



Shocklogic Help Desk Google Chrome Extension

This extension will add a new button next to the address bar, when you click it will show you the latest Help Desk tickets assigned to you as in the screenshot below:

#	Title	Assigned	Contact	Status	Type	Open	Updated
6147	Filter reviewer by topic	Federico	Diogo	Assigned to technician	ask a question	2014-03-13 16:42:00	2014-03-19 18:08:00
5899	Payment gateway / CXVEN	Federico	Liseth	Pending	ask a question	2014-01-15 12:49:00	2014-03-13 16:25:00
6012	Payment gateway	Federico	Cintha	Pending	ask a question	2014-02-14 12:08:00	2014-03-12 11:23:00
5825	Accounting Report	Federico	Kate	Client action required	ask a question	2013-12-17 17:12:00	2014-02-21 12:28:00
3800	Programme Planner - Outlook Timing Error	Federico	Kristen	Assigned to an error technician	report	2011-10-21 14:20:00	2014-02-20 10:58:00

How to install?

- Go to <https://helpdesk.shocklogic.com>
- Login with your details
- Scroll down to the administration section of the menu

Shocklogic Systems

- Participantlogic
- Abstractlogic
- Memberlogic
- Mobapplogic

Reporting

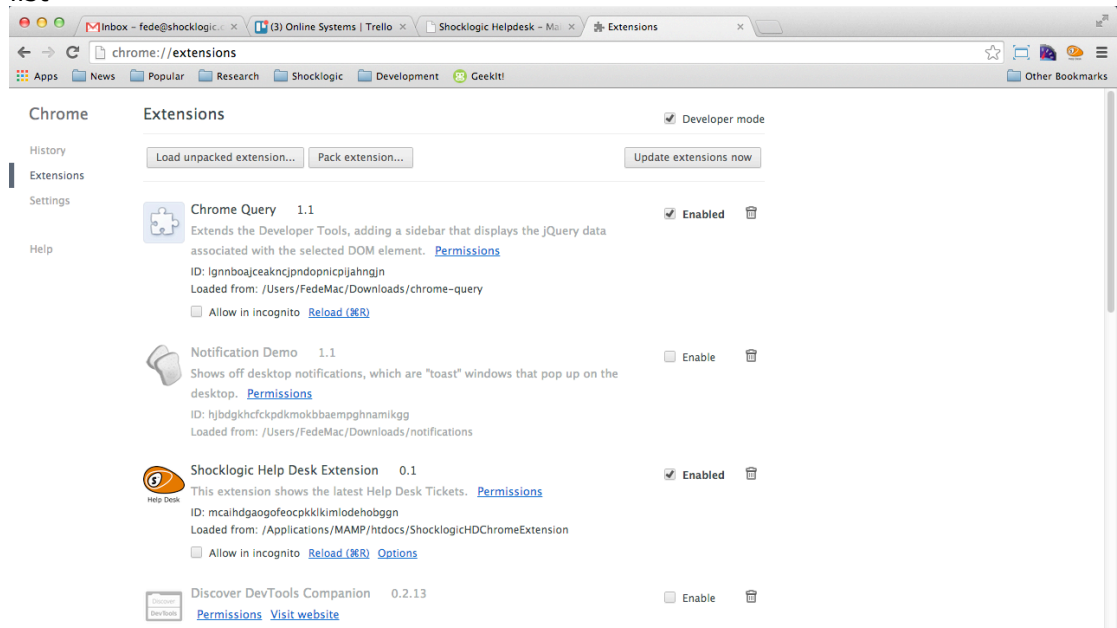
- Reports
- Client Ticket Report
- Client Ticket Summary
- Contact Export
- Participantlogic Figures
- Abstractlogic Figures
- Backoffice Config Wizard

Administration

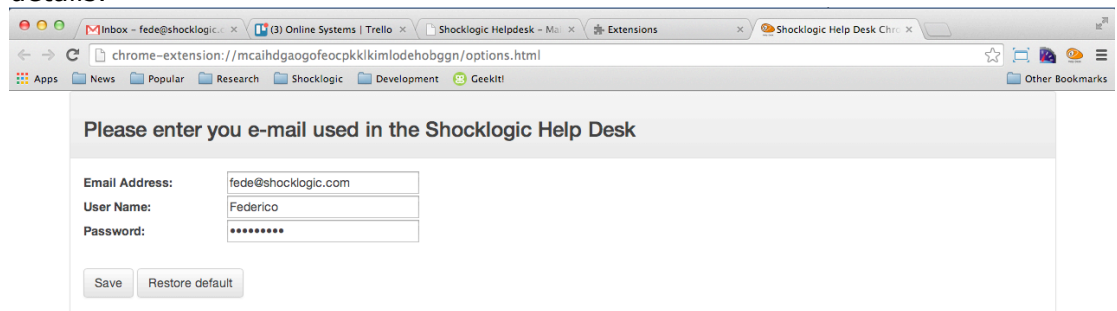
- My Closed Ticket
- Search Tickets
- Old Helpdesk Tickets
- NOT USED
- NOT USED
- NOT USED
- Configure System
- Google Chrome Extension

- Download the ShocklogicHDCChromeExtension.zip to your computer
- Unzip the contents somewhere on your hard drive
- Open a new tab in Google Chrome and go to <chrome://extensions>

- Tick the box developer mode on the right hand side
- Click on "Load unpacked extension"
- Look for the folder where you unzipped the extension and click select
- You should see the extension on your extension list



- Click on the options link in the extension
- This will open a new tab, in here you should enter your Help Desk login details.



- Click Save.

Once you've done all this, you will be able to use the extension.

When looking at the tickets list in the extension, you can click on the title of a ticket and it will log you in directly in the Help Desk so you can update the ticket.