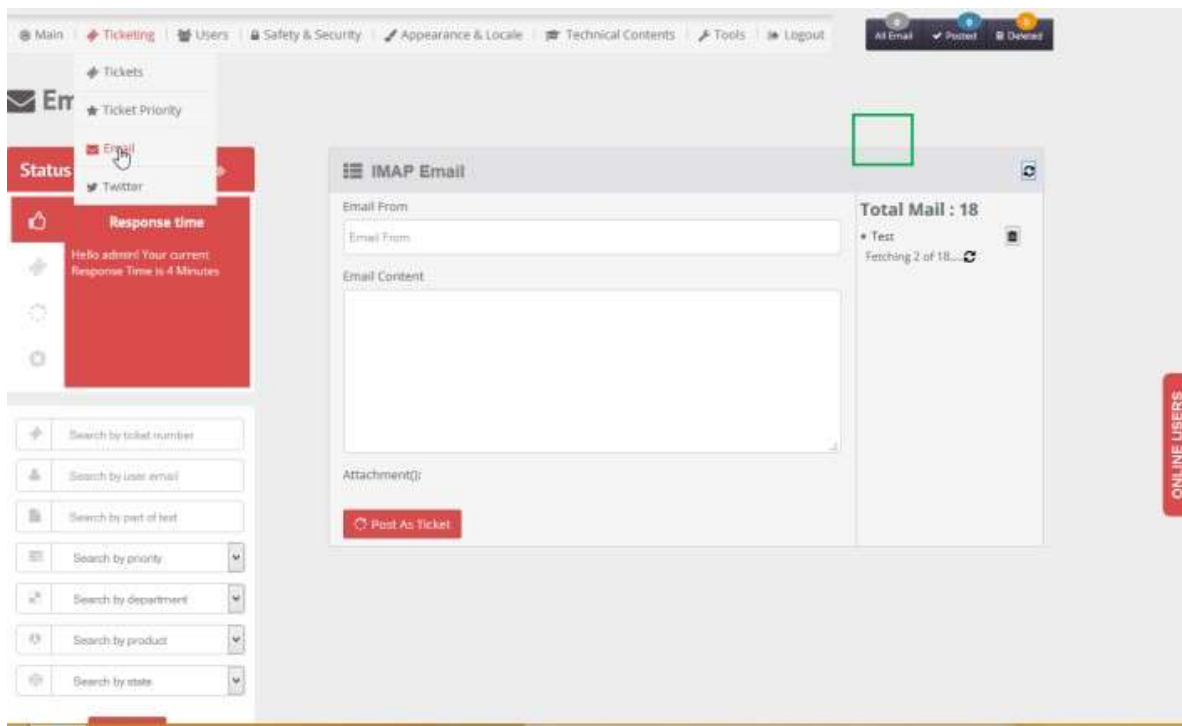
ONLINE USERS

Receiving emails as tickets

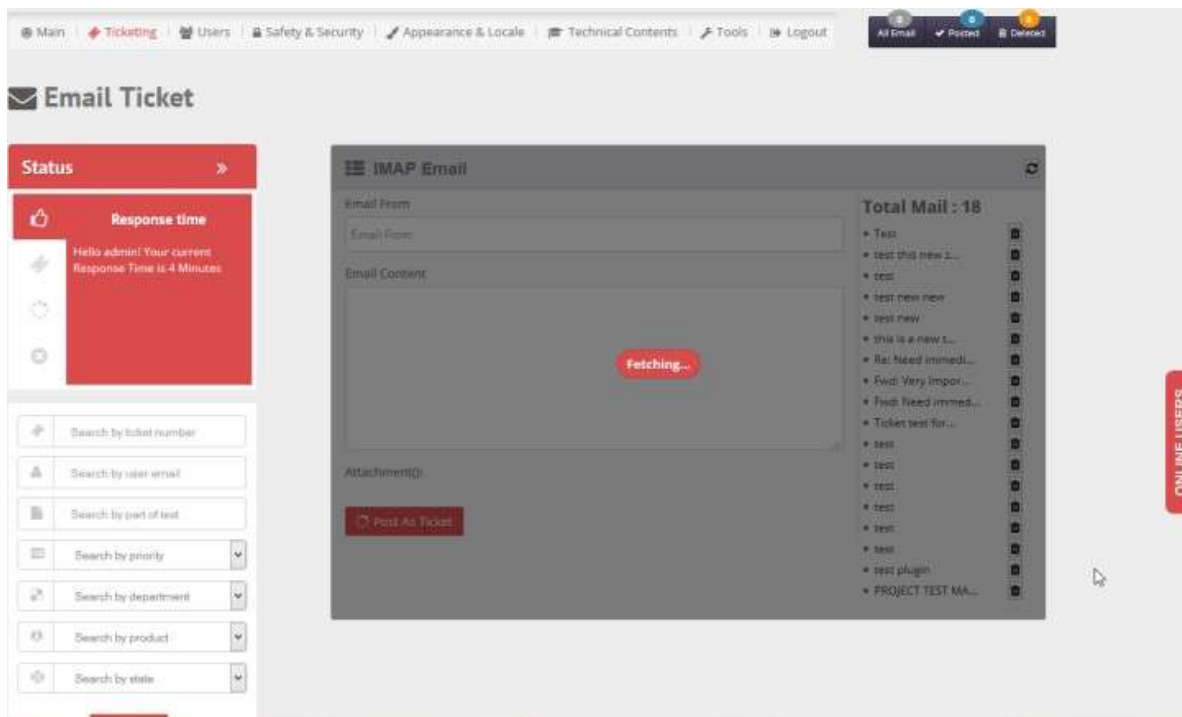
No matter what your email provider is, **B1ST** will allow you to receive your emails directly to your **B1ST** message board. **B1ST** can be integrated to receive any Gmail account, or Yahoo accounts. As a double-spam protection, these messages will be scanned by A.Kis.Met API in addition to the detection methods used by your email provider, e.g., Gmail.

And finally, if these messages have any attachments, they will be scanned for any virus or malware by OPSWAT Metascan API.

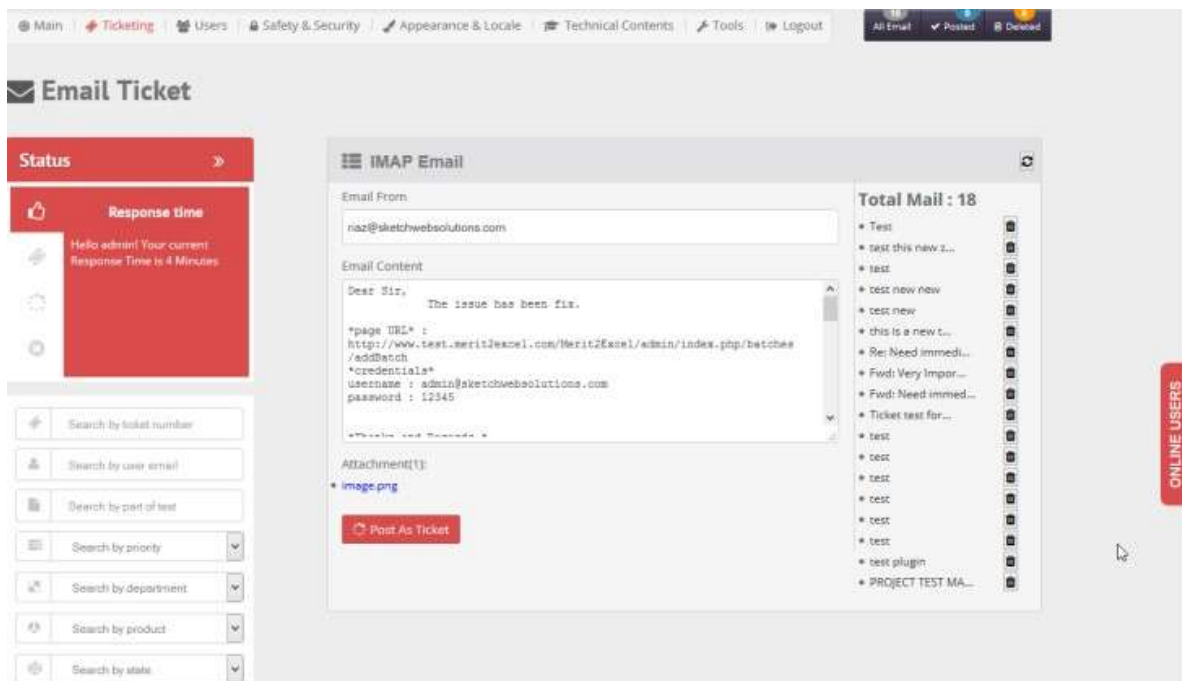
- Select **Email** from **Ticketing** top menu . IMAP Email window will open with blank email list for first time since no email is fetched.
- Click on refresh button in right panel for fetching mail from given email id in settings tab.



- Once move to other page without finishing the email fetching task, job will be paused , navigate back to Email page and click on refresh icon will start the fetching job again.



- Select an email from right panel it will fetch to the adjacent section with email_id, content and attachment if any.



- To Post this email as ticket, fill up the details like subject, company, department, product and priority, edit content then click Post as Ticket button.

Add Ticket

Ticket No:

Subject:

Customer Email:

Company:

Department:

Product:

Priority:

Query:

Only pdf, jpg, png, gif file types are allowed and you can upload maximum 5 number of file(s) at a time

- Post this email as ticket will update the mail status as [P] in email module
- Beside top menu(right side) - in notification box- admin can check All email count, Posted email count, and Deleted email count

Email Ticket

Email From:

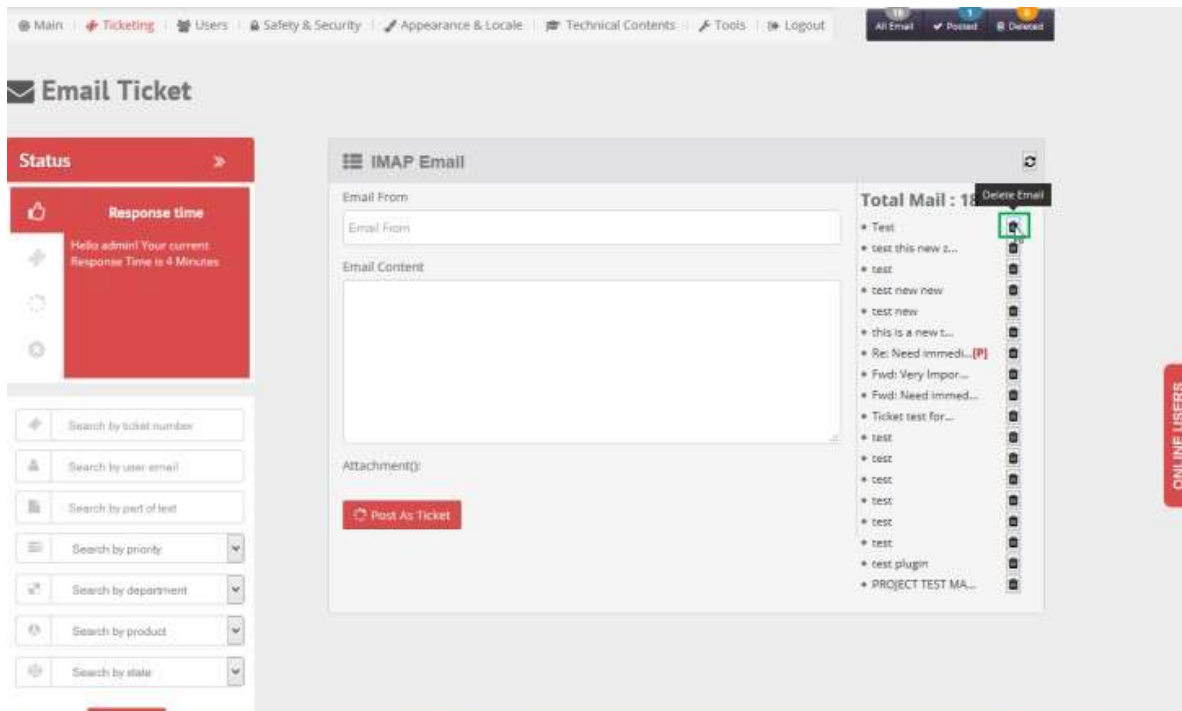
Email Content:

Attachment(s):

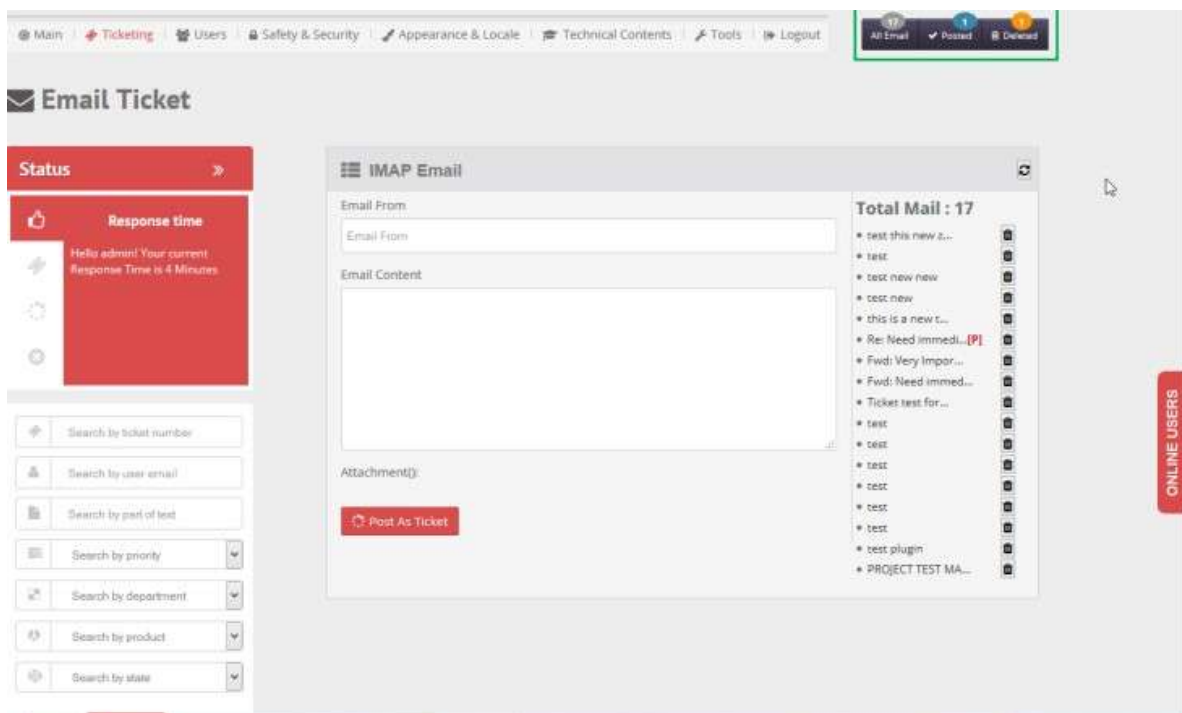
Total Mail : 18

- Test
- test this new z...
- test
- test new new
- test new
- this is a new t...
- Re: Need immedi... [P]
- Fwd: Very Impor...
- Fwd: Need immedi...
- Ticket test for...
- test
- test
- test
- test
- test
- test plugin
- PROJECT TEST MA...

- To Delete email from Total fetched mail click on Delete icon.

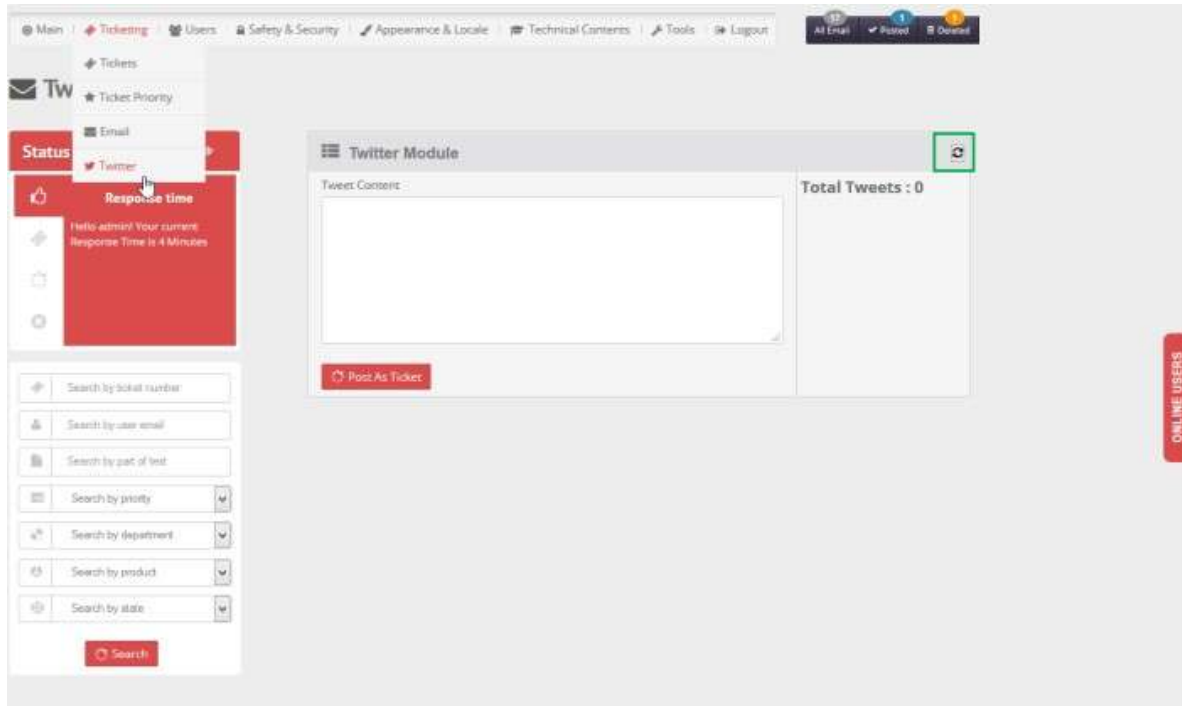


- Next image shows number of total email decreased by one (from 18 into 17) , on the other hand total number of deleted emails increased by one (from 0 to 1)

