

## SUPPORT TICKET :: USER GUIDE

**Extension Title:** SUPPORT TICKET

**Extension Icon:**



## Important Notice

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## Extension Overview

The Support Ticket Extension will help to create the shortest “bridge” between the customers and the support team of online stores. The most important functionality is the creation of the so-called support tickets. It is capable of gathering buyers’ opinions from My Tickets (Add New Ticket) and distributing to certain departments to resolve in back-end.

Hence, the benefits that the store owners might receive are huge: high level of customer satisfaction, optimized workflow and effective staff performance management. Also, this extension is extremely helpful for large-scale online businesses.

You can also create tickets in the administration panel. Thanks to this, after every email or direct contact you can create a ticket and continue to support the users from the administration panel.

## Features

- \* Enable/Disable Support Ticket module via Magento 2 Admin.
- \* Ability to create support tickets from admin as well as from My account dashboard to interact with support team for their concerns or issues.
- \* Ability to manage tickets in a flexible way.
- \* Ability to manage workflow better and assign work quickly through unlimited departments.
- \* Ability to ensure speedy resolution through emails
- \* Ability to add image to ticket
- \* Ability to view & close tickets
- \* Ability to set Status, Department & Priority to tickets
- \* Ability to close the tickets by Admin

- \* Ease work with tickets for customers
- \* Fully responsive on Mobile, Tablet, Laptop & Desktop
- \* Powerful & user-friendly admin features
- \* Much More...

## Extension Usage:

The usage of support ticket extension is very simple and powerful. Follow the steps along with the screenshots mentioned below:

### 1) Admin:

Enable the 'Support Ticket' extension & Send Email in Magento 2 Admin(UNICODESYSTEMS -> Support Ticket -> General Settings)

The screenshot shows the Magento 2 Admin Configuration page for the 'Support Ticket' extension. The page is titled 'Configuration' and includes a search bar, a user profile for 'admin', and a 'System Messages: 2' notification. A yellow banner at the top indicates that one or more integrations have been reset. The left sidebar contains a navigation menu with categories like DASHBOARD, ABANDONED CART, UNICODESYSTEMS BANNERSLIDER, SUPPORT TICKET, SALES, CATALOG, UNICODESYSTEMS, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The main content area shows the 'General' settings for the 'Support Ticket' extension. The 'Enable' dropdown is set to 'Yes', and the 'Send Email' dropdown is also set to 'Yes'. A 'Save Config' button is visible in the top right corner. The footer includes the copyright notice 'Copyright © 2018 Magento Commerce Inc. All rights reserved.' and the version 'Magento ver. 2.2.2'.

## Customization:

In Support Ticket extension, customization of tickets is possible on the basis of Status, Department & Priority.

### i) Status:

To view the status, click '**Status**' in Magento 2 Admin (UNICODESYSTEMS -> Support Ticket -> Customization -> Status).

Support Ticket: Status

System Messages: 2

Search by keyword

Filters Default View Columns Export

Actions 3 records found 20 per page 1 of 1

<input type="checkbox"/>	Entity ID	Title	Is Active	Created At	Action
<input type="checkbox"/>	3	Closed	Enabled	Sep 19, 2018 11:36:56 AM	<a href="#">Edit</a>
<input type="checkbox"/>	2	Processing	Enabled	Sep 19, 2018 11:36:56 AM	<a href="#">Edit</a>
<input type="checkbox"/>	1	Pending	Enabled	Sep 19, 2018 11:36:56 AM	<a href="#">Edit</a>

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[Account Activity](#) | [Report an Issue](#)

Click 'Add Status' to add status title and its status.

One or more integrations have been reset because of a change to their xml configs. System Messages: 2

## Add Status

← Back Save

### Add Row Data

Title \*

Status \* Disabled

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## ii) Department:

To view the Department, click on 'Department' in Magento 2 Admin (UNICODESYSTEMS -> Support Ticket -> Customization -> Department).

One or more integrations have been reset because of a change to their xml configs. System Messages: 2

## Support Ticket: Department

Add Department

Search by keyword

Filters Default View Columns Export

Actions 1 records found 20 per page 1 of 1

<input type="checkbox"/>	Entity ID	Department	Is Active	Created At	Action
<input type="checkbox"/>	1	IT	Enabled	Sep 19, 2018 11:43:25 AM	<a href="#">Edit</a>

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Click 'Add Department' to add department and its status.

