

MageArray

User Guide Help Desk



Extension Version - 1.0.7
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Content

Introduction

Installation

Usage

Admin

General Configurations

General Settings

Manage Tickets

Admin can Edit/Reply of submitted ticket

Front-End

Create new ticket

See all created tickets from my account

Customer notification email template

Admin notification email template

Support

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
< of 1 >

<input type="checkbox"/>	ID ↓	Subject	Message	Created Date	Updated Date	Status	Priority	Name	Order	Action
<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	00000003	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	00000004	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 'TICKET INFORMATION' section is active, showing a form with the following fields:

- Ticket By: Customer
- Author: Alex Parrish <alex.parrish@example.com >
- Subject: Not a same product in received package
- Status: New
- Priority: High
- Order: 000000003
- Store View: A dropdown menu is open, showing options: All Store Views, Main Website, Main Website Store (highlighted), Default Store View, New Store, and Store 1.

A green callout bubble on the left side of the form contains the text: "Reply/Edit on Submitted Ticket".

Below the form, a comment history is visible:

- admin** | 2016-01-20 10:12:59
We are really sorry for that,we will make sure that you will get your product in two days.
- Alex Parrish** | 2016-01-20 10:03:19
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

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.

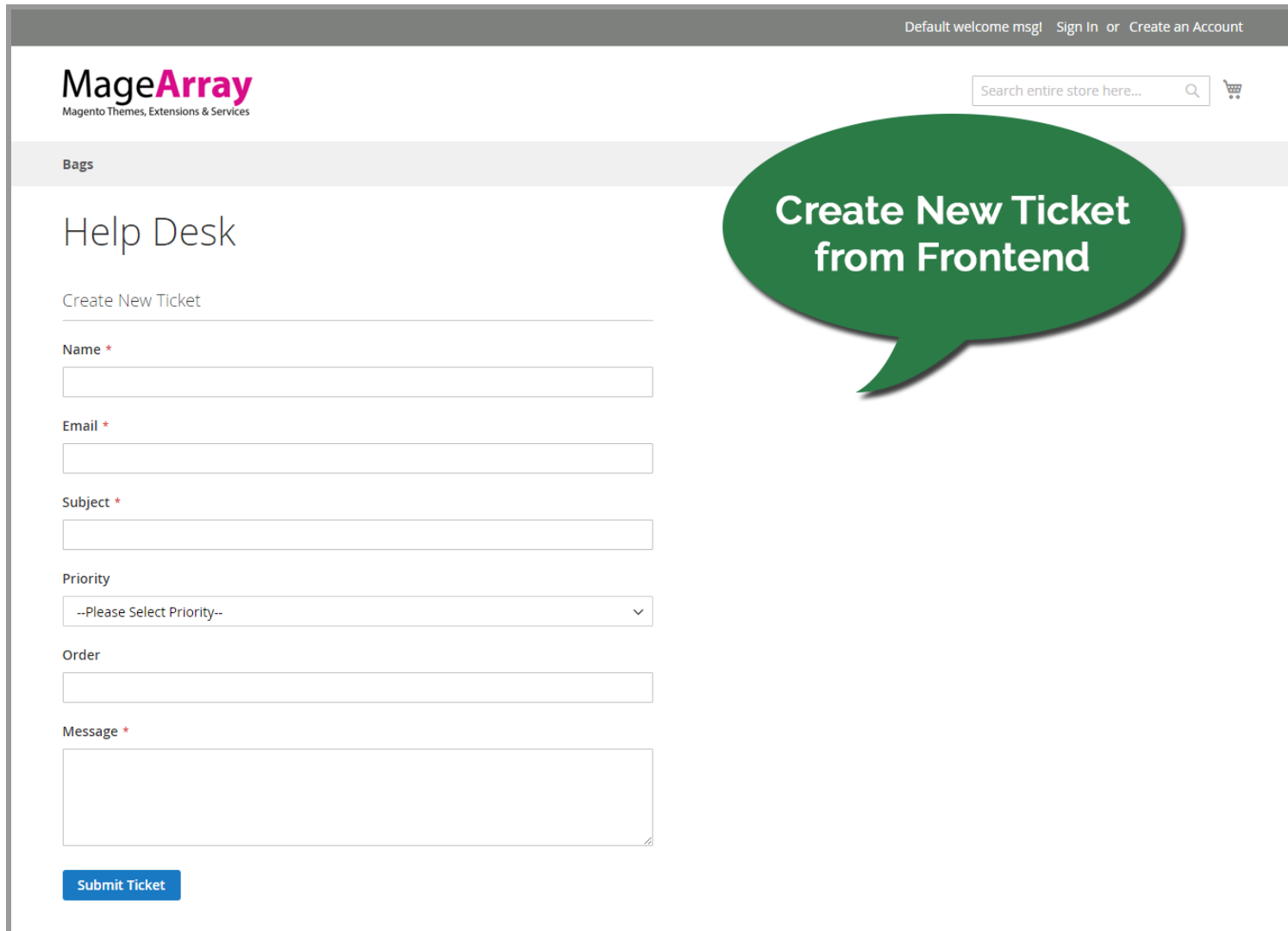
Order: You can add order id if ticket is related to order.

