

UVdesk PrestaShop Free Helpdesk Ticket System

<https://webkul.com/blog/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

This module is **MultiShop** compatible.

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.

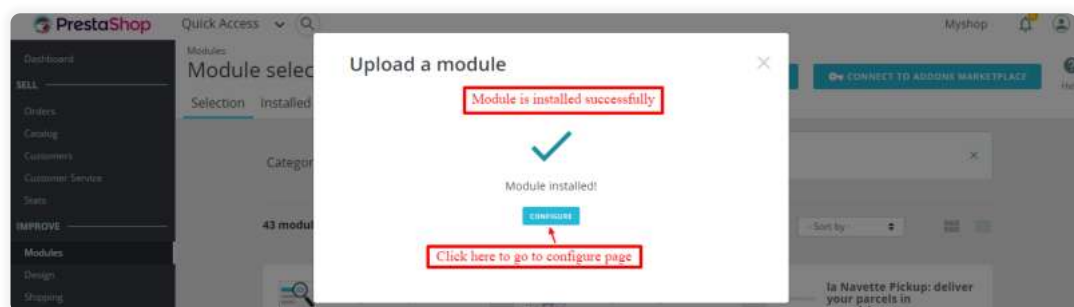
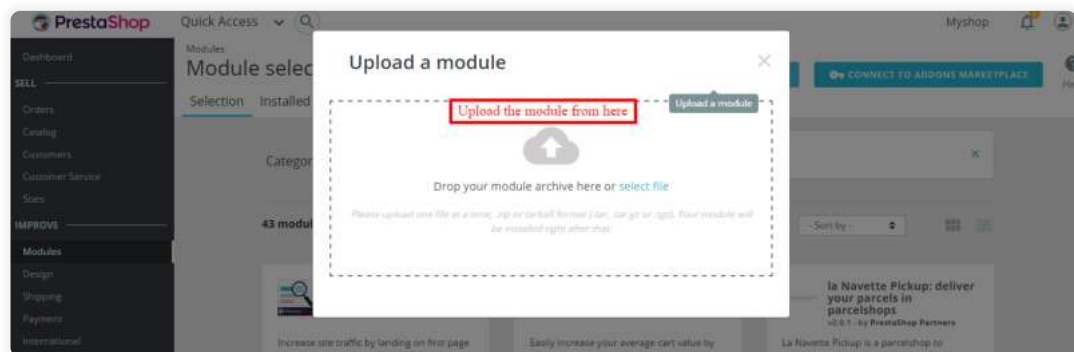
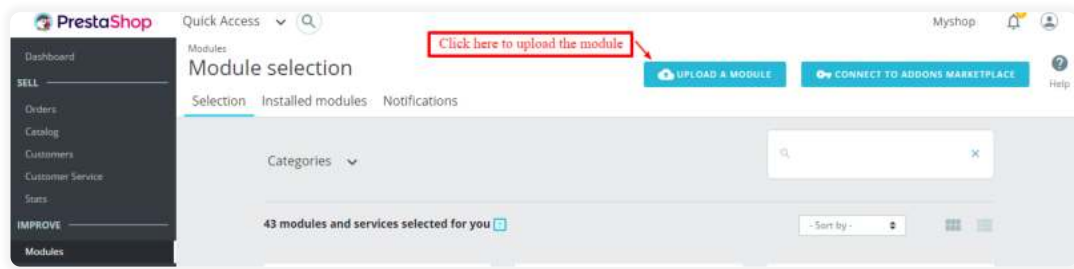
The customer can add a [collaborator](#) to the ticket to keep the third party in the loop if needed.

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.

