

MageArray

User Guide Help Desk



Extension Version - 1.0.2

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Magento Editions Compatibility

Community - 2.0.0 to 2.0.12, 2.1.0 to 2.1.4

Enterprise - 2.0.0 to 2.0.12, 2.1.0 to 2.1.4

Extension Page : <http://www.magearray.com/help-desk-support-ticket-system-extension-for-magento-2.html>

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Introduction

Using this extension customers or guest can create new tickets relating to their complaints, queries, problems, issues, suggestions etc. Helpdesk extension is perfect for ticket management. For more information about this extension please visit MageArray.com

Installation

- Backup your web directory and store database
- Download extension installation package
- Disable Magento Cache run command "**php bin/magento cache:disable**" using SSH from your magento root directory
- Upload contents of the extension installation package to your "**app/code/MageArray/HelpDesk**" directory
- Then run commands "**php bin/magento setup:upgrade**" using SSH from your magento root directory
- Enable Magento Cache run command "**php bin/magento cache:enable**" using SSH from your magento root directory

Usage

Admin

General Configurations

To configure the Help Desk Extension for Magento, navigate to **Stores >> Settings >> Configuration >> MageArray Extensions >> Help Desk**.

The screenshot shows the 'Configuration' page for the 'Help Desk' extension. A green speech bubble with the text 'System Config for Help Desk' is overlaid on the page. The page includes a 'Store View' dropdown set to 'Default Config', a 'Save Config' button, and a 'General Settings' section with the following fields:

Field Name	Value	Scope
Enabled	Yes	[STORE VIEW]
HelpDesk Admin Name	Admin	[STORE VIEW]
HelpDesk Admin Email	john.doe@example.com	[STORE VIEW]
<small>Email Address where you want to receive notification.if empty,no email is sent</small>		
Notification send to admin about new ticket	Yes	[STORE VIEW]
Notification send to customer about admin answer	Yes	[STORE VIEW]
Ticket Email Template	New Ticket (Default)	[STORE VIEW]
Comment Email Template	New Comment (Default)	[STORE VIEW]

General Settings


- **Enable** - Enable/Disable the extension.
- **HelpDesk Admin Name** - Name is use for send/receive email
- **HelpDesk Admin Email** - Emailid is use for send/receive email
- **Notification send to admin about new ticket** - Notify admin when customer create new ticket.
- **Notification send to customer about admin answer** - Notify customer when admin give answer of ticket or create new ticket.
- **Ticket Email Template** - Ticket Email Template
- **Comment Email Template** - Comment Email Template

Manage Tickets

Here admin can see all tickets.

Manage Ticket

🔔 2
👤 admin



Add New Ticket

Search
Reset Filter

Actions ▼

5 records found

20 ▼ per page

< 1 of 1 >

<input type="checkbox"/>	ID	Subject	Message	Created Date	Updated Date	Status	Priority	Name	Order	Action
<input type="checkbox"/>	From	<input type="text"/>	<input type="text"/>	From	From	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	To	<input type="text"/>	<input type="text"/>	To	To	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	2	Question about product stock	Bag4 is out of stock now when it will re-stock i have to purchase that product	Jan 20 2016 9:56 AM	Jan 20 2016 9:58 AM	New	Normal	John Doe	Unassigned	Edit
<input type="checkbox"/>	3	Not a same product in received package	I Bought One bag before a week, i just received order when i open that its not same bag what i order please give me my that product what i ordered otherwise give me back my money	Jan 20 2016 10:03 AM	Jan 20 2016 10:12 AM	New	High	Alex Parrish	000000003	Edit
<input type="checkbox"/>	4	Damage product	Today i received my order but product is damage ,zip is not working now i want to return that product in how many days i have to return that product?	Jan 20 2016 10:11 AM	Jan 20 2016 10:18 AM	New	High	Thomas Zane	000000004	Edit
<input type="checkbox"/>	5	Regarding Extra charge for ship order in another country	I have to ask about how many extra charge will be take if i want to ship that order in another country	Jan 20 2016 10:26 AM	Jan 20 2016 1:14 PM	New	Normal	Thomas Zane	No order	Edit
<input type="checkbox"/>	6	Question about payment method	Is there any bank transfer method or debit cart method available in your site?	Jan 20 2016 10:31 AM	Jan 20 2016 10:31 AM	New	Normal	Thomas Zane	No order	Edit

