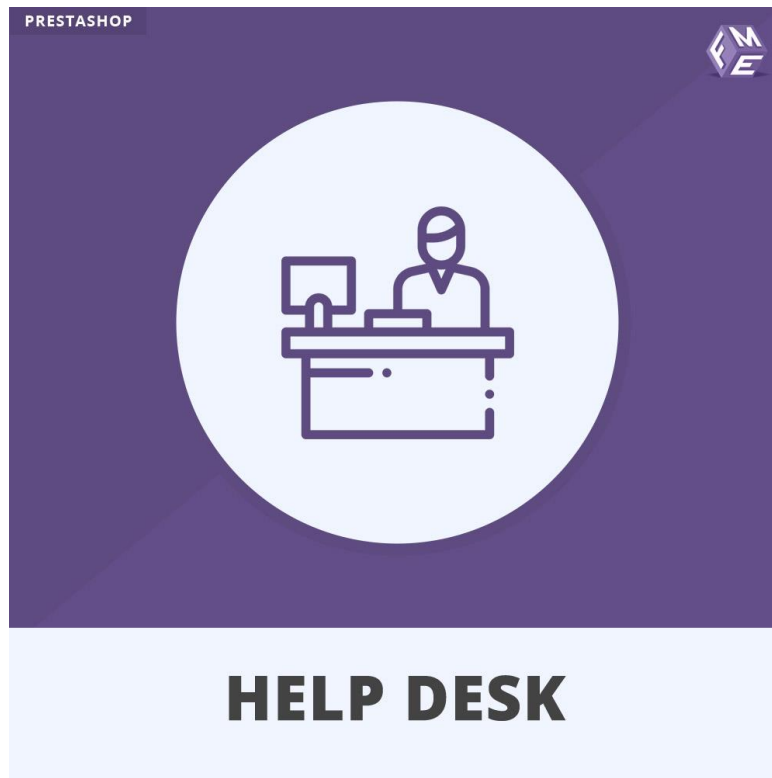




FME MODULES



HELP DESK

PRESTASHOP MODULE

USER GUIDE



INTENDED AUDIENCE

The content of this document is designed to facilitate the users - managers, supervisors, and others of the **Help Desk** PrestaShop Module. A step by step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice always backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module we can do it for you as well. Just go to the following link and let support know the order id to expedite the installation process.

Once you have installed please see the User Guide to help you understand how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



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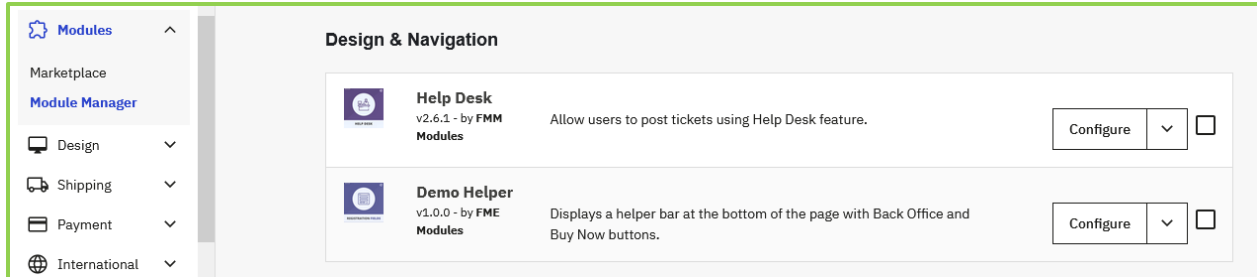
INSTALLATION INSTRUCTIONS

1. Log into **PrestaShop** administration panel, go to **Modules** → Click **Add new module**
2. Select **helpdesk.zip** which you downloaded and click **upload this module**
3. Scroll down and find **Help Desk** and click **Install**. You are done
4. **Clear Cache** in **Advance Parameters** → **Performance**



