

UVdesk PrestaShop Free Helpdesk Ticket System

UVdesk PrestaShop Free Helpdesk Ticket System integrates the **UVdesk Ticket system** to your PrestaShop store. This module allows registered users to [create tickets](#) regarding their queries from UVdesk option available in My Account section.

Admin can very well [manage the tickets](#) from PrestaShop back-end as well as from UVdesk portal.

This is extremely convenient for the [support team](#), as all the information they need to deal effectively with staff and customers is kept in one convenient location and they can handle it in that place from start to finish.

Please Note – To use this extension, you must have UVdesk account. You can create a free UVdesk account [here](#).

Now you can integrate [UVdesk](#) help-desk cloud **Support service** with your PrestaShop.

UVdesk PrestaShop Free Helpdesk Ticket System module is compatible with PrestaShop 8.x.x

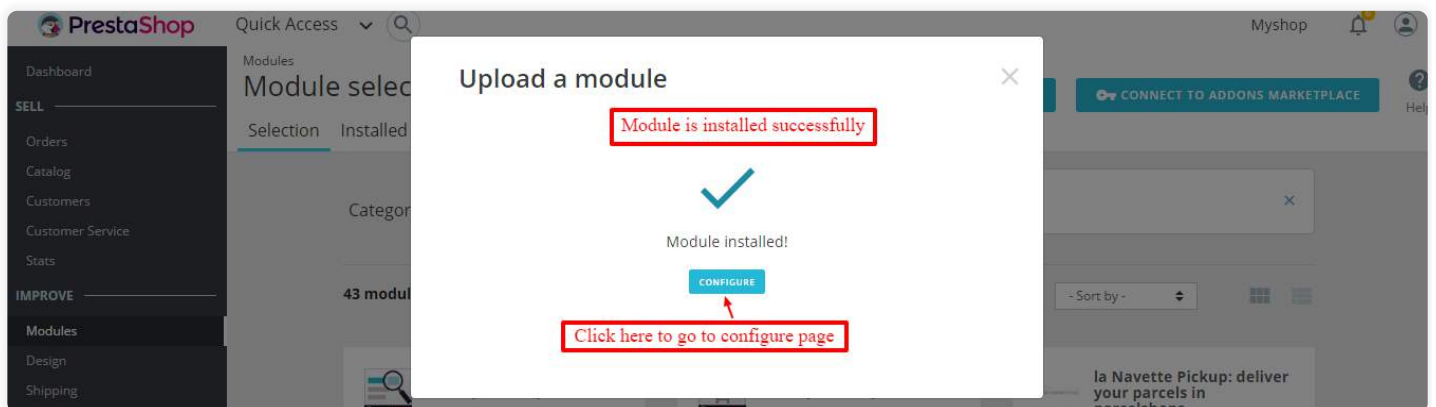
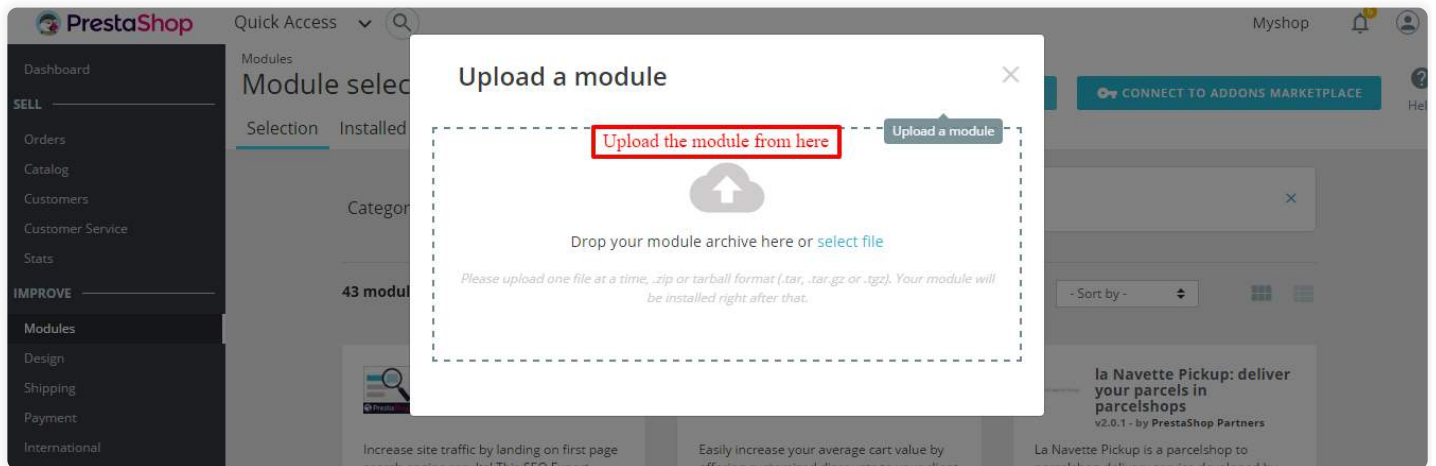
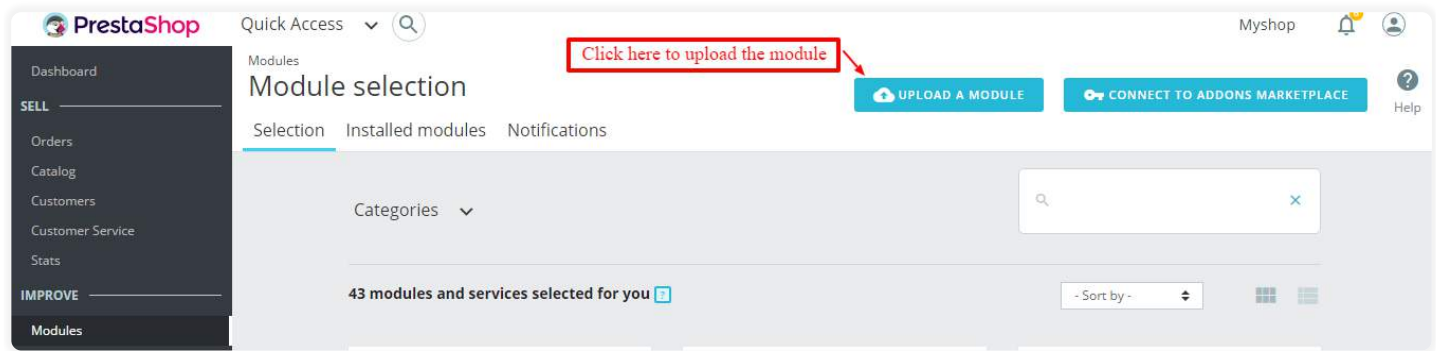
Features Of PrestaShop Help Desk Module