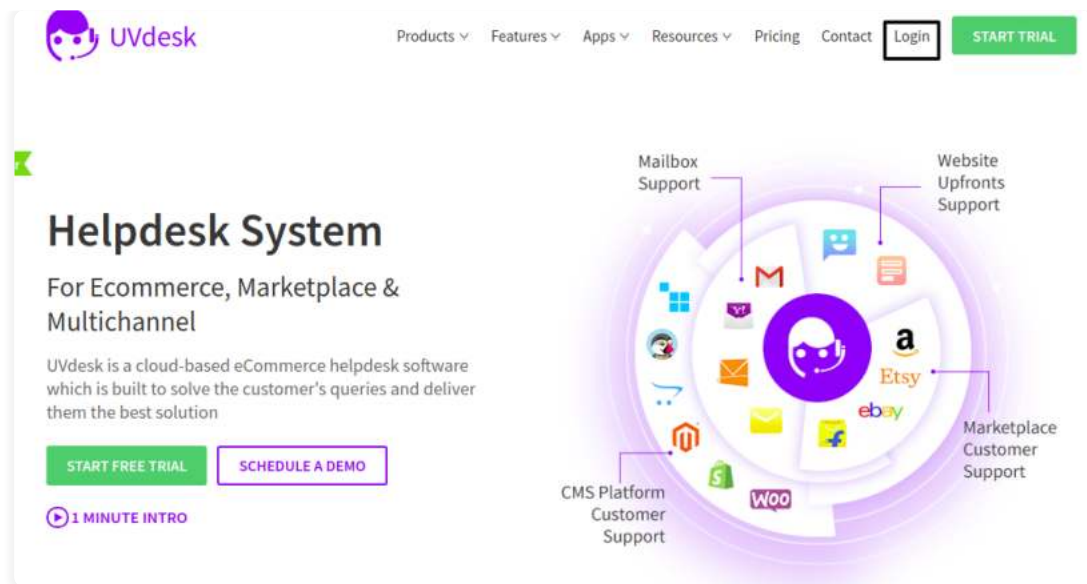


Module Installation Complete !!

How To Get UVdesk API

To use this module, an admin needs to register on **UVdesk** and obtain its credentials.

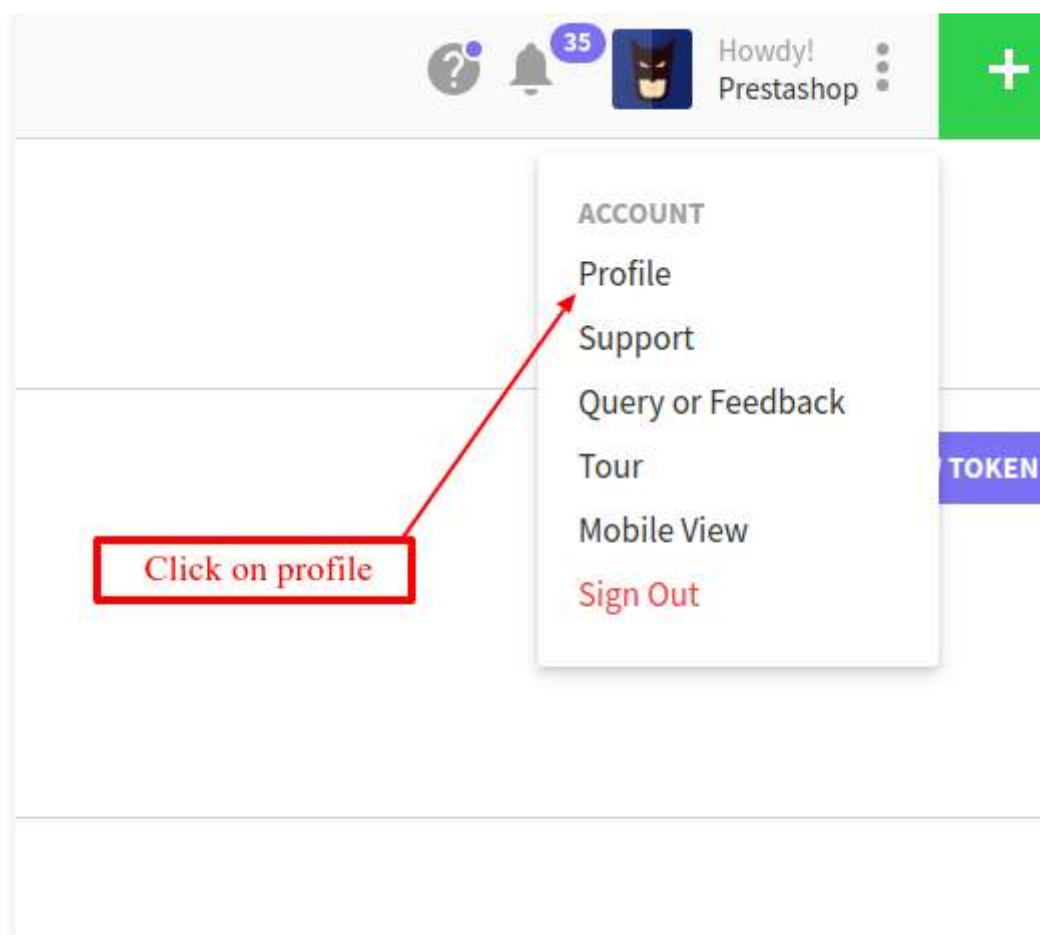
[Click here](#) to create a new account on UVdesk.