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 are links for 'Default welcome msg!', 'Sign In', and 'Create an Account'. The MageArray logo and tagline 'Magento Themes, Extensions & Services' are on the left. A search bar and shopping cart icon are on the right. Below a 'Bags' header, the 'Help Desk' section contains a 'Create New Ticket' form. The form includes fields for Name, Email, Subject, Priority (a dropdown menu), Order, and Message. A blue 'Submit Ticket' button is at the bottom left. A green callout bubble on the right says 'Create New Ticket from Frontend'.

Default welcome msg! Sign In or Create an Account

MageArray
Magento Themes, Extensions & Services

Search entire store here...  

Bags

Help Desk


Create New Ticket

Name *

Email *

Subject *

Priority

--Please Select Priority-- 

Order

Message *

[Submit Ticket](#)

Create New Ticket from Frontend

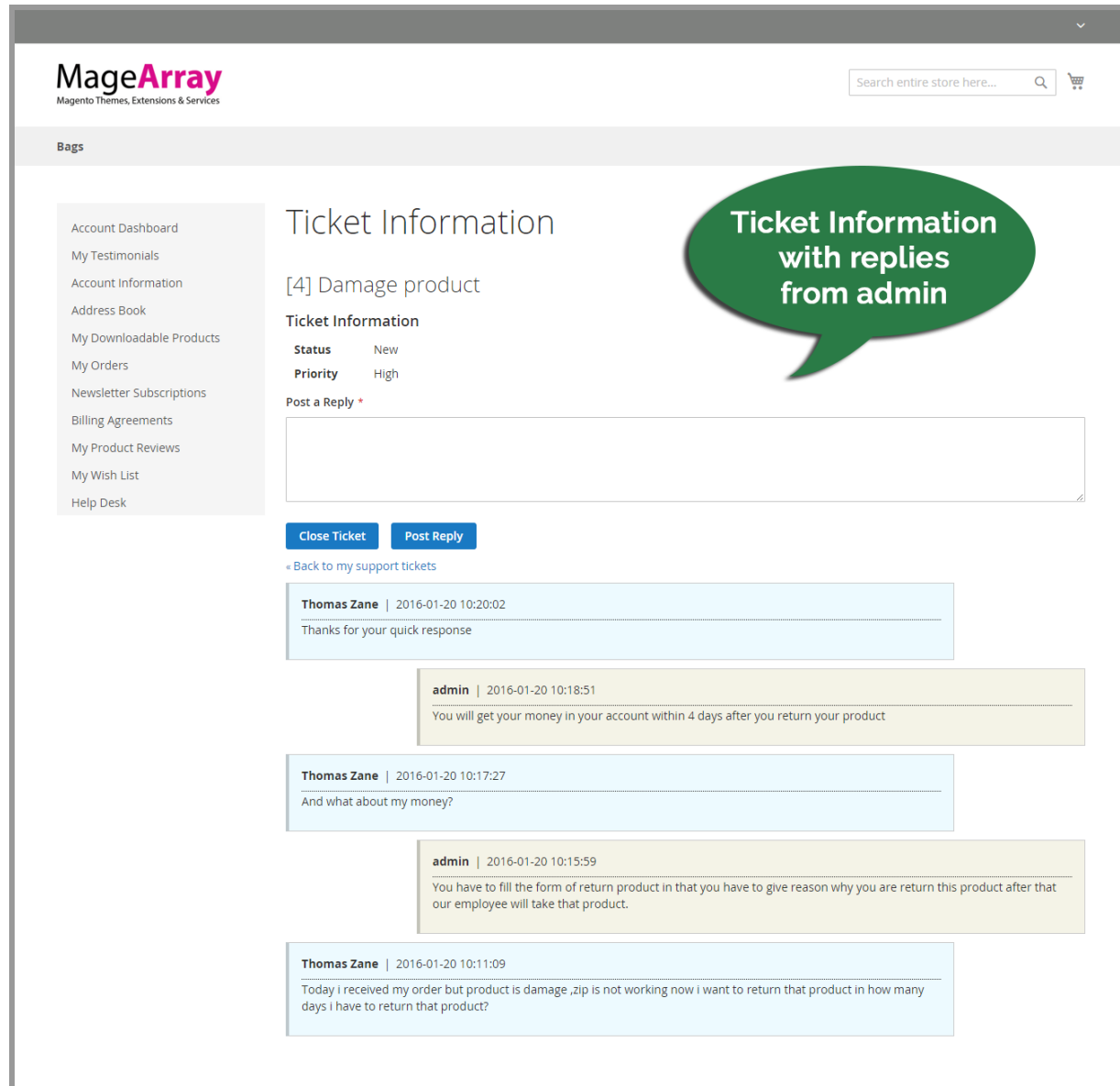
See all created tickets from my account

The screenshot displays the MageArray Help Desk 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 present with the text "Search entire store here...". Below the search bar, there is a "Bags" section. On the left, a navigation menu lists various account features, with "Help Desk" highlighted. The main content area is titled "Help Desk" and "My Support Tickets". A green speech bubble overlay contains the text "Submitted Tickets in My Account". Below this, a table lists three support tickets with columns for Id, Subject, Replies, Status, and a "See Details" link.

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

3 Item(s)

Comment on admin reply



The screenshot displays a user's help desk interface. On the left is a navigation menu with options like 'Account Dashboard', 'My Testimonials', and 'Help Desk'. The main area shows 'Ticket Information' for a ticket titled '[4] Damage product'. The ticket details include 'Status: New' and 'Priority: High'. Below this is a 'Post a Reply' form with a text input field and 'Close Ticket' and 'Post Reply' buttons. A navigation link '« Back to my support tickets' is also present. The conversation history shows four messages: a thank you from Thomas Zane, an admin reply about a 4-day refund, another question from Thomas Zane about the refund, and a final admin reply explaining the return process. A green speech bubble is overlaid on the right side of the ticket information, containing the text 'Ticket Information with replies from admin'.

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Search entire store here...