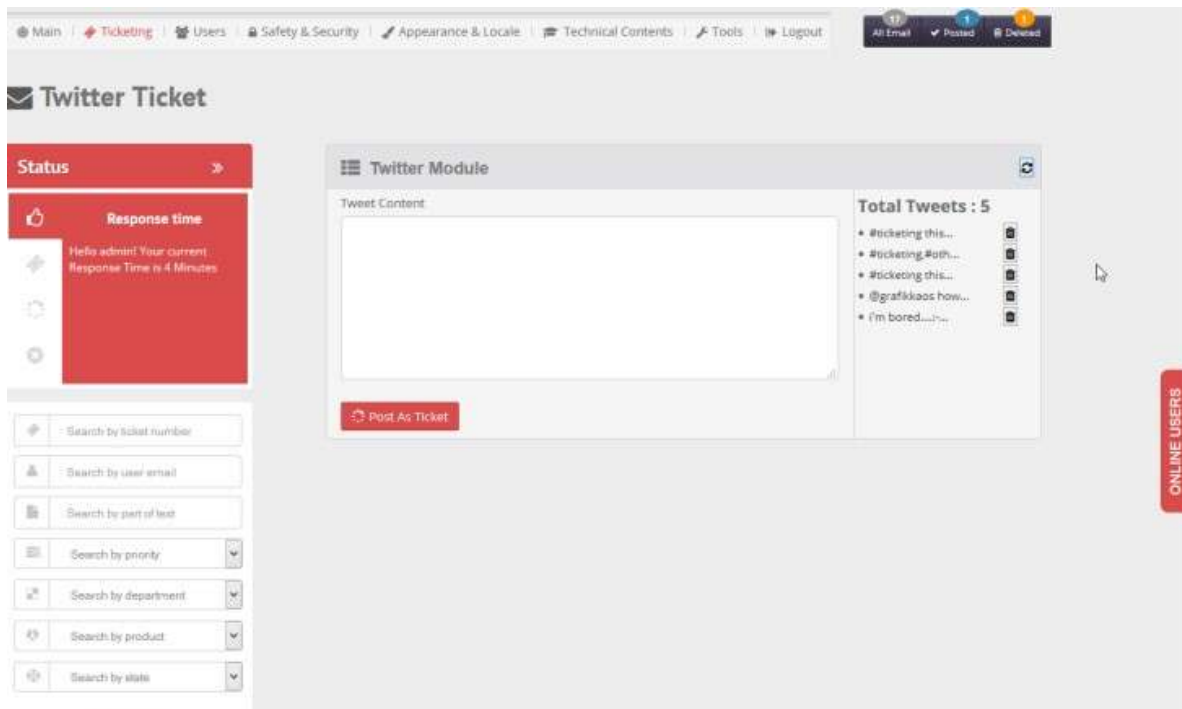


Receiving Tweets as tickets

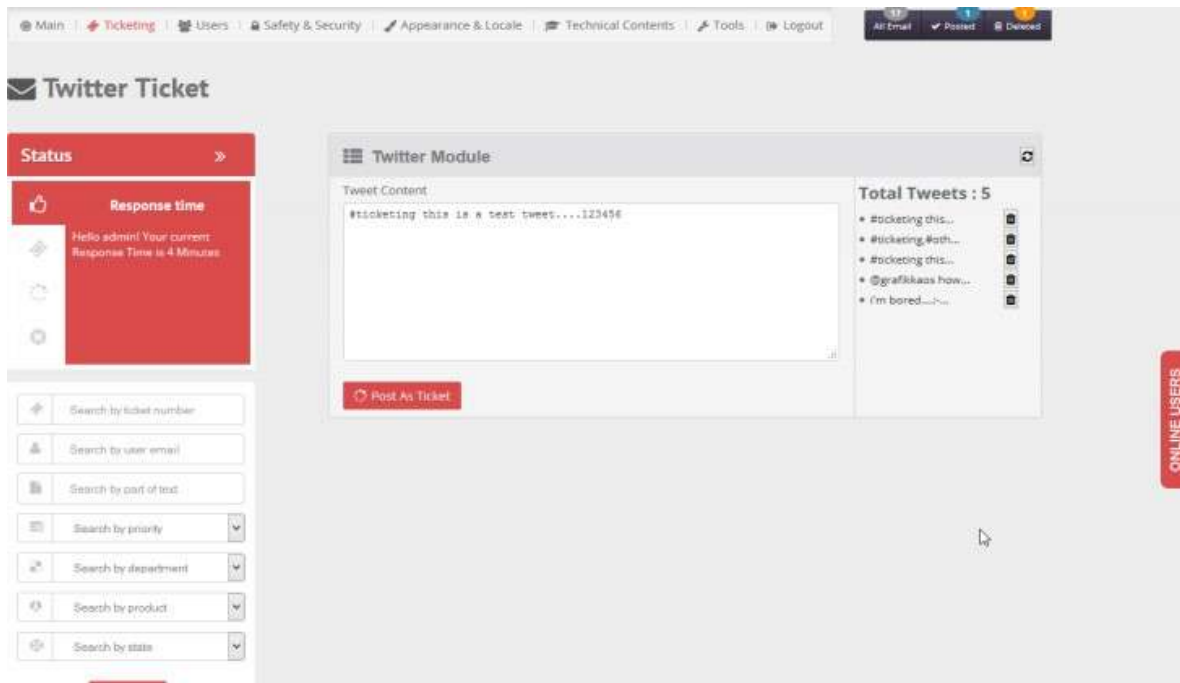
- Select **Twitter** From **Ticketing** top menu. Twitter Module window will open with blank tweet list for first time since no tweet is fetched.



- Click **Refresh** icon in right panel for fetching tweets from given twitter account as set in settings tab



- Once move to other page without finishing the tweet fetching task, job will be paused. Navigate back to twitter page and click **Refresh** icon to start the fetching job again
- Select a tweet from right panel will fetch it to the adjacent section with tweet content



5. To **Post Tweet as Ticket**, fill up the details like subject, company, department, product and priority, edit content then click **Add** button.

The screenshot shows the 'Add Ticket' form in the B1ST Premium Ticketing System. The interface includes a top navigation bar with links like Main, Ticketing, Users, Safety & Security, Appearance & Locale, Technical Contents, Tools, and Logout. A 'Manage Tickets' button is visible in the top right. On the left, there's a 'Status' sidebar with a 'Response time' section showing 'Hello admin! Your current Response Time is 4 Minutes' and a search section with various filters (ticket number, user email, part of text, priority, department, product, state) and a 'Search' button. The main form area is titled 'Add Ticket' and contains fields for Ticket No (30709be-195-c1d), Subject (post_tweet), Customer Email (wbod@gmail.com), Company (company_test_1), Department (department_1), Product (product_2), Priority (HIGH_1), and a Query field containing '#ticketing this is a test tweet....123456'. Below the form are buttons for 'Upload Files' (with a note: 'Only pdf, jpg, png, gif file types are allowed and you can upload maximum 5 number of file(s) at a time') and 'Add'.

- Post this tweet as ticket will update the tweet status as [P] in Twitter module

The screenshot shows the 'Twitter Ticket' module in the B1ST Premium Ticketing System. The interface is similar to the previous one, with the same top navigation bar and left sidebar. The main form area is titled 'Twitter Module' and contains a 'Tweet Content' field. To the right of the field, there's a 'Total Tweets : 5' section displaying a list of tweets: '#ticketing this...[P]', '#ticketing #oth...', '#ticketing this...', '@grafikkaas how...', and 'i'm bored...'. The first tweet is highlighted with a green box. Below the 'Tweet Content' field is a 'Post As Ticket' button. The right sidebar shows 'ONLINE USERS'.

Ticket's Status

We refer to the left-upper section as **Status-Section**. It shows some useful information related to each Admin. This info includes:

- Response time

The screenshot shows the 'Status' section on the left with a red box around the 'Response time' card. The card displays: 'Hello admin! Your current Response Time is 4 Minutes'. A red arrow points from the 'Response time' card to the 'Manage Language' table on the right.

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

ONLINE USERS (1)

- Average Rating

The screenshot shows the 'Status' section on the left with a red box around the 'Average Rating' card. The card displays: 'No tickets have been rated yet'. A red arrow points from the 'Average Rating' card to the 'Manage Language' table on the right.

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

ONLINE USERS (1)

- Total Number of Ticket Replied

The screenshot shows the 'Status' section on the left with a red box around the 'Total Number of Ticket Replied' card. The card displays: 'Number of tickets replied is 1'. A red arrow points from the 'Total Number of Ticket Replied' card to the 'Manage Language' table on the right.

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

ONLINE USERS (1)

- Lowest Rated Tickets

The screenshot shows the 'Status' section on the left with a red box around the 'Lowest Rated Tickets' card. The card displays: 'No tickets have been rated yet'. A red arrow points from the 'Lowest Rated Tickets' card to the 'Manage Language' table on the right.

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

ONLINE USERS (1)

Filtering Tickets

Message-board has a section where an admin can filter/search messages by different ways. We refer to this section as **Filtering-Section**. In this section you can filter tickets by:

- Priority
- Department
- Product
- State

The screenshot displays the B1ST Premium Ticketing System interface. On the left, a red sidebar contains a 'Status' section with a 'Lowest Rated Tickets' alert stating 'No tickets have been rated yet'. Below this is a search panel with a green border containing several search filters: 'Search by ticket number', 'Search by user email', 'Search by part of text', 'Search by priority', 'Search by department', 'Search by product', and 'Search by state'. A red arrow points to the 'Search by department' filter. At the bottom of the search panel is a red 'Search' button. The main content area is titled 'Manage Language' and features a table with the following data:

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

On the right side of the interface, a vertical red button labeled 'ONLINE USERS (1)' is visible.

Searching for a Ticket

Message-board has a section where an admin can filter/search messages by different ways. We refer to this section as **Filtering-Section**. In this section you may search for a ticket by:

- Ticket number
- User email
- Part of text

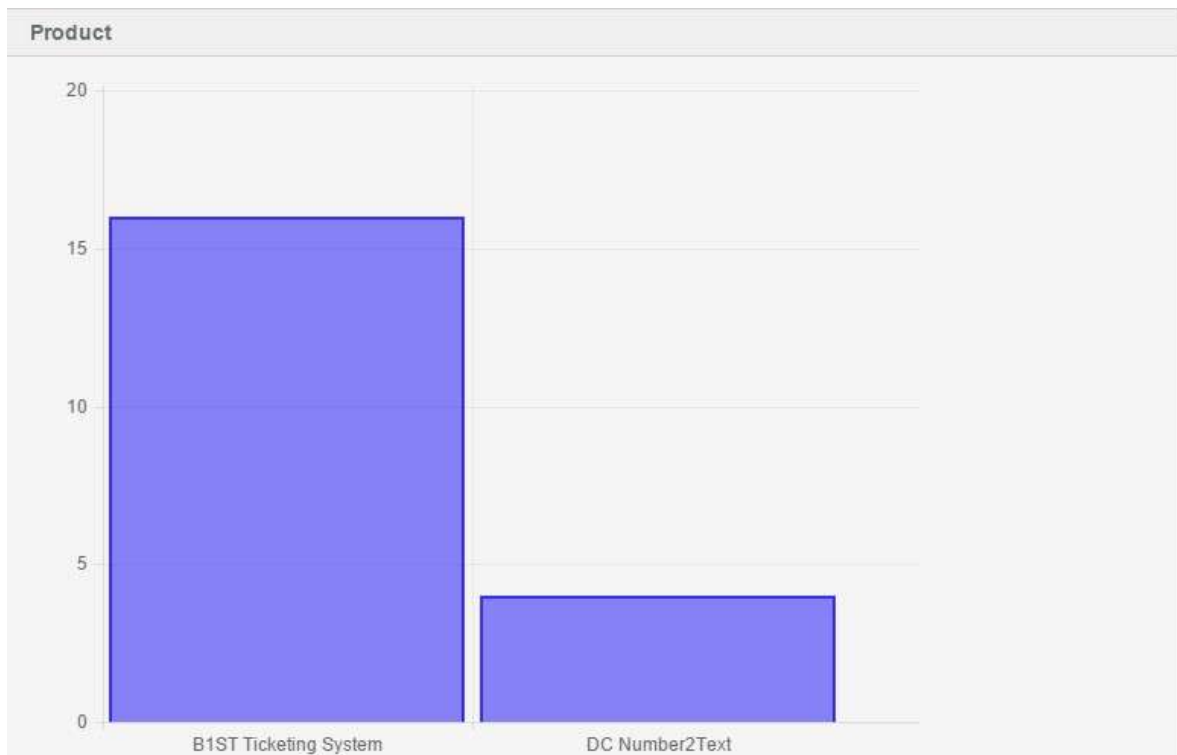
The screenshot displays the B1ST Premium Ticketing System interface. On the left, a red sidebar contains a 'Status' section with a 'Lowest Rated Tickets' alert stating 'No tickets have been rated yet'. Below this is a green-bordered 'Filtering-Section' with search options: 'Search by ticket number', 'Search by user email', 'Search by part of text', 'Search by priority', 'Search by department', 'Search by product', and 'Search by state'. A red arrow points to the 'Search by department' dropdown. To the right, the 'Manage Language' section features a table with columns: LANGUAGE NAME, LANGUAGE CODE, FRONT SET DEFAULT, and BACK SET DEFAULT. The table lists languages: English, French, German, Spanish, Arabic, and Indian, each with its code and default status. A vertical red bar on the far right indicates 'ONLINE USERS (1)'.

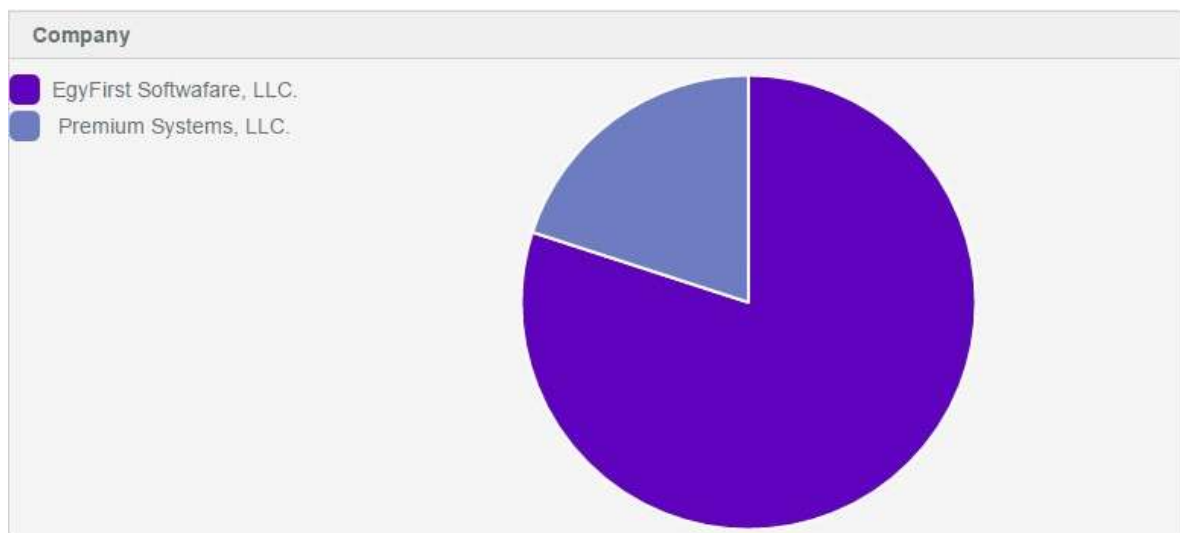
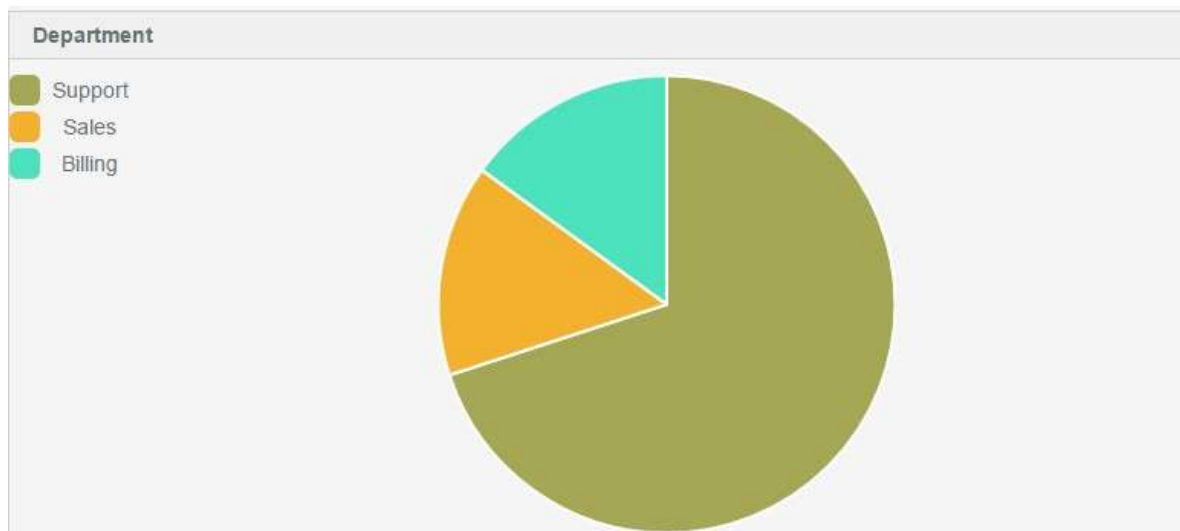
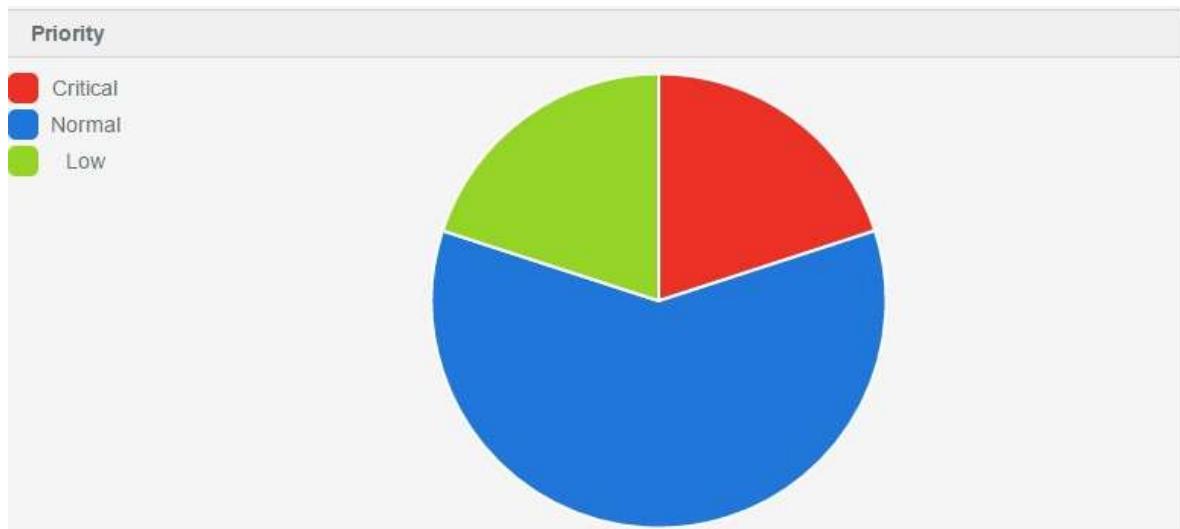
LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

