

Table Of Content

| | |
|---------------------------------|-----------|
| Overview | 1 |
| Support | 2 |
| Versions | 2 |
| Getting Started Guide | 2 |
| Install by Copying Files | 3 |
| Configuration | 3 |
| 1) Create Ticket Status | 5 |
| 2) Create Ticket Type(Category) | 6 |
| 3) Create Ticket Priority | 7 |
| 4) Create Agent Position | 9 |
| 5) Create Ticket Agent | 10 |
| 6) Create Ticket | 11 |
| 7) Communicate with Customer | 13 |
| At Frontend | 14 |
| Customer Benefits | 19 |
| Important Notes | 19 |
| FAQ | 19 |
| Uninstall Extension | 20 |

Overview

HelpDesk extension is all about solving customers problems. Customers can raise the ticket related to their problems via customer Account Dashboard, there is a tab named Your Ticket. Customer can also communicate with helpdesk admin to solve their ticket issue, complaints, queries, problems.

Whenever a new ticket is created, customer and admin will get a notification email for a new ticket and when admin reply answer to the ticket, the customer will get an email same as when customer reply answer to the ticket, admin will get an email.

Tickets may also be created by admin from the backend.

To create ticket, customer must be logged in website after that they will create ticket and submit it. After that HelpDesk admin assign Agent to that Ticket and get to work.

Customer can see each ticket with all the information like (subject, name, email, ticket type, priority, status and created date) and also see admin to customer message thread.

This Extension allows admin to change ticket status, assign agent and communicate with customer.

Support

For Support please Visit <https://www.vimirlab.com>

This extension enable/disable from **STORE -> Configuration->VIMIRLAB -> HelpDesk** tab. Please contact your vimirlab representative for any query.

Versions

This Extension Support Magneto open source version 2.2.6.

Getting Started Guide

Install by Copying Files

Install Extension by Copying Files in your root folder. In root Folder Go to **App/Code** and put **VimirLab** folder from your extension. Now register and install your extension by SSH. In SSH go to your root folder and write

Register Extension:

```
php bin/magento setup:upgrade
```

```
php bin/magento setup:static-content: deploy -f
```

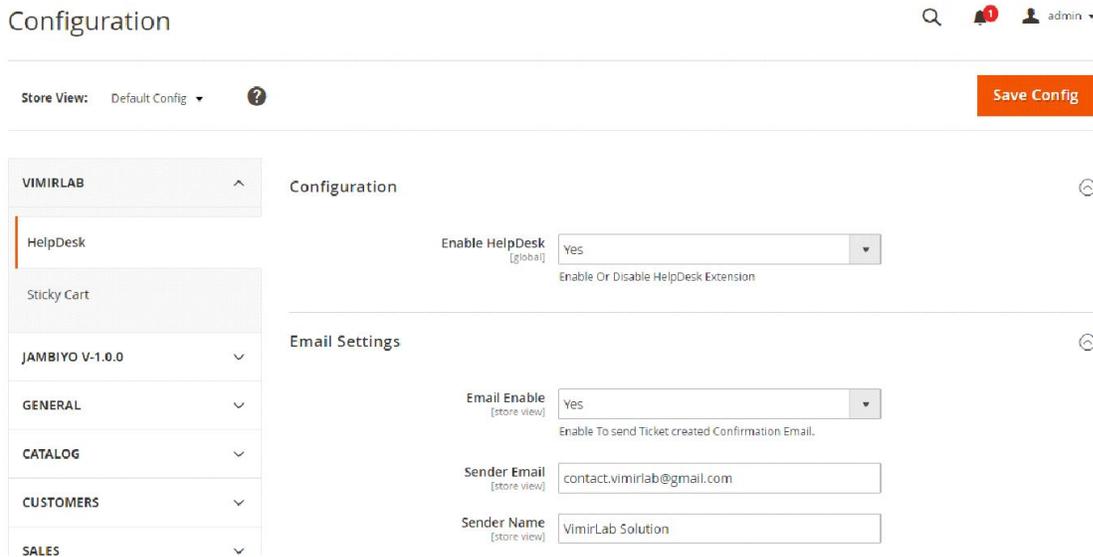
Clear Cache:

```
php bin/magento cache:clean php bin/magento cache:flush
```

Your Extension Installation is Complete Go to Backend Configuration and Set Rules.