Bags

Account Dashboard
My Testimonials
Account Information
Address Book
My Downloadable Products
My Orders
Newsletter Subscriptions
Billing Agreements
My Product Reviews
My Wish List
Help Desk

Ticket Information

[4] Damage product

Ticket Information

Status New
Priority High

Post a Reply *

[Close Ticket](#) [Post Reply](#)

[« Back to my support tickets](#)

Thomas Zane | 2016-01-20 10:20:02
Thanks for your quick response

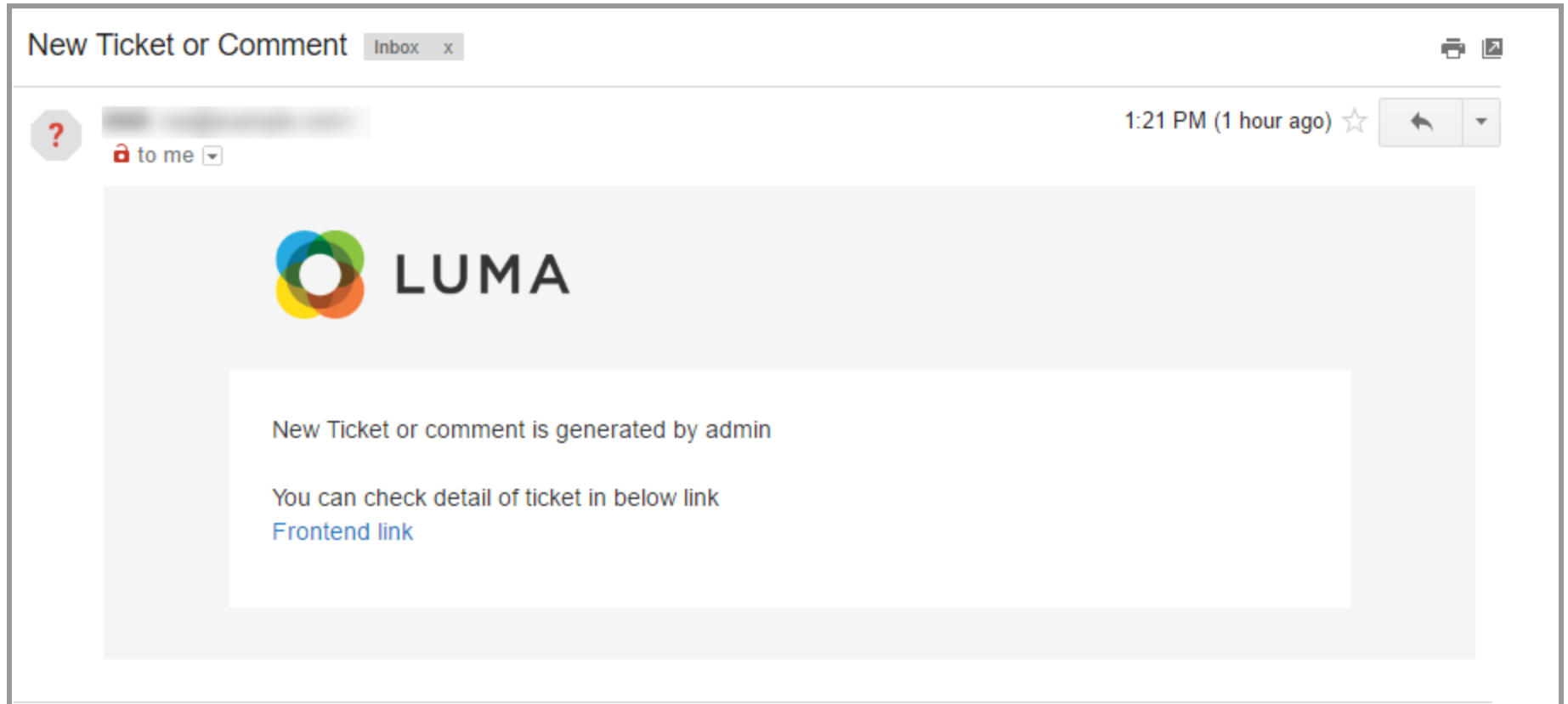
admin | 2016-01-20 10:18:51
You will get your money in your account within 4 days after you return your product

Thomas Zane | 2016-01-20 10:17:27
And what about my money?