The screenshot shows the 'Add Department' page in the Magento 2 Admin interface. At the top, there is a yellow system message: 'One or more integrations have been reset because of a change to their xml configs.' The page title is 'Add Department'. On the right, there is a search icon, a notification bell with '2' unread messages, and the user 'admin'. Below the title, there is a 'Back' button and a 'Save' button. The main content area is titled 'Add Row Data' and contains two form fields: 'Department \*' with an empty text input, and 'Status \*' with a dropdown menu currently set to 'Disabled'. At the bottom, there is a copyright notice for 'Copyright © 2018 Magento Commerce Inc. All rights reserved.' and the version 'Magento ver. 2.2.2'. There are also links for 'Account Activity' and 'Report an Issue'.

### iii) Priority:

To view the Priority, click on 'Priority' in Magento 2 Admin (UNICODESYSTEMS -> Support Ticket -> Customization -> Priority).

The screenshot shows the 'Support Ticket: Priority' page in the Magento 2 Admin interface. At the top, there is a yellow system message: 'One or more integrations have been reset because of a change to their xml configs.' The page title is 'Support Ticket: Priority'. On the right, there is a search icon, a notification bell with '2' unread messages, and the user 'admin'. Below the title, there is an 'Add Priority' button. The main content area features a search bar with the text 'Search by keyword', a 'Filters' button, and options for 'Default View', 'Columns', and 'Export'. Below the search bar, there is an 'Actions' dropdown menu and the text '2 records found'. A table displays the data for the priority tickets. The table has columns for 'Entity ID', 'Is Active', 'Created At', and 'Action'. There are two records in the table. At the bottom, there is a copyright notice for 'Copyright © 2018 Magento Commerce Inc. All rights reserved.' and the version 'Magento ver. 2.2.2'. There are also links for 'Account Activity' and 'Report an Issue'.

Entity ID	Is Active	Created At	Action
2	Enabled	Sep 20, 2018 10:10:00 AM	<a href="#">Edit</a>
1	Enabled	Sep 19, 2018 11:43:36 AM	<a href="#">Edit</a>

Click 'Add Priority' to add priority and its status.

The screenshot shows the 'Add Priority' form in the Magento 2 Admin interface. At the top, there is a yellow system message: 'One or more Integrations have been reset because of a change to their xml configs.' Below this, the page title is 'Add Priority'. On the right, there are search, notification, and user icons. The form contains a 'Title' text input field and a 'Status' dropdown menu currently set to 'Disabled'. At the bottom right of the form area, there are 'Back' and 'Save' buttons. The footer includes the copyright notice 'Copyright © 2018 Magento Commerce Inc. All rights reserved.' and the version 'Magento ver. 2.2.2' with links for 'Account Activity' and 'Report an Issue'.

To view the Ticket, click on 'Manage Ticket' in Magento 2 Admin (UNICODESYSTEMS -> Support Ticket -> Manage Ticket).

The screenshot shows the 'Support Ticket: Ticket' list view in the Magento 2 Admin interface. At the top, there is a yellow system message: 'One or more integrations have been reset because of a change to their xml configs.' Below this, the page title is 'Support Ticket: Ticket'. On the right, there are search, notification, and user icons. The main content area features a search bar for 'Search Subject', a table of tickets, and a table with 6 records found. The table has columns for Entity ID, Ticket ID, Username, Ticket Subject, Department, Priority, Is Active, Ticket Status, Created At, and Action. The footer includes the copyright notice 'Copyright © 2018 Magento Commerce Inc. All rights reserved.' and the version 'Magento ver. 2.2.2' with links for 'Account Activity' and 'Report an Issue'.