Configuration

Go to **STORES -> Configuration** and find **VIMIRLAB** Tab and click in **HelpDesk** tab as shown in Figure-1.



Enabled

- Under settings admin has an option to enable or disable the Extension.

Email Settings:

Email Enable

- Under settings admin has an option to enable or disable the sending ticket created confirmation mail.

Sender Email

- Admin can add/edit Email sender email address.

Sender Name

Admin can also add/edit Email sender name.

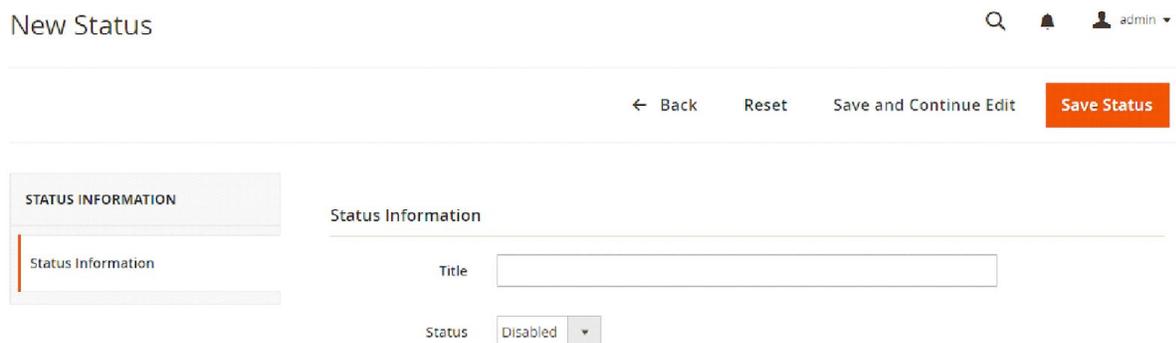
There are multiple steps to create ticket. Some of these steps are always the same. For admin to create Ticket follow below steps:

- 1) Create Ticket Status
- 2) Create Ticket Type(Category)
- 3) Create Ticket Priority
- 4) Create Agent Position
- 5) Create Ticket Agent
- 6) Create Ticket
- 7) Communicate with Customer

1) Create Ticket Status

Ticket Status is added from backend configuration. Now if you want to add new ticket status in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Status**. In this page, Click on Add New Status. Ticket Status form is shown in Figure-2



New Status

← Back Reset Save and Continue Edit **Save Status**

STATUS INFORMATION

Status Information

Title

Status Disabled ▾

Admin can give status title and also can enable/disable ticket status by back-end. If you disable Ticket Status then this ticket status is not shown in create ticket form.

Now admin can see all Ticket Status is shown in Figure-3

Manage Status 🔍 🔔 👤 admin ▾

[Add New Status](#) ▾

Search [Reset Filter](#)
Export to: CSV ▾ [Export](#)

Actions ▾ 3 records found
20 ▾ per page < 1 of 1 >

| <input type="checkbox"/> | ID | Title | Status | Created At | Updated At |
|--------------------------|----|---------|---------|---------------------|---------------------|
| <input type="checkbox"/> | 1 | Open | Enabled | 2018-09-13 10:20:56 | 2018-09-13 10:20:56 |
| <input type="checkbox"/> | 2 | Pending | Enabled | 2018-09-13 10:21:35 | 2018-09-13 10:21:35 |
| <input type="checkbox"/> | 3 | Closed | Enabled | 2018-09-13 10:21:55 | 2018-09-13 10:21:55 |

2) Create Ticket Type(Category)

Ticket Category is added from backend configuration. Now if you want to add new ticket category in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Category**. In this page, Click on Add New Category. Ticket Category form is shown in Figure-4

New Category 🔍 🔔 👤 admin ▾

[← Back](#) [Reset](#) [Save and Continue Edit](#) [Save Category](#)

CATEGORY INFORMATION

Category Information

Category Information

Title

Status ▾

Admin can give category title and also can enable/disable ticket category by back-end. If you disable Ticket Category then this ticket category is not shown in create ticket form.

