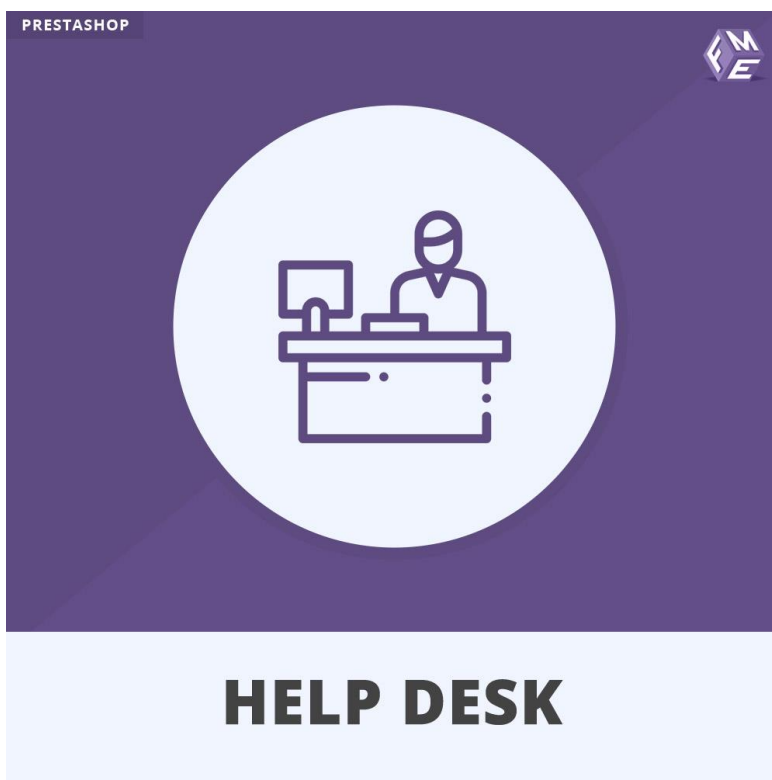




FME MODULES



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

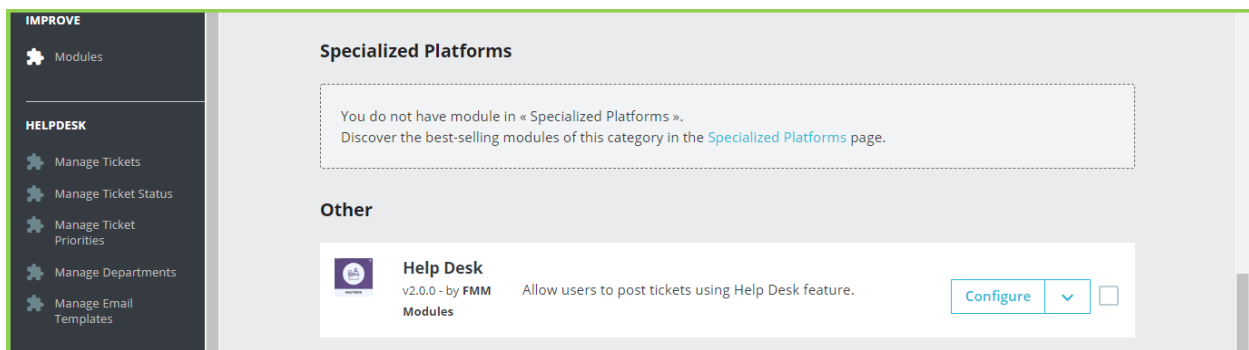
1. Log into **PrestaShop** administration panel, go to **Modules** → Click Add new module
2. Select **helpdesk.zip** which you downloaded and click upload this Module
3. Scroll down and find **Help Desk** and click **Install**. You are done
4. **Clear Cache** in **Advance Parameters** → **Performance**