Please enter the following details and click “**Proceed**” button below.

The image shows the UVdesk account creation form. On the left is a purple sidebar with a white robot icon and a vertical progress bar with four steps, the last of which is checked. The sidebar also contains the text "NEED A HAND? LET US HELP YOU" and "support@uvdesk.com". The main form area has the UVdesk logo and the text "Create an account with UVdesk to assist your customers better". Below this is the heading "Create your login details". The form includes three input fields: "Email", "Password", and "Confirm Password". A checkbox with the text "The personal information that you have provided will help us to deliver, develop and promote our products and services. Submitting your details indicates that you have read and agree to our Privacy Policy and Terms & Conditions." is present. A purple "PROCEED" button is at the bottom of the form. At the very bottom, there is a link: "Already have an account with UVdesk? Sign In".

After successfully creating your account on UVdesk, please log in and go to **Edit Profile**.



Call us now 0123-456-789

Contact us

Currency : USD

Sign out

David Ryan

Your Logo

a new experience

Search

Cart (empty)

WOMEN


DRESSES

T-SHIRTS

Marketplace

Seller Profile

Seller detail page



ONLINESHOP

View Collection

SELLER PROFILE

ABOUT SELLER

Seller detail will change according to admin configuration

John Doe

Business Email - demo@demo.com


Phone - 0999999999

Address -

Social Profile -


Seller Rating -

RECENT PRODUCTS




demo frock

\$400.00



Demo T-shirt

\$600.00



trial

\$900.00

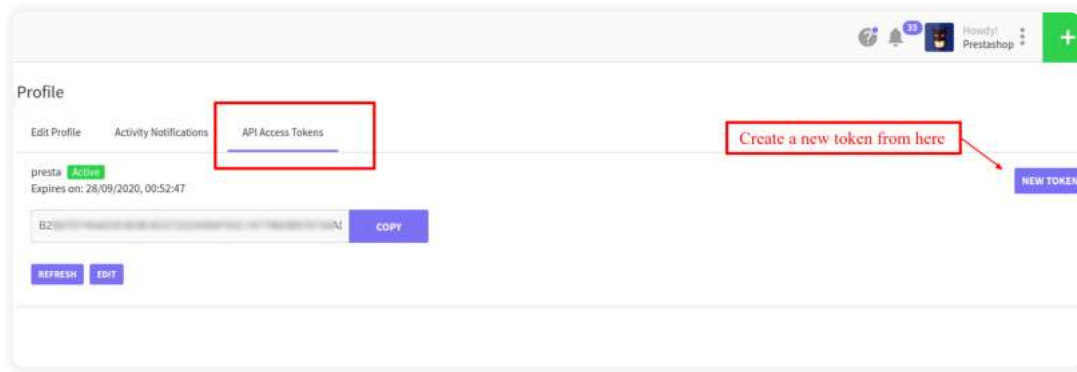
REVIEWS ABOUT SELLER

Seller reviews will be listed here

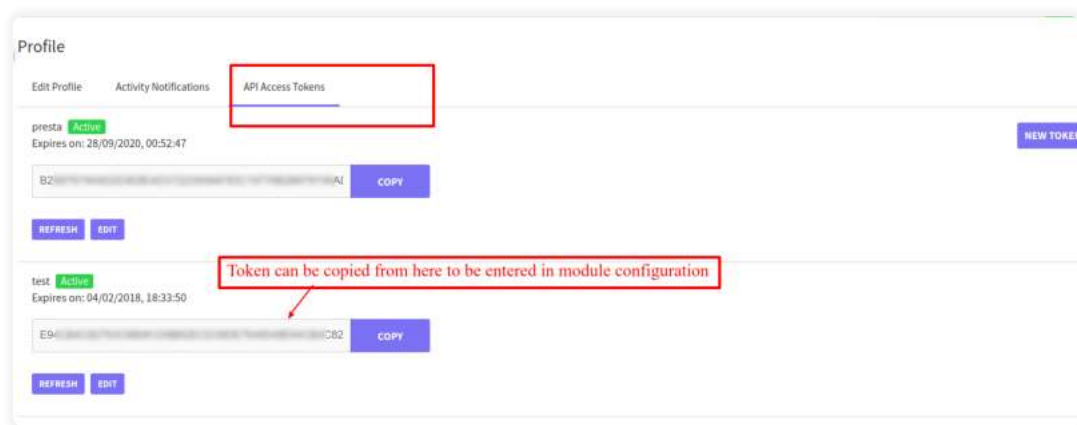
WRITE A REVIEW I

No reviews found

You will see “[API Access Tokens](#)” in the Profile Section. Click on the “API Access Tokens” tab for the API Access.



Enter Your **Token Name** and click on **Save**. You will now be able to view your access token. Copy this and it will be used for module configuration at PrestaShop end.



This is how the Access token is generated to integrate UVdesk with PrestaShop.

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.

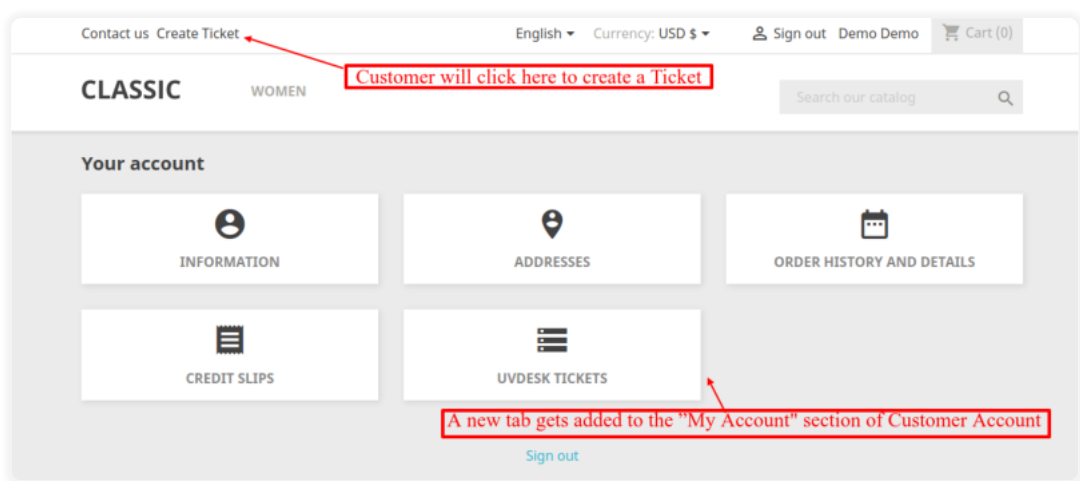
Company Domain – Enter the Domain Name of your company.