Admin can Edit/Reply of submitted ticket

The screenshot displays the 'Ticket' management interface. At the top, there are navigation buttons: 'Back', 'Delete Ticket', 'Reset', 'Save and Continue Edit', and a prominent 'Save Ticket' button. The main content area is titled 'Ticket Information' and contains several form fields: 'Ticket By' (set to 'Customer'), 'Author' (Alex Parrish <alex.parrish@example.com>), 'Subject' (Not a same product in received package), 'Status' (New), 'Priority' (High), and 'Order' (000000003). A 'Store View' dropdown menu is open, showing options like 'All Store Views', 'Main Website', 'Main Website Store', 'Default Store View', 'New Store', and 'Store 1'. Below the form is a 'Comment' text area. At the bottom, there are two message boxes: one from 'admin' dated 2016-01-20 10:12:59 with the text 'We are really sorry for that,we will make sure that you will get your product in two days.', and another from 'Alex Parrish' dated 2016-01-20 10:03:19 with the text 'I Bought One bag before a week, i just received order when i open that its not same bag what i order please give me my that product what i ordered otherwise give me back my money'. A green speech bubble callout on the left side of the form reads 'Reply/Edit on Submitted Ticket'.

Ticket By - You can select customer or guest.

Author - You can select registered customer.

Subject - you can specify subject of ticket.

Status - you can set status of ticket.

Priority- you can set priority of ticket.

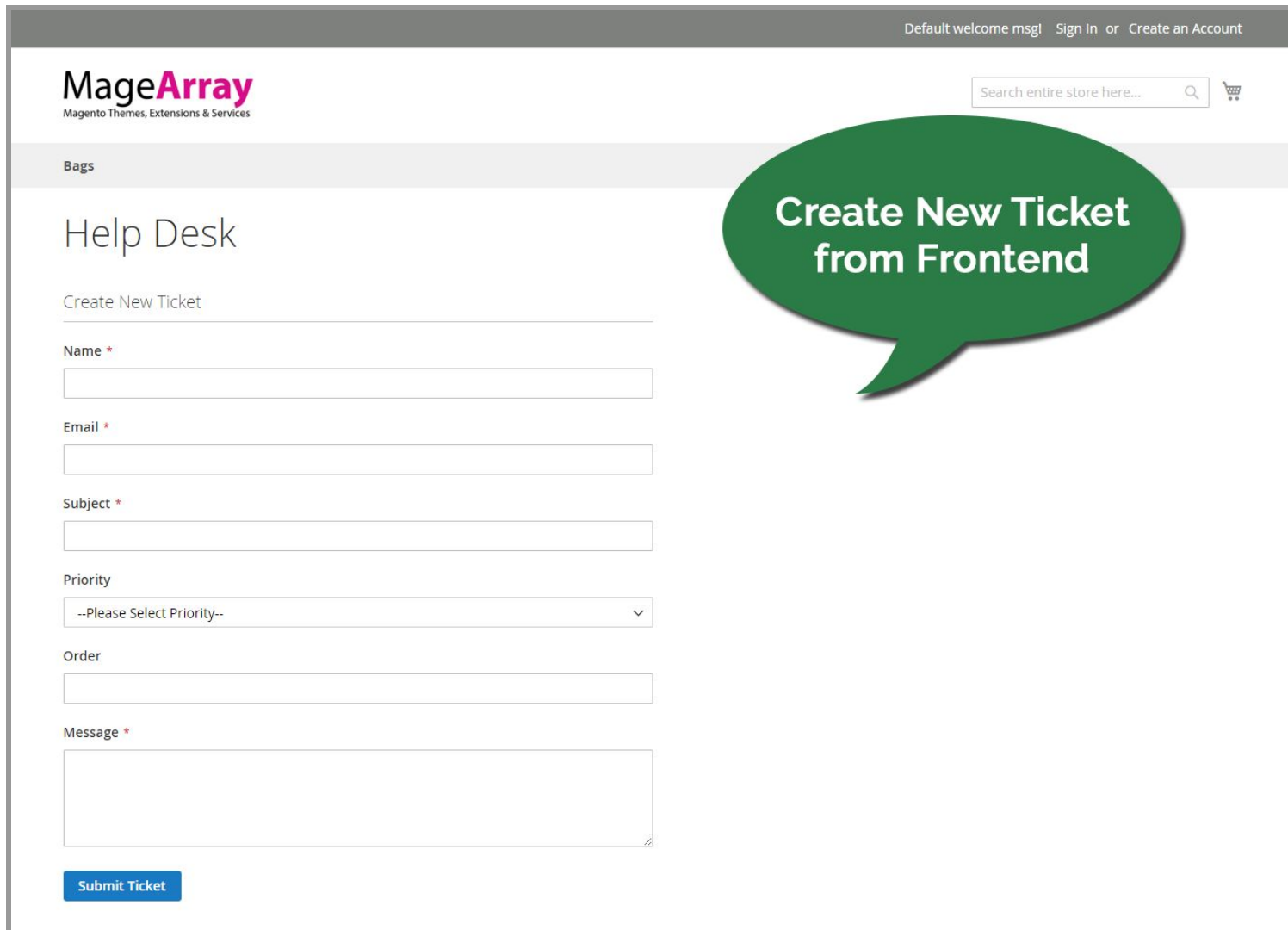
Order: You can add order id if ticket is related to order.