Entity ID	Ticket ID	Username	Ticket Subject	Department	Priority	Is Active	Ticket Status	Created At	Action
6	UBOEVLBFCQ	Yash Sahu	Regarding product Issue	IT	High	Enabled	Pending	Nov 22, 2018 5:55:42 AM	Select
5	YLQ23WR00Q	devanshu Tiwari	test2	IT	Low	Enabled	Closed	Sep 20, 2018 10:30:56 AM	Select
4	DSG2EAZARY	devanshu Tiwari	test1	IT	High	Enabled	Pending	Sep 20, 2018 6:20:02 AM	Select
3	JHAJGKW6P1	devanshu Tiwari	new testing required	IT	High	Enabled	Pending	Sep 20, 2018 6:07:06 AM	Select
2	ZHHH7TUVKG	devanshu Tiwari	test	IT	High	Enabled	Pending	Sep 20, 2018 5:27:24 AM	Select
1	OCFYFGAKZY	Alok Agrawal	Test ticket	IT	High	Enabled	Pending	Sep 19, 2018 11:44:25 AM	Select

Click 'Add Ticket' to add ticket from magento 2 admin for the users.

One or more integrations have been reset because of a change to their xml configs. System Messages: 2

## Add Ticket

← Back Save

Add Row Data

User Name \*

User Email \*

store \* Default Store View

Ticket Subject \*

Department \* IT

Priority \* High

Ticket Message \*

Image  No file chosen  
Allowed file types: jpg, jpeg, gif and png

Ticket Status \* Pending

Status \* Disabled

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Click on 'Ticket Messages' to view the messages of Support Tickets Messages.

One or more integrations have been reset because of a change to their xml configs. System Messages: 2

## Support Ticket: Messages

✓ A total of 9 record(s) have been deleted.

Search Message

Filters Default View Columns Export

Actions 7 records found 20 per page 1 of 1

Entity ID	Ticket ID	Username	Message	Image	Created At	Action
16	UBOEVLFQF	admin	ok I will get back to you...		Nov 22, 2018 5:58:20 AM	Select
15	UBOEVLFQF	Yash Sahu	Hello		Nov 22, 2018 5:55:42 AM	Select
14	YLQ23WROOQ	admin	done..		Sep 20, 2018 11:07:15 AM	Select
13	YLQ23WROOQ	admin	Reply done.		Sep 20, 2018 10:31:49 AM	Select
11	DSG2EAZARY	admin	testing need to finish..		Sep 20, 2018 6:22:37 AM	Select
9	JHAJGKW6P1	admin	This is all good in testing end..		Sep 20, 2018 6:08:56 AM	Select
8	JHAJGKW6P1	devanshu Tiwari	data is testing is required .		Sep 20, 2018 6:07:06 AM	Select

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To View the ticket, click on Select option in **Action** Column and click on 'View' to see the ticket Details.

The screenshot shows the Magento Admin interface. At the top, a yellow notification bar states: "One or more integrations have been reset because of a change to their xml configs." with a "System Messages: 2" dropdown. The main content area is titled "Ticket Details" and includes a search icon, a notification bell with "2", and a user profile for "admin". Below this, there are two buttons: "← Back to Ticket Messages" and "Back to Reply List". The ticket details are displayed in a table-like format:

Ticket:	UBOEVLBFQF	Ticket Status:	UBOEVLBFQF
Username:	admin	Department:	IT
Priority:	High	Time:	2018-11-22 05:58:20
Subject:	Regarding product Issue		
Message:	ok i will get back to you...		

At the bottom of the page, the footer contains the copyright notice "Copyright © 2018 Magento Commerce Inc. All rights reserved." and the version "Magento ver. 2.2.2" with links for "Account Activity" and "Report an Issue".

To reply to the ticket, click on Select option in **Action** Column and click on 'Reply' to reply that ticket.

The screenshot shows the Magento Admin interface for replying to a ticket. The title is "Ticket (UBOEVLBFQF): Regarding product Issue". At the top, the same yellow notification bar is present. Below the title, there are buttons for "← Back", "Reset", and "Reply". On the left, a sidebar menu shows "REPLY TICKET" with a "Messages" section and a "Reply" section highlighted. The main content area is titled "Reply Message" and contains a "Message" field with a red asterisk, a "Choose file" button, and a note "No file chosen" with "Allowed file types: .jpg, .jpeg, .gif and .png". Below the message field, it says "Reply Message to user." The footer is identical to the previous screenshot, showing the copyright notice and version information.