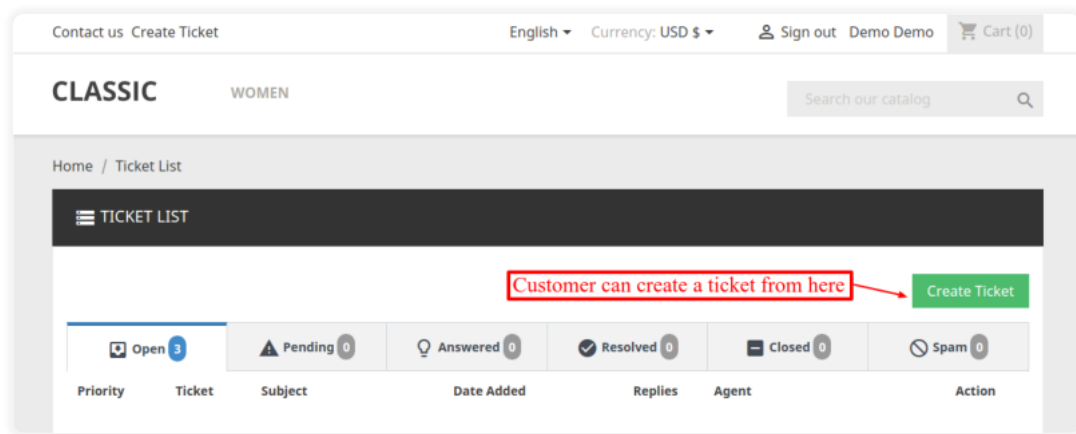
Click on save and the module is configured.

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.

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

Click here to save and create the ticket

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

Site Details

Date

Time

File Choose file No file chosen

Help and Information

Ticket

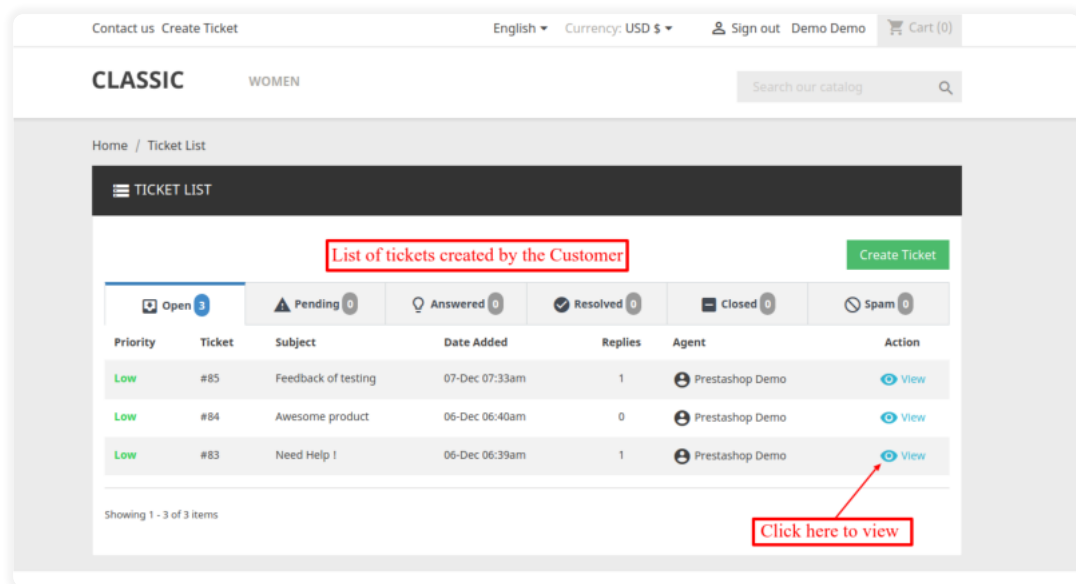
A ticket is the support request submitted by the customers to inquire about their problems.

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.

