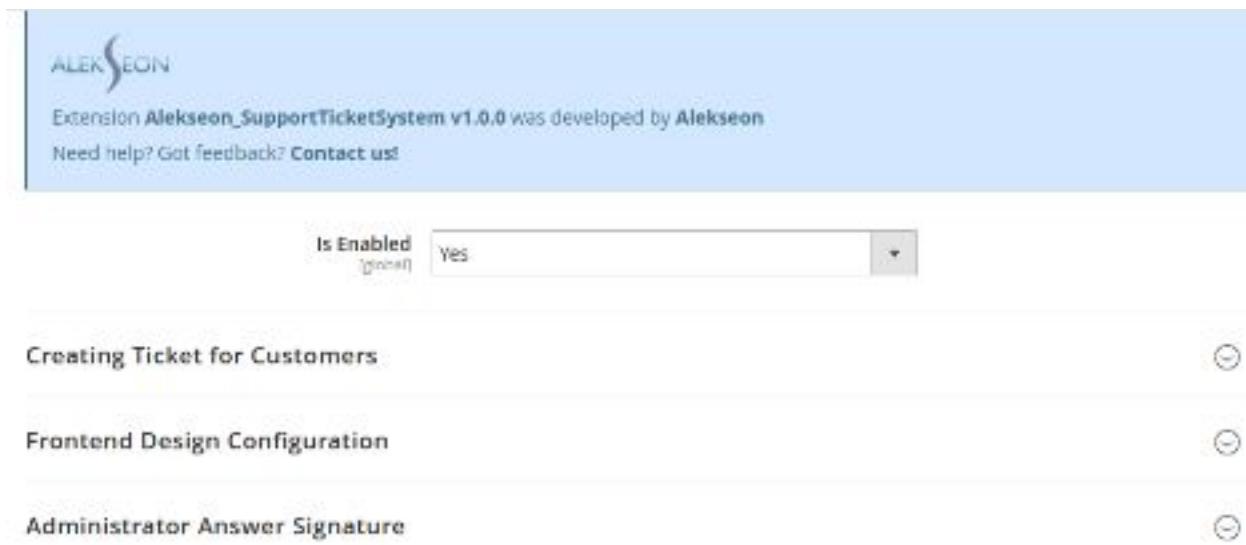

User Manual Guide

System Ticket Support Module for Magento 2

1. Module system Ticket Support in Magento 2.

After installation the module will appear in BO in tab **STORES > Configuration > Alekseon Extensions > Support Ticket System**.

A screenshot of the 'Support Ticket System' configuration page in the Magento 2 backend. At the top, there's a header with the ALEKSEON logo and a message about the extension being developed by Alekseon. Below the header, there's a section titled 'Is Enabled' with a dropdown menu set to 'Yes'. The main configuration area contains three items: 'Creating Ticket for Customers', 'Frontend Design Configuration', and 'Administrator Answer Signature', each with a small edit icon to the right.

1.1. Support Ticket System Module

First configurable field:

- **Is Enabled with grid YES/NO.**

Option allows to decide if we want this module to work on our website or not.

YES - turn ON the module

NO - turn OFF the module so all the functionalities will be not available

1.2. Creating Ticket for Customer

Creating ticket means that if user will have any issues/question/doubts due to site/product he can report that from product page or dashboard and get in touch with the admin/support team.

- **Allowed For Guests:**

YES - means that the ticket can be created as user without account from product page. After created ticket and reply from Support customer will receive unique URL address where he can track his conversation with support without having an account or being logged in.

NO - means that the ticket can be created only from account level while being logged in.

- **From Tickets List:**

This option is available only for users with account which are logged in. In dashboard in tab Support Tickets there is list with all created tickets and this options allows also user to create them directly from this page.

YES - means the button will be visible to user

NO - means no button on this list

If this is enabled user will see on his account blue button as below: Create New Support Ticket

The screenshot shows the Account Dashboard on the left and the Support Tickets section on the right. The Account Dashboard sidebar includes links for Account Dashboard, My Orders, My Downloadable Products, My Wish List, Address Book, Account Information, Stored Payment Methods, Billing Agreements, My Product Reviews, Newsletter Subscriptions, and Support Tickets. The Support Tickets section has a title 'Support Tickets' and a blue 'Create New Support Ticket' button. Below it is a table with columns for Reference Number # and several entries: 00000006, 00000003, 00000002, and 00000001.