HOW TO CONFIGURE THE MODULE

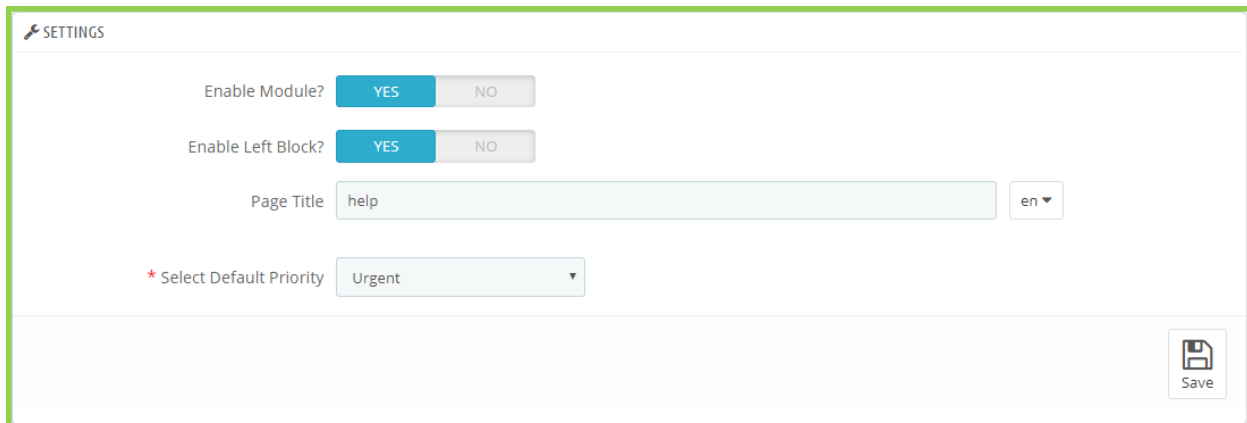
At the back office, go to [Help Desk Configurations](#). You can go there from [Modules > Modules & Services > Help Desk](#).



Click on [Configure](#) and you will access the General settings there:

SETTINGS

- Enable Module
- Enable Left Block
- Page Title
- Select Default Priority





TICKET SETTINGS

- **Show Priorities?**
- **Show Departments?**
- **Select Default Department:** If customers won't be able to see departments list then this will be assigned
- **Default New Ticket Status:** This would be the default status of the new ticket
- **Default Close Ticket Status:** This would be the status of ticket when it is closed
- **New Ticket Alert?**
- **New Message Alert?**

A screenshot of the 'TICKET SETTINGS' configuration page. The page has a light gray background and a green border. At the top left, there is a small icon of a wrench and the text 'TICKET SETTINGS'. The settings are arranged vertically:

- 'Show Priorities?' with a blue 'YES' button and a gray 'NO' button.
- 'Show Departments?' with a blue 'YES' button and a gray 'NO' button.
- '* Select Default Department' with a dropdown menu showing 'technical'. Below it is the text: 'If customers wont able to see departments list then this will be assigned'.
- '* Default New Ticket Status' with a dropdown menu showing 'Open'. Below it is the text: 'This would be the default status of the new ticket.'
- '* Default Close Ticket Status' with a dropdown menu showing 'Open'. Below it is the text: 'This would be the status of ticket when its closed.'
- 'New Ticket Alert?' with a blue 'YES' button and a gray 'NO' button.
- 'New Message Alert?' with a blue 'YES' button and a gray 'NO' button.

At the bottom right corner, there is a 'Save' button with a floppy disk icon.



UPLOAD SETTINGS

- Allow File Upload?
- Max File Size
- Accepted File Types: Comma separated file types i.e. jpg, gif, png
- Default Alert Name

A screenshot of the 'UPLOAD SETTINGS' configuration page. The page has a title bar with a pencil icon and the text 'UPLOAD SETTINGS'. Below the title bar, there are four settings:

- 'Allow File Upload?' with a toggle switch set to 'YES'.
- 'Max File Size' with a text input field containing '2' and a unit dropdown menu set to 'megabytes'.
- 'Accepted File Types' with a text input field containing 'jpg,doc,pdf,jpeg,png' and a note below it: 'Comma seperated file types i.e. jpg, gif, png'.
- 'Default Alert Name' with a text input field containing 'Help Desk'.

At the bottom right of the form is a 'Save' button with a floppy disk icon.