Now admin can see all Ticket Categories is shown in Figure-5

Manage Category 🔍 🔔 👤 admin ▾

[Add New Category](#) ▾

Search [Reset filter](#) Export to: CSV ▾ [Export](#)

Actions ▾ 3 records found 20 ▾ per page < 1 of 1 >

| ID | Title | Status | Created At | Updated At |
|----|-------------------|---------|---------------------|---------------------|
| 1 | General | Enabled | 2018-09-13 10:22:41 | 2018-09-13 10:22:41 |
| 2 | Warranty | Enabled | 2018-09-13 10:23:28 | 2018-09-13 10:23:28 |
| 3 | Technical Support | Enabled | 2018-09-13 10:23:52 | 2018-09-13 10:23:52 |

3) Create Ticket Priority

Ticket Priority is added from backend configuration. Now if you want to add new ticket priority in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Priority**. In this page, Click on Add New Priority. Ticket Priority form is shown in Figure-6

New Priority 🔍 🔔 👤 admin ▾

[← Back](#) [Reset](#) [Save and Continue Edit](#) [Save Priority](#)

PRIORITY INFORMATION

Priority Information

Priority Information

Title

Color

Status ▾

Admin can give priority title, priority color and also can enable/disable ticket priority by back-end. If you disable Ticket Priority then this ticket priority is not shown in create ticket form.

Admin can set Priority Color from choosing ColorPicker is shown in Figure-7

New Priority 🔍 🔔 👤 admin

← Back Reset Save and Continue Edit Save Priority

PRIORITY INFORMATION

Priority Information

Priority Information

Title

Color

Status 

Now admin can see all Ticket Priority is shown in Figure-8

Manage Priority 🔍 🔔 👤 admin

Add New Priority

Search [Reset Filter](#)

Actions ▼ 3 records found

Export to: CSV ▼ Export

20 ▼ per page < 1 of 1 >

| ▼ | ID | Title | Color | Status | Created At | Updated At |
|--------------------------|---------------------------|----------------------|----------------------|----------------|----------------------|----------------------|
| Any ▼ | From <input type="text"/> | <input type="text"/> | <input type="text"/> | ▼ | <input type="text"/> | <input type="text"/> |
| | To <input type="text"/> | | | | | |
| <input type="checkbox"/> | 1 | Low | #0000FF | Enabled | 2018-09-21 09:08:17 | 2018-09-21 09:08:17 |
| <input type="checkbox"/> | 2 | Medium | #00FF00 | Enabled | 2018-09-21 09:08:52 | 2018-09-21 09:08:52 |
| <input type="checkbox"/> | 3 | High | #FF0000 | Enabled | 2018-09-21 09:09:46 | 2018-09-21 09:42:41 |

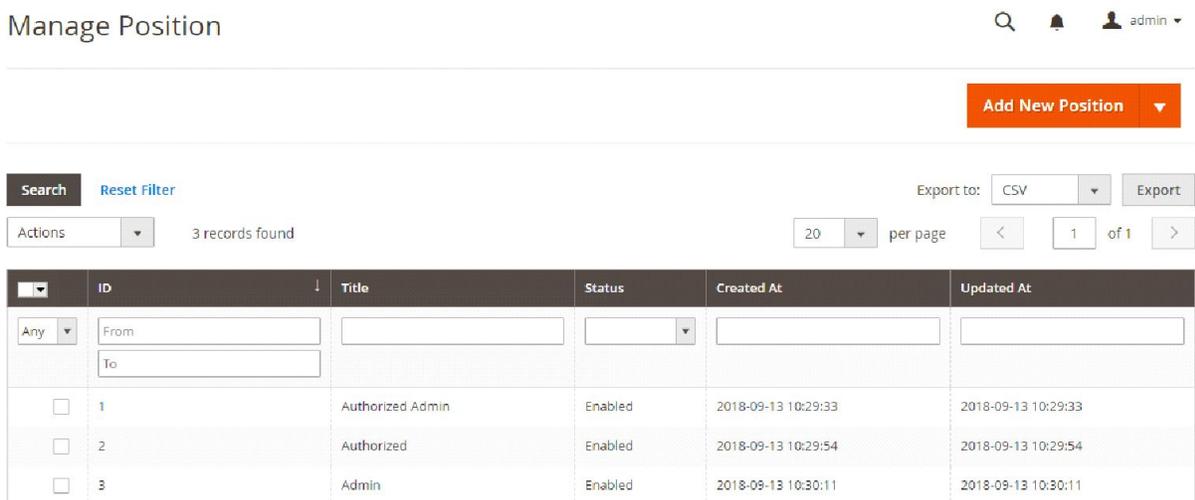
4) Create Agent Position

Agent Position is added from backend configuration. Now if you want to add new agent position in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Position**. In this page, Click on Add New Position. Agent Position form is shown in Figure-9

Admin can give position title and also can enable/disable agent position by back-end. If you disable Agent Position then this agent position is not shown in create ticket agent form.