Store View - It will show on selected Store View.

Comment - you can write reply of ticket.

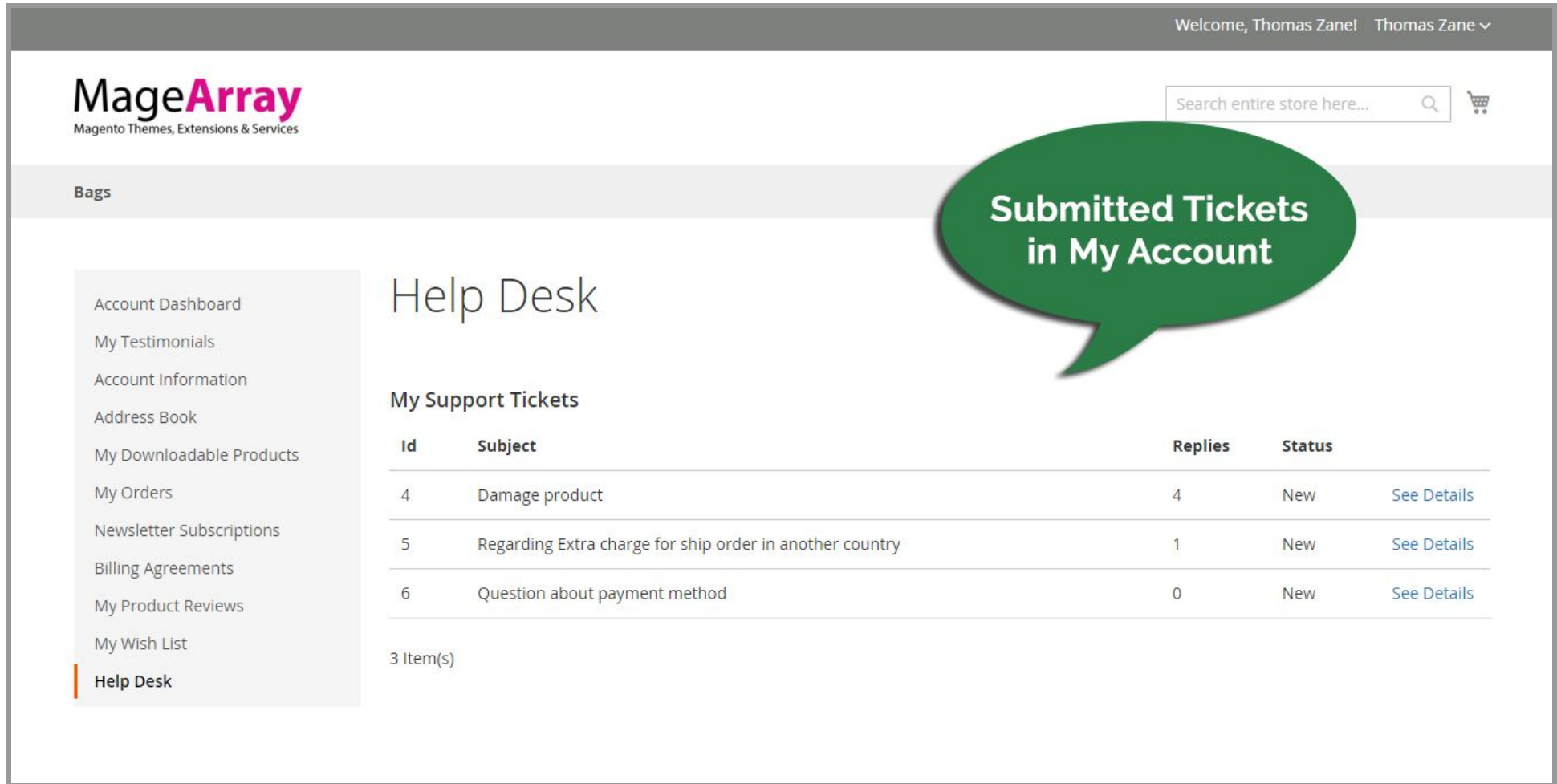
Front-End

Create new ticket



The screenshot shows the front-end interface for creating a new ticket. At the top right, there is a navigation bar with the text "Default welcome msg! Sign In or Create an Account". Below this is the MageArray logo and tagline "Magento Themes, Extensions & Services". A search bar with the placeholder "Search entire store here..." and a shopping cart icon are also present. The main content area is titled "Help Desk" and contains a "Create New Ticket" form. The form includes fields for "Name *", "Email *", "Subject *", "Priority" (a dropdown menu with "--Please Select Priority--"), "Order", and "Message *". A blue "Submit Ticket" button is located at the bottom of the form. A green speech bubble callout is overlaid on the right side of the form, containing the text "Create New Ticket from Frontend".

See all created tickets from my account



The screenshot displays the MageArray user interface. At the top right, it says "Welcome, Thomas Zane! Thomas Zane". The MageArray logo is on the left, with the tagline "Magento Themes, Extensions & Services". A search bar is located at the top right with the text "Search entire store here...". Below the search bar is a "Bags" section. On the left side, there is a navigation menu with the following items: Account Dashboard, My Testimonials, Account Information, Address Book, My Downloadable Products, My Orders, Newsletter Subscriptions, Billing Agreements, My Product Reviews, My Wish List, and Help Desk (which is highlighted with an orange bar). The main content area is titled "Help Desk" and contains a section for "My Support Tickets". A green speech bubble overlay on the right side of the page says "Submitted Tickets in My Account". Below the title, there is a table with the following data:

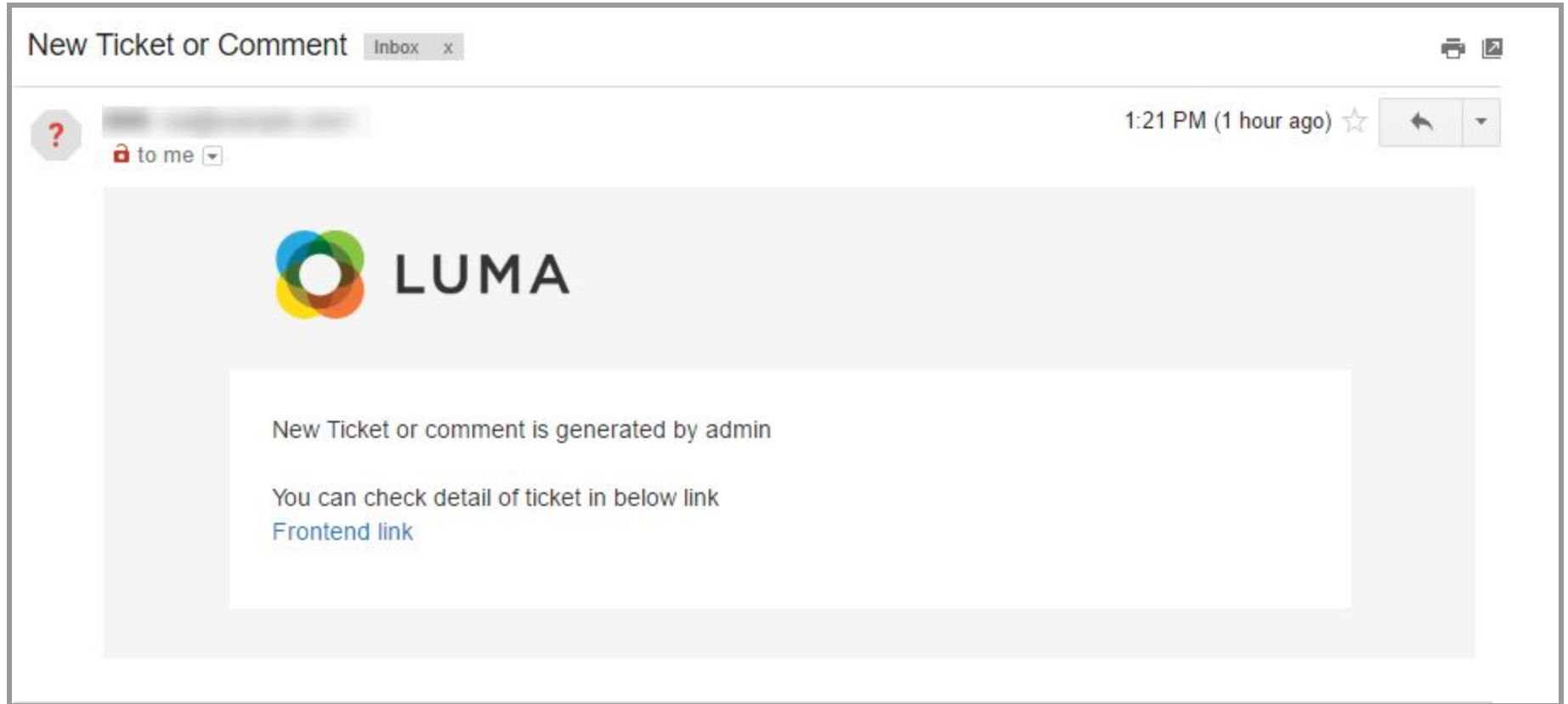
Id	Subject	Replies	Status	
4	Damage product	4	New	See Details
5	Regarding Extra charge for ship order in another country	1	New	See Details
6	Question about payment method	0	New	See Details

Below the table, it indicates "3 Item(s)".