- Integrate [UVdesk Helpdesk System](#) with your PrestaShop Store
- Easy interaction between Admin and Buyers
- A **well-managed helpdesk system** for your PrestaShop site

- Absolutely Free of Cost Addon (Admin will have to sign up to [UVdesk](#) if he/she does not have an existing account)
- Buyers can raise [ticket](#) relating to any concern/issue/enquiry.
- Admin can reply to those tickets created by the buyer.
- Admin can delete the tickets from **PrestaShop** backend.
- Admin can assign an [agent](#) to the ticket who will look after the customer issue.
- Admin/Assigned agent/Customers can [add attachments on ticket replies](#).
- The filter option can be used to search any specific ticket using various parameters.
- The customer can add a [collaborator](#) to the ticket to keep the third party in the loop if needed.
- Use Upgraded [UVdesk Plans](#) to avail various other [features](#).
- The module translation is available in following languages: French (fr), Arabic(ar), Spanish(es), German(de), Italian(It), Russian(ru), Japanese(ja), Dutch(nl), Bulgarian (bg), Portuguese (pt).

Installation Of PrestaShop Customer Service Module

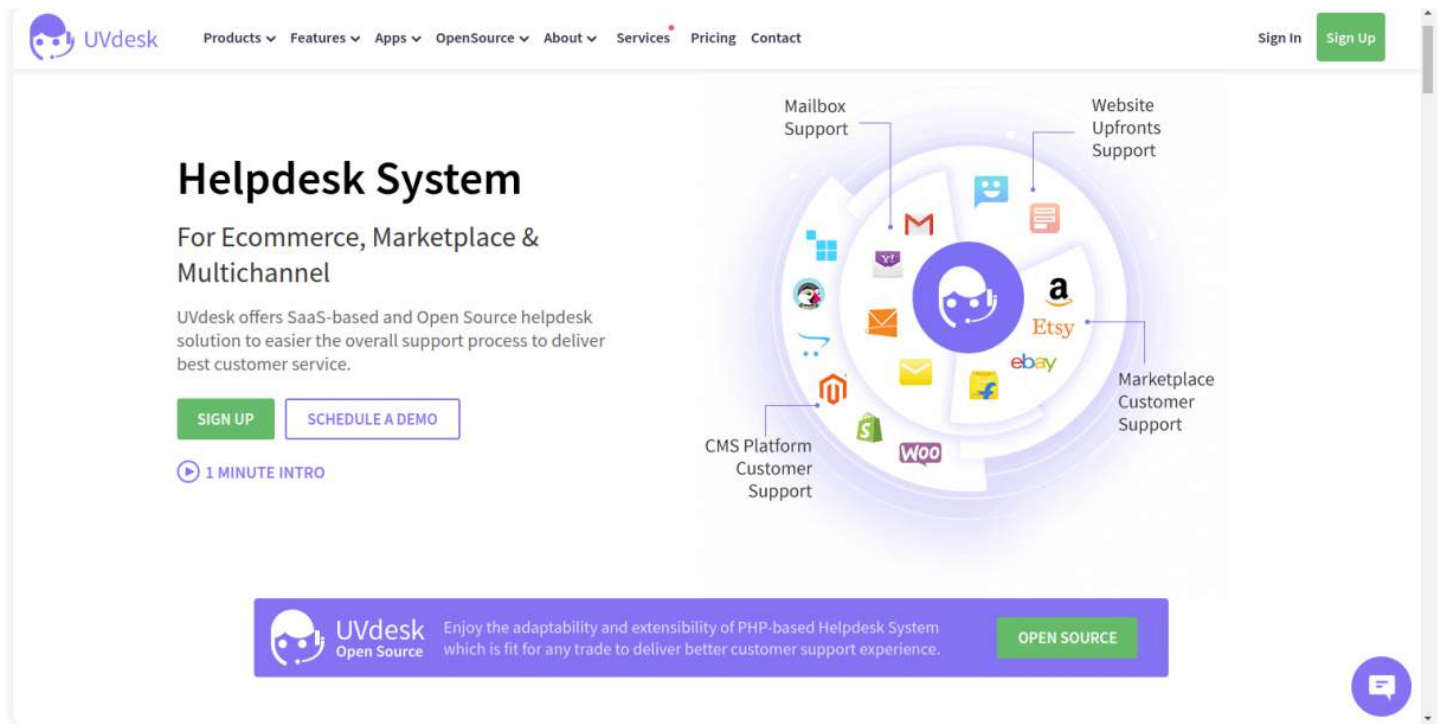
1. Go to back office ->module
2. Upload the [module zip file](#)
3. Search “**UVdesk – PrestaShop Free Helpdesk Ticket System**” in module search box then go to the module and click on install.



Module Installation Complete !!

How To Get UVdesk API


In order to use this add-on, the admin needs to have the UVdesk access token, please visit [this](#) link and login to your UVdesk account. In case you don't have a UVdesk account, you can [create a free account](#) as well.



Step 1: Here the user needs to enter a valid email id and click on **“Get Started”**.

The screenshot shows the 'Get Started' registration form on the UVdesk website. On the left is a purple sidebar with a white robot icon and the text 'Need assistance? Feel free to reach out to us at support@uvdesk.com. © 2023 Uvdesk. All rights reserved.' The main form area has the UVdesk logo and a heading 'Get started with uvdesk now to provide your customers with robust support service solutions.' Below this is a link for users who already have an account. The form includes an 'Email' input field, a checkbox for agreeing to the Terms of Service and Privacy Policy, and a reCAPTCHA widget with an 'I'm not a robot' checkbox. At the bottom is a blue 'GET STARTED' button.

Step 2: Once the user enters their email ID, an OTP will be generated and sent to them. They must then input the received OTP and proceed to click on the **“Verify OTP”** button.



uvdesk

Get started with **uvdesk** now to provide your customers with robust support service solutions.
Already have an account? [Login](#) instead.

Email


OTP

[Resend code](#)

[VERIFY OTP](#) [CHANGE EMAIL ADDRESS](#)

Need assistance?
Feel free to reach out to us at support@uvdesk.com.
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Step 3: In this scenario, the user is required to input their email address, name, phone number, organization, and subdomain. After providing these details, they can proceed by clicking the **“Signup”** button.



uvdesk

Get started with **uvdesk** now to provide your customers with robust support service solutions.
Already have an account? [Login](#) instead.