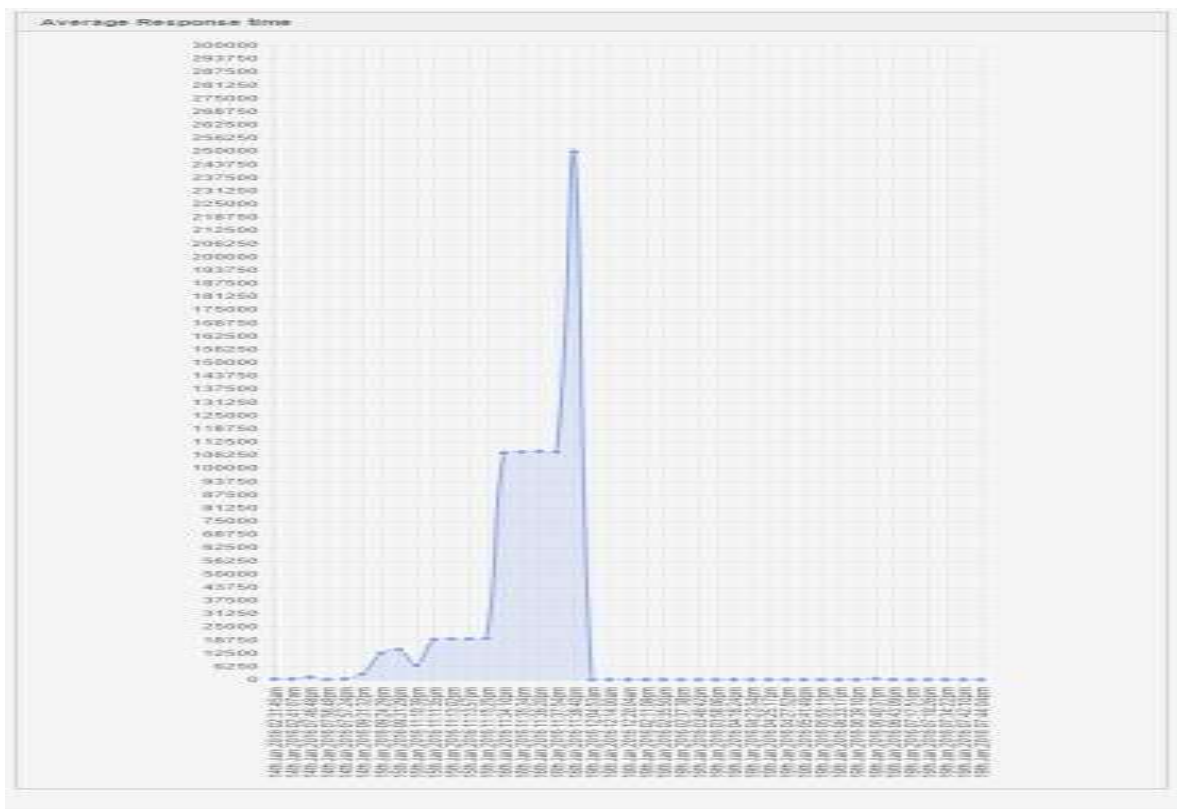
Statistics

B1ST gives you clear insight about your messages breakdown according to a message's state and its priority.

- Select **Statistics** for **Tools** top menu. Statistics page will open with charts of the following breakdown:
 - **Tickets**
 - **Companies**
 - **Department**
 - **Product**
 - **Priorities**
 - **Ticket States**
 - **Average response time**
 - **Average Rating**







- There is a period list-box from which you can select the time period up to which the charts will be populated.
- A custom date is also provided from which you can select custom start and end date.

Period

Current Month

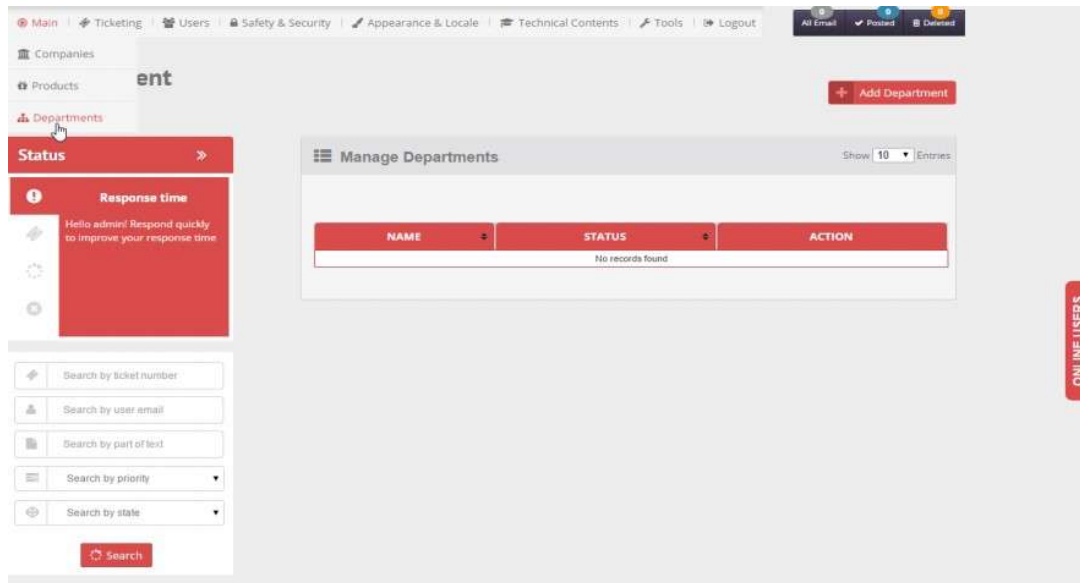
v

Product's Functionality

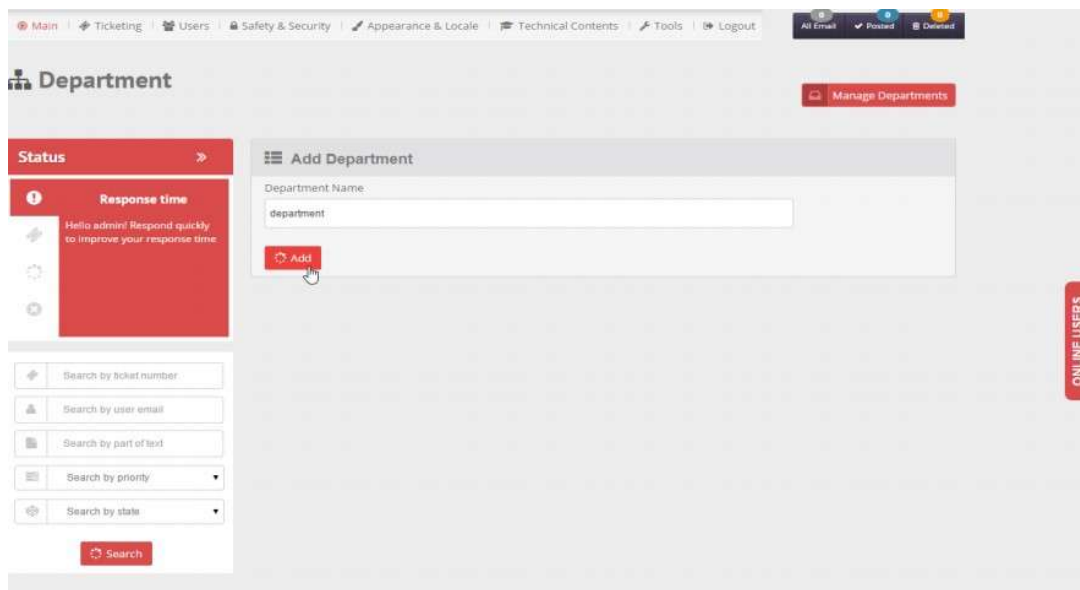
Adding new Product

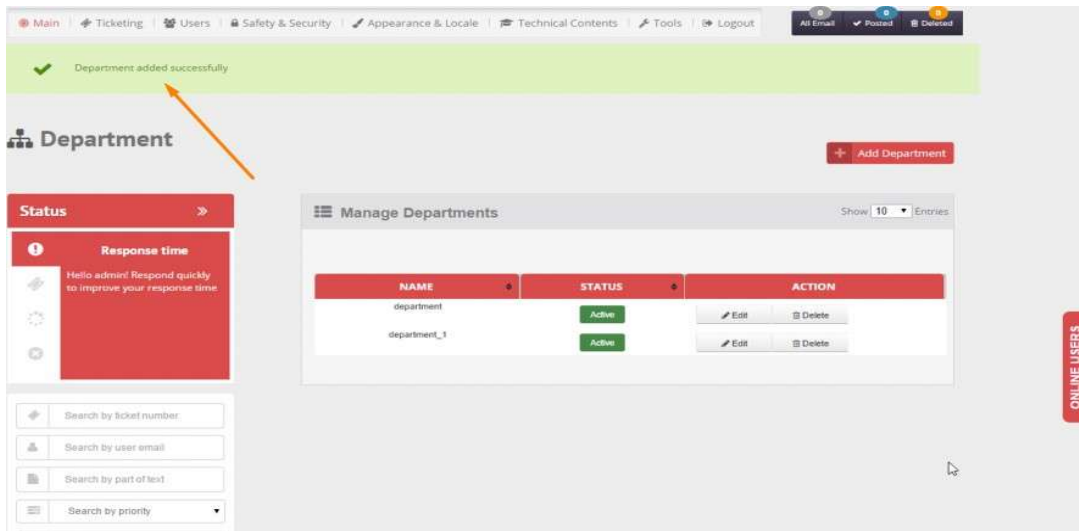
B1ST allows a customer to send his inquiry to the proper product department support team; thus, if you have multiple products, each message will be sent to the proper department.

- Select **Product** from **Main** menu. Manage Products window will open with existing products list if any.

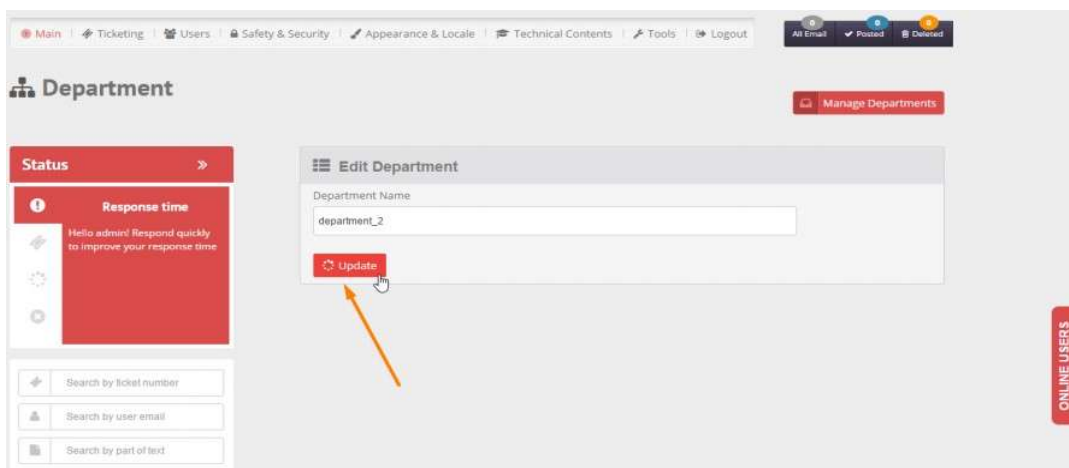


- Click **Add Product** button to add new product. **Add Product** form will open. Set product name [should be unique] then click on **add** button, "**Product added successfully**" notification will display at header to confirm the addition.

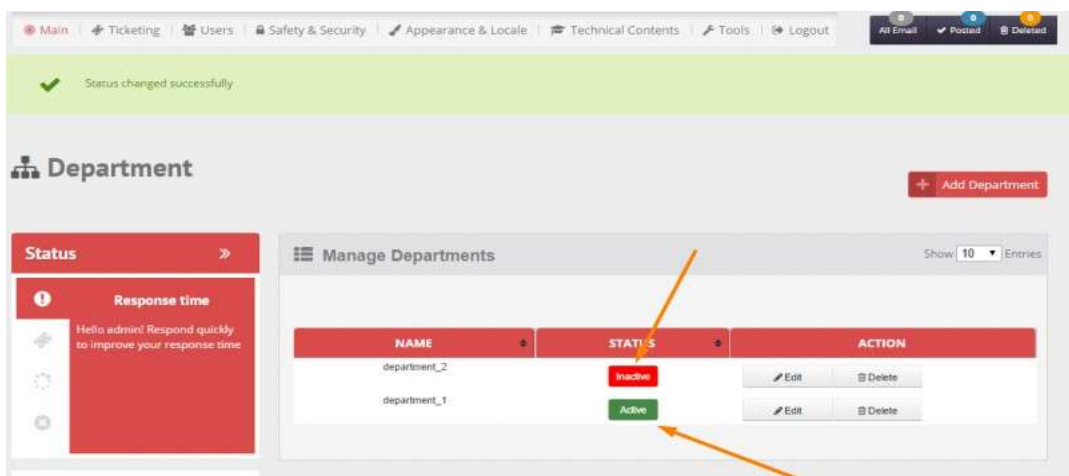




- You can use **delete icon** to delete a product (only if has no associated tickets at all).
- You can use **edit icon** to rename a product's name (Duplicate Entry not possible).

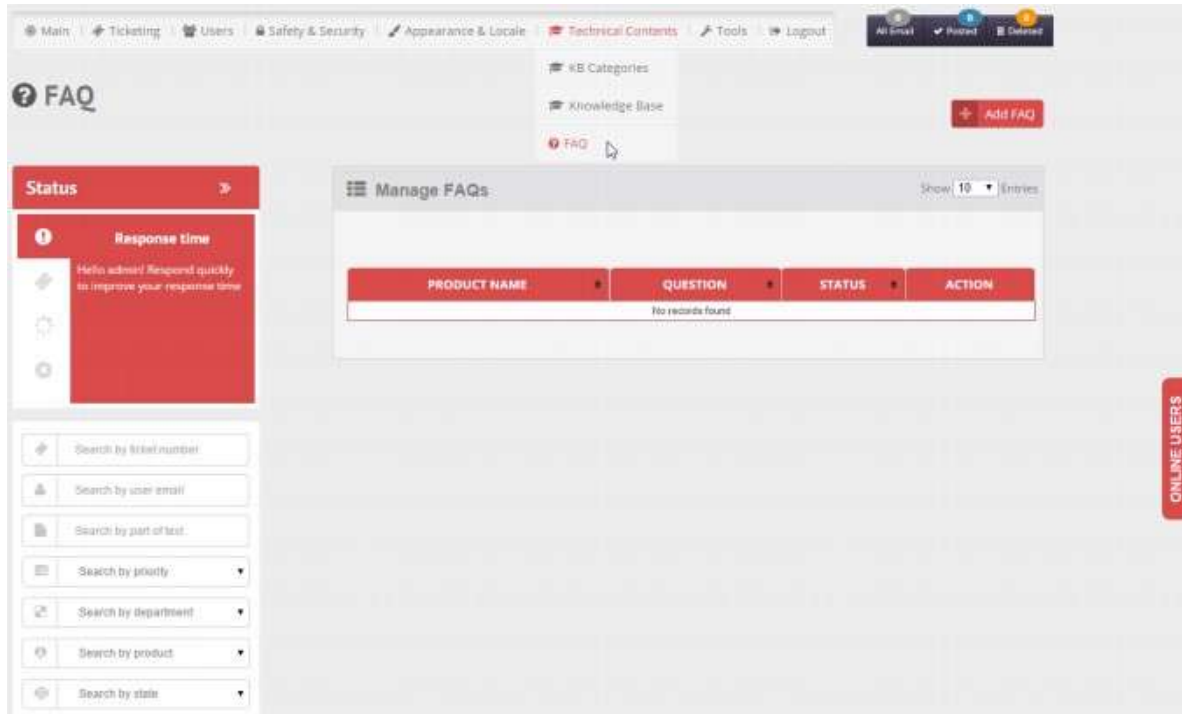


- You can activate/deactivate a product any time by clicking **Active-Inactive** button. When a product is active it will appear in product list and be available to select; on the other hand when a product is inactive it will not be listed, and thus could not be selected.



Adding FAQs

- Select FAQ from **Technical Contents** top menu. **Manage FAQs** page will open with existing FAQs if any



2. To insert new FAQ, click **Add FAQ** . **Add FAQ** form will open. Each FAQ has two parts (Question & Answer) . Each FAQ is assigned to a product.

Select Product name from drop list, set question and answer [both product and Question combination should be unique] click **Add** button.

Main | Ticketing | Users | Safety & Security | Appearance & Locale | Technical Contents | Tools | Logout

FAQ

Manage FAQs

Status

Response time

Hello admin! Respond quickly to improve your response time

Search by ticket number

Search by user email

Search by part of text

Search by priority

Search by department

Search by product

Search by state

Add FAQ

Product: product_2

Question: test_FAQ

Answer: test

Add

ONLINE USERS

- On adding FAQs, **FAQ added successfully**, notification display at header.
- To **Delete** FAQ, click **Delete** icon

Main | Ticketing | Users | Safety & Security | Appearance & Locale | Technical Contents | Tools | Logout

FAQ

Add FAQ

Status

Response time

Hello admin! Respond quickly to improve your response time

Search by ticket number

Search by user email

Search by part of text

Search by priority

Search by department

Manage FAQs

Show 10 Entries

PRODUCT NAME	QUESTION	STATUS	ACTION
product_2	test_FAQ	Active	Edit Delete

ONLINE USERS

- To **Edit FAQ**, click **Edit** icon (Duplicate Entry not possible).

The screenshot shows the 'Edit FAQ' form in the admin panel. The form includes fields for 'Product' (set to 'product_2'), 'Question' (set to 'test_FAQ_1'), and 'Answer' (set to 'test'). An 'Update' button is visible at the bottom of the form. The left sidebar contains a 'Status' section with a 'Response time' message and search filters. The top navigation bar includes links for Main, Ticketing, Users, Safety & Security, Appearance & Locale, Technical Contents, Tools, and Logout. A 'Manage FAQs' button is located in the top right corner.