USER GUIDE

HOW TO CONFIGURE THE MODULE

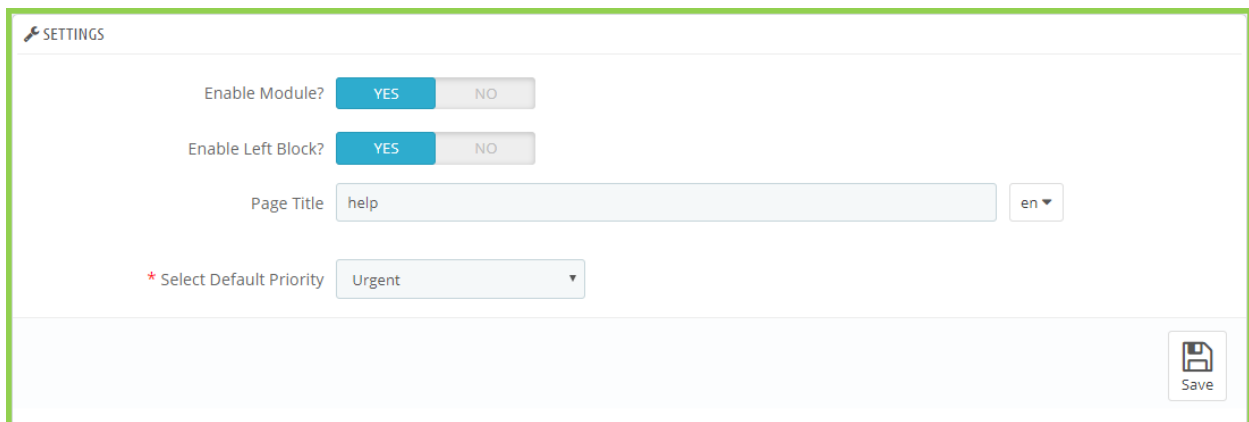
At the back office, go to **Help Desk Configurations**. You can go there from **Modules > Modules & Services > Help Desk**.



Click on **Configure** and you will access the following settings:

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'. Below this, there are several settings:

- '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 a note: '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 a note: 'This would be the default status of the new ticket.'
- '* Default Close Ticket Status' with a dropdown menu showing 'Open'. Below it is a note: '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, 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

UPLOAD SETTINGS

Allow File Upload? YES NO

Max File Size megabytes

Accepted File Types
Comma seperated file types i.e. jpg, gif, png

Default Alert Name

Save

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](#)

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=URNAKO7JPDIZUAXK

- **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=URNAKO7JPDIZUAXX

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

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

Password
Email account password.

Save

MANAGE TICKETS

At the back office, go to **Manage Tickets**. You can go there from **HELPDESK > Manage Tickets**. Here admins can view a grid with all the tickets. Admins 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.

Orders

IMPROVE

Modules

HELPDESK

Manage Tickets

Manage Ticket Status

Manage Ticket Priorities

Manage Departments

Manage Email Templates

Manage Tickets

MANAGE TICKETS 3

ID	Ticket Subject	Department	Ticket Status	Priority	Customer	Last User Response	
4	testing module	support	On Hold	Urgent	Joe Jane	2019-06-14 05:20:58	Edit
5	testing module	technical	Open	Normal	Joe Jane	2019-06-14 05:26:06	Edit
6	I need help	support	Open	Lowest	Joe Jane	2019-06-14 05:41:16	Edit

Bulk actions

Here you will find the following fields.