Email

Name

Phone

ISD	<input type="text"/>
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Organization Name

Choose a Subdomain for Organization

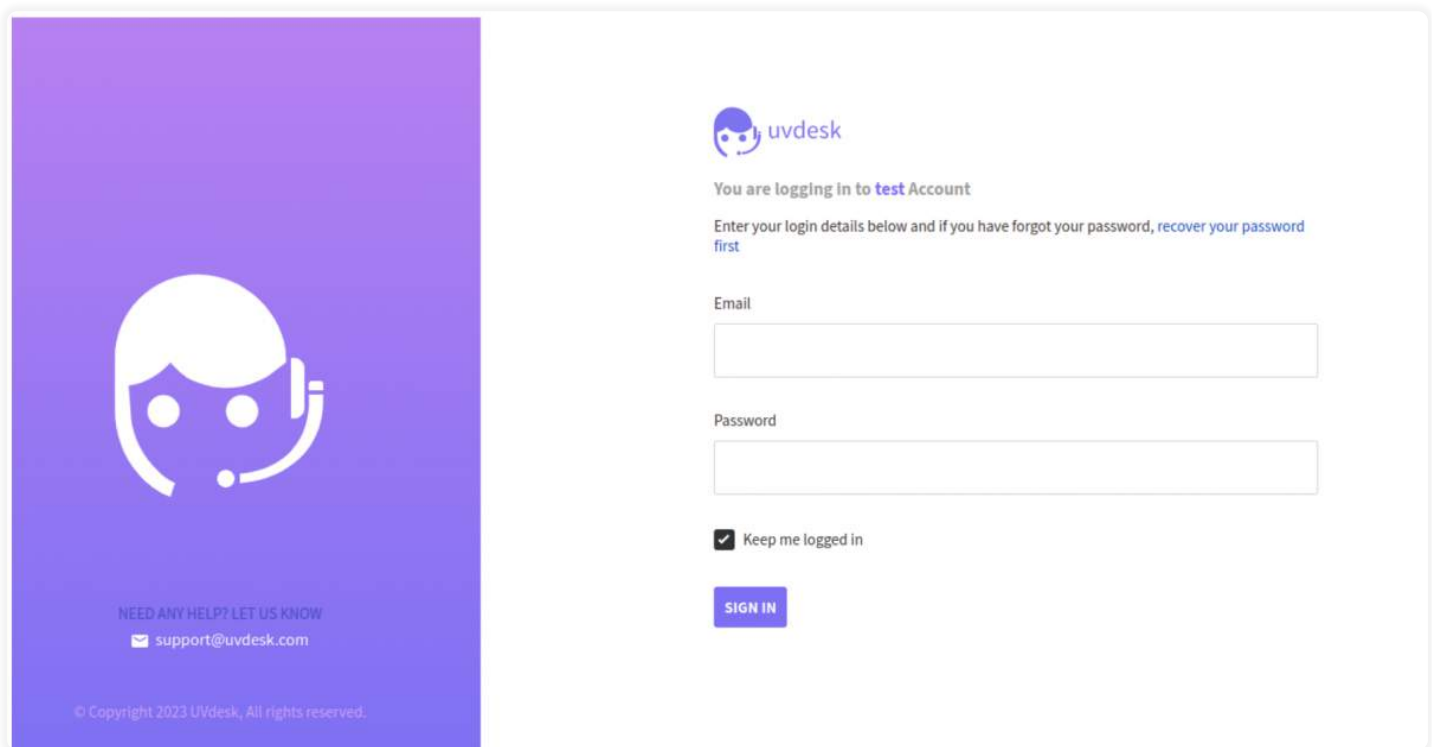
<input type="text" value="your-helpdesk-domain-name"/>	<input type="text" value=".uvdesk.com"/>
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[SIGNUP](#)

Need assistance?
Feel free to reach out to us at support@uvdesk.com.
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Step 4: Once the user completes the sign-up process, they will receive an email to set their password.

After successfully setting a new password, the user can conveniently access their account by using their registered email and the newly created password.



The image shows the UVdesk login interface. On the left is a purple sidebar with a white robot head icon and the text "NEED ANY HELP? LET US KNOW" and "support@uvdesk.com". The main area is white and contains the UVdesk logo, the text "You are logging in to test Account", and a prompt to enter login details. There are input fields for "Email" and "Password", a "Keep me logged in" checkbox, and a "SIGN IN" button.

uvdesk

You are logging in to **test** Account

Enter your login details below and if you have forgot your password, [recover your password first](#)