Reference Number #
00000006
00000003
00000002
00000001

- **From Order View**

In dashboard while being logged in users can check **MY ORDERS** tab in dashboard which contains all orders. **The action > View Order** allows to check the details of order and from this level **CREATE SUPPORT TICKET** can be also made.

To manage this option we can choose from BO grid:

YES - means the option will be visible for user

NO - means there will be no option to create ticket on order view

If this is enabled user will see in order view blue text as below: Create Support Ticket

Account Dashboard

My Orders

My Downloadable Products

My Wish List

Address Book

Account Information

Order # 000000002

October 25, 2017

Reorder [Create Support Ticket](#)

Items Ordered	Invoices	Order S
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- **From Product View**

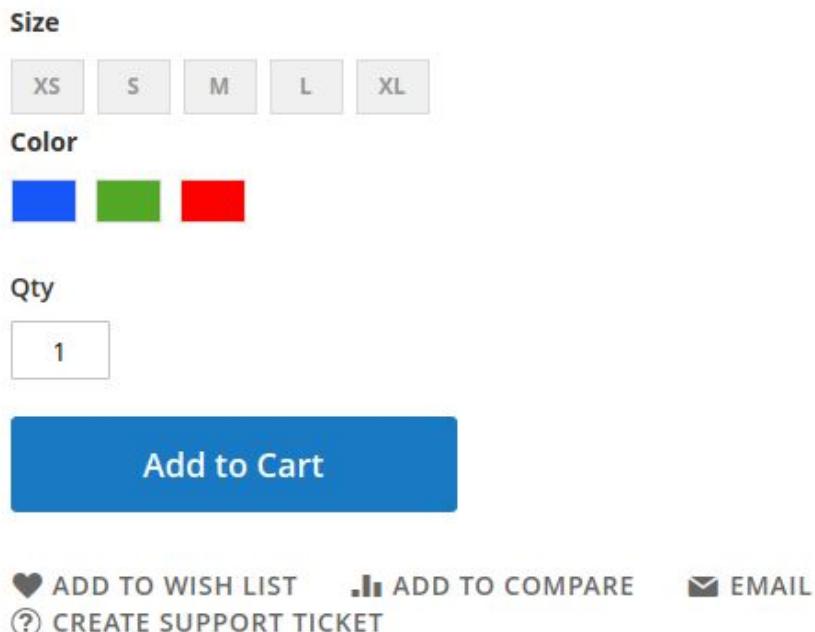
On product page we can also make Create Ticket Support available for user

YES - means this option will be visible on product page

NO - means no option on product page

We suggest to flush magento PAGE CACHE (FPC) after changes. System > Tools > Cache Management. If no the button might be still in/visible on product page.

If this is enabled user will see on product page: Create Support Ticket



- **Assigned Order Is Required**

While creating ticket the ORDER field will be required or not. This means that user will be forced to choose order number to which request is made. If user is new and do not have any orders please notice the request will not be available to submit. In that case this should be set to NO in other case user have to accept fact the he must have at least one order to create ticket.

So in that case:

YES - means that order field will be obligatory

NO - means there will be no order field to fulfi

1.3. Frontend Design Configuration

Created ticket awaits for the support/admin reply. The area where the conversations has place can be also edited.

- **Customer Message Background Color**
Using CSS color values the customer background frame can be set to any color due to needs
- **Administrator Message Background Color**
Using CSS color values the admin background frame can be set to any color due to needs

Customer and admin will share together color scheme which was set as on below example:

Request

Status: Waiting For Customer

Order: #00000002

Nov 2, 2017, 4:02:30 AM

Hello

Nov 2, 2017, 4:03:24 AM

Hello

Support@

Write Message *

1.4. Administrator Answer Signature

Under created answer in the support tickets the administrator signature can be also edited due to needs.

Signature grid contains three option:

- a) Administrator Name - it will take value under which administrator is called in BO.