- You can activate/deactivate a proFAQ any time by clicking **Active-Inactive** button. When a product is active it will appear in FAQs list and be available to select; on the other hand when a FAQ is inactive it will not be listed, and thus could not be inserted or displayed

The top screenshot shows the 'Manage FAQs' table with the following data:

PRODUCT NAME	QUESTION	STATUS	ACTION
product_2	test_FAQ_1	Active	Edit Delete

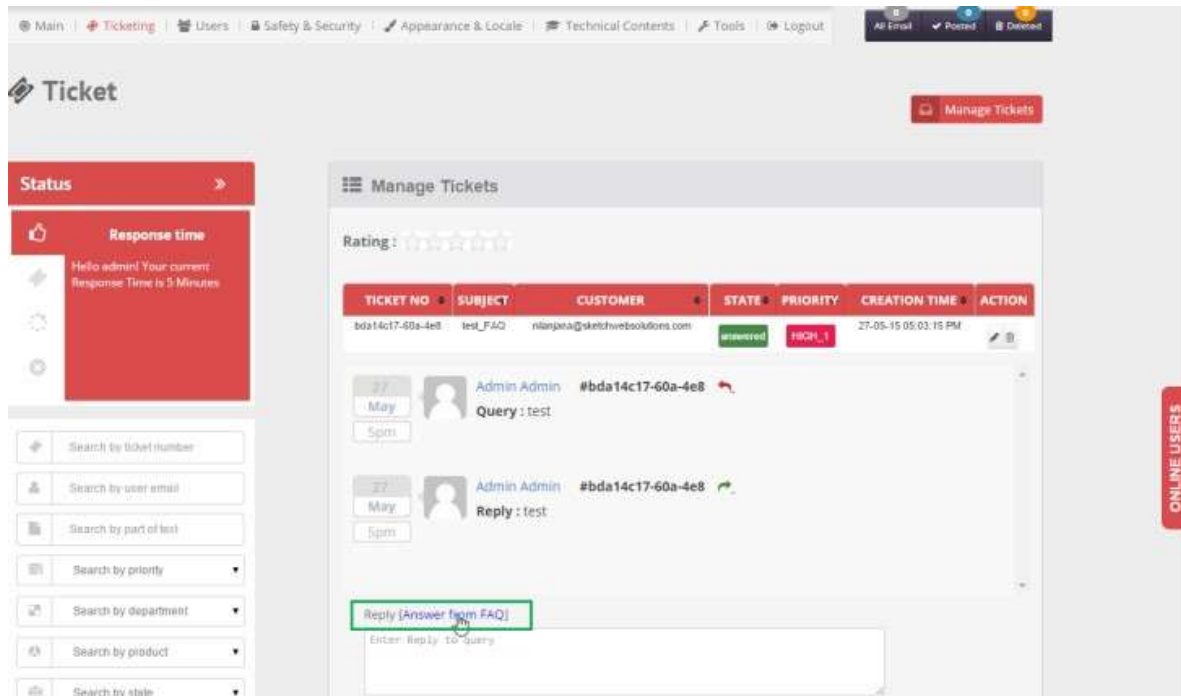
The bottom screenshot shows the same table after the status has been changed to 'Inactive':

PRODUCT NAME	QUESTION	STATUS	ACTION
product_2	test_FAQ_1	Inactive	Edit Delete

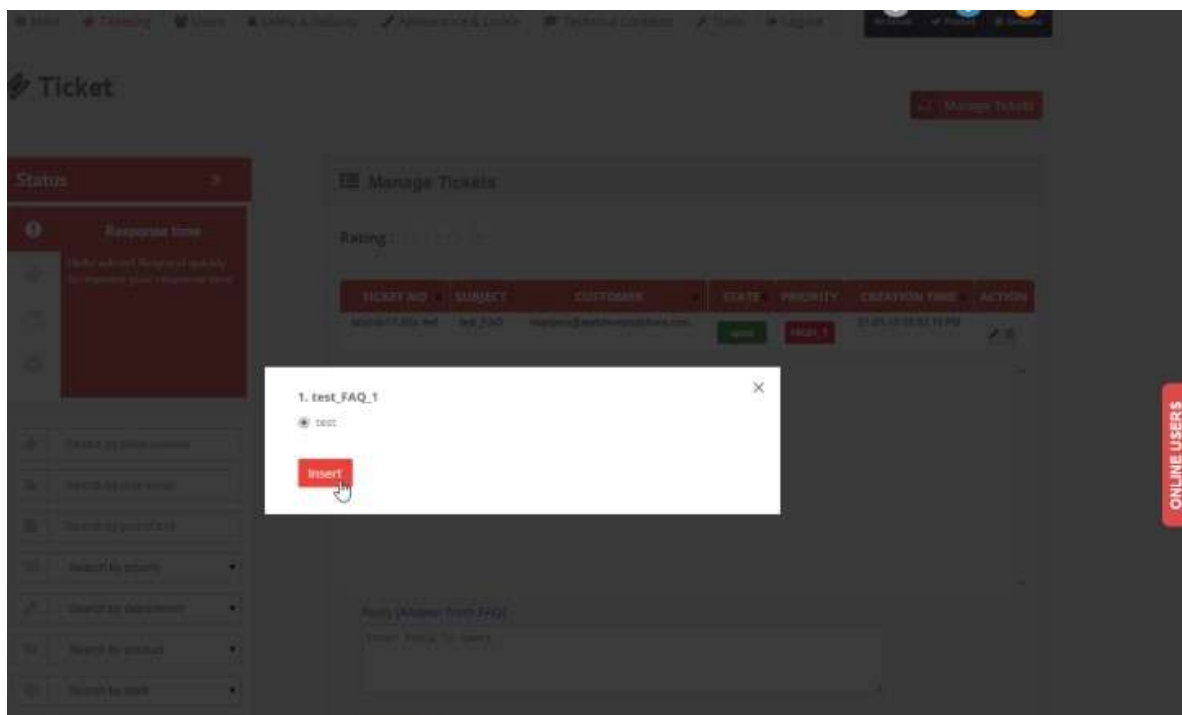
A green success message 'Status changed successfully' is displayed between the two screenshots. The interface elements, including the sidebar and navigation bar, remain consistent across both views.

Canned Messages

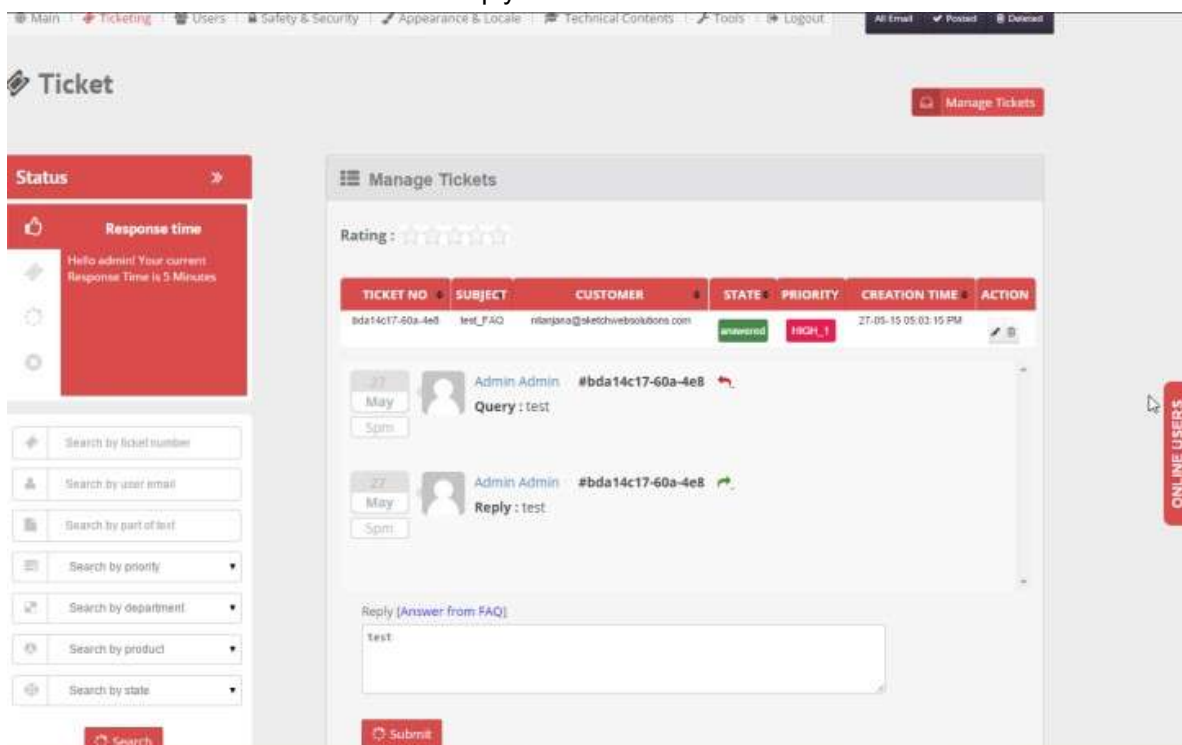
- In message board, FAQs can pop-up to select an answer and insert it immediately as Reply to the ticket, which we refer to as Canned Messages.
- Select Tickets from Ticketing top menu to view all tickets, then view any ticket you want to reply to by clicking Edit icon. Reply page will open.
- Click Answer from FAQ . pop up page will open with all the FAQs associated to the product related to that ticket.



- Select answer you want use as fast reply then click insert.



- Answer will be inserted on to the reply window.

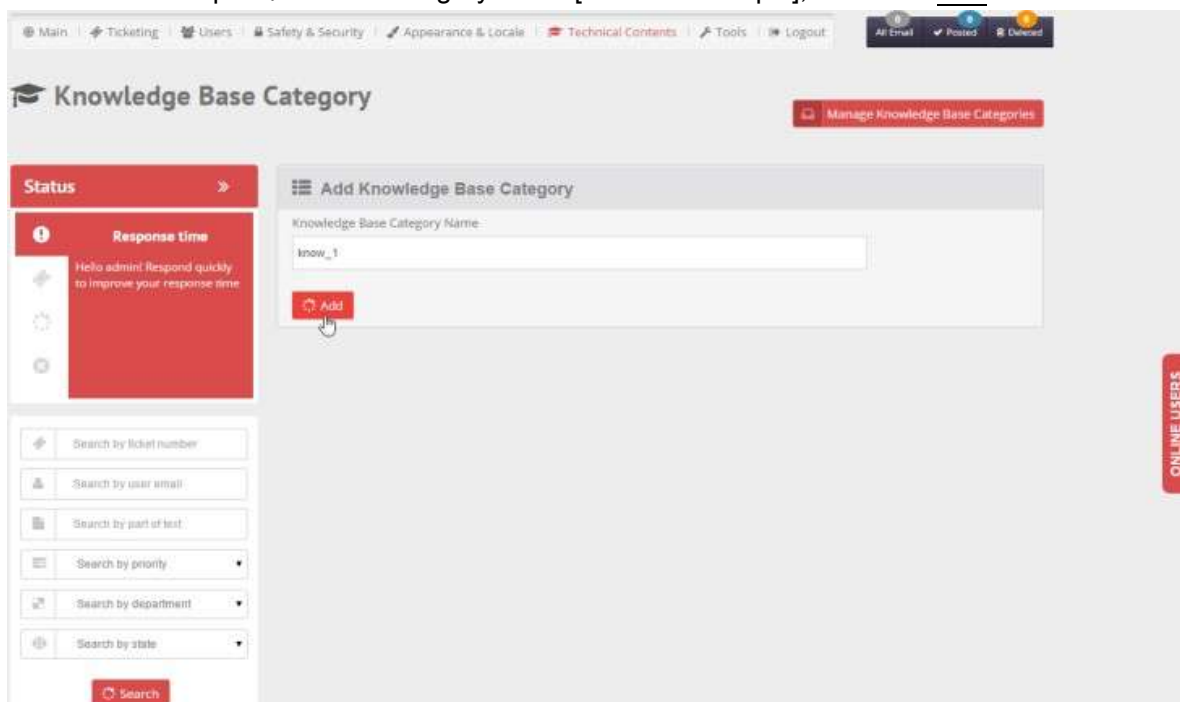


Knowledge-Base

- We refer to Knowledge Base as KB
- Select **Knowledge Base Category** from **Technical Contents** top menu. **Manage Knowledge Base Categories** window will open with existing Knowledge Base Categories list if any.



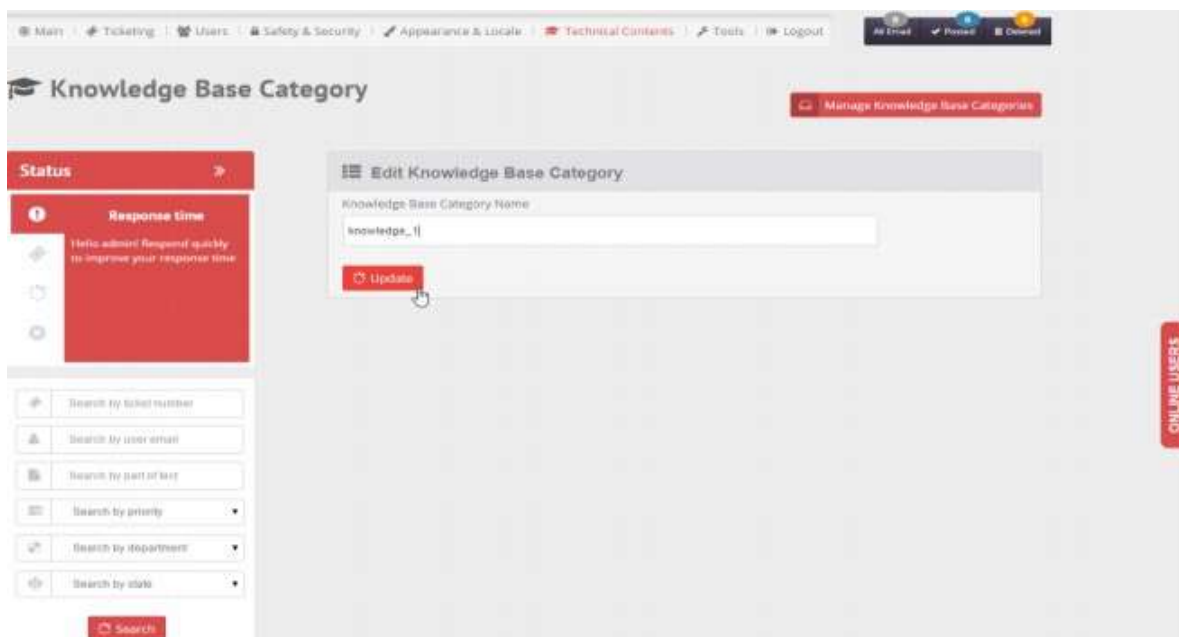
- To Add new knowledge- base category_click **Add Knowledge Base Category** , button, a new window will open . Set KB Category name [should be unique], then click **Add**



- To **Delete** KB Category (only if has no associated KB at all) , click **Delete** icon



- To **Edit** KB Category, click **Edit** icon, enter new entry [should be unique], then click **Update** button



- You can activate/deactivate a KB category any time by clicking **Active-Inactive** button. When a KB category is active it will appear in product list and be available to select; on the other hand when a KB category is inactive it will not be listed, and thus could not be selected.

Knowledge Base Category updated successfully

Knowledge Base Category

[Add Knowledge Base Category](#)

Status

Response time

Hello admin! Respond quickly to improve your response time

Search by ticket number

Search by user email

Search by part of text

Search by priority

Search by department

Manage Knowledge Base Categories

Show 10 Entries

NAME	STATUS	ACTION
knowledge_1	Active	Edit Delete

ONLINE USERS

Status changed successfully

Knowledge Base Category

[Add Knowledge Base Category](#)

Status

Response time

Hello admin! Respond quickly to improve your response time

Search by ticket number

Search by user email

Search by part of text

Search by priority

Search by department

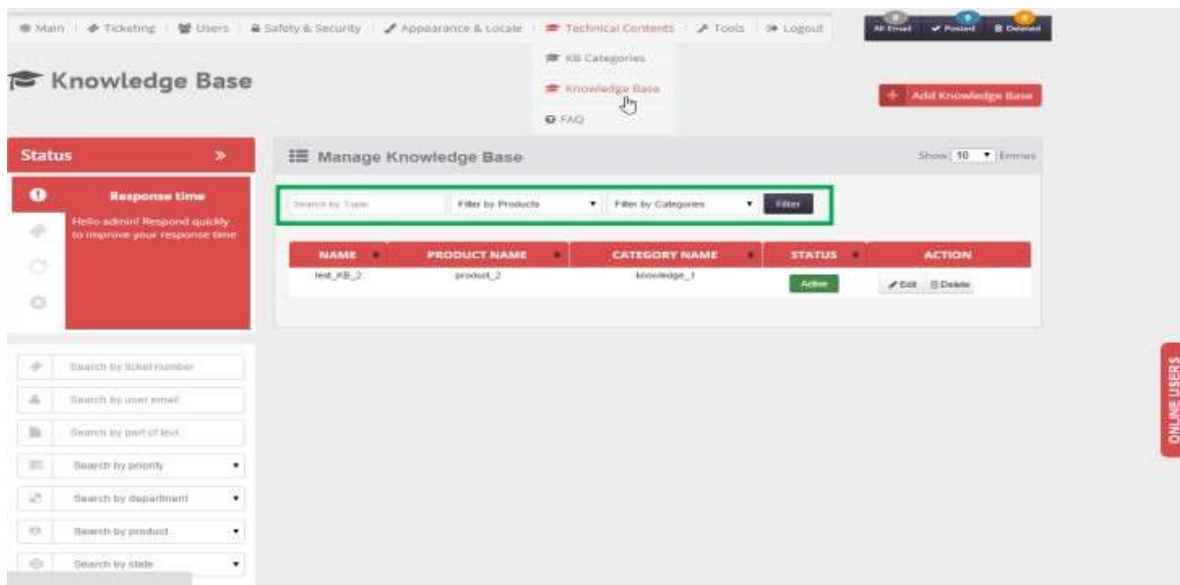
Manage Knowledge Base Categories

Show 10 Entries

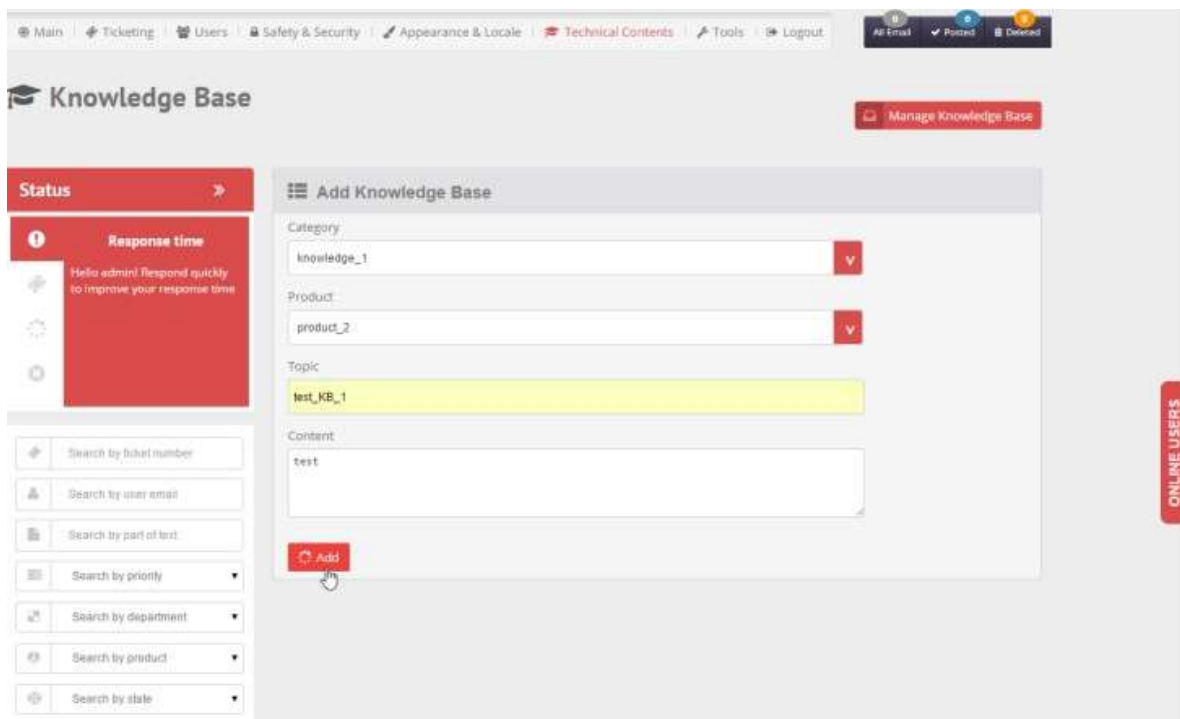
NAME	STATUS	ACTION
knowledge_1	Inactive	Edit Delete