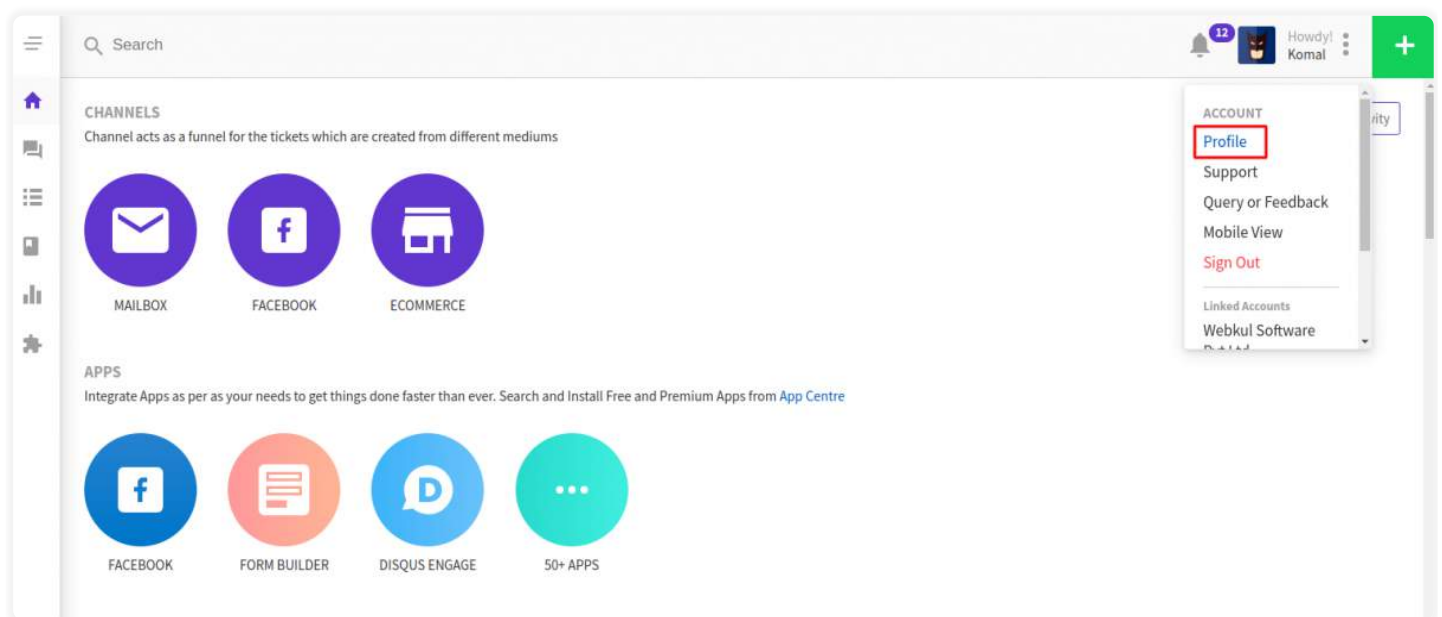
Email

Password

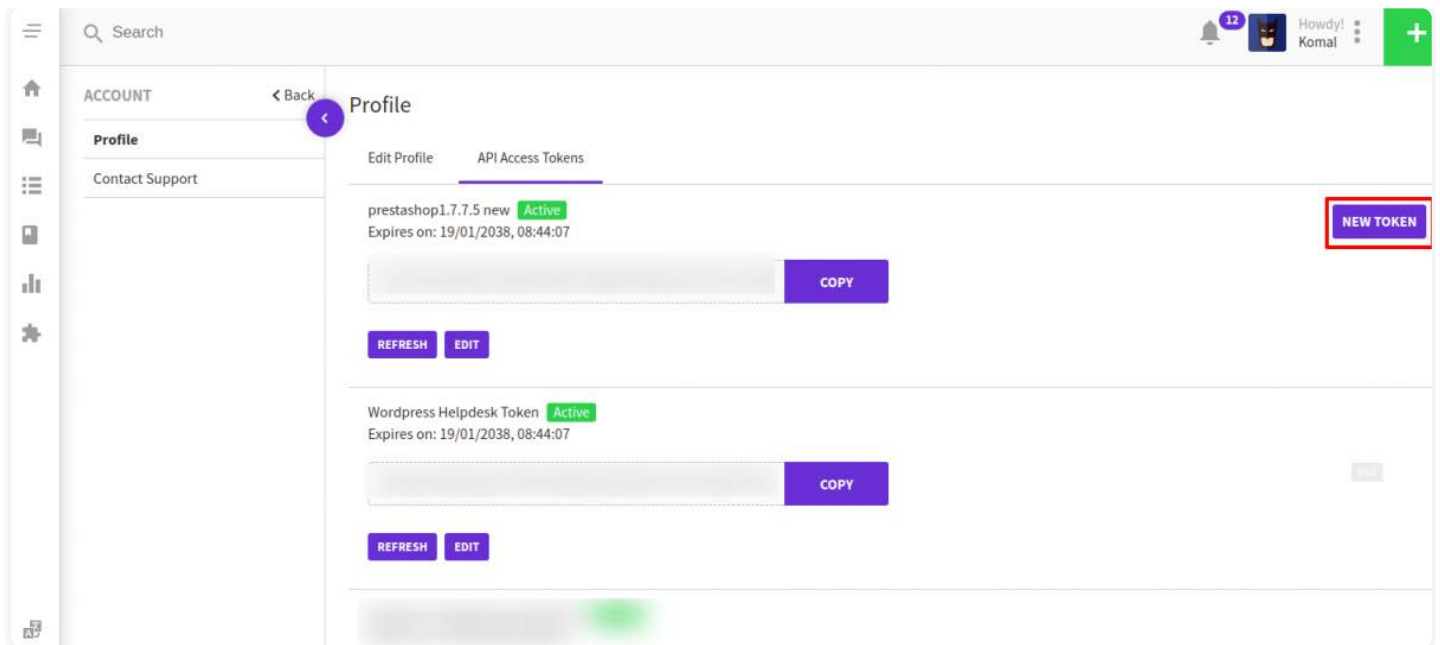
☒ Keep me logged in

SIGN IN

After successfully creating your UVdesk account, log in and go to the edit **profile** section.



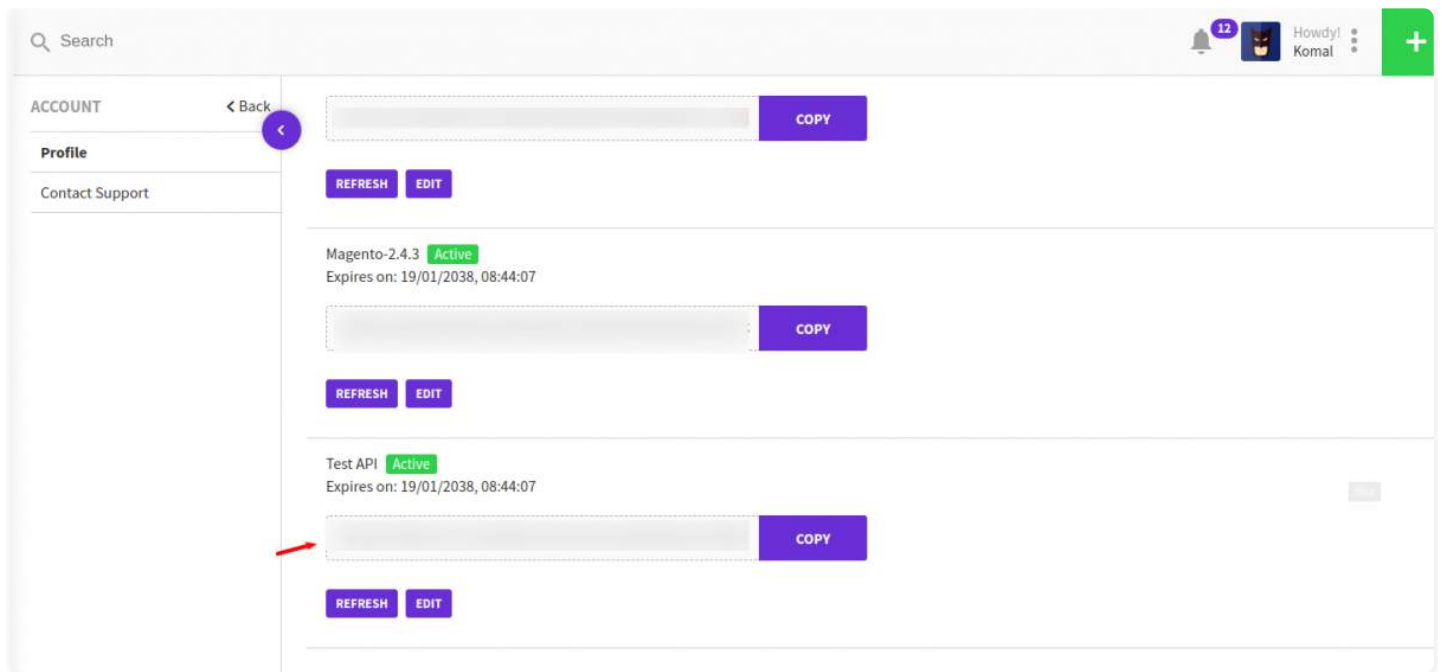
Just after that click on the “**New Token**” button to create a new API Access Token.