Now admin can see all Agent Position is shown in Figure-10



| ID | Title | Status | Created At | Updated At |
|----|------------------|---------|---------------------|---------------------|
| 1 | Authorized Admin | Enabled | 2018-09-13 10:29:33 | 2018-09-13 10:29:33 |
| 2 | Authorized | Enabled | 2018-09-13 10:29:54 | 2018-09-13 10:29:54 |
| 3 | Admin | Enabled | 2018-09-13 10:30:11 | 2018-09-13 10:30:11 |

5) Create Ticket Agent

Ticket Agent is added from backend configuration. Now if you want to add new agent in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Agent**. In this page, Click on Add New Agent. Ticket Agent form is shown in Figure-11

New Agent 🔍 🔔 👤 admin ▼

← Back Reset Save and Continue Edit Save Agent

AGENT INFORMATION

Agent Information

Agent Information

Name

Status Disabled ▼

Position Authorized Admin ▼

Photo Choose File No file chosen

Admin can give agent name, agent position, agent photo and also can enable/disable agent by back-end. If you disable Agent then this agent is not shown in create ticket form.

Now admin can see all Agent is shown in Figure-12

Manage Agent 🔍 🔔 👤 admin ▼

Add New Agent ▼

Search [Reset Filter](#)

Export to: CSV ▼ Export

Actions ▼ 3 records found 20 ▼ per page < 1 of 1 >

| ☑ | ID | Name | Photo | Position | Status | Created At | Updated At |
|--------------------------|--|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Any ▼ | From <input type="text"/> To <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> | 1 | Tejas Parmar | | Authorized Admin | Enabled | 2018-09-21 09:10:47 | 2018-09-21 09:10:47 |
| <input type="checkbox"/> | 2 | Bharat Serva | | Authorized | Enabled | 2018-09-21 09:11:29 | 2018-09-21 09:11:29 |

6) Create Ticket

Admin can create Ticket for customer as per customer request from backend configuration. Now if you want to add new ticket in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Ticket**. In this page, Click on Add New Ticket. Ticket form is shown in Figure-13 & Figure-14

New Ticket 🔍 📧 👤 admin ▾

[← Back](#) [Reset](#) [Save and Continue Edit](#) [Save Ticket](#)

TICKET INFORMATION

Ticket Information

Ticket Information

Subject

Name

Email

Category

Agent

Status

Admin can give ticket subject, customer name, customer email, ticket category, ticket agent ticket status by back-end.

Status

Priority

Description

Attachment No file chosen

Recipients

Also admin can give ticket priority, ticket description, attachment and add Recipients Email address.

Now admin can see all Tickets is shown in Figure-15

Manage Ticket 🔍 🔔 👤 admin ▾

[Add New Ticket](#) ▾

Search [Reset Filter](#)
Export to: CSV ▾ [Export](#)

Actions ▾ 3 records found
20 ▾ per page < 1 of 1 >

| <input type="checkbox"/> | ID | Subject | Name | Email | Category | Agent | Status | Priority | Created At | Updated At |
|--------------------------|----|-----------------|--------------|----------------------|-------------------|----------------|--------|----------|---------------------|---------------------|
| <input type="checkbox"/> | 1 | Test ticket | John Patrick | john@123gmail.com | Warranty | Tejas Parmar | Open | Medium | 2018-09-13 11:01:59 | 2018-09-13 11:01:59 |
| <input type="checkbox"/> | 2 | General Ticket | John Deo | johndeo123@gmail.com | Technical Support | Pratik Panchal | Open | High | 2018-09-13 12:36:46 | 2018-09-13 13:04:02 |
| <input type="checkbox"/> | 3 | My First Ticket | Test Demo | test@gmail.com | Technical Support | Bharat Serva | Open | High | 2018-09-13 13:00:15 | 2018-09-13 13:04:47 |

Here admin can assign agent to ticket, change ticket status, priority. For this, select ticket and click on it and edit is showing Figure-16

Edit Ticket 🔍 🔔 👤 admin ▾

[← Back](#) [Delete Ticket](#) [Reset](#) [Save and Continue Edit](#) [Save Ticket](#)

TICKET INFORMATION

Ticket Information

Ticket Information

Subject

Name

Email

Category

Agent

Status

7) Communicate with Customer

Admin can communicate with customer to solve their issue as per customer request. Now if you want to communicate with customer in Dashboard you can see **HelpDesk**.