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) *

Title *

Department *

Priority *

Message *

Attachment

 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

YOUR ANSWER TO USER

Change Ticket Status
Open ▼

Change Ticket Department
support ▼

Change Ticket Priority
Urgent ▼

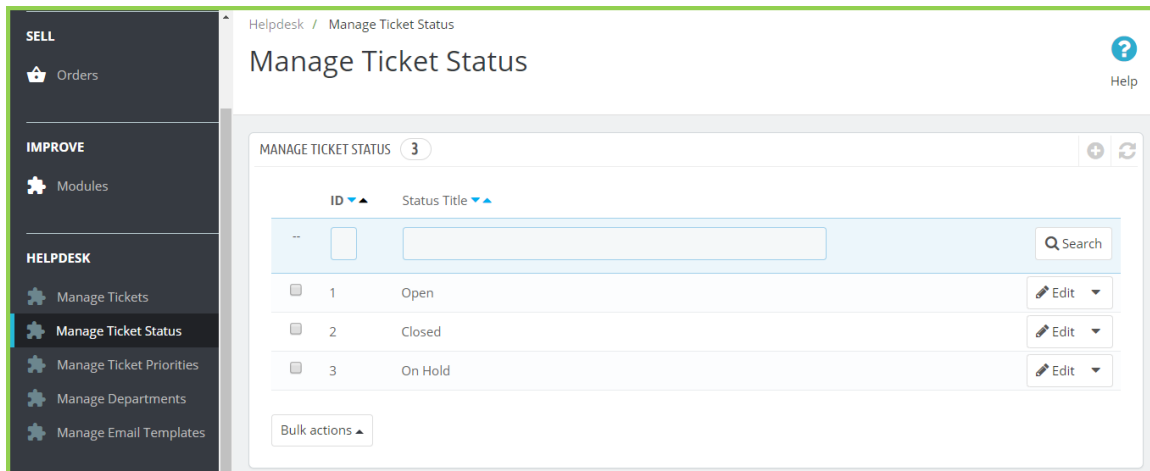
Attachment
 No file chosen
Select a premade ▼

Append
Append Department Signature Yes No
 Close on reply



MANAGE TICKET STATUSES

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



Add New Ticket Status

- **Status Title and Status**

* Status Title:

en

Status:

Enabled

Disabled

Cancel Save

MANAGE TICKET PRIORITIES

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



ID	Priority Title	Priority Color
1	Urgent	#FF0000
2	Normal	#808080
3	Lowest	#2ecc71

Here you will find the following configurations.

Add New Ticket Priority

- Priority Title
- Priority Color
- Status

TICKET PRIORITY

* Priority Title:

en ▾

Priority Color:

Status:

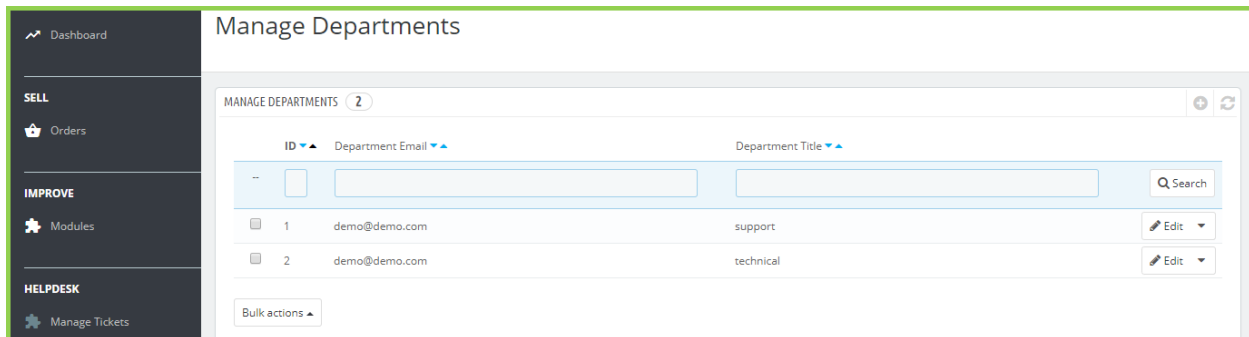
Enabled

Disabled



MANAGE DEPARTMENTS

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



Here you will find the following configurations.

