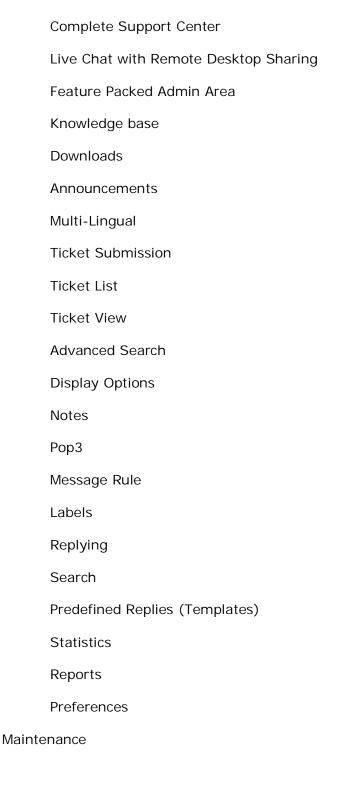# Introduction

The iScripts Support System is an integrated system for managing the customer inquiries, answers and communications resulting from such queries and related problems with the help of an array of tools and facilities clustered around the ticket management system like the knowledgebase system, reminder system, mailing and messaging system, and email piping system to mention a few.

The potential users of the system are users (customers), staffs (technicians), and administrators.

Users/Customers communicate with the system to get their problems and questions solved. They usually look up in the relevant FAQ section to see whether a similar problem (and solution) is listed there already. If the user is not able to find a matching one, s/he posts a ticket with the necessary details. The staffs (technicians) respond to the tickets with a predefined reply or a newly created one, according to the situation. The main functionality of the system is this to and fro communication between the user and staff. In the case a staff is unable to resolve a problem s/he can escalate the problem to the administrator.

Another major feature of iScripts Support System is LiveChat. Besides the ticket management system, customers can chat with the operators for any queries. Inter operator chat facility is also available in this system. If needed, customers can share their Computer Desktop with the operator whom they are chatting with through Remote Desktop Sharing feature. This will help them to solve their issues easily. Customers can select a particular department of the company and is able to chat with the staffs of that particular department.

Features

Complete Support Center

Live Chat with Remote Desktop Sharing

Feature Packed Admin Area

Knowledge base

Downloads

Announcements

Multi-Lingual

Ticket Submission

Ticket List

Ticket View

Advanced Search

Display Options

Notes

Pop3

Message Rule

Labels

Replying

Search

Predefined Replies (Templates)

Statistics

Reports

Preferences

Maintenance

Configure

The general configuration options include:

Site Url: The url of the site you are installing the helpdesk software.

HelpDesk URL : The url where you are installing the helpdesk software. This can be anywhere under the root. A typical installation url will be http://www.yoursite.com/support or http://www.yoursite.com/helpdesk

Max. Posts Per Page: : This option is to control the number of correspondence happened for a ticket. Default value is set as 30, you can increase/decrease this value to have the effect on the view ticket screen for admin/staff/user.

Time between posts: This option is to prevent flooding of tickets in the tickets. This value denotes the time between two subsequent posts by the same user. Thus if you increase this interval, you can effectively control spam postings.

Default Language : In a multi lingual setup where your helpdesk supports more than one language, this option decides which language to be displayed by default. Generally this will be English

Enable User Language Choice: This enables user to select languages if there are more than one languages supported

View Tickets In The Order : This option is to control the order of correspondence occurred on a ticket. Select oldest message first so that the correspondence will be displayed in the ascending order of date[first occurred correspondence will be shown first]. Selecting 'newest message first' will display the correspondence in the descending order of date[last occurred correspondence will be shown first] on the view ticket screen for admin/staff/user.

Allow Automatic Locking of Tickets: If this option is enabled, whenever a staff replies to a newly opened ticket (ie., for the first time), the ticket is automatically locked with the staff who has opened it as its owner. (Once a ticket is locked, only the owner of the ticket can do further operations on it.)

Should Admin Verify Templates: This option can be used for restricting the templates posted by the staff. The templates posted and saved by the staff can be approved by the administrator and only the approved entries will be available for use by the staff.

Should Admin Verify Knowledge Base : Enabling this option, the knowledge base entries posted by staff should be approved by the administrator for the users/staff to view the entries.

Should User/Staff Activities Be Logged : Enabling this option, all activities of

user/staff will be logged which could be viewed by the respective activity log section.

Turn Email Piping : Enabling this option[with proper 'email forwarders' set for the department email], users can post tickets by sending emails to the department email address. Disabling this option will prevent users from posting tickets by sending emails even if the 'email forwarders' are set.