Create Ticket

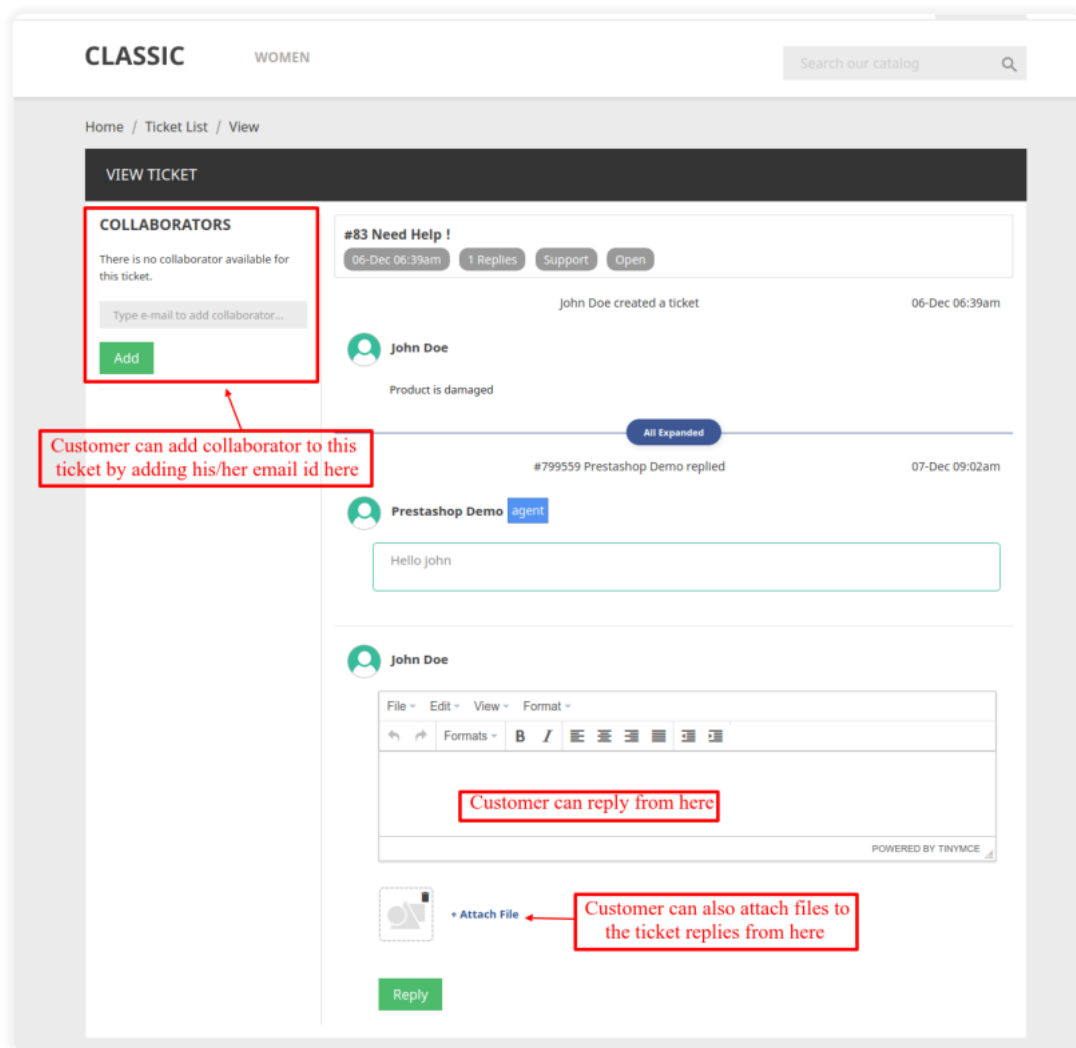
A customer can also find the list of created tickets.



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.