Add New Ticket Department

- Department Title
- Department Email
- Department Signature
- Status

TICKET DEPARTMENT

* Department Title: en

* Department Email:

Department Signature:

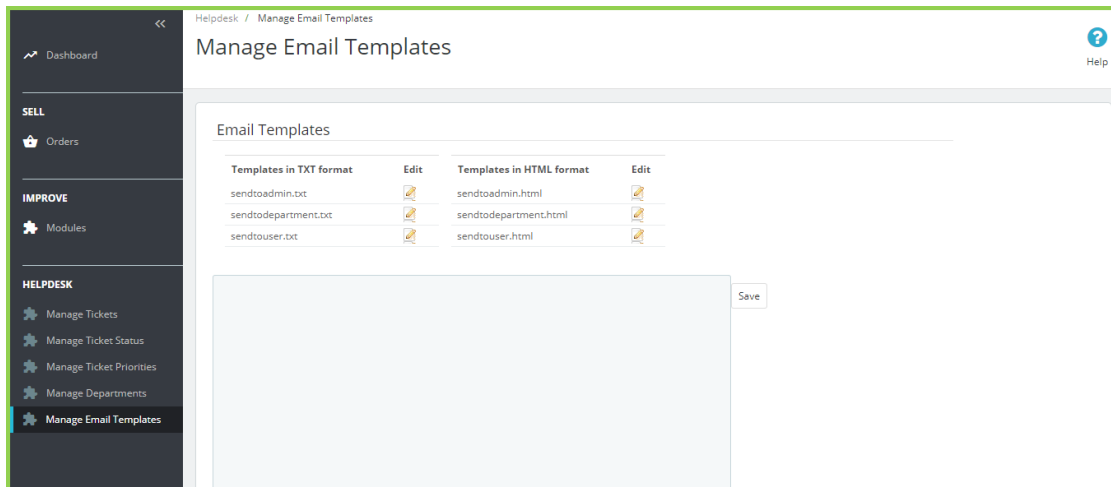
Status: Enabled Disabled

Cancel Save



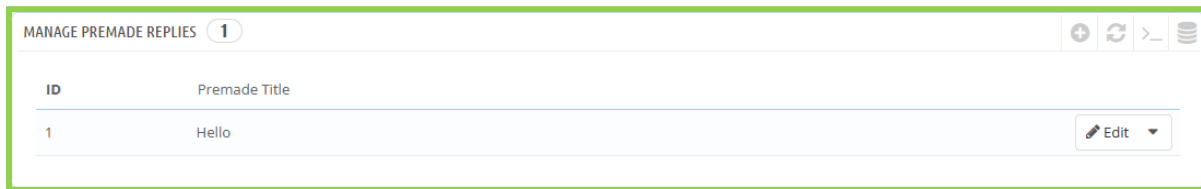
MANAGE EMAIL TEMPLATES

At the back office, go to [Manage Email Template](#). You can go there from the [HELPDESK > Manage Email Template](#). Here you view all the email templates. You can create a new email template here and save it to the list.

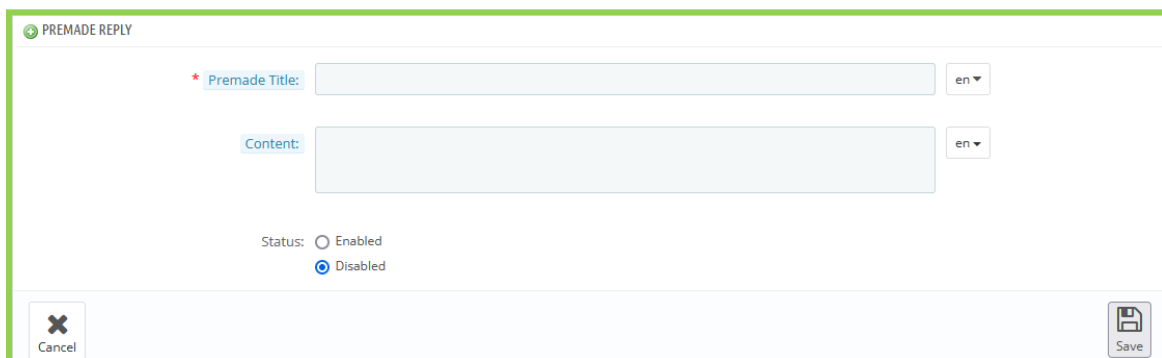


MANAGE PREMADE REPLIES

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.



Add New Reply





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.