CAPTCHA/EMAIL SETTINGS

- Send Email Copy
- Default Alert Email
- Default New Ticket Respond?
- Default New Message Respond?
- Close Ticket Notice?
- Allow Customer to Close Ticket?
- Show Google Captcha?
- Google captcha SiteKey



CAPTCHA/EMAIL SETTINGS

Send Email Copy email

Default Alert Email email

Default New Ticket Respond? YES NO

Default New Message Respond? YES NO

Close Ticket Notice? YES NO

Allow Customer to Close Ticket? YES NO

Show Google Captcha? YES NO

Google captcha SiteKey

Get your Google key: [Click here](#)

Save

AUTO POST TICKET REPLIES (IMAP)

Requires IMAP enabled on your server. Also requires IMAP enabled on your Email Account.

You must trigger below link to update Help Desk messages database. Better option will be to put it in Cron Tab by using official PrestaShop Cron tasks manager module.

Cron Link:

http://helpdesk.bestprestashopmodules.net/modules/helpdesk/help_desk.php?secure_key=5GMJMYUDD2AEE54G

- **Email Server Type:** Select email server which you are using
- **Username:** Enter your email address where you receive emails from users
- **Password:** Email account password

Auto Post Ticket Replies (IMAP)

Requires IMAP enabled on your server. Also requires IMAP enabled on your Email Account. You must trigger below link to update Help Desk messages database. Better option will be to put it in Cron Tab by using official PrestaShop Cron tasks manager module. Cron Link: http://helpdesk.bestprestashopmodules.net/modules/helpdesk/help_desk.php?secure_key=5GMJMYUDD2AEE54G

Email Server Type Gmail Yahoo Mail
Select email server which you are using.

Username email
Enter your email address where you receive emails from users.

Password
Email account password.



MANAGE TICKETS

At the back office, go to **Manage Tickets**. You can go there from **HELPDESK > Manage Tickets**.

Admin can overview **all tickets**, **tickets resolved** and **in progress tickets** in an interactive dashboard here.

Also admin can add tickets on behalf of the customers by clicking on **+** or edit the existing tickets that were submitted from the front office as per their requirement.

Manage Tickets

ALL TICKETS: 08 | RESOLVED: 02 | INPROGRESS: 06

Manage Tickets | Manage Ticket Status | Manage Ticket Priorities | Manage Departments | Manage Email Templates | Manage Premade Replies | General Settings

Manage Tickets

ID	Ticket Subject	Department	Ticket Status	Priority	Customer	Last User Response	
1	Test ticket	Marketing	Resolved	High Priority	John DOE	2026-04-16 08:54:14	Edit
3	This is the first one	Development Department	Inprogress	Medium	--	0000-00-00 00:00:00	Edit
4	test attachment ticket	Marketing	Inprogress	Medium	--	0000-00-00 00:00:00	Edit

POST A NEW TICKET OF CUSTOMER

CREATE A TICKET OF USER

- Search Customers: Search as Customer
- Title
- Department
- Priority
- Message
- Attachment: Supported Types jpg,doc,pdf,jpeg,png
- Send user email
- Send admin email



CREATE A TICKET OF USER

Search Customers(please click on customer email) *

Search as Customer

Title *

Department *

Select Department

Priority *

Select Priority

Message *

Attachment

Choose File | No file chosen

Supported Types: jpg,doc,pdf,jpeg,png

Send user email YES NO

Send admin email YES NO

YOUR ANSWER TO USER

- Change Ticket Status
- Change Ticket Department
- Change Ticket Priority
- Attachment
- Append
- Append Department Signature
- Close on reply

MANAGE TICKET'S DETAILS

At the back office, admin can view the customer's ticket details, internal notes, customer's orders and order messages.

Admin can reply to customers from here and can view details like, Email, Ticket Creation Date, Last Client Response and more.



Manage Tickets
Manage Ticket Status
Manage Ticket Priorities
Manage Departments
Manage Email Templates
Manage Premade Replies

General Settings

Ticket Detail

Internal Notes

Customer Orders

Customer Orders message

Ticket # 1

Ticket Status:	Resolved	Posted By:	John DOE
Priority:	High Priority	Email:	demo@demo.com
Department:	Marketing	Ticket Creation Date:	2026-02-19 01:13:31
Last Staff Response:	2026-04-16 08:53:48	Last Client Response:	2026-04-16 08:54:14
Ticket Subject:	Test ticket		

Ticket Options

Change Ticket Status

Resolved ▾

Change Ticket Department

Marketing ▾

Change Ticket Priority

High Priority ▾

Ticket Responses

John DOE

High priority ticker

[Attachment](#)

📅 Thursday, Feb 19 — 🕒 01:13:31

Dear customer thank you for reach out to use. Marketing department

[Attachment](#)

📅 Thursday, Feb 19 — 🕒 01:16:29

Admin

got it. Marketing department

📅 Thursday, Mar 26 — 🕒 01:07:09

Admin

This is Admin, from back office. Marketing department

📅 Thursday, Apr 16 — 🕒 08:53:46

Admin

John DOE

This is customer from Front office.....