ONLINE USERS

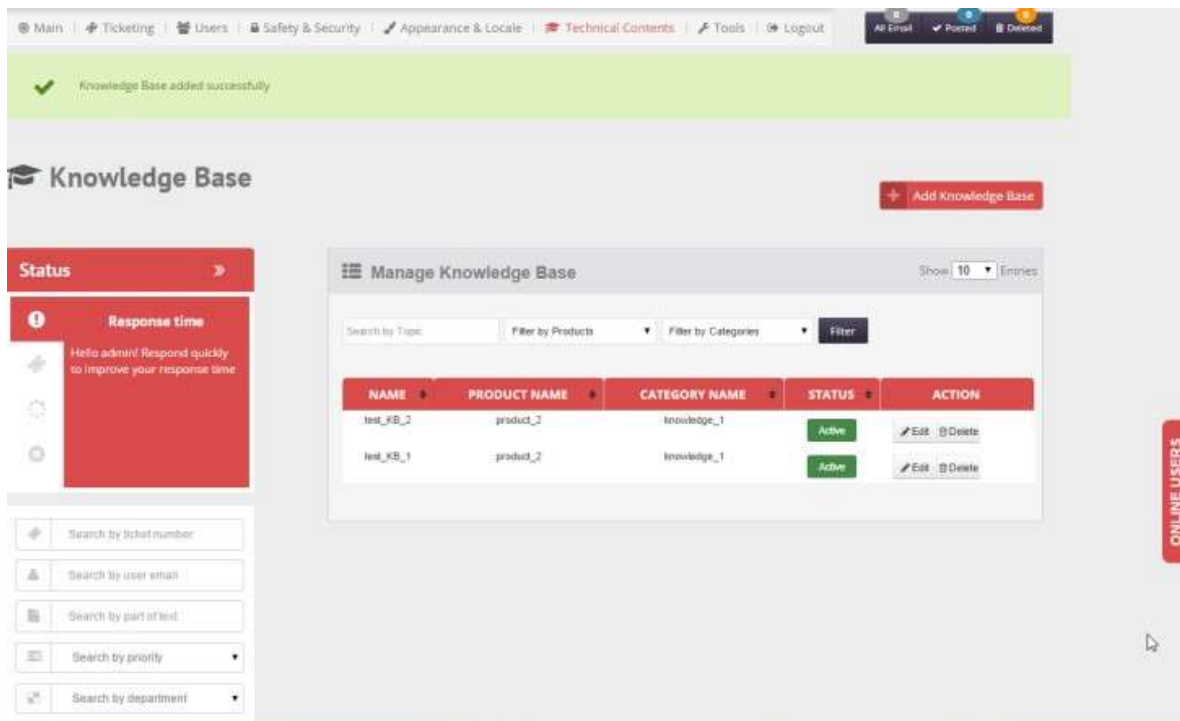
- Ability to search in Knowledge base
 - Search by Topic
 - Filter by Products
 - Filter by Companies



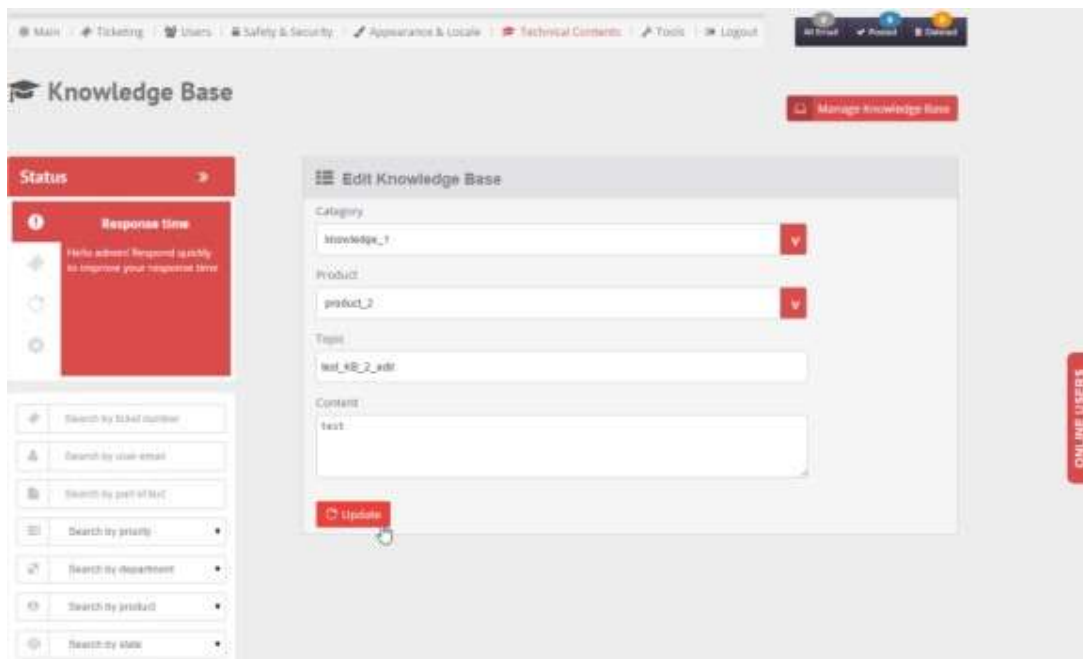
- To add KB-topic select **Knowledge Base** from **Main** top meny. **Add Knowledge Base** form will open. Select **Category** and **Product** from drop-down list, set topic and content [combination of Category, Product, topic and content should be unique] then click **Add** button.



- To **Delete** KB-topic, click **Delete** icon.



- To **Edit** KB-topic, click edit icon, update data as required then click **Update** button. Duplicate Entry not possible(category, product and topic combination should be unique) .



- You can activate/deactivate a KB-topic any time by clicking **Active-Inactive** button. When a KB-topic is active it will appear in companies list and be available to select; on the other hand when a KB-topic is inactive it will not be listed, and thus could not be selected.

Customization

B1ST is fully customized. You can choose your themes & styles, define which fields to appear on a customer contact form, and which spam method to use. You can even define which color your reCATCHA will appear in. All this and more. That is why you should try it yourself.

Themes

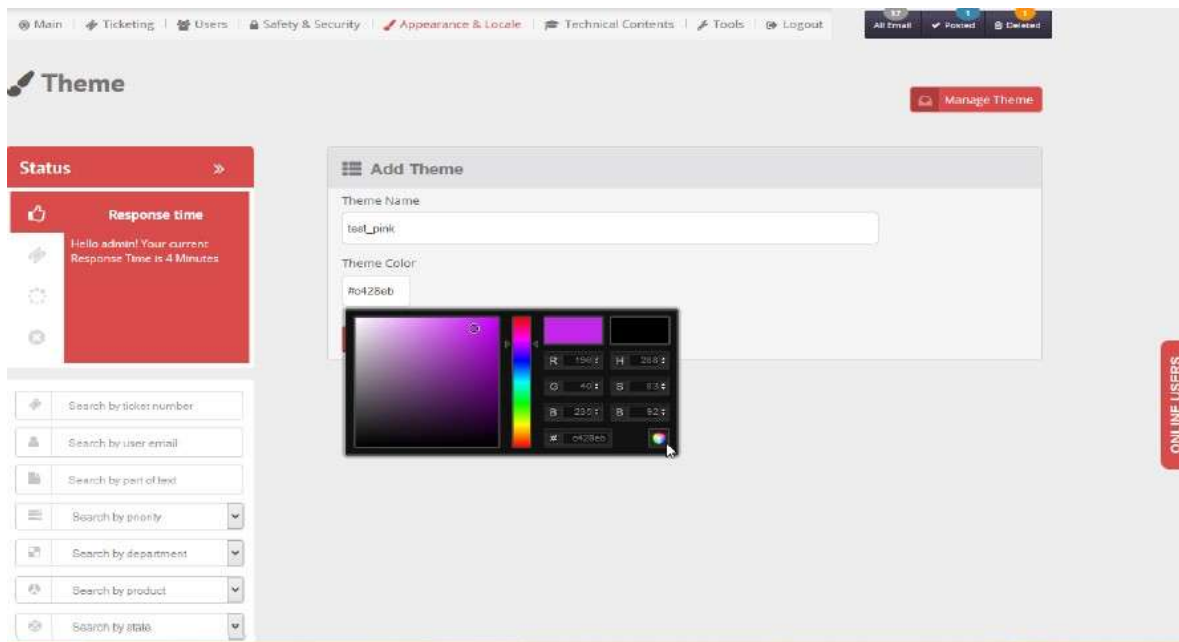
B1ST comes with 7 built-in styles for your frontend & backend in addition to the capability to create any new styles of yours with no limit.

- Select **Theme** from **Appearance & Locale** top menu. Manage Theme window will open with seven built-in colored themes:
 - Red
 - Blue
 - Grey
 - Light
 - Dark
 - Green
 - Orange

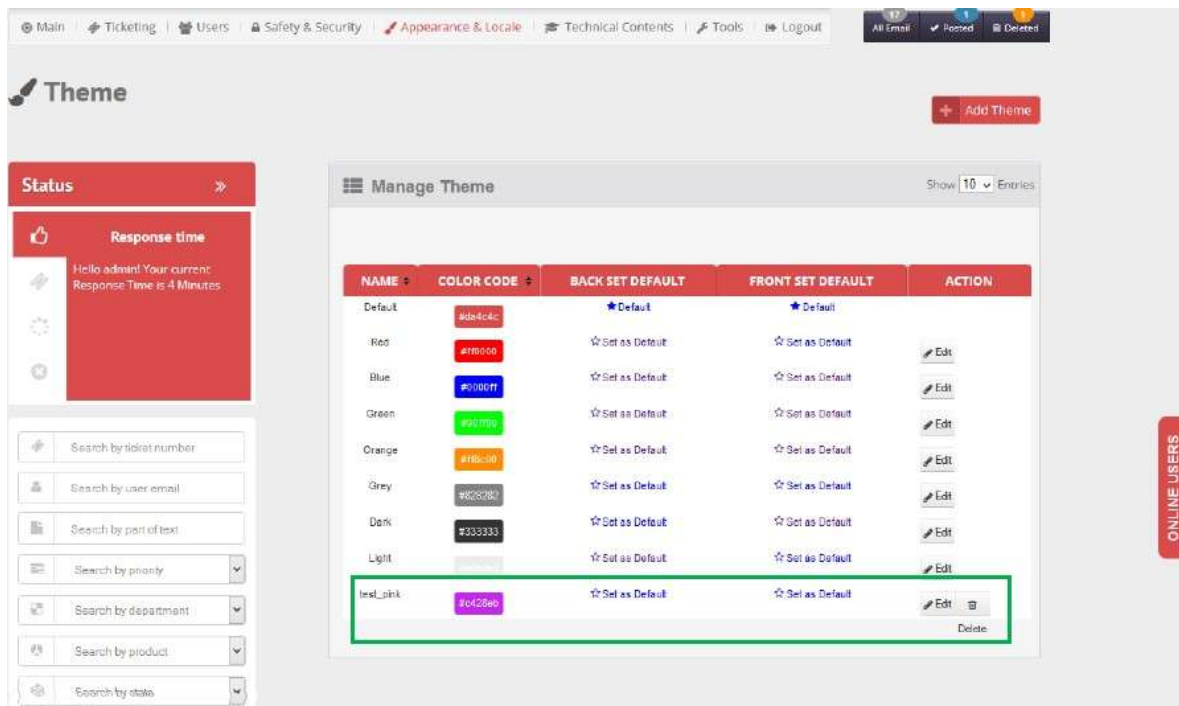
The screenshot shows the 'Manage Theme' interface. At the top, there's a header bar with a hamburger menu icon, the text 'Manage Theme', and a 'Show 10 Entries' dropdown. Below the header is a table with the following columns: NAME, COLOR CODE, BACK SET DEFAULT, FRONT SET DEFAULT, and ACTION.

NAME	COLOR CODE	BACK SET DEFAULT	FRONT SET DEFAULT	ACTION
Default	#da4c4c	★ Default	★ Default	
Red	#9e0000	☆ Set as Default	☆ Set as Default	
Blue	#1d72b3	☆ Set as Default	☆ Set as Default	
Green	#579e4f	☆ Set as Default	☆ Set as Default	
Orange	#f2780c	☆ Set as Default	☆ Set as Default	
Grey	#969696	☆ Set as Default	☆ Set as Default	
Dark	#646464	☆ Set as Default	☆ Set as Default	
Light	#c8c8c8	☆ Set as Default	☆ Set as Default	

- To **Add theme**: set theme name and select color from color picker (both theme name and theme color combination is unique) , then click on **Add**
[NB: color code should be in valid format, otherwise display notification]




- Here, theme is added successfully and this newly added theme is editable and even can be deleted (built-in themes can not be deleted) .



- You can set a theme for front-end while set another theme for back-end. thus you can use a theme that match with your website colors while keep the backend theme which you feel comfort with as it without any change.
- While any theme is set irrespective of backed or front end , it cannot be edited


[Main](#) | [Ticketing](#) | [Users](#) | [Safety & Security](#) | [Appearance & Locale](#) | [Technical Contents](#) | [Tools](#) | [Logout](#)

All Email | [Recod](#) | [Deleted](#)


 **Theme**


Add Theme


Status >


 **Response time**


Hello admin! Your current Response Time is 4 Minutes


 Search by ticket number


 Search by user email

 Search by part of text

















 Search by priority

 Search by department

 Search by product

 Search by state

Manage Theme Show 10 Entries

NAME	COLOR CODE	BACK SET DEFAULT	FRONT SET DEFAULT	ACTION
Default		☆ Set as Default	☆ Set as Default	
Red		☆ Set as Default	☆ Set as Default	
Blue		★ Default	☆ Set as Default	
Green		☆ Set as Default	☆ Set as Default	
Orange		☆ Set as Default	☆ Set as Default	
Grey		☆ Set as Default	☆ Set as Default	
Dark		☆ Set as Default	☆ Set as Default	
Light		☆ Set as Default	★ Default	
test_pink		☆ Set as Default	☆ Set as Default	 

Delete

ONLINE USERS

Languages

- Select **Language** from **Appearance & Locale** top menu. Manage language window will open with existing language list
 - English
 - French
 - Germany
 - Spanish
 - Arabic
 - Indian

The screenshot shows the 'Manage Language' window in the B1ST a Premium Ticketing System. The top navigation bar includes 'Main', 'Ticketing', 'Users', 'Safety & Security', 'Appearance & Locale' (selected), 'Technical Contents', 'Tools', and 'Logout'. The sidebar on the left has a 'Status' section with a 'Response time' alert and a search section with filters for ticket number, user email, period of test, priority, department, product, and state. The main content area displays a table of languages with columns for Language Name, Language Code, Front Set Default, and Back Set Default. A red 'ONLINE USERS' button is visible on the right side.

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

- You can set a specific language for frontend which use different one for backend. e.g. you may set language Indian at frontend and Arabic at backend (admin panel) .

لغة

وضع

وقت الانتعاج
أنت وقت الانتعاج لخطي admin! مررنا
4 Minutes

البحث عن طريق هذه المئات

البحث عن طريق البريد الإلكتروني للمستخدم

البحث عن طريق جزء من النص

البحث حسب الأوتيرة

البحث عن طريق اسم

البحث عن طريق العنوان

البحث بالولاية

إدارة اللغة

اسم اللغة	رمز اللغة	جهة تعين الفراضي	شهر تعين الفراضي
English	eng	أوجد الفراضي	أوجد الفراضي
French	fra	أوجد الفراضي	أوجد الفراضي
German	ger	أوجد الفراضي	أوجد الفراضي
Spanish	spa	أوجد الفراضي	أوجد الفراضي
Arabic	ara	أوجد الفراضي	أوجد الفراضي
Indian	hin	أوجد الفراضي	أوجد الفراضي

استخدم على الإنترنت

3. Front end language set to hindi

تذكرة | تذكرة تذكرة | जानकारी | सामान्य प्रश्न | लॉग आउट

कोई تذكرة | विषय | साहक | विभाग | प्राथमिकता | रेटिंग

क्षमा करें कोई रिकॉर्ड प्राय

استخدم على الإنترنت

Responsiveness

B1ST will show properly on most devices. Thanks to responsive template used based on 16 column grid.

