The Tasks which need to do.

1. Comment section also Chat Section.
2. Need to implement Contract module Only.
3. Knowledge Base.

The Tasks which Don’t need to do.

1. Don’t Need SLA Module.
2. No Need of CRM.
3. Don’t Need Send Email .
4. Don’t Need Task.
5. No Need of Extended Fields

Operators

SupportTeam

ST - Permissions

Companies - Contacts (Supervisors) , Support Category (allow specific) , Address , Attachments

Ticket Status -

Ticket Categories - 3 level

Ticket Priorities -

Knowledge Base

Confusing Points:-

- "Create New Tickets"- If checked, the members of this Team will be able to create tickets for the specifc contact, company or category. For example, if this permission is not checked for the category "software support", this Team will not be able to create new ticket for that category.

"Reassign Own Tickets" - If checked, then team members will be able to reassign the ticket for the specific contact, company or category to another Operator or Support Team. If checked in the default item, but not checked for example for the company "James Hotels & Co", members will be able to reassign all of his tickets, but not the tickets for the "James Hotels & Co" company.

Edit Others Tickets" - If checked, tickets assigned to other operators of teams and teams will be visible and editable to all. Team members will be able to manage and interact with tickets assigned to other Operators. For example, if this permission is checked for the contact "John Smith", and not by default, the tickets for "John Smith" will be visible and editable, even if not assigned directly to these members. Since is not set by default, all other tickets will not be editable.

**Admin Section**

Admin section will contain following Features.

1. **Operator :- single unit of customer support personnel.**

* **For register an Operator there will be the below fields: Name, Email, Password, Contact (Please let me know if you want to add any further items here, no more fields)**
* **(not needed: After registration operator will receive an email with the Password created by Admin) They can use this password (sent manually from admin) for first time login and can change his password by the system.**
* 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.

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| **Help Desk** | **BizSuit** |
| **No Need to develop any properties of any Operator. Operator will carry the properties of the support team.** | **Whereas In Biz suite defined a Properties.** |

1. **Creating New Support Team :- A Support Team is basically a group of Helpdesk Operators.**

Properties of Support Team are as follow :-

* "Can create new Tickets?"
* "Can re-open closed Tickets?"
* "Can delete Tickets?"
* "Can View Tickets"
* "Auto Assign Tickets"
* "Create New Tickets" (for specific contract.)
* "Reassign Own Tickets"
* "View Others Tickets"
* "Edit Others Tickets"

Issue Points :-

* "Create New Tickets" (for specific contract.)
* "Reassign Own Tickets"
* "View Others Tickets"
* "Edit Others Tickets"
* Auto Assignment:- Feature to Auto Assign a ticket to Group.
* Remove and Disable Support teams-> If you want to completly delete this Support Team, click on the "Delete" utton. 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. Creating a Company :- : Admin will be able to create the Company with the attributes Company name, Address, Contact and Email.

Company will contain four tabs :-

* Contacts :- can create the contact and can link to the company. Here will be two option.
* Create :- You can create the contact and can link to the company.
* Look-up :- If admin wants to look up then the contact list will came up and he will be able to select the contact to look-up.

**Note: One contact can bind only for one company only.**

* 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 collegues. Note that the Supervisor has a read-only access to the tickets of his Company.

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| **Help Desk** | **BizSuit** |
| **From the list of contact we can assign one or more than one person as a supervisor.** | **You can have only one Supervisor per single Company.** |

* Support Category-- In the "Support Categories" pane it is possible to allow or deny the creation of support tickets for the support Categories that were created. Use these functions if you want a specific Company to be able to open new Tickets for some categories only. Simply click on the green V and red X icon next to the category name to allow or deny access; this permission automatically replicates on the category's sub-categories, if present.
* 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:

* **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 "Canceled 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.

**Here one point is not taken from Biz Suit:-**

**"Icon for this Status": Simply select the color of the icon for this Status.**

* **Ticket Categories->** You can use Tickets Categories to regroup the support Tickets by the subject of the support needed. For example, you could group the Tickets for product or service sold or by type (for example Sales", "Generic Support", "Quote Request"). 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.

This below detail contain the creation page:-

* Is Enabled ?-- Uncheck this box if Admin want to hide this category (and all of its sub category) from the system temporary.
* Ticket Priorities- Priorities indicate the level of urgency for the support Tickets. Higher priority tickets would be handles first by the support Operators.

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| **Help Desk** | **Biz Suite** |
| For simplicity we will use a single priority type. | BizSuite handles both the priority level that is "suggested" by the customer, and the "official" level of priority that is set by your helpdesk personnel. |

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| **Help Desk** | **Biz Suite** |
| CRM Elements: We are not including this for this phase. | CRM Available. |

1. Support Tickets: There will be specific form for the support ticket and Admin will not be able to customize this form. **Support request will only be raised by the Operator and the Registered Customer only.**
2. Search Tickets
3. Tickets page will look like same as in the Bizsuite and the functionality will remain same as well.

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| **Help Desk** | **Biz Suite** |
| need comments features, separately from chat! | Only Chat available. |



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| **Help Desk** | **Biz Suite** |
| Need Contract only no SLA option. | Contract and SLA Available. |

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| **Help Desk** | **Biz Suite** |
| DONT need to provide the engine that sends the e-mail | Email Notification available using POP3. |

* **Require a Chat Feature.**
* **Require Knowledge Base.**