After clicking “**New Token**”, here the users need to enter their API name and click on “**Save Token**”.



The user can see the new API access tokens created and can copy them to be used for module configuration at the PrestaShop end.

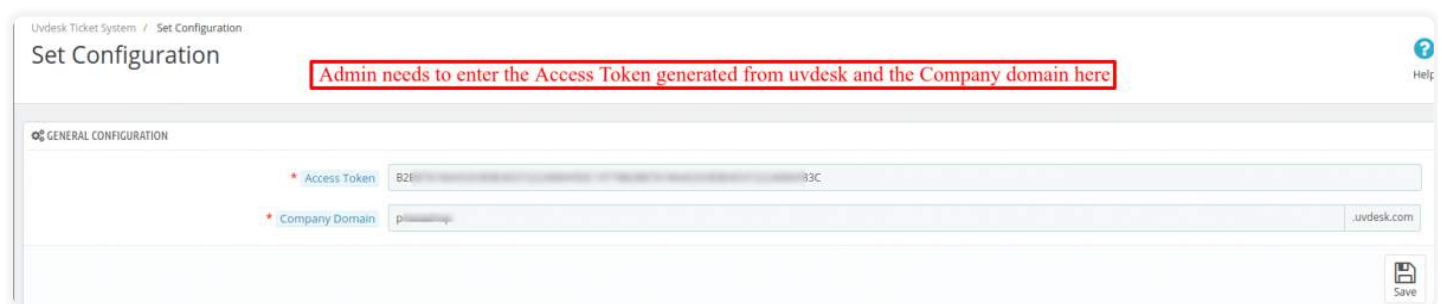


Configuration Of UVdesk PrestaShop Free Helpdesk Ticket System

Once the module is installed on the PrestaShop site, Admin will have to configure it.

Admin has to enter the following information to configure the module.

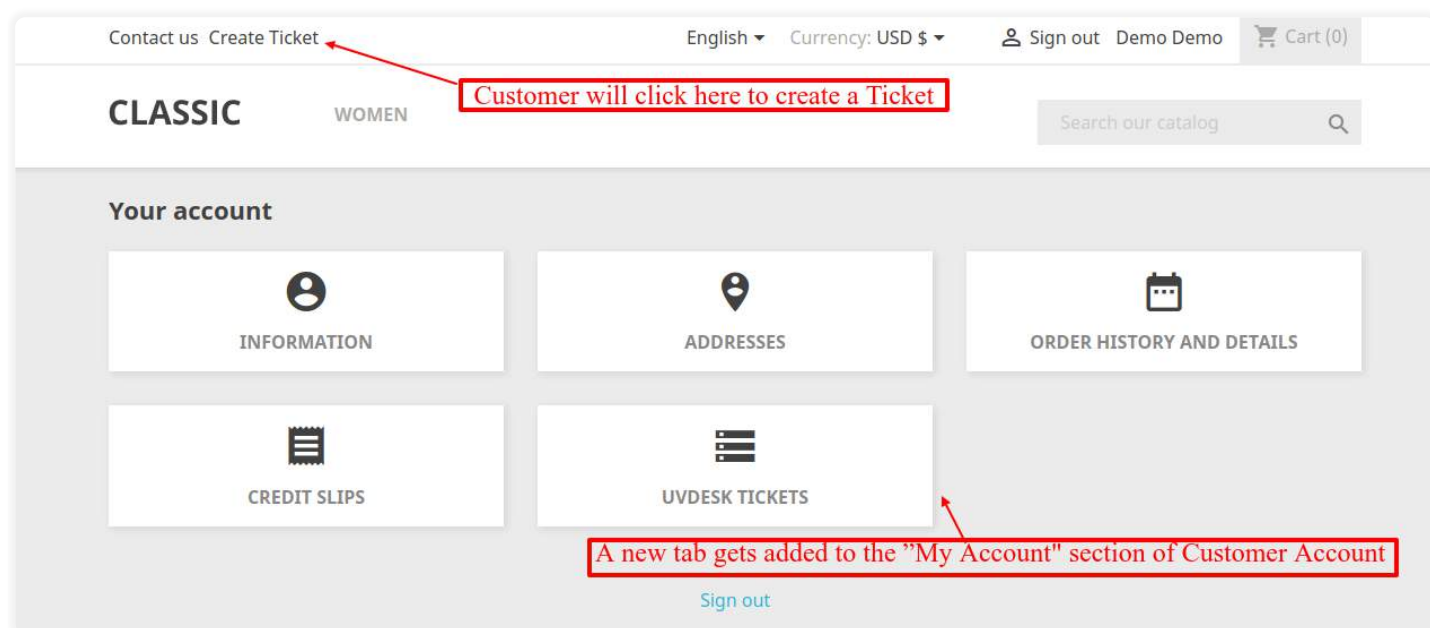
- **Access Token** – Enter the UVdesk Access Token.
- **Company Domain** – Enter the Domain Name of your company.



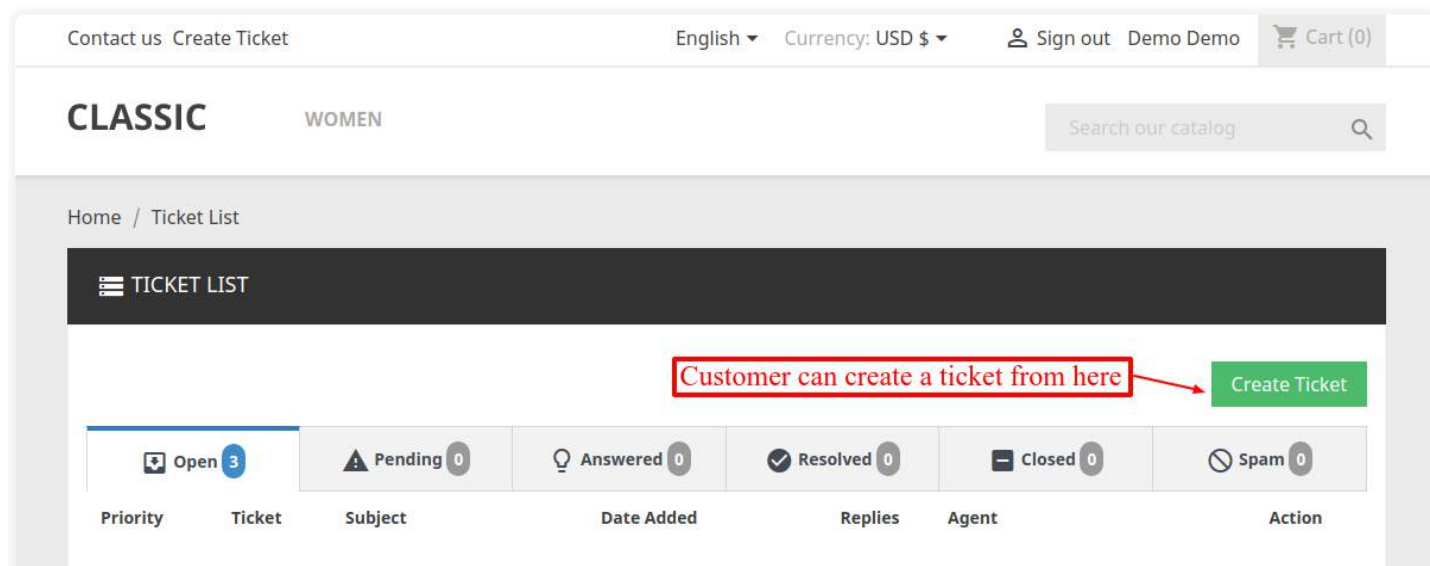
Click on save and the module is configured.