Go to **HelpDesk->Manage Message** select ticket click on **Reply** is shown in Figure-17

Manage Message 🔍 🔔 👤 admin ▾

Search [Reset Filter](#)

Actions ▾ 3 records found 20 ▾ per page < 1 of 1 >

| <input type="checkbox"/> | ID | Ticket | Name | Email | Category | Agent | Priority | Status | Created At | Reply |
|--------------------------|----|-----------------|--------------|----------------------|-------------------|----------------|----------|--------|---------------------|-----------------------|
| <input type="checkbox"/> | 1 | Test ticket | John Patrick | john@123gmail.com | Warranty | Tejas Parmar | Medium | Open | 2018-09-13 11:01:59 | Reply |
| <input type="checkbox"/> | 2 | General Ticket | John Deo | johndeo123@gmail.com | Technical Support | Pratik Panchal | High | Open | 2018-09-13 12:36:46 | Reply |
| <input type="checkbox"/> | 3 | My First Ticket | Test Demo | test@gmail.com | Technical Support | Bharat Serva | High | Open | 2018-09-13 13:00:15 | Reply |

After that admin can communicate with customer is shown in Figure-18

Your Conversation 🔍 🔔 👤 admin ▾

← Back Delete Message

MESSAGE INFORMATION

Message Information

Your Conversation

Hi!... Can you solve my problem???

Hello... Test I am available for your help. What's your problem can you tell me.

My website can't maintain properly.

Ok wait for a moment... I will check your problem.

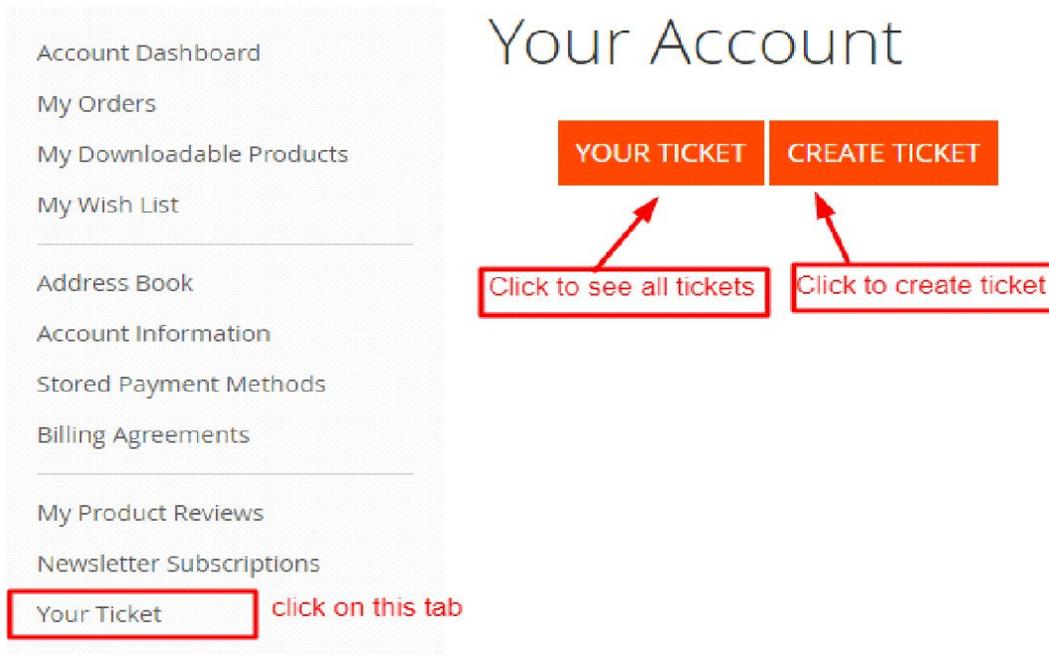
Message *

[Send Message](#)