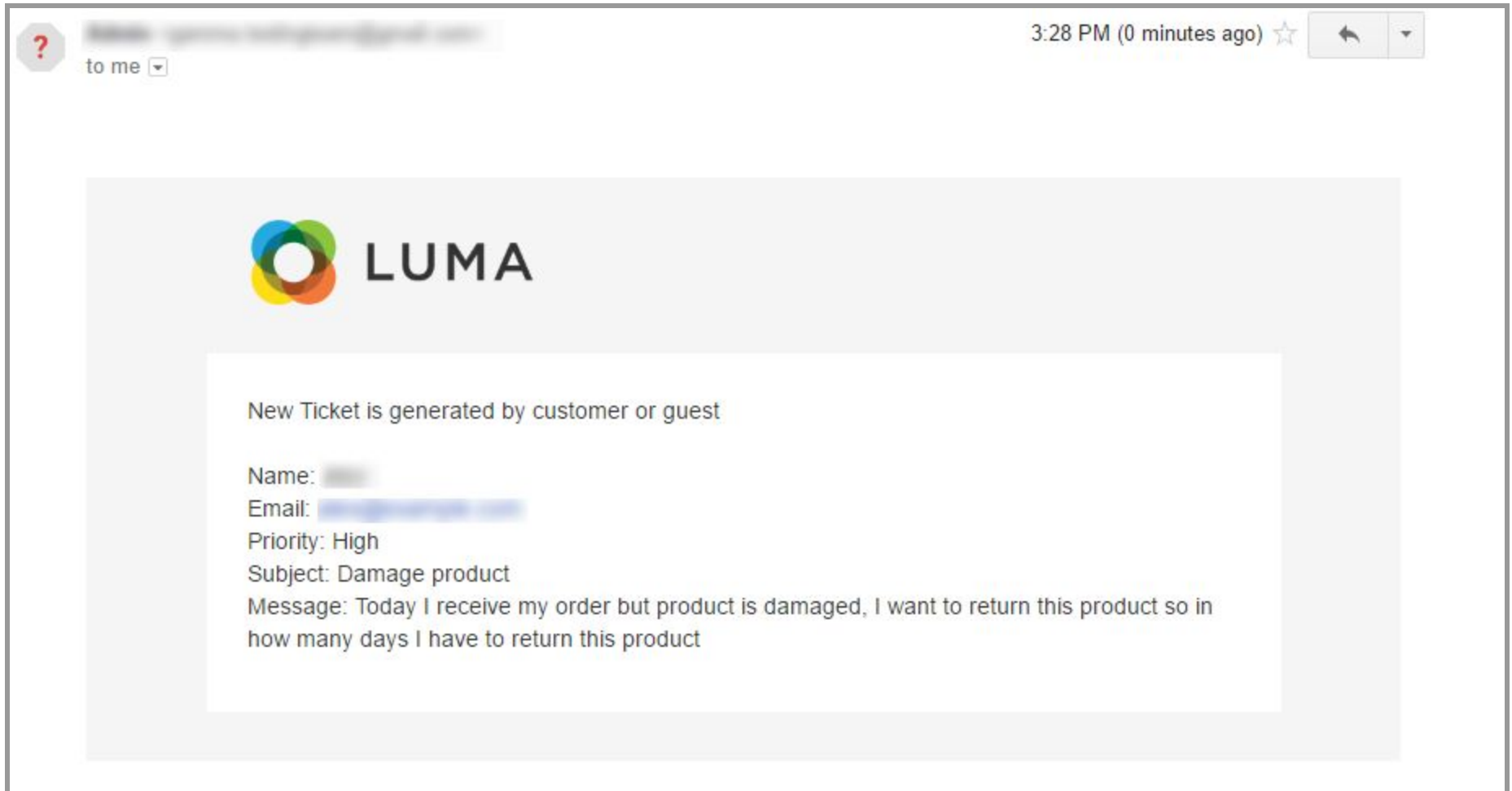
Comment on admin reply

The screenshot displays the MageArray Help Desk interface. At the top left is the MageArray logo with the tagline "Magento Themes, Extensions & Services". A search bar and a shopping cart icon are located at the top right. Below the header is a "Bags" section. On the left side, there is a navigation menu with the following items: Account Dashboard, My Testimonials, Account Information, Address Book, My Downloadable Products, My Orders, Newsletter Subscriptions, Billing Agreements, My Product Reviews, My Wish List, and Help Desk. The main content area is titled "Ticket Information" and shows a ticket for "[4] Damage product". The ticket details are: Status: New, Priority: High. Below the details is a "Post a Reply" section with a text input field and two buttons: "Close Ticket" and "Post Reply". A green speech bubble overlay on the right side of the ticket information area contains the text "Ticket Information with replies from admin". Below the input field, there is a "Back to my support tickets" link. The conversation history shows four messages: 1. Thomas Zane (2016-01-20 10:20:02): "Thanks for your quick response". 2. admin (2016-01-20 10:18:51): "You will get your money in your account within 4 days after you return your product". 3. Thomas Zane (2016-01-20 10:17:27): "And what about my money?". 4. admin (2016-01-20 10:15:59): "You have to fill the form of return product in that you have to give reason why you are return this product after that our employee will take that product." At the bottom, there is a message from Thomas Zane (2016-01-20 10:11:09): "Today i received my order but product is damage ,zip is not working now i want to return that product in how many days i have to return that product?"

Customer notification email template



Admin notification email template



Support

We support all our customers through our website <https://www.magearray.com/support> or mail us on **support@magearray.com**.

If you have any questions on Extension or need support with its use please contact us <https://www.magearray.com/contact> - we're happy to help you.