Customer End On PrestaShop Store

A registered customer can find a new tab “**UVdesk Tickets**” in “My account” section.



The customer can click on this tab to find a tab to create a new [ticket](#).



As soon as the customer clicks on “[Create Ticket](#)” option, the following form will open. Customer will have to now enter the necessary details to generate a ticket and send it to the admin of the site.

[Contact us](#) [Create Ticket](#) English ▾ Currency: USD \$ ▾ Sign out Demo Demo Cart (0)

CLASSIC

WOMEN

Search our catalog

[Home](#) / [Ticket List](#) / [Create Ticket](#)

CREATE TICKET

*Type

Select Type ▾

*Subject

Enter Subject

*Message

Brief Description about your query

+ Attach File

Customer can select the ticket type, ticket subject and the ticket content here

Click here to save and create the ticket

Create Ticket

Help and Information

Ticket
A ticket is the support request submitted by the customers to inquire about their problems.

Ticket Creation
The moment when the users enter their basic details, they get registered with UVdesk services and confirmation mail regarding the account activation is sent to their ID's. They have to click on the link provided for setting the password.

FOR ADDITIONAL CUSTOM FIELDS AS PER TICKET TYPE :

Sometimes as an admin, you may feel the need to collect more information from the client while he is raising a ticket for his query, in this case, you may upgrade your [UVdesk Plans](#) to avail extra features like Custom fields.

Once you have upgraded the plan, you will be able to add Various custom fields are available as per the [Ticket type](#) selection.

[Contact us](#) [Create Ticket](#) English ▾ Currency: USD \$ ▾ Sign out Demo Demo Cart (0)

CLASSIC

WOMEN

Search our catalog

[Home](#) / [Ticket List](#) / [Create Ticket](#)

CREATE TICKET

*Type


Select Type ▾

*Subject

Enter Subject

*Message

Brief Description about your query




+ Attach File


Various custom fields are available as per the Ticket type selected from the dropdown menu above

Site Details

Date



Time



File

Choose file

No file chosen

Customer can select the ticket type. ticket subject and the ticket content here

Help and Information

Ticket

A ticket is the support request submitted by the customers to Inquire about their problems.

Ticket Creation

The moment when the users enter their basic details, they get registered with UVdesk services and confirmation mail regarding the account activation is sent to their ID's. They have to click on the link provided for setting the password.

Click here to save and create the ticket

Create Ticket

A customer can also find the list of created tickets.

Contact us Create Ticket English Currency: USD \$ Sign out Demo Demo Cart (0)

CLASSIC WOMEN Search our catalog

Home / Ticket List

TICKET LIST

List of tickets created by the Customer Create Ticket

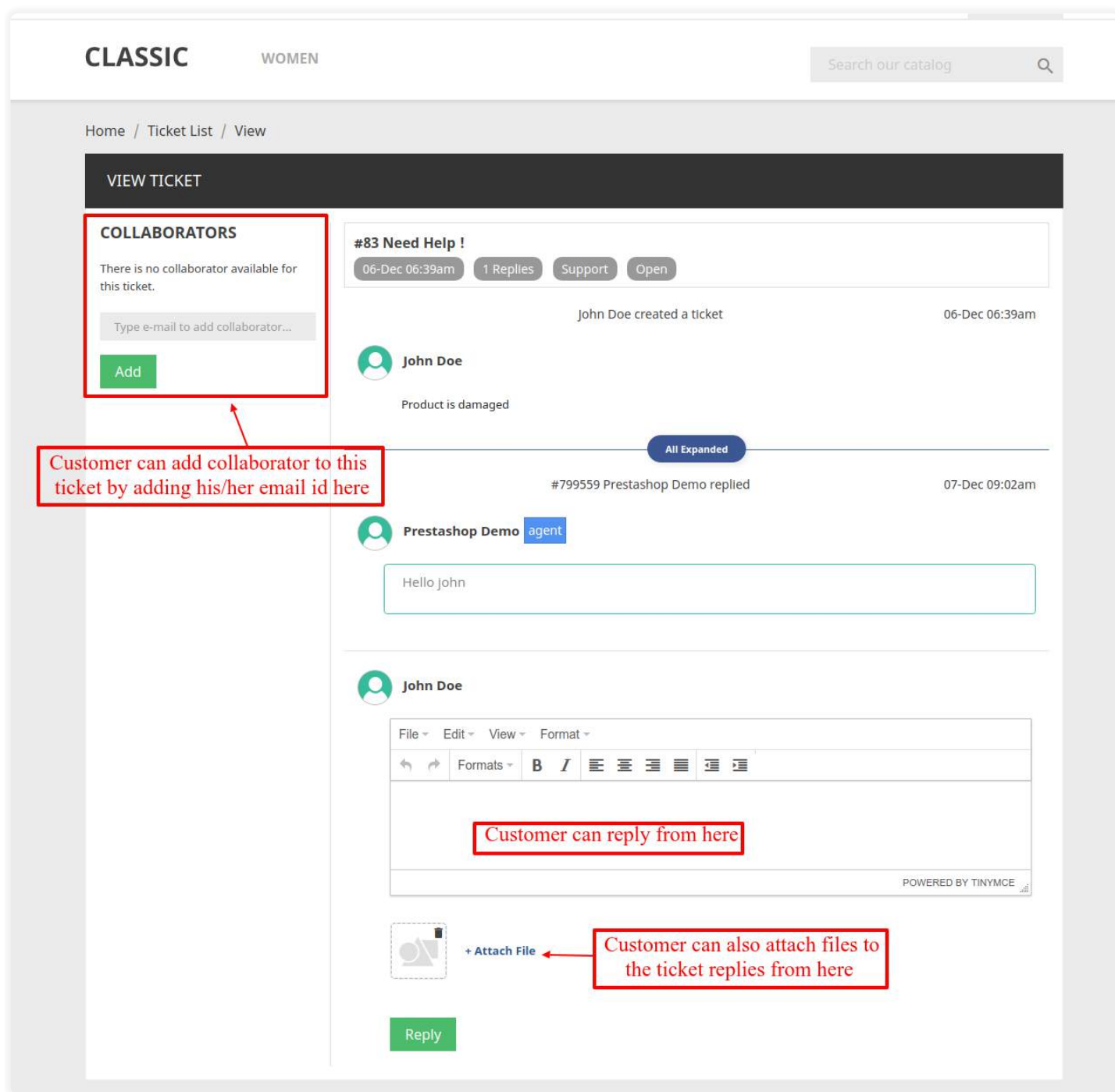
Open 3	Pending 0	Answered 0	Resolved 0	Closed 0	Spam 0	
Priority	Ticket	Subject	Date Added	Replies	Agent	Action
Low	#85	Feedback of testing	07-Dec 07:33am	1	Prestashop Demo	View
Low	#84	Awesome product	06-Dec 06:40am	0	Prestashop Demo	View
Low	#83	Need Help !	06-Dec 06:39am	1	Prestashop Demo	View