At Frontend

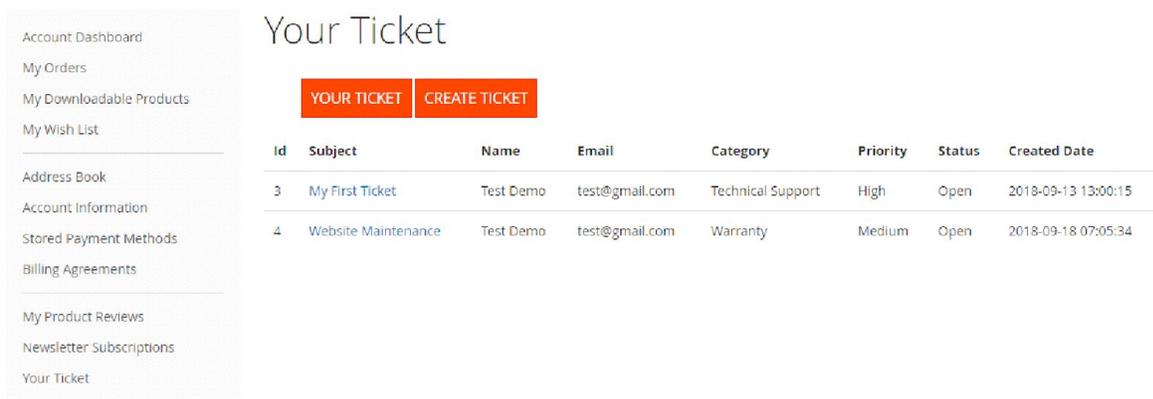
For customer to create ticket related their problem. There are few steps to create ticket. Some of these steps are always the same.

To create ticket, customer must be logged in website after that they can see in customer **Account Dashboard**, there is a tab named **Your Ticket** click on and then create ticket is shown in Figure-19

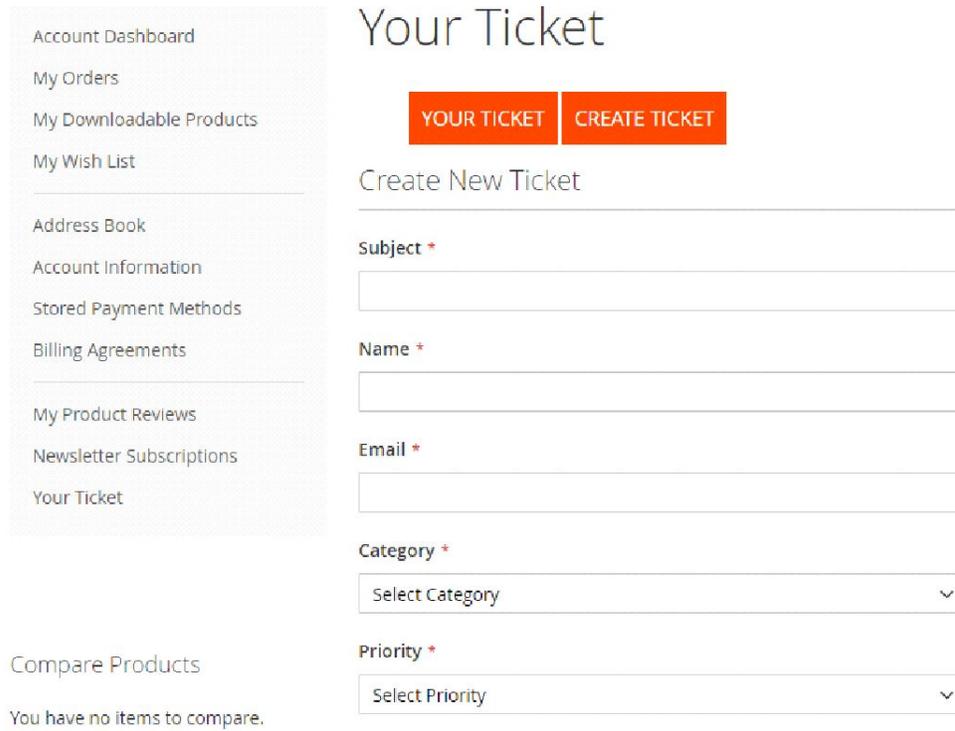


You can see in above image that you can create ticket as well as see your previously created ticket.