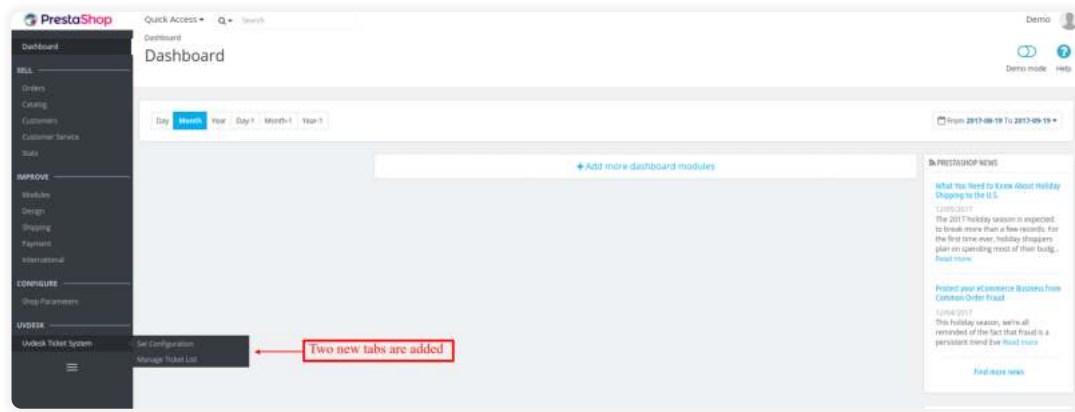
The customer can **attach files** to be sent with the replies if required.



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 :

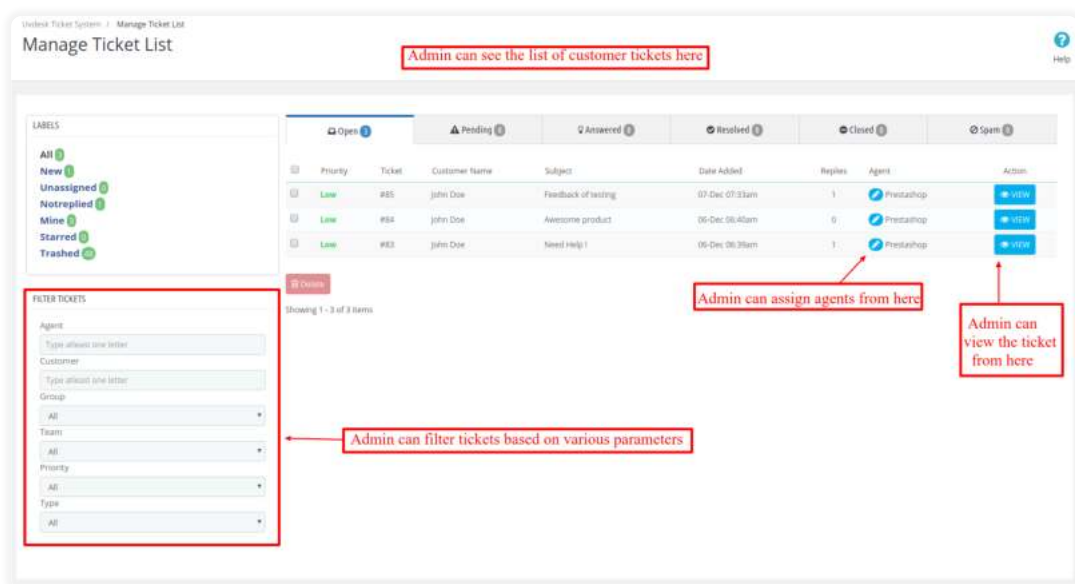


Set Configuration (As described in the configuration block above)

Manage Ticket List

Manage Tickets

The tickets created by all the customers on the front-end will be listed 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