Showing 1 - 3 of 3 items

Click here to view

The customer can view the ticket to check the conversation made between the assigned agent of admin and the customer himself.

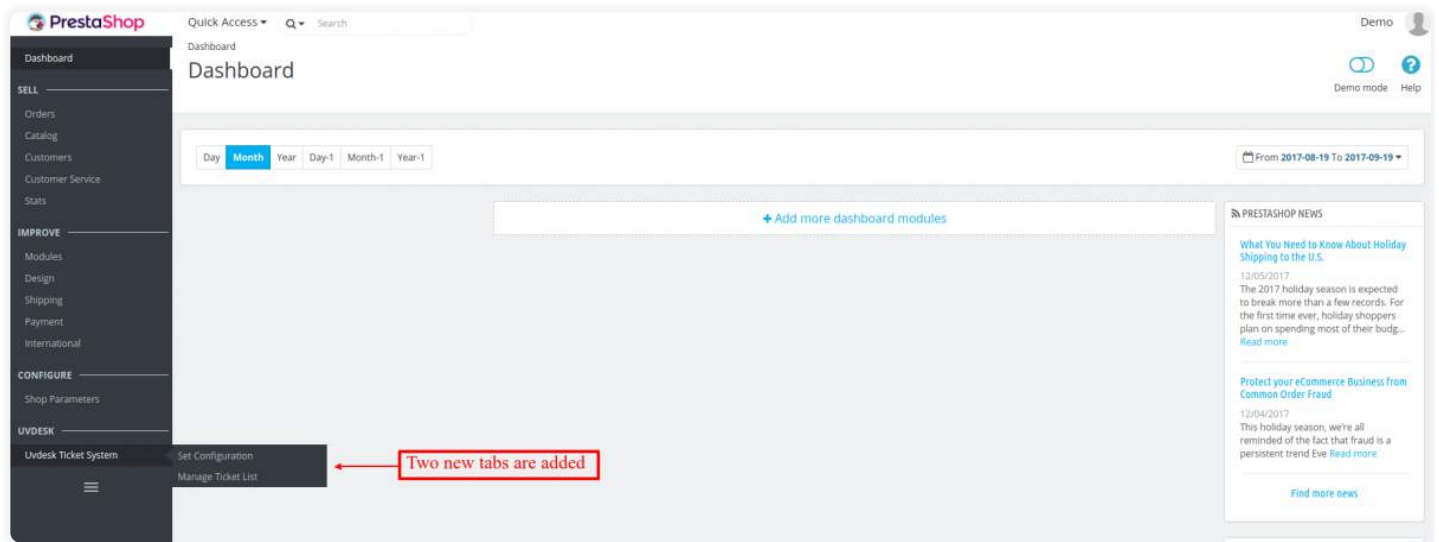
- The customer can **add a collaborator** to his ticket. This feature is used to help the customer keep someone else in the conversation loop if required.
- The customer can **attach files** to be sent with the replies if required.



This way the customer can create tickets/ send replies /view replies etc.

Admin End Of UVdesk PrestaShop Free Helpdesk Ticket System

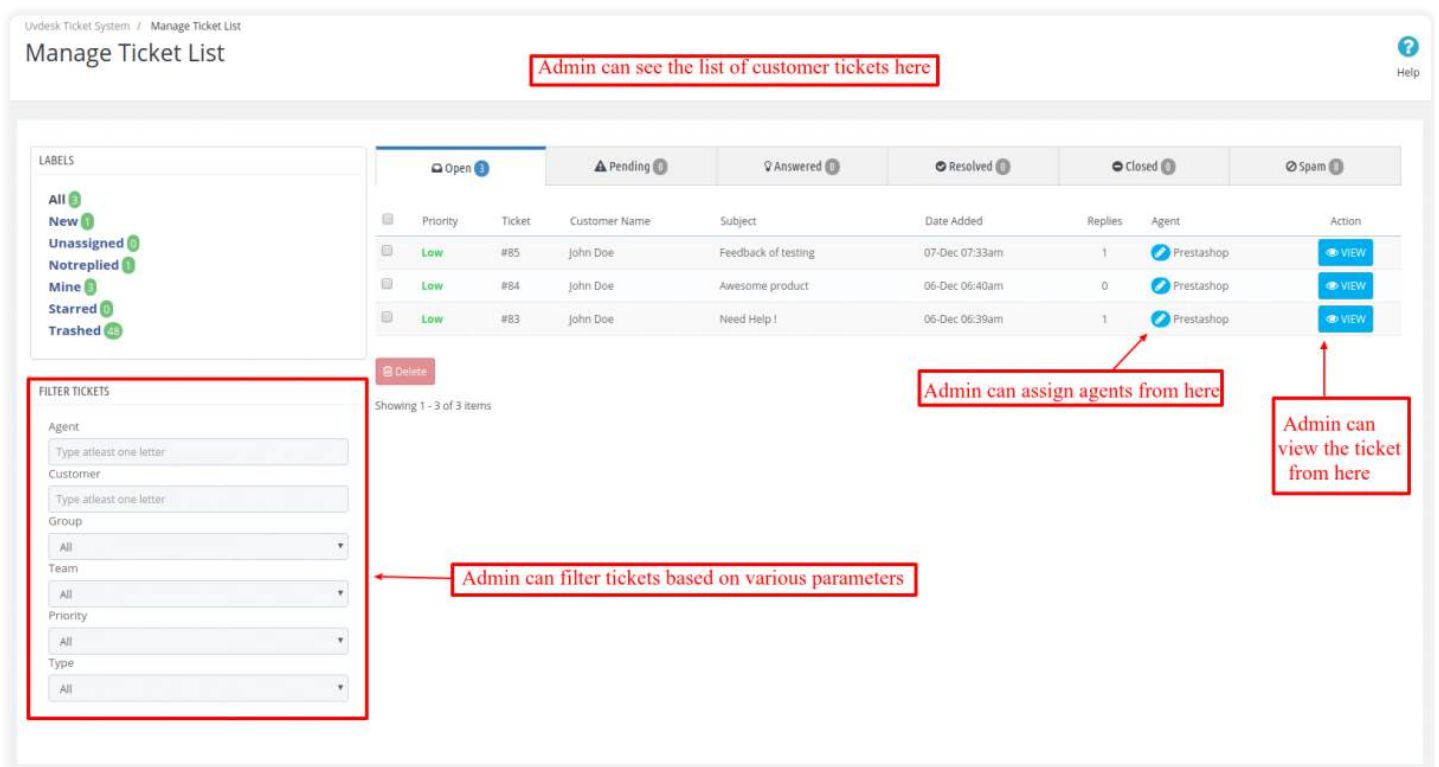
Once the module is installed, two new tabs are added :