- Contact Form

Ticket Post Ticket Knowledge Base FAQ Logout					
TICKET NO	SUBJECT	DEPARTMENT	PRODUCT	PRIORITY	RATING
67036ba4-d4b-e10	How can I receive Twitter notifications	Support	B1ST Ticketing System	Normal	★★★★★
caec3db-823-4cc	Does B1st scan attachments for viruses?	Support	B1ST Ticketing System	Normal	★★★★★
7bee31c0-05c-765	How to prevent spam messages?	Support	B1ST Ticketing System	Low	★★★★★
bc5a9f00-74f-dee	from where I can restyle my theme?	Support	B1ST Ticketing System	Normal	★★★★★
90188afe-a37-cdf	B1st price	Sales	B1ST Ticketing System	Normal	★★★★★
6e4f4ef5-788-c34	Billing Problem	Billing	DC Number2Text	Critical	★★★★★
4a241d8a-7cb-8c2	Number2Text Configuration	Support	DC Number2Text	Normal	★★★★★
2a34cd9a-74b-005	Russian Language	Support	DC Number2Text	Low	★★★★★
aad107a7-f04-9a5	B1ST license	Support	B1ST Ticketing System	Normal	★★★★★
92397e3d-df8-b4a	script integration problem	Sales	B1ST Ticketing System	Critical	★★★★★
4981324e-2f1-1ae	Tickets prioiteis	Support	B1ST Ticketing System	Low	★★★★★
3d0fa759-58f-929	Filtering Tickets	Support	B1ST Ticketing System	Normal	★★★★★
afe668fb-aff-54e	Number2Text Cost	Sales	DC Number2Text	Critical	★★★★★
a62f4c33-167-ebe	Ways to Buy B1ST	Billing	B1ST Ticketing System	Normal	★★★★★
6d8af0c4-236-b2e	Test Ticket	Support	B1ST Ticketing System	Normal	★★★★★
892727d8-07a-d35	Chat session with Mohamed Ali	Support	B1ST Ticketing System	Low	★★★★★
3d3d4899-8b2-1c9	Hello World	Support	B1ST Ticketing System	Normal	★★★★★

CHAT (ONLINE)

Ticket Post Ticket Knowledge Base FAQ					
TICKET	SUBJECT	DEPARTMENT	PRODUCT	PRIORITY	RATING
67036ba4-d4b-e10	How can I receive Twitter notifications	Support	B1ST Ticketing System	Normal	★★★★★
caec3db-823-4cc	Does B1st scan attachments for viruses?	Support	B1ST Ticketing System	Normal	★★★★★
7bee31c0-05c-765	How to prevent spam messages?	Support	B1ST Ticketing System	Low	★★★★★
bc5a9f00-74f-dee	from where I can restyle my theme?	Support	B1ST Ticketing System	Normal	★★★★★
90188afe-a37-cdf	B1st price	Sales	B1ST Ticketing System	Normal	★★★★★
6e4f4ef5-788-c34	Billing Problem	Billing	DC Number2Text	Critical	★★★★★
4a241d8a-7cb-8c2	Number2Text Configuration	Support	DC Number2Text	Normal	★★★★★
2a34cd9a-74b-005	Russian Language	Support	DC Number2Text	Low	★★★★★
aad107a7-f04-9a5	B1ST license	Support	B1ST Ticketing System	Normal	★★★★★
92397e3d-df8-b4a	script integration problem	Sales	B1ST Ticketing System	Critical	★★★★★
4981324e-2f1-1ae	Tickets prioiteis	Support	B1ST Ticketing System	Low	★★★★★
3d0fa759-58f-929	Filtering Tickets	Support	B1ST Ticketing System	Normal	★★★★★
afe668fb-aff-54e	Number2Text Cost	Sales	DC Number2Text	Critical	★★★★★
a62f4c33-167-ebe	Ways to Buy B1ST	Billing	B1ST Ticketing System	Normal	★★★★★
6d8af0c4-236-b2e	Test Ticket	Support	B1ST Ticketing System	Normal	★★★★★

CHAT (ONLINE)

- Admin Panel

[Main](#) | [Ticketing](#) | [Users](#) | [Safety & Security](#) | [Appearance & Locale](#) | [Technical Contents](#) | [Tools](#) | [Logout](#)

[All Email](#) | [Posted](#) | [Deleted](#)

Ticket

[Assign Ticket](#) | [Transfer Ticket](#) | [Add Ticket](#)

Status

Response time

Hello admin! Your current Response Time is 5 Hours

Search by ticket number

Search by user email

























Search by part of text

Search by priority

Search by department




























Manage Tickets

Show 10 Entries

TICKET NO	SUBJECT	CUSTOMER	STATE	PRIORITY	ELAPSED TIME	ACTION
163845ce-f9a-fb0	How can I receive emails as tickets	alex@egyfirst.com	close	Critical	5 days	  
6e4f4ef5-788-c34	Billing Problem	alex@egyfirst.com	close	Critical	5 days	  
caeac3db-823-4cc	Does B1st scan attachments for viruses?	alex@egyfirst.com	close	Normal	5 days	  
6d6af0c4-236-b2e	Test Ticket	test@mygoldensoft.com	close	Normal	5 days	  
3d3d4696-8b2-1c9	Hello World	mohamed.alabbas@gmail.com	close	Normal	5 days	  
7bee31c0-05c-765	How to prevent spam messages?	alex@egyfirst.com	close	Low	5 days	  
892727d8-07a-d35	Chat session with Mohamed Ali	mohamed.alabbas@gmail.com	close	Low	5 days	  
e97dc7b9-c46-870	Hello World	alex@egyfirst.com	close	Normal	8 days	  

Manage Tickets

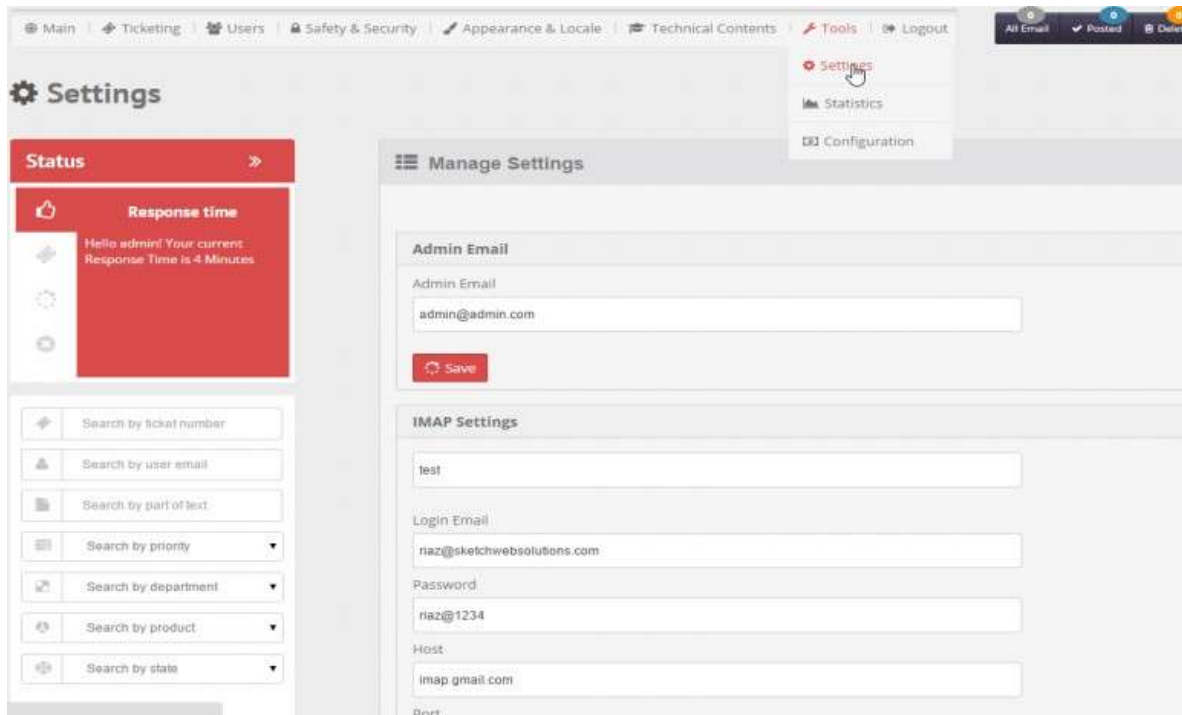
Show 10 Entries

TICKET NO	SUBJECT	CUSTOMER	STATE	PRIORITY	ELAPSED TIME	ACTION
163845ce-f9a-fb0	How can I receive emails as tickets	alex@egyfirst.com	close	Critical	5 days	  
6e4f4ef5-788-c34	Billing Problem	alex@egyfirst.com	close	Critical	5 days	  
caeac3db-823-4cc	Does B1st scan attachments for viruses?	alex@egyfirst.com	close	Normal	5 days	  
6d6af0c4-236-b2e	Test Ticket	test@mygoldensoft.com	close	Normal	5 days	  
3d3d4696-8b2-1c9	Hello World	mohamed.alabbas@gmail.com	close	Normal	5 days	  
7bee31c0-05c-765	How to prevent spam messages?	alex@egyfirst.com	close	Low	5 days	  
892727d8-07a-d35	Chat session with Mohamed Ali	mohamed.alabbas@gmail.com	close	Low	5 days	  
e97dc7b9-c46-870	Hello World	alex@egyfirst.com	close	Normal	8 days	  
90186afe-a37-cbf	B1st price	maa@mygoldensoft.com	close	Normal	8 days	  

Configuration & Settings

Settings

- Select **Settings** from **Tools** top menu. Manage Settings window will open with existing Settings list **Vertical tabs**)



- **Admin Email:** which email account will receive emails as tickets.
- **IMAP Settings:** settings from email provider that allows this email account to receive emails via IMAP.
- **Upload Settings:** set which type of files user will be able to upload (multiple uploads via frontend & backend) and setting maximum number of uploads at one shot.
- **Mobile Verification API Settings:** uses cognalys.com API to verify a mobile number. Two text boxes to enter *app id* and *access token*. During registration mobile verification may be required or be optional.
 - There are three states of any mobile number:
 - **Not Correct:** this means no one can make a call to this number.
 - **Correct:** this means we can call this mobile number, but we need to verify that the user own it, since it may be someone else mobile number.
 - **Verified:** this means we can call the user who own this mobile number.
- **reCAPTCHA Settings:** allows reCAPTCHA in frontend and to define color of reCAPTCHA.
- **Ticket Auto Close Settings:** duration for a ticket to close automatically no matter what is its status.
- **Backup Settings:** scheduled database backup based on setting option.

- **Page Settings:** default No. of records to show per page.
- **Ticket Time Settings:** - time for posted ticket can be displayed in two different styles
 - as elapsed time since it was posted
 - as time of posting
- **Ticket Delete Settings** any deletion can be confirmed first of deleted immediately without any warning.
- **AkisMet Settings:** enter your AkisMet API
- **OPSWAT Settings:** enter your OPSWAT credentials.
- **Auto Responder Settings:** Sends an Auto-Responded email to user after a ticket is posted if enabled.
- **Response Time Settings:** Sends an Auto-Responded mail to user after ticket post if enable
- **Twitter API Settings:** enter your twitter application credential to allow receiving tweets and posting any of them as tickets.

Ticket Settings

- Admin Settings
- Register Settings
- Security Settings
- Response Settings
- IMAP Settings
- Twitter Settings

Ticket Time Settings

Default Ticket Time View

☐ Creation Time
☒ Elapsed Time

Save

Upload Settings

Allowed Files

pdf,jpg,png,gif

Max No Of Upload

5

Save

Ticket Auto Close Settings

3 day **v**

Save

Pagination Settings

Default No. of records to show

10 **v**


Save


Ticket Delete Settings


Ask for Confirmation while deleting if enable


☒ Enable
☐ Disable


Save


 Ticket Settings


 Admin Settings

 Register Settings

 Security Settings


 Response Settings

 IMAP Settings

 Twitter Settings


Admin Email

Admin Email

 Save

System Email


System Email

 Save


Any mail sent from Ticketing system will use this email address.


Change Password


Username


 Submit


Enter username for verification


 Ticket Settings


 Admin Settings

 Register Settings

 Security Settings

 Response Settings

 IMAP Settings


 Twitter Settings

Mobile Verification API Settings

App Id


Access Token


During Registration Mobile Verification
☐ Required
☒ Optional

 Save

cognalys.com API Credentials


reCAPTCHA Settings

Theme
 

Language
 

SiteKey


☐ Required
☒ Optional

 Save

Email Verification Settings

A verification email will be sent after registration if enabled, user can login after verification.

☐ Enable
☒ Disable

 Save

Ticket Settings

Admin Settings

Register Settings

Security Settings

Response Settings

IMAP Settings

Twitter Settings

Backup Settings

day

v

Save

Scheduled Backup will be taken every x Day/Month/year whatever set in the settings from the day its been set.

Akismet Settings

API Key

Save

Akismet API Credentials

OPSWAT Settings

API Key

Save

OPSWAT API Credentials

Ticket Settings

Admin Settings

Register Settings

Security Settings

Response Settings

IMAP Settings

Twitter Settings

Auto Responder Settings

Sends an Auto-Responded mail to user after ticket post if enable

☒ Enable

☐ Disable

Save


Response Time Settings


hour


v


Save


Response time to set a mark for admins.


 Ticket Settings


 Admin Settings

 Register Settings

 Security Settings


 Response Settings

 **IMAP Settings**

 Twitter Settings

IMAP Settings

Mail Client

Custom 

Mail Subject

Only mails with this subject will be fetched from mailbox.

Login Email

12b1st@mygoldensoft.com

Password

.....

Host

mail.mygoldensoft.com

Port


143


Service Flags


/imap/hosts


Mailbox


INBOX


 Save


 Ticket Settings


 Admin Settings

 Register Settings

 Security Settings

 Response Settings

 IMAP Settings

 Twitter Settings

Twitter API Settings

Access Token

Rq6eOrAQAs96Y8BrD4Bh2psiXCEVomHT29W

Access Token Secret

PJEC5dXj6kIsPYejxM4rUSTWWLWx

Consumer Key

lD60kbr0ANsxdJiQoWfi

Consumer Secret


QcejD90tQ15eEDeZQBibPBNT0vWNnv9QUpra3Et4ZJHF

Username

egyfirst

No. of Tweets to Fetch

5

 Save

Twitter API 1.1 Credentials for Posting Tweets as Ticket

How to configure B1ST

Among the 27 Modules B1ST comes equipped with, there are 12 core modules while the other 15 modules are premium ones.

- To **install premium modules**: click **Install** link for each module. successful installation indicated by green highlight. Now Uninstall and on-off options are available.
- **Activate** each module by clicking on-off button, successful activation and deactivation notifications display respectively.

Premium Modules

Manage Premium Modules

Name	Description
Company Module Installed Uninstall <div>ON</div>	<u>Company</u> is used to list companies that can be selected while posting Ticket. These companies are editable from the admin section, if enabled.
Product Module Installed Uninstall <div>OFF</div>	<u>Product</u> is used to list products that can be selected while posting Ticket. These products are editable from the admin section, if enabled.
Backup Module Install	<u>Backup</u> is the module which is used for taking backups for the whole plugin. It is an extension of the plugin where admin can take backups from the plugin so that previous data cannot get lost, if enabled.
Chat Module Installed Uninstall <div>ON</div>	<u>Chat</u> as the name indicates is a admin to user chat system where user can chat with admin and super admin can chat with users as well as subadmins. It is a two way chat system and admin can set ticket from the current chat session. Admin can check the number of currently online users where user can check number of currently online admins and can chat with, if enabled.
Response Time Module	Response Time is an automated calculation of the response of the admin to a particular user. Based on the response time to user

N.B. While activate product module FAQ and Knowledge Base Module are available for installation, furthermore deactivate product module FAQ and Knowledge Base Module will not available in configuration to install. Refer 2nd image.

[Main](#) | [Ticketing](#) | [Users](#) | [Safety & Security](#) | [Appearance & Locale](#) | [Technical Contents](#) | [Tools](#) | [Logout](#)

[All Email](#) | [Posted](#) | [Deleted](#)

Premium Modules

Manage Premium Modules

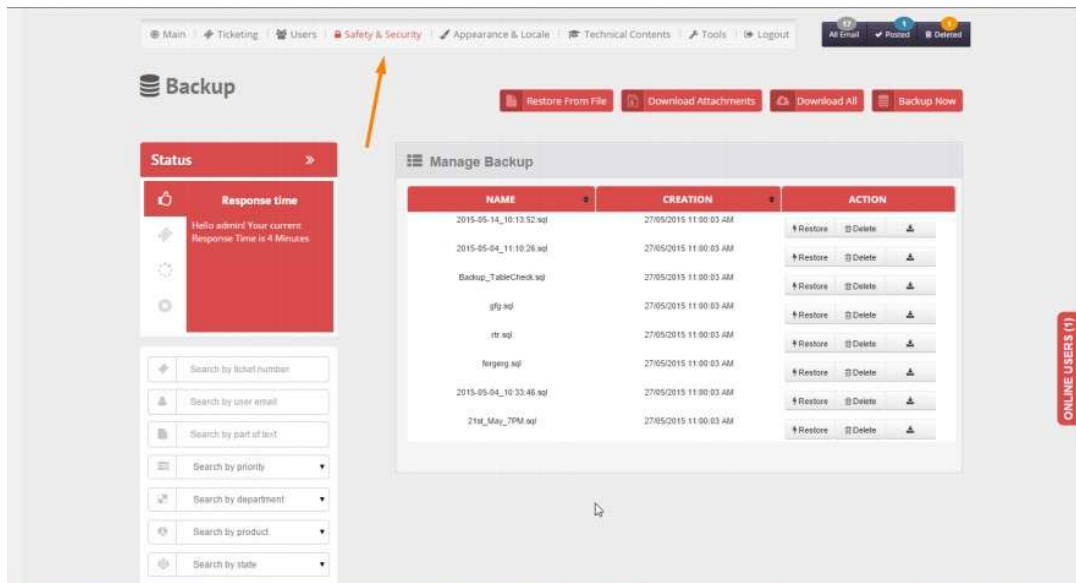
Name	Description
Company Module Installed Uninstall <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Company is used to list companies that can be selected while posting Ticket. These companies are editable from the admin section, if enabled.
Product Module Installed Uninstall <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Product is used to list products that can be selected while posting Ticket. These products are editable from the admin section, if enabled.
FAQ Module Installed Uninstall <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	FAQ are listed questions and answers, all supposed to be commonly asked in some context, and pertaining to a particular topic. The format is commonly used on email mailing lists and other online forums, where certain common questions tend to recur, if enabled.
Knowledge Base Module Installed Uninstall <input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Knowledge Base is a detailed version of FAQ where topics and discussions based on products and knowledge base categories are listed. It will enable to add numerous topics and discussions based on categories and products, if enabled.
Forum Module	

Security & Safety

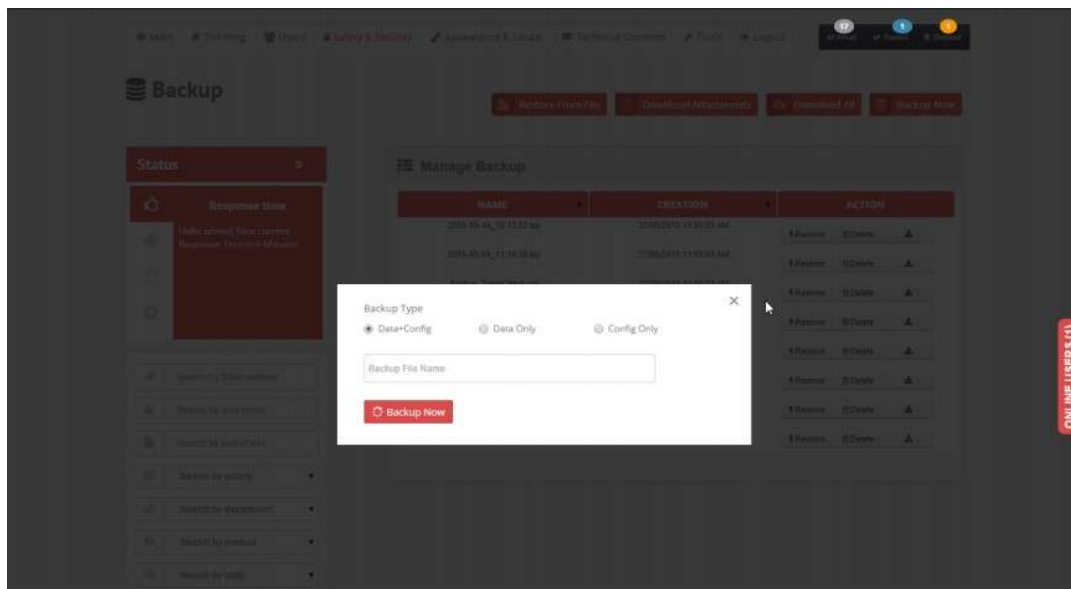
Backup data & Restore them

Are you worried about your customers messages and what accidents may happen to your server. Do not worry, **B1ST** allows you to generate backup of your messages database, as many as you wish to, with a push of a button.

