**Admin Section**

1. Manage Operators

Fields: Name, Email, Password, Contact, IsEnabled

After creation admin will send password to operator manually, no email notification needed.

Delete or disable an Operator: Note that Admin will not be able to delete an Operator that has been involved in tickets or tasks previously. This check has been created in order to keep activity history.

No Need to develop any properties / permission of an Operator. Operator will carry the properties of the support team.

1. Manage Support Teams : A Support Team is basically a group of Helpdesk Operators.

Fields: Name / Description , IsEnabled

Properties :

Add Operators to Support Team

Permissions :

* "Can create new Tickets?"
* "Can re-open closed Tickets?"
* "Can delete Tickets?"
* "Can View Tickets"
* "Auto Assign Tickets"
* "Reassign Own Tickets"
* "View Others Tickets"
* "Edit Others Tickets"

Permission override rules for Contacts, Companies, Categories : **Do you really want this feature? It takes more time and effort but doesn't seem much frequently useful.**

Remove and Disable Support teams : If you want to completely delete this Support Team. Note that you will not be able to delete a Support Team that has Operators linked to it. Please remove all the Operators linked to this Team if you still need to delete the Team.

1. Manage Companies :

Fields: Company name, IsEnabled

Company will have four tabs :-

* Contacts - **We don't need Contact as general module, for us we will have contacts for company only and for the same reason we can remove contact from Support Team override rule, right?**
* Supervisor : A supervisor is a person that has a global view on the support requests create by all the Contacts of the Company he his linked to. In fact, a Supervisor will be able to view his tickets, and all the tickets of his colleagues. Note that the Supervisor has a read-only access to the tickets of his Company. You can have only one Supervisor per single Company.
* Support Category : In the "Support Categories" panel it is possible to allow or deny the creation of support tickets for the support Categories that were created. if you want a specific Company to be able to open new Tickets for some categories only, this permission automatically replicates on the category's sub-categories, if present. - **Do you really want this feature? It takes more time and effort but doesn't seem much frequently useful.**
* Address—For managing the address.
* Attachments—For managing the attachment.

Disable and Delete : There will be option to Disable and delete any contact or company.

1. Managing Help-Desk Items
2. Ticket Status-> The Status of the support Ticket indicates its level of progression toward a solution. Application will provide by default three tickets Status:

* Open: The typical Status for new Tickets, assigned automatically upon creation.
* In Progress: This is usually set by Operators to indicate that the work for a solution has started.
* Closed: Used to indicate that the work by support staff has terminated.

Admin will be able to add the custom Ticket status to the list, and will be able to use them as they wish. For example, they could add a "Waiting Customer" or "Cancelled by Customer" Status. We will have to remember that Admin need to have a default status for incoming tickets and a closed status to indicate that the ticket is no longer active.

Properties for creating a new Ticket Status:-

* Status Description--This is basically the name for the Ticket Status.
* Enabled ?-- Uncheck this box to hide the Status from the module temporary.
* Default for New Tickets ?-- Admin can have only one default for new ticket, and this is the status that will automatically set by application when new tickets are created.
* Is Closed Status ?-- Status with this flag checked will indicate that the Ticket is closed and no longer actions by Operators or Customers is accepted. You can have more than one closed Status items.
* Icon Color: select the color of the icon for this Status.

**Do you really want dynamic ticket status?**

1. Ticket Categories : Tickets Categories to regroup the support Tickets by the subject of the support needed. You can create three levels of sub categories, to further regroup your support Tickets. This will show in dropdown in time of creation a new support ticket.

Fields

Category Description

Is Enabled ?

Parent Category

Default Deny to Companies : if you want to hide this Categories to all your Companies unless this is directly specified in its permissions - **Do you want this field, is it useful for you?**

1. Ticket Priorities Operator
2. Ticker Priorities Customer

Priorities indicate the level of urgency for the support Tickets. Higher priority tickets would be handles first by the support Operators.

Fields

Description

IsEnabled?

Defaut for New Ticket?

**Do you want both kind of priorities or just one?**

1. Support Tickets: There will be specific form for the support ticket. Support request will only be raised by the Operator and the Registered Customer only.

Search / Advance Search Tickets

Add / Edit Support Ticket

**Tabs**

1. Comments : Comments are used to allow a persistent communication between Operator and the customer. You can see all the "chat log" in this panel, as well as add a new message. According to the enabled Notifications an email will be sent to the Operator when the Customer adds a new Comment, and an email will be sent to the Customer when an Operator adds a new Comment and check the "Email to Customer ?" checkbox.
2. Events - Simple logs of ticket activity
3. **Tasks - Not required**
4. Contact - Not sure what will come here
5. Attachments
6. Contracts - Basic contract just for assignment to company, there won't be any action related to contract, No SLA.

**Do you want any specific functionality related to contract or we can remove contracts?**

1. Email Notifications : We need basic fix template email for notifying company or support or admin on activity of support ticket?
2. Knowledge Base :

KB Categories - 3 level

Articles - **Only admin can create articles? Or operator too?**

1. Chat with support operator : **Do you need chat same as like live support? For example there are agents logged in for chat and customer select chat option, if any agent free he will can see the customer list and pick for chat, if all agents are busy customer will get message to wait and more. I think we can easily pick any readymade chat plug-in for this? As it is not easy to develop the whole feature exactly like what explained.**

**Operator Section**

1. Dashboard
2. Support Tickets

New Ticket- Operator can create a new ticket but they will only be able to create the ticket for the existed customer.

Search ticket- According to Admin set rule this search features will work and the page will look like the same as we mentioned for the Admin.

**Customer Section**

1. Active Support Tickets
2. Search Support Tickets
3. Archived/Close Support Tickets