Should User be Registered To Post Tickets? : Enabling this option, the users should be registered before posting a ticket.

Should User be Authenticated? : Enabling this option, an email will be send to the registered user with the authentication link.

Should Message Rules be Applied? : Enabling this option, the ticket should be assigned to a particular staff as the ticket title matching the rules.

Enable Live Chat? : You can enable/disable live chat module in the supportdesk.

Enable SMTP mail? : Enabling this option, all the mails will be send through SMTP server

      SMTP Server : SMTP server name
      Port : SMTP port number

Languages

Your helpdesk can be setup with an option to support any number of languages. By default 'English' will be enabled. To add new languages, you may need to do some operations manually (out of the helpdesk software). For each languages you may need to add a set of language files separately. This need to be done with the help of some FTP software. For example, if you want to add a new language 'Portuguese' to your helpdesk, you may proceed as described below:

First, you need to create the language in the helpdesk system. Go to language section and create a language by following the 'Add' link. The Language Code denotes the folder name under which you store the language files. For instance, if your helpdesk software is installed under a path like http://www.yoursite.com/support then you will find 3 language folders,

1. support/languages
2. support/admin/languages/
3.
    staff/languages/

Thus if you prefer to give 'po' as Language Code for the language Portuguese, you will need to create three folders by the name 'po' under the above mentioned language folders. In each language folder you need to store the language specific files. These language files can be obtained from the corresponding 'languages/en' folders. Copy all the language specific files from the three 'en' folders to the corresponding 'po' folders in your local drive. Now the language specific text need to be replaced with corresponding Portuguese text. For example, consider 'viewticket.php' under 'languages/en'. You can find language specific text in this file. This may be of the form

define('HEADING_VIEW_TICKET','View Ticket');

define('TEXT_PROPERTIES','Ticket Properties');

Now, after you copy the files in to the 'languages/po' folders, change these entries to portuguese. Thus the above entries can be modified into Portuguese as:

define('HEADING_VIEW_TICKET','Bilhete Da Vista');

define('TEXT_PROPERTIES','Propriedades Do Bilhete');

Thus the capitalized text (like 'HEADING_VIEW_TICKET') remains the same and the corresponding second part (like 'View Ticket') changes.

You must perform these steps of text transformation for each of the files in all the three sets of language folders ie, 1. languages/po, 2. admin/languages/po and 3. staff/languages/po.

Now copy these files into your installation folders (by FTP) viz

http://www.yoursite.com/support/languages/po

http://www.yoursite.com/support/admin/languages/po and

http://www.yoursite.com/support/staff/languages/po

Now you can see 'Portuguese' in your language drop down list from which you can select Portuguese also.

Mails

The default mail settings can be configured in this section. The mail ids that can be set include Administrator Mail Id, Technical Mail Id, Escalation Mail Id etc. In addition, you can set the from name to point your helpdesk software's name or your site's name or whatever. You can also set the from email address. This will be the from address used for sending each and every mails in the system. There are also options for setting the reply mail, reply name etc.

Display

The display settings of the system can be configured in this section. You can add color schemes to the system and also edit/delete them. The schemes can be defined in a css file and uploaded through the system. There are some images used in the display themes, and these images should be uploaded to the 'images' folder.

The Miscellaneous configuration include the Site Title, logo of the support system, header and footer content added to each email sent from the support system.

Attachments

The administrator can restrict the types of files that can be uploaded as attachments in the system. This can be an effective solution for not allowing users to upload malicious files. Only the listed file types can be uploaded into the system.

The Max File Size can be used for restricting the user from uploading very big attachments, thus taking a good measure against stealing your server space.

Companies

The support system can serve more than one company at a time. Multiple companies can be added and deleted in this section.

Departments

The support enquiries can be classified under many departments. Each company can have any number of departments. You can create multi-level departments, and assign staff(s) to handle the tickets in each department.You can see the list of departments with bracketted department code prefixed and bracketted company name suffixed. Select staff from the drop down list at the top. You can view the department(s) allotted to each staff in the 'Allotted Departments'. You can select the departments you want to move and move them with the arrow buttons displayed in the page. You can use shift or ctrl keys to select multiple items.

Staff

You can view/edit/delete the staffs in the departments in this section. The Email All screen can be used to send emails to all the staffs in the system. The activity log can be used to view the activities by the staff in the system.