If you want to see your previously created ticket then click on **YOUR TICKET** is shown in Figure-20



If you want to create a ticket then click on **CREATE TICKET** is shown in Figure-21



The screenshot shows a user dashboard with a sidebar on the left and a main content area on the right. The sidebar contains the following links: 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 Your Ticket. Below these links, there is a section for 'Compare Products' which states 'You have no items to compare.' The main content area is titled 'Your Ticket' and features two orange buttons: 'YOUR TICKET' and 'CREATE TICKET'. Below the buttons, there is a section titled 'Create New Ticket' with a form containing the following fields: Subject (required), Name (required), Email (required), Category (dropdown menu with 'Select Category' as the placeholder), and Priority (dropdown menu with 'Select Priority' as the placeholder).

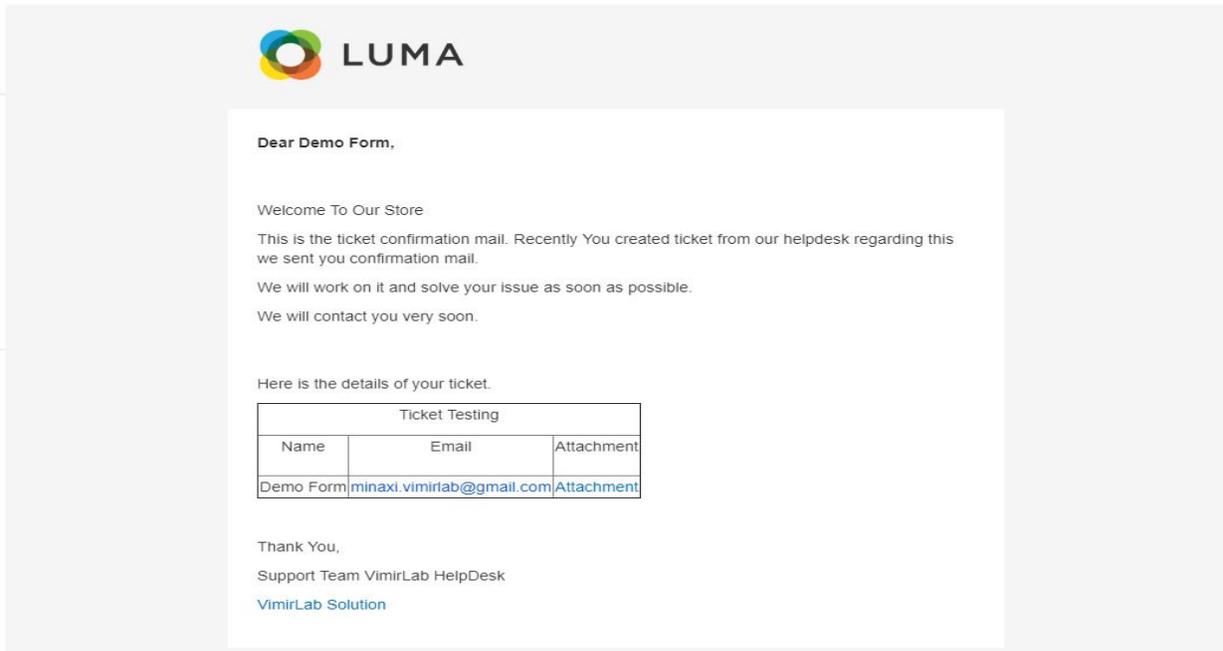
After creating ticket, Customer receives Ticket confirmation email is shown in Figure-22