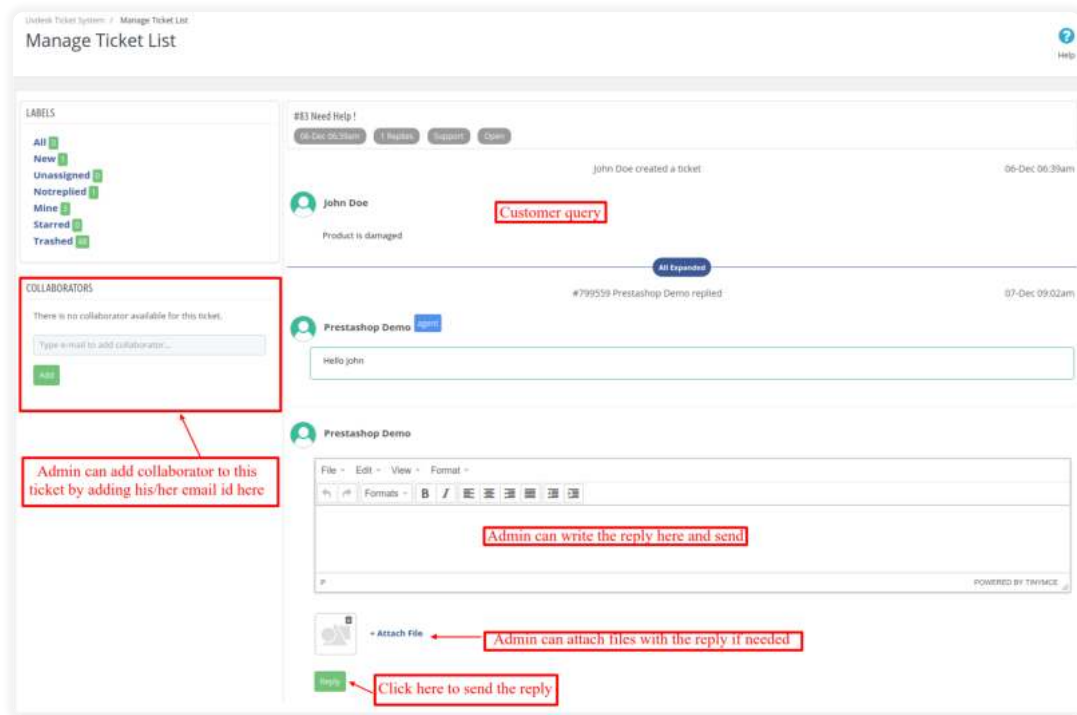
Priority

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)

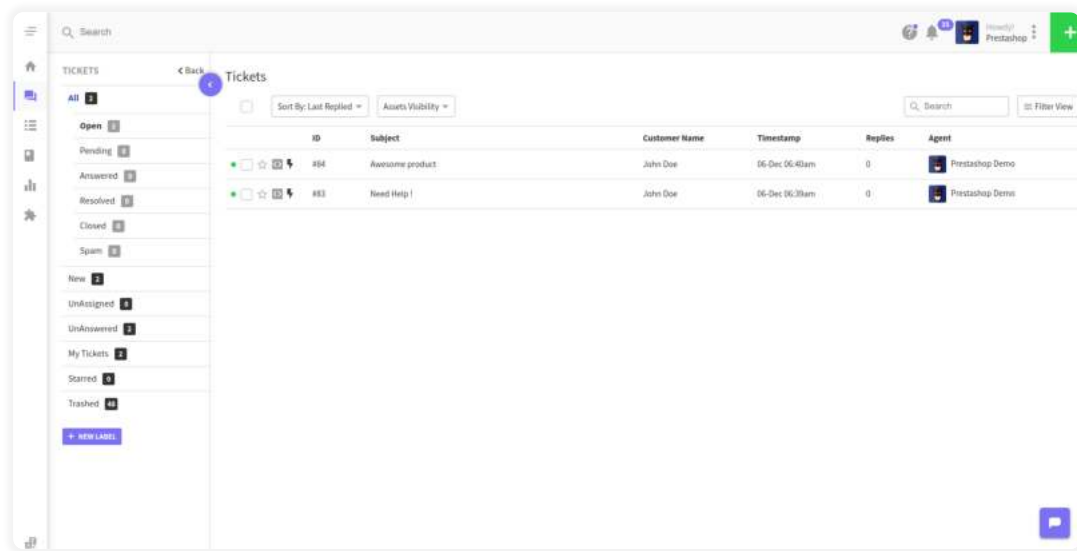


A customer can then see these replies on front-end.

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.

Thank you for reading this Blog 😊

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

Support

For any kind of technical assistance or query, please [raise a ticket](#) or send us a mail at **support@webkul.com**

Also, please explore our [Prestashop development services](#) and vast range of quality [Prestashop addons](#).

Current Product Version - 4.0.3

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

Blog Version - 8.x.x, 1.7.x.x