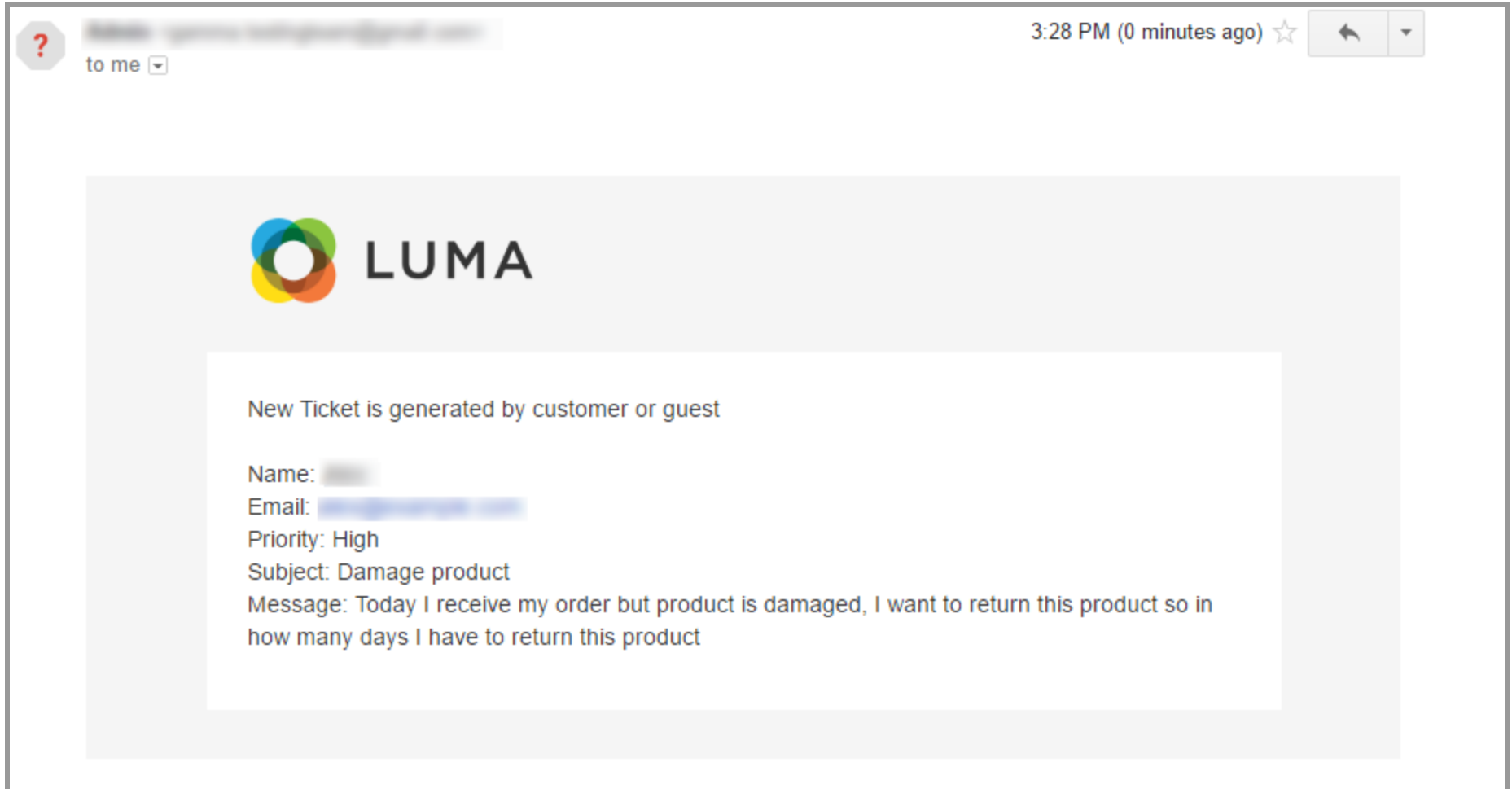
admin | 2016-01-20 10:15:59
You have to fill the form of return product in that you have to give reason why you are return this product after that our employee will take that product.

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.