Ticket Confirmation Inbox x

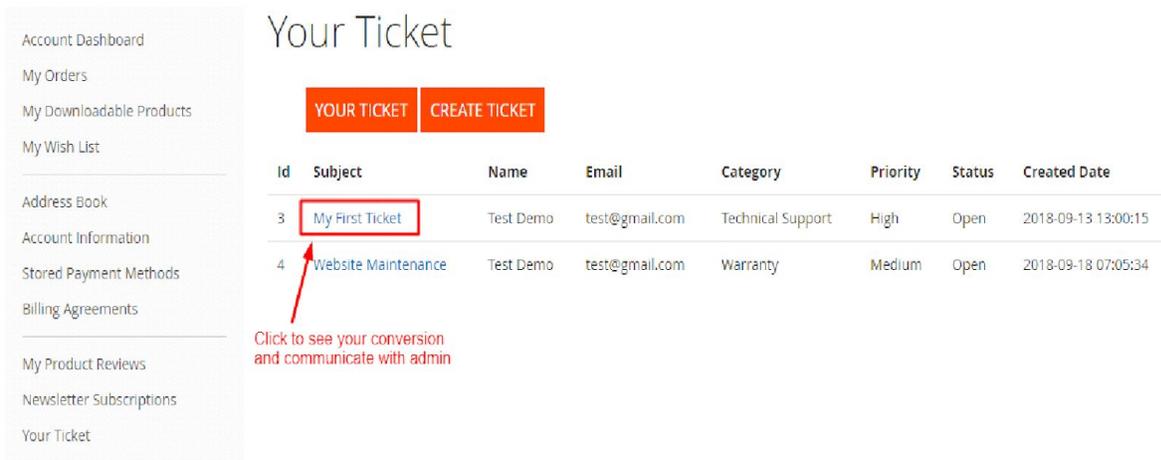


Demo Form <minaxi.vimirlab@gmail.com>
to email ▾

Fri, Nov 16, 12:37 PM ☆ ↶ ⋮



If you want to communicate with helpdesk admin to solve your ticket issue and also see your conversion, then click on **YOUR TICKET** is shown in Figure-23



After that you can communicate with helpdesk admin and see your previously conversion is shown in Figure-24

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

- My Product Reviews
- Newsletter Subscriptions
- Your Ticket

Your Conversions

Contact with Helpdesk Center

Message *

Send Message

Hii... Can you solve my problem???

Hello... Test I am available for your help. What's your problem can you tell me.

My website can't maintain properly.

Ok wait for a moment... I will check your problem.

Compare Products

You have no items to compare.

When Customer reply to the ticket with admin they will email is shown in Figure-25 & Figure-26
Reply From Customer

Ticket Reply Inbox x



Demo Form <minaxi.vimirlab@gmail.com>
to me

Nov 16, 2018, 12:58 PM ☆ ↶ ⋮



Dear Demo Form,

Welcome To Our Store

This is the ticket reply mail. Recently You created ticket from our helpdesk and contact with our team regarding this we sent you confirmation mail.

We will work on it and solve your issue as soon as possible.

We will contact you very soon.

Here is the details of your ticket reply.

| Website Maintenance | | |
|---------------------|--|------------------------------------|
| Name | Email | Message |
| Demo Form | minaxi.vimirlab@gmail.com | Hii... Can you solve my problem??? |

Thank You,

Support Team VimirLab HelpDesk

[VimirLab Solution](#)

Reply From Admin

Ticket Reply Inbox x



Demo Form <minaxi.vimirlab@gmail.com>
to me

Nov 16, 2018, 1:44 PM ☆ ↶ ⋮



Dear Demo Form,

Welcome To Our Store

This is the ticket reply from admin. Recently You created ticket from our helpdesk and contact with our team regarding this we sent you updates.

We worked on it and solve your issue as soon as possible.

We will contact you very soon.

Here is the details of your ticket reply from admin.

| Website Maintenance | | |
|---------------------|--|---|
| Name | Email | Message |
| Demo Form | minaxi.vimirlab@gmail.com | Hello...Test I am available for your help. What's your problem can you tell me. |

Thank You,

Support Team VimirLab HelpDesk

[VimirLab Solution](#)

Customer Benefits

By creating tickets. HelpDesk extension helps customers to easily resolve their ticket issue. It saves the time of the customer which is normally wasted in solve their issue.

Important Notes

This extension help to create ticket related to their issue. You have options to create ticket and communicate with the customers in backend as well as frontend and solve their issue.

FAQ

Question: - How this extension works?

Answer: - This extension enable/disable from backend. There is configuration options. There are system have to create ticket and communicate with customers and solve their issue.

Question: - Can admin create a ticket?

Answer: - Yes, admin also creates a ticket for the registered customer from the backend.

Question: - Can a customer set a priority of ticket?

Answer: - Yes, the customer can set a priority of ticket while creating a ticket.

Question: - Can customers reopen closed ticket?

Answer: - No, only admin reopen closed ticket.

Question: - Can I run this on my development site, too?

Answer: - Yes, HelpDesk extension works for development as well as the live site.

Uninstall Extension

For uninstalling extension you can delete this extension by deleting Files from your root Folder.

For Delete Extension File from Root Directory go-to App/Code and delete extension folder. After Deleting Go to SSH and write these lines one by one.

Un-Register Extension:

```
php bin/magento setup:upgrade  
php bin/magento setup:static-content: deploy -f
```

Clear Cache:

```
php bin/magento cache:clean  
php bin/magento cache:flush
```