- Set Configuration (As described in the configuration block above)
- **Manage** Ticket List

Manage Tickets

The tickets created by all the customers on the front-end will list here so that admin can manage all of them together.



Admin Functionalities

- Admin can **view** the customer tickets from here.
- Admin can **reply** to the customer queries.
- Admin can **assign** its registered agents to the tickets. (Agents are created from the UVdesk end).
- Admin/Assigned Agent can add attachments with the replies.
- Admin can **delete** the tickets.
- Admin can **Filter** tickets.

Ticket Filters

Admin can Filter tickets for search purpose based on various parameters like :

- Assigned Agent Name
- Customer Name
- Group
- Team
- Priority
- Type etc etc

Note: – Create Agents, Groups, Teams etc in UVDesk.

Reply Process

When the admin clicks on “**View**“, he can see the customer query and can easily reply by adding attachment files (if needed)

Uvdesk Ticket System / Manage Ticket List

Manage Ticket List

Help

LABELS

- All 3
- New 1
- Unassigned 0
- Notreplied 1
- Mine 3
- Starred 0
- Trashed 38

COLLABORATORS

There is no collaborator available for this ticket.

Type e-mail to add collaborator...

Add

#83 Need Help !

06-Dec 06:39am 1 Replies Support Open

John Doe created a ticket 06-Dec 06:39am

John Doe

Product is damaged

Customer query

All Expanded

#799559 Prestashop Demo replied 07-Dec 09:02am

Prestashop Demo agent

Hello john

Prestashop Demo

File Edit View Format

Formats B I

Admin can write the reply here and send

POWERED BY TINYMCE

+ Attach File

Admin can attach files with the reply if needed

Reply

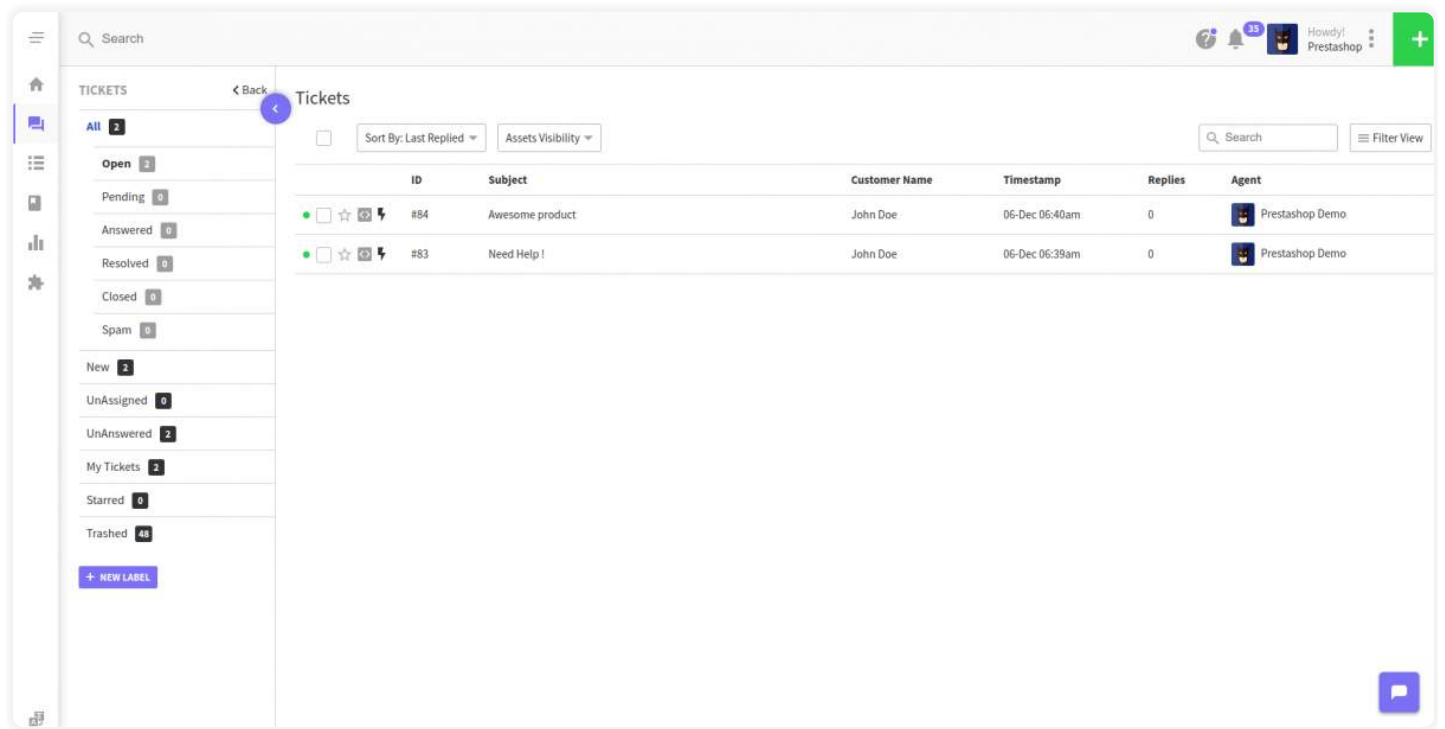
Click here to send the reply

A customer can then see these replies on front-end.

UVdesk Synchronization

Once a user creates a ticket on your PrestaShop store, it will be visible on the UVdesk Dashboard as well.

Admin can log in to UVdesk and check all the customer tickets by clicking on **“Tickets”** tab.



The Admin/ Assigned Agent can also send a reply through UVdesk to its customers.

We hope this Addon will enhance the functionality of your PrestaShop store.

Current Product Version - 4.0.4

Supported Framework Version - 8.x.x, 1.7.x.x