## 2) Frontend:

Login to the Store / Website and click on **Support Ticket** in your dashboard

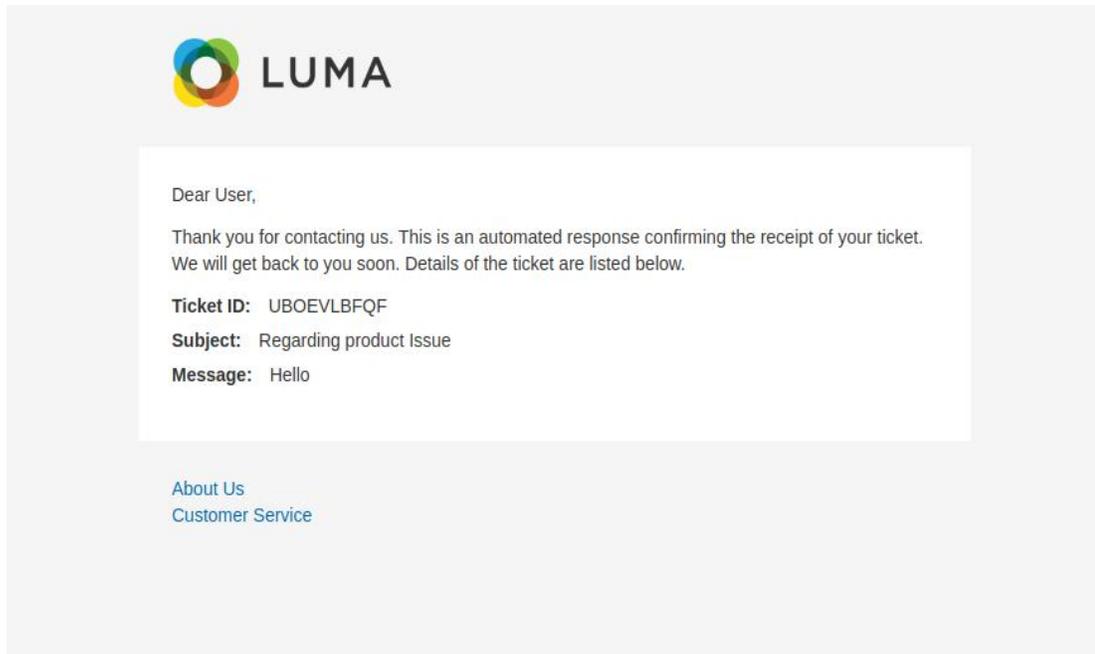
The screenshot shows the LUMA website dashboard. At the top, there is a navigation bar with the LUMA logo, a search bar, and a shopping cart icon. Below the navigation bar, there is a menu with categories: What's New, Women, Men, Gear, Training, and Sale. The main content area is titled "Support Ticket" and features a sidebar with navigation options: 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 Ticket (highlighted). The main content area displays a table of support tickets with columns: Ticket ID, Subject, Department, Priority, Status, Created Date, and Action. A single ticket is listed with ID UB0EVLBFQF, Subject "Regarding product issue", Department "IT", Priority "High", Status "Pending", and Created Date "11/22/18". Below the table, there is a "Show 10 per page" option. At the bottom of the dashboard, there are links for "About us", "Customer Service", "Privacy and Cookie Policy", "Search Terms", "Advanced Search", and "Contact Us", along with an email subscription form.

Click on **'Add Ticket'** to create new ticket and fill the fields like Subject, Department, etc and submit it by clicking on **'Submit'**.

The screenshot shows the LUMA website dashboard with the "Add Ticket" form. The sidebar navigation is the same as in the previous screenshot. The main content area is titled "Add Ticket" and contains a form with the following fields: "Subject" (text input), "Department" (dropdown menu), "Priority" (dropdown menu), and "Message" (text area). Below the form, there is an "Image" section with a "Choose file" button and a "Submit" button. The footer of the dashboard is the same as in the previous screenshot.

**3) Email:**

On creating the ticket, the user and admin both are notified through email followed by its Ticket ID.



## Support:

In case of any further assistance related to 'Support Ticket' extension ,please feel free to contact us at [ecommerce@unicodesystems.in](mailto:ecommerce@unicodesystems.in)