- b) Static Signature - it will take signature that was put manually in main field static signature below
- c) Default Signature - this option will take always default signature from static signature

- **Static Signature**

Field allows to put any text/signature manually due to needs

- **Editable Signature:**

YES - option will show field signature that can be edited before direct answer to customer/user

NO - will hide this field

1.5. Attached Files Configuration

Section allows to configure attachments while conversation

- **Allowed on Frontend:**

YES - will enable adding files on FO for users

NO - will hide this option. No files can be added

- **Max File Size in kB:**

Field give option to set the maximum value for file that can be added in kB

- **Attached Files Limit:**

Field allows to set limit how many files can be attached

- **Allowed File Extensions:**

Field will force user to add file in proper extensions. If multiply need comma separated. If field will be empty all extensions are allowed.

- **Displayed Information:**

Field contains text that can be edited and will inform user about file size, extension or any other matter due to needs

1.6. Notification Emails

- **Email Sender**
Will give information from who email was received
- **New Support Ticket Email Template**
Default design email template that show information about created support ticket
(new template can be designed by client and used due to needs)
- **New Admin Message Email Template**
Default design email template which is sent to customer when admin/support reply (new template can be designed by client and used due to needs)
- **New Customer Message Email Template**
Default design email template which is sent to admin after customer reply
(new template can be designed by client and used due to needs)
- **Send Email Copy To**
Field allows to send email to other addresses. If more than one emails then requires comma-separated.
- **Send Email Copy Method**
Allows to send email using blind carbon copy-BCC (in copy) or by separate email to each user.

1.7. Auto Close Tickets

After ticket get status solved it can be automatically closed if there is no new message from customer in this ticket.

Enabled:

YES - will enable this function

NO - will disable this function

Close After X Days - allows to set number of days after which "solved" status tickets will be closed.

2. Admin tools for Support Ticket System

2.1. In BO: marketing tab > user content > support tickets

The screenshot shows the Marketing BO interface. On the left, there is a sidebar with links: URL Rewrites, Search Terms, Search Synonyms, Site Map, User Content (which is currently selected), Reviews, and Support Tickets. The main area is titled "Manage Departments" and contains a grid of support tickets. The grid has columns for Status, Priority, Assigned User, Department, Last Message Date, and Action. One ticket is visible in the grid:

Status	Priority	Assigned User	Department	Last Message Date	Action
Waiting For Customer	Normal			Oct 25, 2017 5:52:38 AM	View

At the top right of the main area, there are buttons for "Add New Support Ticket", "Filters", "Default View", "Columns", and pagination controls (20 per page, 1 of 1).

First we will discuss Manage Department section and Add New Support Ticket tab.

2.2. Manage Departments

This section allows to create the departments where tickets should be assigned. Customer will have grid to choose proper department.

While creating new department we have fields:

- **Title**
Will display name for the department visible in BO and FO
- **Status**
If this department should be available or not
- **Agent**
Defines which internal user will get request from customer

After save and enable new department it will be available in the grid while creating new ticket. Option above can be always changed due to needs.

2.3. Add New Support Ticket

Section allows to create tickets by admin to customer directly.

General Informations contains fields such as:

- **Store View**
If web has different stores they can be managed here
- **Customer Email**
Where we put customer email. He will receive direct email
- **Customer Name**
Name customer can be defined or if empty will take from available data
- **Title**
Short description of ticket
- **Status**
We have 5 available statuses **New/ Open/Waiting For Customer/Solved/Closed** which can be set due to needs
- **Department**
From which department this request was made
- **Assigned User**
Who will manage this request
- **Priority**
Low/Normal/High due to needs
- **Frontend URL**
While creating ticket this field is empty as it will be generated after save.
It provides unique URL to conversation between customer and support
- **Order**
We can define here to which order request is made
- **Product SKU**
We can define here to which product request is made.

- **Message**
Message to customer which will be visible after he enter in URL provided in email
- **Attached Files**
We can add here a file/ document due to needs

After Save the ticket will be visible on the main list in: **marketing tab > user content > support tickets**

All the tickets with details are available there. Action column allows to view each ticket, edit it and add answer.

As **Alekseon Team** we would like to thank you for buying our product.
If you have any questions feel free to contact us via **support@alekseon.com**