📅 Thursday, Apr 16 — 🕒 08:54:14

Your answer to User

Attachment

Browse... No file selected.

Select a premade ▾

Append

Append Department Signature Yes No

Close on reply

Save



INTERNAL NOTES

Admin can create internal notes to assist customer service agents in handling tickets and inquiries for the customer with respect to the relevant department.

Ticket Detail

Internal Notes

Customer Orders

Customer Orders message

Internal Notes

Thursday, Feb 19 01:16:29
Test internal note

Thursday, Mar 26 01:07:09
Ticket status changed to Closed by Admin

Thursday, Apr 16 08:53:44
Ticket status changed to Resolved by Admin

Note Title

Note Content

CUSTOMER ORDERS AND MESSAGES

Admin can see the Orders history of the users and also the threads/order messages history of users can be seen.

Ticket Detail

Internal Notes

Customer Orders

Customer Orders message

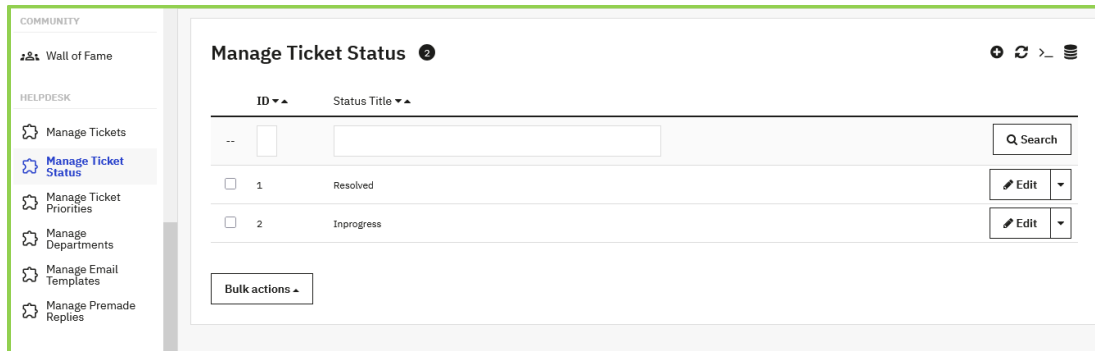
Customer orders

ID	Order reference	Customer	Total	Payment	Status	Date	Action
1	XKBKNABJK	John.DOE	\$61.80	Payment by check	Canceled	2025-12-05 11:48:55	View
2	OHSATSERP	John.DOE	\$169.90	Payment by check	Awaiting check payment	2025-12-05 11:48:55	View
3	UOYEVOLI	John.DOE	\$14.90	Payment by check	Payment error	2025-12-05 11:48:55	View
4	FFATNOMMJ	John.DOE	\$14.90	Payment by check	Awaiting check payment	2025-12-05 11:48:55	View
5	KHWLILZLL	John.DOE	\$20.90	Bank wire	Awaiting bank wire payment	2025-12-05 11:48:55	View



MANAGE TICKET STATUSES

At the back office, go to **Ticket Status**. You can go there from the **HELPDESK > Manage Ticket Status**. Here you can view all the ticket status in a grid. Click on **+** to create a new status.