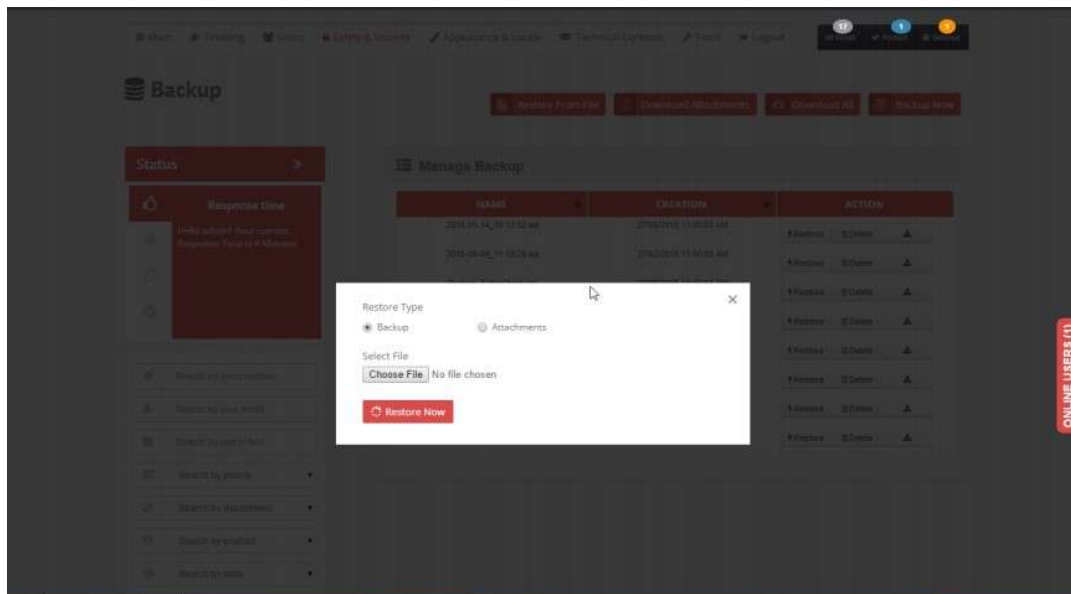
- Select **Backup** from **Safety & Security** menu. **Manage Backup** page is opened with existing backup file list if any along with the creation date when the backup was taken.



- Click on the "Restore" button, to restore all the data backup earlier.
[**CAUTION**] : All current data will be lost if backup is restored.
 - Click on the "delete" button, to delete the backup.
 - Click on the "download" button, to download the **SQL file** as zip to the local computer. Later it can be used to restore again.
 - Click on **Backup Now** button a pop up will appear from there backup of the whole data of the TS can be taken based on the selected Backup Type option.
 - Data+Config : backup the whole data in database as well as config settings
 - Data Only : backup only the data and the settings.
 - Config Only : backup only the settings and not the data.
- After selecting the required options click on the Backup now button to create a backup image of the TS. It will be displayed in the list of backup in **manage backup** page.



- Click on **Download all** to download a zip of all the backup in the backup lists. The zip backup can be restored again later.
- Click on the **Download Attachments** to download a zip of all the attachment in TS. The zip can be uploaded again to restore the all the attachments.
- Click on **Restore from File** , a pop up will appear. Select restore, then select a zip backup taken earlier by **download / Download All or Download Attachment**. After selecting click on the **Restore Now** button to restore the backup all files will be listed in the **manage backup** page.



Virus Protection

B1ST makes use of OPSWAT Metascan API to scan any files attached to customers' messages; thus ensuring it is clean and not infected by any virus or malware that may damage your server security.

Why Multi-Scanning?

No single anti-malware engine is perfect 100% of the time. Using multiple engines to scan for threats allows you to take advantage of the strengths of each individual engine.

How to configure?

- Select **Settings** from **Tools** top menu. Manage Settings window will open with existing Settings list **Vertical tabs**)
- **select Security Settings**
- **enter your OPSWAT API credentials**

The screenshot displays the 'Security Settings' configuration window. On the left is a sidebar with navigation tabs: Ticket Settings, Admin Settings, Register Settings, Security Settings (highlighted), Response Settings, IMAP Settings, and Twitter Settings. The main content area is divided into three sections:

- Backup Settings:** Includes a numeric input field with '7', a dropdown menu set to 'day', and a red 'Save' button. Below the inputs, a note states: 'Scheduled Backup will be taken every x Day/Month/year whatever set in the settings from the day its been set.'
- Akismet Settings:** Includes an 'API Key' input field containing '3e8237c022f0', a red 'Save' button, and the label 'Akismet API Credentials'.
- OPSWAT Settings:** Includes an 'API Key' input field containing '0d4f34e1662712e277f69223a61a9a86', a red 'Save' button, and the label 'OPSWAT API Credentials'.

Spam Detection & prevention

- B1ST prevents spam by using 2 layers of authentication.
 - The first prevention layer by enabling reCAPTCHA to stop bot messages.
 - The second layer by integrating A.kis.met, the best automated spam killer that actually gets better as it learns.
- **How to configure?**
 - Select **Settings** from **Tools** top menu. Manage Settings window will open with existing Settings list **Vertical tabs**)
 - **select Security Settings**
 - **enter your A.Kis>met API**

Security Settings

Backup Settings

7 day ▼

Save

Scheduled Backup will be taken every x Day/Month/year whatever set in the settings from the day its been set.

Akismet Settings

API Key

3e8237c022f0

Save

Akismet API Credentials

OPSWAT Settings

API Key

0d4f34e1662712e277f69223a61a9a86

Save

OPSWAT API Credentials

Admins & Privileges

Adding Admin/Users

- Select **Admin/Clients** from **Main** menu. Manage Users window will open with Admin & existing Users list if any.

The screenshot displays the 'Users' management interface. At the top, a navigation bar includes links for Main, Ticketing, Users, Safety & Security, Appearance & Locale, Technical Contents, Tools, and Logout. A status bar on the right shows 'All Email', 'Pending', and 'Related' counts. The main header 'Users' is accompanied by 'View Clients' and 'Add User' buttons. A 'Status' sidebar on the left shows a 'Response time' of 4 minutes. The central 'Manage Users' section features a table with columns: NAME, PRIVILEGE GROUP, STATUS, and ACTION. The table lists one user: 'Admin Admin' with the 'Super Admin' privilege group. An 'Edit' button is visible next to the user entry. A search sidebar on the left offers filters by ticket number, user email, part of text, priority, department, product, and state. A vertical badge on the right indicates 'ONLINE USERS (1)'.

NAME	PRIVILEGE GROUP	STATUS	ACTION
Admin Admin	Super Admin		Edit

- Switch between clicking **View Clients** & **View Admin** to view desired list of Admin & users registered from the front end.

The screenshot displays the 'Users' management page. At the top, there's a navigation bar with links: Main, Ticketing, Users, Safety & Security, Appearance & Locale, Technical Contents, Tools, and Logout. A status bar on the right shows 'All Email', 'Pinned', and 'Deleted' counts. Below the navigation, the 'Users' section has 'View Admin' and 'Add User' buttons. A 'Status' sidebar on the left shows a 'Response time' of 4 minutes. The main area is titled 'Manage Users' and contains a table with the following data:

NAME	REGISTER TYPE	STATUS	ACTION
nikajana maffy	admit_poting	Active	Edit

Below the table, there are search filters: Search by ticket number, Search by user email, Search by part of text, Search by priority, Search by department, Search by product, and Search by state. A vertical bar on the right indicates 'ONLINE USERS (1)'.

- Click **Add Admin/User**, add user page will appear. Fill the form with the required fields and then click on “Add” to create a new Admin/User.

The screenshot shows the 'Add User' form. The navigation bar and status bar are identical to the previous screenshot. The 'Users' section now has a 'Manage Users' button. The 'Status' sidebar remains the same. The main area is titled 'Add User' and contains the following form fields:

- Username: Enter Username
- First Name: Enter First Name
- Last Name: Enter Last Name
- Email: Enter Email
- Mobile Number: Enter Mobile
- Password: [Empty field]
- Re-type password: [Empty field]
- User Group: [Empty field]

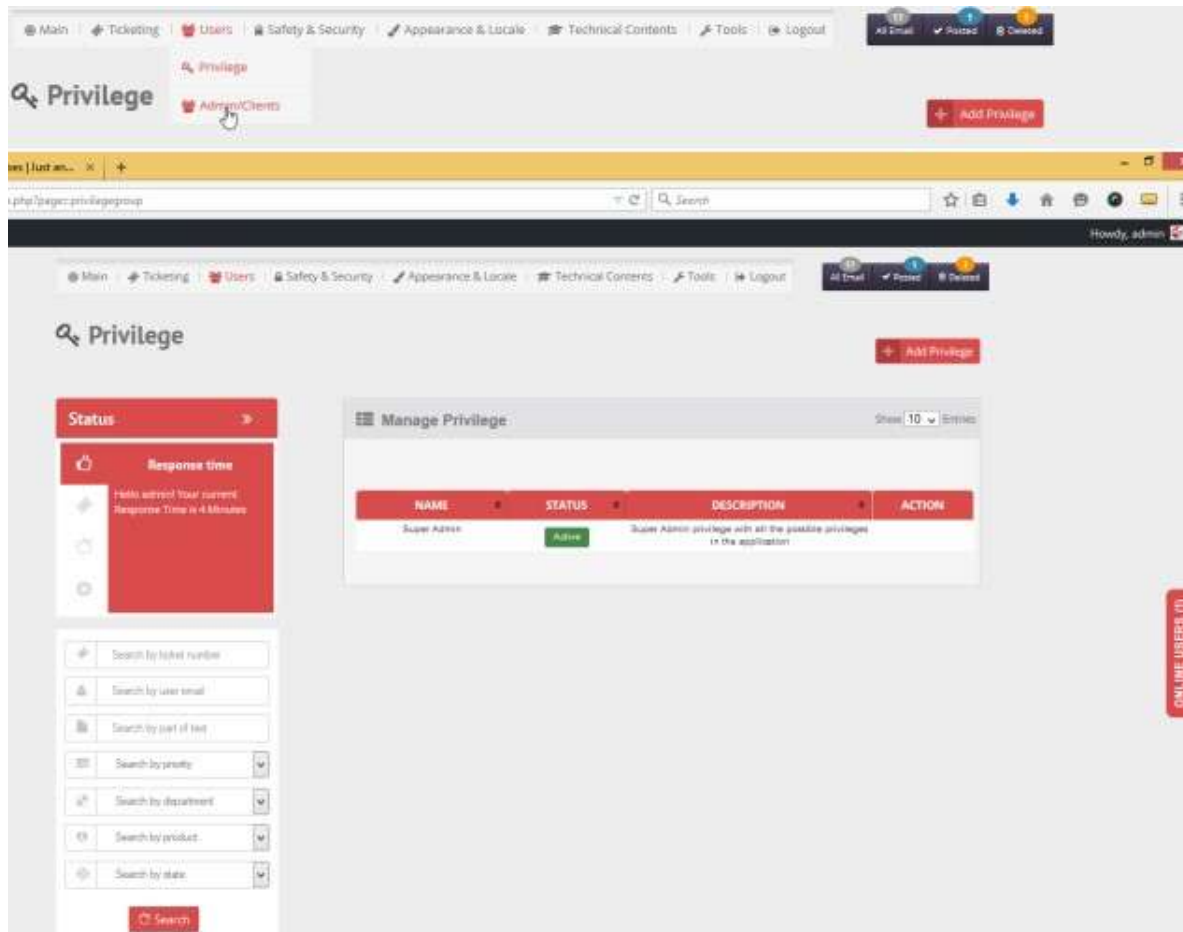
The 'ONLINE USERS (1)' bar is still visible on the right.

- You can activate/deactivate a company any time by clicking **Active-Inactive** button. When a company is active it will appear in companies list and be available to select; on the other hand when a company is inactive it will not be listed, and thus could not be selected.

Setting Privileges

B1ST allows you set up your admin roles. You can authorize who can close or delete messages, while allowing someone else to only close them, or you may not authorize him to close or delete messages, but just to reply to messages.

- Select **Privilege** from **Users** top menu. **Manage Privilege** window will open.



2. To add new privilege, click **Add Privilege** button. A new window will open to enter privilege group name and description, assign privileges then click **Add** button.

Privilege

[Manage Privilege](#)

Status

Response time
Hello admin! Your current Response Time is 4 Minutes

Search by ticket number
Search by user email
Search by part of text
Search by priority
Search by department
Search by product
Search by state

[Search](#)

Add Privilege

Privilege Group Name
admin_1

Description
all Privileges

Assign Privileges

- ☒ All
- ☒ Add Ticket
- ☒ Delete Ticket
- ☒ Close Ticket
- ☒ Edit Ticket
- ☒ Assign ticket to Admin
- ☒ Transfer ticket from one Admin to another Admin
- ☒ Respon Tickets
- ☒ Read all Tickets
- ☒ Answer any tickets

[Add](#)

ONLINE USERS (1)

To Delete privilege (possible only if no admin listed under this privilege) , click Delete icon.

Privilege

[Add Privilege](#)

Manage Privilege Show 10 Entries

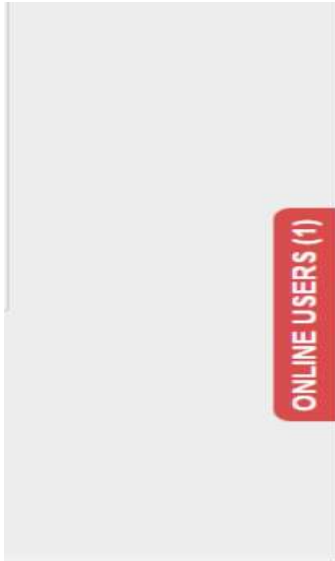
NAME	STATUS	DESCRIPTION	ACTION
Super Admin	Active	Super Admin privilege with all the possible privileges in the application	
admin_1	Active	all Privileges	Edit Delete

ONLINE USERS (1)

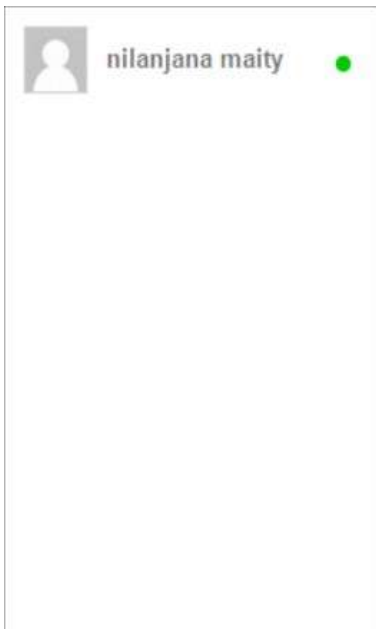
Extras

Chat with clients

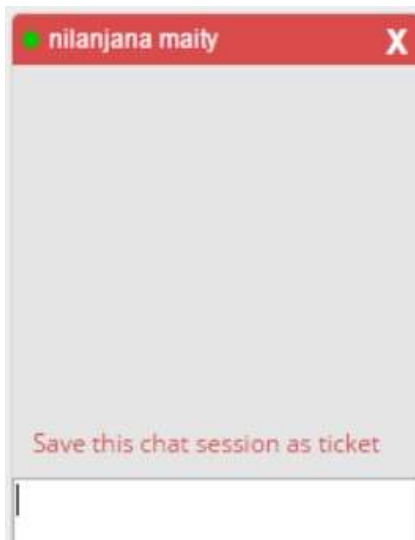
- Once chat module is enabled from the configuration module, it will appear at the right side user frontend as a button.



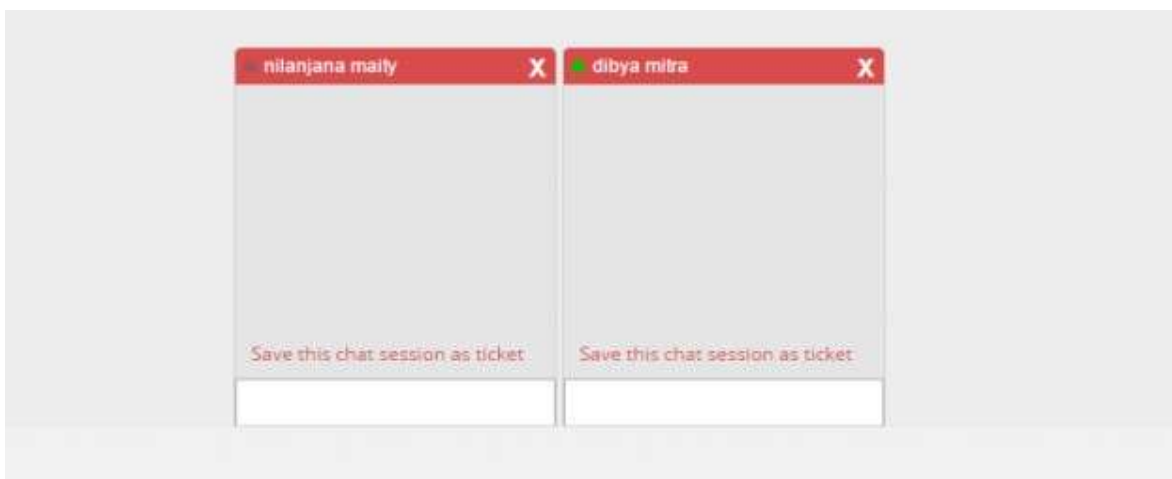
- On clicking the chat button list of available users to chat with will appear. Online users will be shown with a green symbols whereas offline users will be shown with a gray symbols.



- On clicking the online users a chat window will appear, admin then can start chatting with that user. If the user is offline he will get the chat after login immediately



- Admin can chat with multiple users whereas user can chat with only one admin at a time.



- Admin can also post the chat as ticket by clicking on- **Save this chat session as ticket**

Mobile Verification

The most selling feature in B1ST ticketing system. it allows you to make sure the users enter a valid mobile numbers where you call back anytime.


How to configure?