Users

You can view/edit/delete the users registered in the system in this section. The 'Email All' screen can be used to send emails to all the staffs in the system. The Email screen can be used to send emails only to some users, separately. The activity log can be used to view the activities by the users in the system.

Tickets

Tickets section displays all the tickets. You will be able to view and manage tickets of various statuses like Open, Closed, Escalated and All tickets. You can also perform advanced search to match Company Name, Department name, Status, Owner, user, ticket number, title and/or question in a date range specified.

You can also add new ticket statuses to the system. Thus according to your custom needs, you can define your ticket properties.

In addition, you can add new priorities to the tickets being posted. This customization may be helpful in giving your tickets properties relevant to your particular domain.

While replying to a ticket, you can select your reply from a predefined template and/or add your custom reply. You can add comments about the ticket you are working on, this comments will be displayed to you only. While posting your reply, if you find your reply worth to be added as a new entry in the knowledge base, select the corresponding category and check the 'Add to KB' checkbox. In the action tab, you can set the new status of the ticket and opt for notifying the user with an email. You can also claim the ownership of the ticket. In addition, you can also lock the ticket so that now only you can handle further correspondence and operations with this ticket. With a locked tickets, other staff can only view the details, they cannot reply/comment to it. In the 'Other Information' section, if you want a carbon copy of the mail sent, you can add the email address /addresses (separated by comma) in the CC field. The time spent on this ticket in this particular session should be entered here for accounting and performance evaluation purposes. You can also add attachment(s) to your reply.

Rules

You can view/edit/delete the rules in this section.

The message rules should be applied only if it enabled in the configuration section.

Pop3

You can view/edit/delete the pop3 settings in this section.

The 'List' link can be followed to view all the pop3 settings already set. You can add new pop3 server settings by following 'Add'.

Knowledge base

The most frequently asked questions and the answers to them are stored in the knowledge base. Each department will have a category structure of its own, and the knowledge base entries will be added under the most fitting category. You can view and add entries. KB entries will be added only under the leaf categories.

You can add and view categories in this section. You can create multi-level categories under each department. Thus each department can have a category tree of its own. You can create new categories under a parent category if there are no knowledge base entries below the parent category. That means, you cannot have both categories and knowledge base entries at the same level (under the same parent). Also, you cannot delete a category if you have some knowledge base entries under it.

The knowledge base entries created needs to be approved before they get published to the public. If you are adding the entries, you can approve them in the editing screen itself by checking the 'Approved' checkbox. If you want to reject entries, go to 'Approve Entries' and select the entries and click 'Disapprove All'. To approve in a batch select all the entries and click 'Approve All'.

News

Administrator can post various news and announcements to the users of the site including the staff members. In the news section you can set the type to staff and/or user, to make the news/announcement available only to the intended audience. The 'Valid Date' field denotes the date up to which the news item will be displayed.

Downloads

All the downloadable files in the HelpDesk system will be available for download at this section. The administrator can add/edit/delete the entries in the download section.

Private Messages

Private Messages can be used as an internal messaging system. These messages can be sent to any staff, and will be shown only to the selected recipients. The 'List' link can be followed to view all the private messages sent to you. You can send private messages to all others by following 'Add'. All the private messages in the system (messages by all the staff to all others) can be viewed in the 'All' section.

Reminders

You can use the reminders section for a message alert system. All the reminders created by you can be viewed in the 'List' section. New reminders for you can be setup in the 'Add' section. The reminders set by all the staff including the administrator can be viewed in the 'All' section.

Statistics

The number and percentage of tickets in each department, in each month/year can be viewed in a visually pleasing mode in this section.

Personal Notes

You can add notes on each tickets while replying. All these personal notes can be viewed/deleted in this section. The 'List' section contains all the personal notes by you the administrator, and the 'All' section contains all the notes saved by all the staff, including the administrator.

Preferences

You can customize your screens to match your preferences in this section. In addition and you can edit your profile to change your credentials. In the assign fields section, you can add extra columns in your tickets listing page. For example, if you want to add 'Staff' ie., the name of staff who owns a ticket, you can move the 'Staff' option from available to selected list to the selected list and save your settings.

You can also edit your profile to change your credentials and preferences. The settings that you can choose are 1. Display scheme, 2. Auto refresh rate, 3. Whether to notify by email when a ticket is assigned to you, 4. Whether to notify by email when a private message is sent to you, 5. Whether to notify by email when a new knowledge base entry is added to the system, in the departments and hence the companies you have access to.