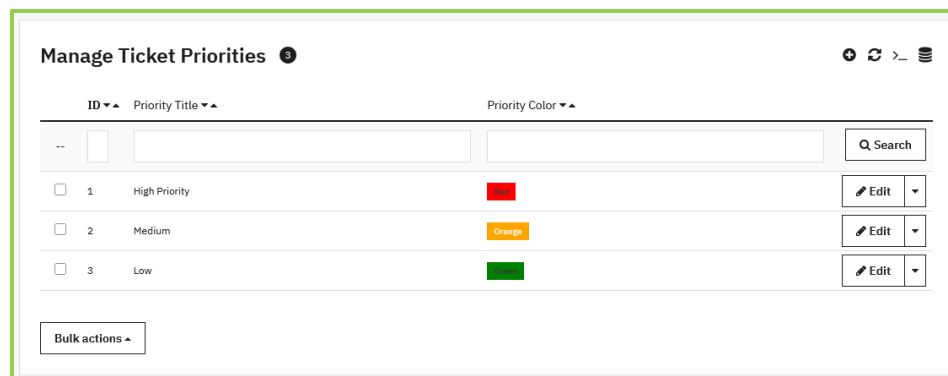


Add New Ticket Status

Status Title and **Status** options

MANAGE TICKET PRIORITIES

At the back office, go to **Ticket Priorities**. You can go there from the **HELPDESK > Manage Ticket Priorities**. Here you can view the ticket priorities in a grid. Click on **+** to create a new priority.





Here you will find the following configurations.

Add New Ticket Priority

- Priority Title
- Priority Color
- Status

Ticket Priority

* Priority Title:

Priority Color:

Status: Enabled
 Disabled

MANAGE DEPARTMENTS

At the back office, go to [Manage Departments](#). You can go there from the [HELPDESK > Manage Departments](#). Here you can view all the departments in a grid. Click on + to create a department.

Manage Departments

ID	Department Email	Department Title	
--	<input type="text"/>	<input type="text"/>	<input type="button" value="Q Search"/>
<input type="checkbox"/> 1	marketing@marketing.com	Marketing	<input type="button" value="Edit"/>
<input type="checkbox"/> 2	development@development.com	Development Department	<input type="button" value="Edit"/>



Add New Ticket Department

- Department Title
- Department Email
- Department Signature
- Status

* Department Title:

* Department Email:

Department Signature:

Status: Enabled
 Disabled

MANAGE EMAIL TEMPLATES

At the back office, go to [Manage Email Template](#). You can go there from the [HELPDESK > Manage Email Template](#). Here you can view all the email templates.

You can Configure and customize the automated emails sent to your customers.

How To Make A New Template

You have to Select the language first, open an existing template, then switch language and save to create or update that language file.

If a file is missing for a language, load it from the default language, change language, then save.

Also admin can update the available templates in text or html format.



Manage Email Templates

Configure and customize the automated emails sent to your customers.

Important

Do not remove essential placeholders (e.g. variables your shop replaces with real data). Breaking them can stop emails from sending or show wrong content.
Files are stored in the mails folder; language follows the customer's front-office language when possible.

How to make a new template

Select the language first, open an existing template, then switch language and save to create or update that language file.
If a file is missing for a language, load it from the default language, change language, then save.

SELECT LANGUAGE

English (English)

Available templates

Search by file name...

TEMPLATE	PLAIN TEXT (.txt)	HTML (.html)
sendclosingtouser	sendclosingtouser.txt Edit	sendclosingtouser.html Edit
sendnewreplytouser	sendnewreplytouser.txt Edit	sendnewreplytouser.html Edit
sendnewtickettoadmin	sendnewtickettoadmin.txt Edit	sendnewtickettoadmin.html Edit
sendnewtickettodepartment	sendnewtickettodepartment.txt Edit	sendnewtickettodepartment.html Edit
sendnewtickettouser	sendnewtickettouser.txt Edit	sendnewtickettouser.html Edit
sendtoadmin	sendtoadmin.txt Edit	sendtoadmin.html Edit
sendtodepartment	sendtodepartment.txt Edit	sendtodepartment.html Edit
sendtouser	sendtouser.txt Edit	sendtouser.html Edit

Edit template: select a file from the table

B / *U*

Choose a template in the table above, then edit the content here.





Preview

Save template



MANAGE PREMADE REPLIES

At the back office, go to [Manage Premade Replies](#). You can go there from the [HELPDESK > Manage Premade Replies](#). Here you view all the premade replies. You can create a new reply here and save it to the list.

Manage Premade Replies 1		   
ID	Premade Title	
1	Thank you	 Edit 



Add New Reply

Premade Reply

* Premade Title:

Content:

Status: Enabled Disabled



DISCLAIMER

It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

It is recommended you install on a test server initially to carry out your own testing.

SUPPORT

If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

CUSTOMIZATION

If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.