- Select **Settings** from **Tools** top menu. Manage Settings window will open with existing Settings list **Vertical tabs**)
- Select **Register Settings**
- enter your Conalys API credentials

The screenshot shows the 'Mobile Verification API Settings' configuration page. On the left is a sidebar with a vertical list of settings: Ticket Settings, Admin Settings, Register Settings (highlighted with a red border), Security Settings, Response Settings, IMAP Settings, and Twitter Settings. The main content area is titled 'Mobile Verification API Settings' and contains the following fields:

- App Id**: A text input field containing the value '38655c94073b572e17'.
- Access Token**: A text input field containing the value '7f649709c068ad931a275151e68e5e'.
- During Registration Mobile Verification**: A section with two radio button options: 'Required' (which is selected) and 'Optional'.
- Save**: A red button with a circular arrow icon.
- cognalys.com API Credentials**: A text label at the bottom of the form.

- Once set to required, user wont be able to register until enter a valid mobile number

 **Register**

Username

First Name

Last Name

Email

Password

Confirm Password

Mobile No.

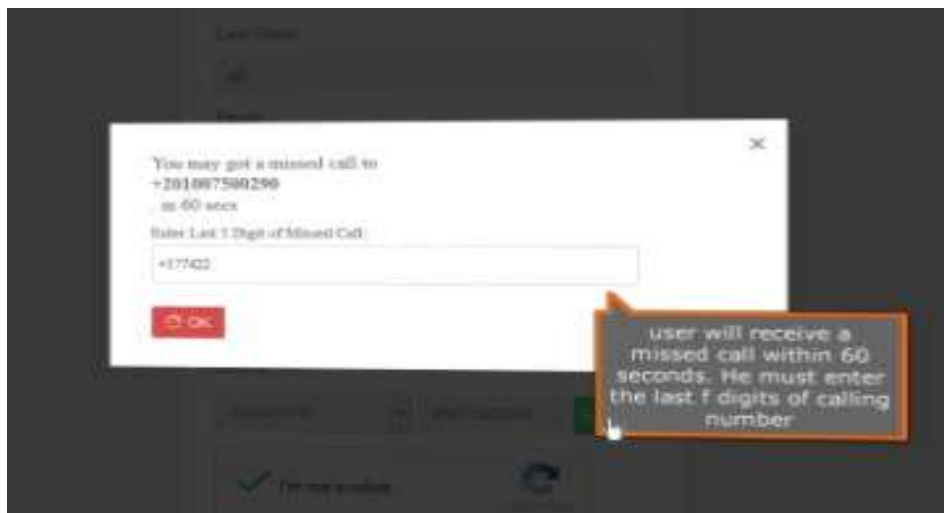
USA (+1)

Verify

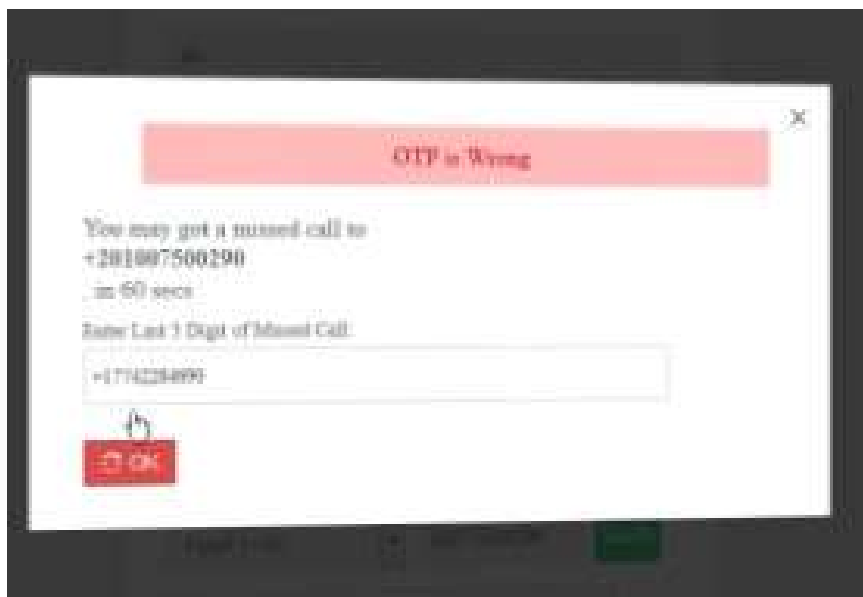
Register

Already a member ? Login

- user will receive a missed call from Cognalys.com. he should enter the last five digits of calling number to validate its mobile number

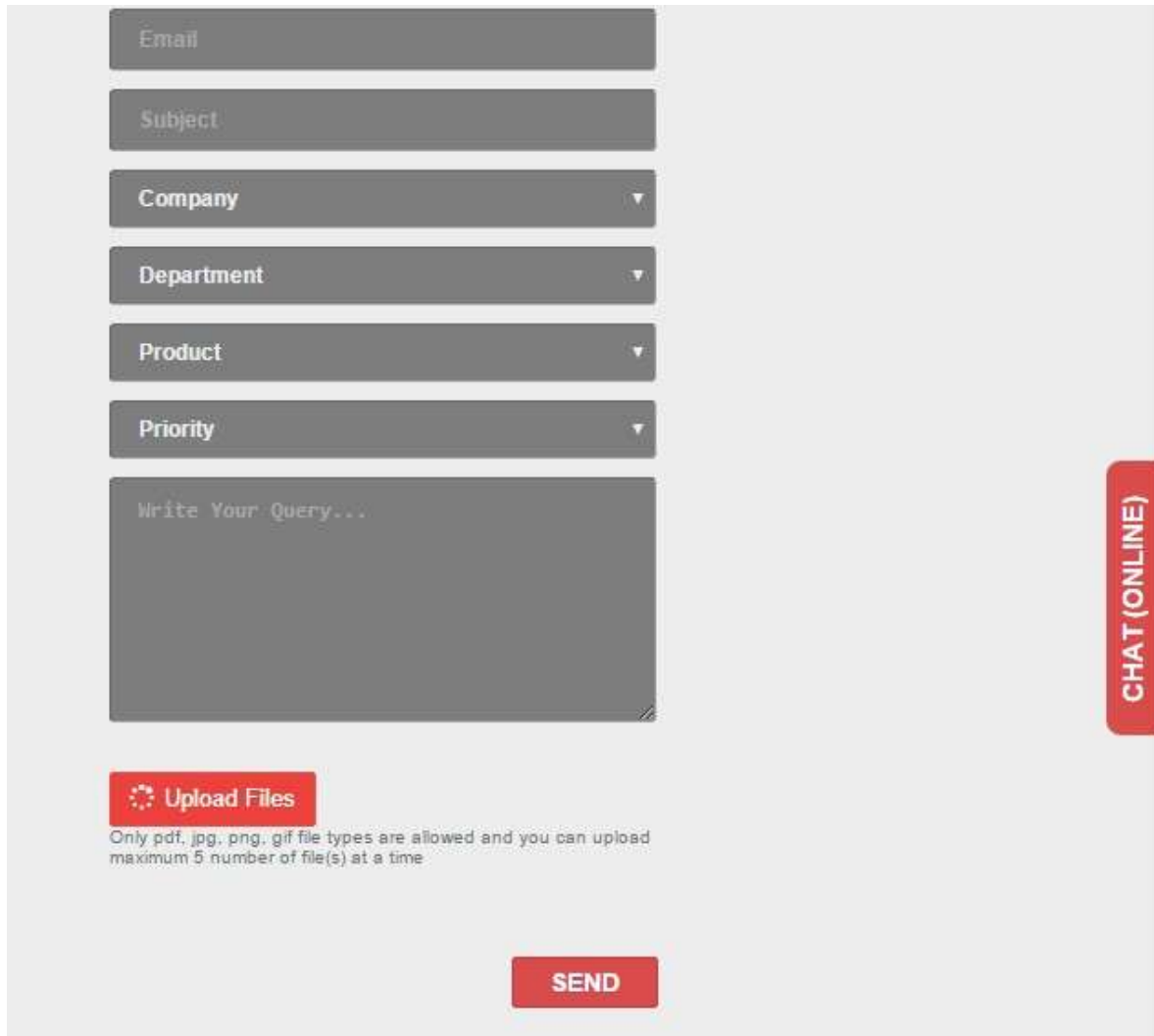


- If he provide wrong last five digits of calling number he will be prevented from registrations



Attaching & Uploading Files

B1ST allows your customers to attach files to their messages. But do not worry; you are still safe thanks to OPSWAT Metascan API. These attachments will be scanned using 30+ online virus & malware engines. Rest assured, you are in the safe hands.



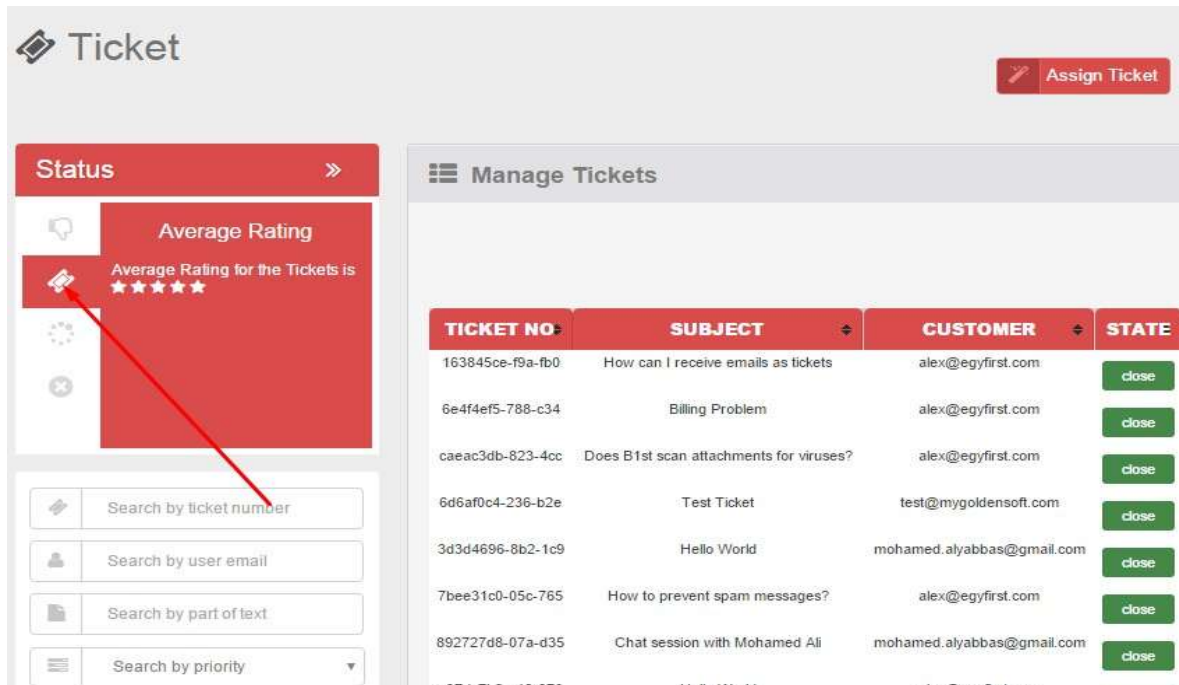
The screenshot displays the B1ST Premium Ticketing System interface. On the left, there is a form with the following fields: Email, Subject, Company (with a dropdown arrow), Department (with a dropdown arrow), Product (with a dropdown arrow), and Priority (with a dropdown arrow). Below these fields is a large text area labeled "Write Your Query...". To the right of the form is a vertical red button labeled "CHAT (ONLINE)". Below the form, there is a red button labeled "Upload Files" with a circular icon. Below this button, a message states: "Only pdf, jpg, png, gif file types are allowed and you can upload maximum 5 number of file(s) at a time". At the bottom center, there is a red button labeled "SEND".

Rating System

B1ST allows advanced rating system where users can vote for each answer they receive as a reply from Admins. This helps a lot with the aid of Admin-Status where admin can check his average rating he received with regard to overall rating received from all other Admins.

Also, an Admin can check how many bad rates he received (based on rating settings)

- Average Rating



Ticket Assign Ticket

Status »

Average Rating

Average Rating for the Tickets is ★★★★★

Search by ticket number

Search by user email

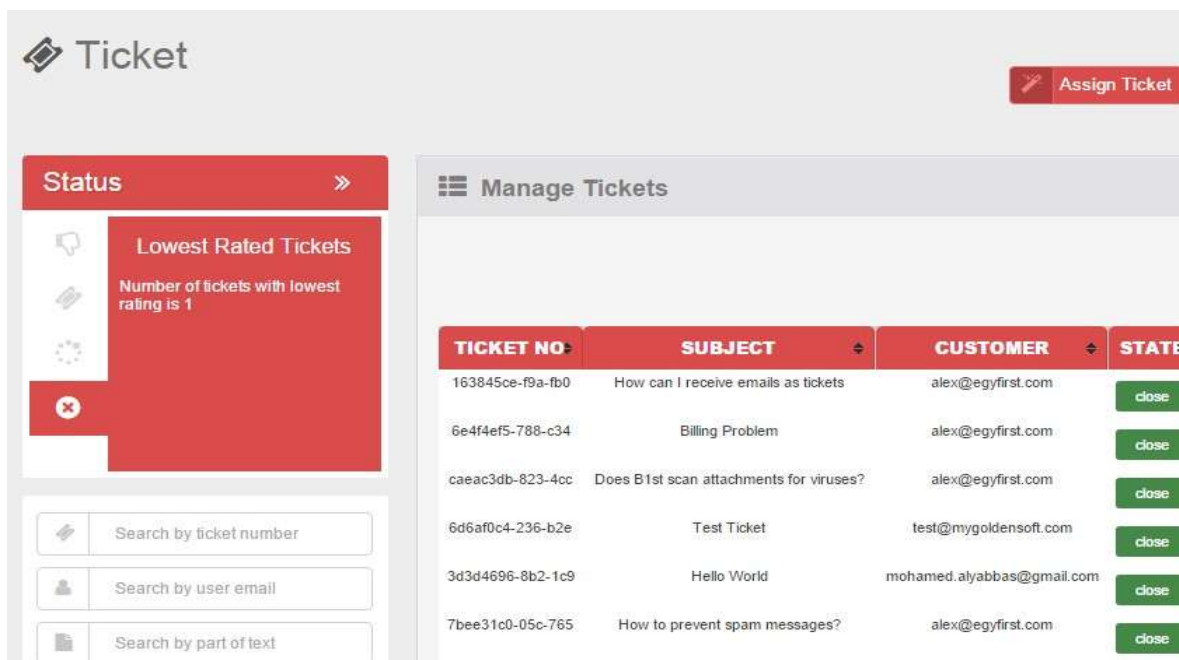
Search by part of text

Search by priority

Manage Tickets

TICKET NO	SUBJECT	CUSTOMER	STATE
163845ce-f9a-fb0	How can I receive emails as tickets	alex@egyfirst.com	close
6e4f4ef5-788-c34	Billing Problem	alex@egyfirst.com	close
caeac3db-823-4cc	Does B1st scan attachments for viruses?	alex@egyfirst.com	close
6d6af0c4-236-b2e	Test Ticket	test@mygoldensoft.com	close
3d3d4696-8b2-1c9	Hello World	mohamed.alyabbas@gmail.com	close
7bee31c0-05c-765	How to prevent spam messages?	alex@egyfirst.com	close
892727d8-07a-d35	Chat session with Mohamed Ali	mohamed.alyabbas@gmail.com	close

- Lowest Rated Tickets



Ticket Assign Ticket

Status »

Lowest Rated Tickets

Number of tickets with lowest rating is 1

Search by ticket number

Search by user email

Search by part of text

Manage Tickets

TICKET NO	SUBJECT	CUSTOMER	STATE
163845ce-f9a-fb0	How can I receive emails as tickets	alex@egyfirst.com	close
6e4f4ef5-788-c34	Billing Problem	alex@egyfirst.com	close
caeac3db-823-4cc	Does B1st scan attachments for viruses?	alex@egyfirst.com	close
6d6af0c4-236-b2e	Test Ticket	test@mygoldensoft.com	close
3d3d4696-8b2-1c9	Hello World	mohamed.alyabbas@gmail.com	close
7bee31c0-05c-765	How to prevent spam messages?	alex@egyfirst.com	close

Response Time

- B1ST allows you to measure your average response times for all tickets replied by an admin.

The screenshot shows the B1ST admin interface. On the left, a red 'Status' sidebar contains a 'Response time' card with a thumbs-up icon and the text 'Hello admin! Your current Response Time is 4 Minutes'. A red arrow points from this card to the 'Manage Language' table on the right. The table has four columns: LANGUAGE NAME, LANGUAGE CODE, FRONT SET DEFAULT, and BACK SET DEFAULT. It lists five languages: English, French, German, Spanish, and Arabic, each with a language code and default status. A vertical red bar on the right indicates 'ONLINE USERS (1)'.

LANGUAGE NAME	LANGUAGE CODE	FRONT SET DEFAULT	BACK SET DEFAULT
English	eng	★ Default	★ Default
French	fra	☆ Set as Default	☆ Set as Default
German	ger	☆ Set as Default	☆ Set as Default
Spanish	spa	☆ Set as Default	☆ Set as Default
Arabic	ara	☆ Set as Default	☆ Set as Default
Indian	hin	☆ Set as Default	☆ Set as Default

- This helps a lot with the aid of Admin-Status where admin can check his response time with regard to a threshold defined by Super-Admin.

The screenshot shows the 'Response Time Settings' form. It has a text input field containing '5' and a dropdown menu set to 'hour'. A red 'Save' button is below the inputs. At the bottom, a message reads 'Response time to set a mark for admins.'

Auto-Respond Message

B1ST can be configured to respond automatically to each message received on your message board; thus, customers make sure their messages are delivered to you. Additionally, you may leave them a message when they should receive a reply from you and your team's work hours & days off.

Response Settings

- Ticket Settings
- Admin Settings
- Register Settings
- Security Settings
- Response Settings**
- IMAP Settings
- Twitter Settings

Auto Responder Settings

Sends an Auto-Responded mail to user after ticket post if enable

☒ Enable ☐ Disable

Save

Response Time Settings

5 hour

Save

Response time to set a mark for admins.

grAvatar

Show you and your customer's grAvatar next to each message and their replies; that makes sense. Thus, you are a globally recognized avatar.

Manage Tickets


Rating : ★★★★★
Product : DC Number2Text
Department : Billing

TICKET NO	SUBJECT	CUSTOMER	STATE	PRIORITY	ELAPSED TIME	ACTION
6e4f4ef5-788-c34	Billing Problem	alex@egyfirst.com	close	Critical	5 days	

15

Jan

5pm



Mohamed Ali #6e4f4ef5-788-c34

Query : I purchased DC Number2Text but the transaction does not appear on my credit card yet.

Best Regards,
Alex

19

Jan


Mohamed Ali #6e4f4ef5-788-c34

Reply : Please allow 2 days for the transaction to appear on your CC

83 / 84

reCAPTCHA

How to configure?

- Select **Settings** from **Tools** top menu. Manage Settings window will open with existing Settings list **Vertical tabs**)
- Select **Register Settings**
- enter your reCAPTCHA API
-

- **Set it to required to force it to appear to new customers on registration.**