System Test

The basic tests to be performed to check whether the site is configured properly, can be done in this section. The sections that require attention and thus need to be adjusted/changed will be displayed in red so that they can be seen and taken care of immediately. Mail test is used to check if the mails are correctly sent from the system. Follow the instructions to check if everything works fine.

Templates

Templates are predefined responses, which are stored for reuse at any time. Templates can be once defined and stored, and when you come across the same problem/scenario, you can just select it, your reply will be populated with the predefined answer. The administrator/staff can add templates. Incase you have the system settings like administrator needs to approve the templates, you can go to the 'Approve' section and approve the selected templates after viewing them and verifying that they are worth including in to the system for everybody's use.

Labels

You can view/edit/delete the labels created by the staffs in this section.
The label section contains facilities to moving a ticket to a particular label.

Reports

The reports section contains all the reporting facilities of the system. In the 'Ticket Summary' section, you can view the summary of tickets in each of the departments and/or companies in a date range. The 'Staff Summary' contains all the summary details like 'Replies', 'Comments', 'Personal Notes' etc by each staff in a date range. The 'User Summary' contains the summary of tickets, replies, feedbacks etc by each user. 'Staff Report' consists of tickets assigned, replies, average reply time, average user ratings etc.

Maintenance

The maintenance section contains facilities to boost the performance of the system. This involves removing old tickets from the database system and storing it in html format. In the 'Purge tickets' section, you can give a criteria for the tickets to be purged. [Purging is the process of removing the tickets matching the given criteria from the ticket system. You can access these purged tickets from the admin/purgedtickets folder. Based on requirements these tickets could be moved to a different folder, or deleted.]

Chat

Chat section is where the Administrator can chat with the users/customers and other staffs.Administrator can enable/disable the Live Chat feature in the general configuration settings.

Administrator can configure the chat settings in the 'Chat Settings' section of the admin area.Chat settings can be done Company wise. Select the company in which the chat settings to be applied.Then configure as you per your needs .

It will display a list of Chat Icons from which you can select a chat icon for that company.

You can enable/disable operator rating feature in the Live Chat by entering Yes/No.

Chat Code Snippet section will display an html chat code for that company. You can use this code anywhere you want the user chat application to be implemented. If you copy and paste this code in your company web page, this will display the chat icon which you have selected before.

 Users can launch the chat application by clicking on this chat icon.You will be able to list, add and edit canned messages of the Administrator to use in the Live Chat. Searching of Canned messages is also possible.

The 'Chat logs' link will display all the chat logs . You can search the logs by entering any two date-time range. You can also print the chat logs.

You can launch the chat window by clicking on the **Launch Chat** link of the admin area. Then the   chat window will popup where you can do your chat operations.
At the bottom of the chat window, there is a tabbed section.The first tab lists all the online staffs and users available for chat. If the Administrator wants to chat with any one of the listed staffs/users, click on the 'chat' button which is in the last field of the specific row. The request will be sent to the selected user or staff.The second tab lists all the pending chat requests which are sent by the Administrator.The third tab lists all the chats which are transferred by the Administrator.The Chat History tab lists the entire chat history of Administrator. The user info tab lists the users who are currently visiting the webpage of the company. Here information such as the IP Address of the visitor's machine, the page visited by the user etc. If the Administrator wants to initiate the user to have a chat with him, click on the 'Invite Chat' button corresponding to that particular row. Then automatically, the chat visitor will get an alert for chatting.
After sending a chat request, if the user/staff at the other end accepts the request, a popup window will be displayed with the name of the staff in the left pane of the chat window. Select the popup window and start chatting with that staff/user by entering your chat text in the text area provided in chat

window. The font styles like font color, font type and font size can also be applied on the chat text. You can press 'Enter' key or click on the send button after entering the chat text in order to send it.If a user or staff send requests to another staff for user, a popup window with an 'Accept' button will come in the left pane of the chat window . Thus if we wish to accept the request, click on the 'Accept' button of that particular popup window.Option for transferring a chat to another staff is possible . If Administrator wants to transfer one of the chats he is handling to another staff, click on the '**Transfer chat**' icon of the chat window. Then a popup window will come with a list of staffs and a 'Transfer Chat' button. Click on the button corresponding to the staff to which the chat is to be transferred. Then automatically, the chat will be transferred to that particular staff.

The main feature of Live chat is **Remote Desktop Sharing**. If the staff wants the users', computer desktop to be shared with him, ask the user to share his desktop.If the users desktop is ready to share, Administrator can click on the 'Desktop Share' icon to view the user's Desktop.