



PHOENIIX

Documentation of Support Ticket System

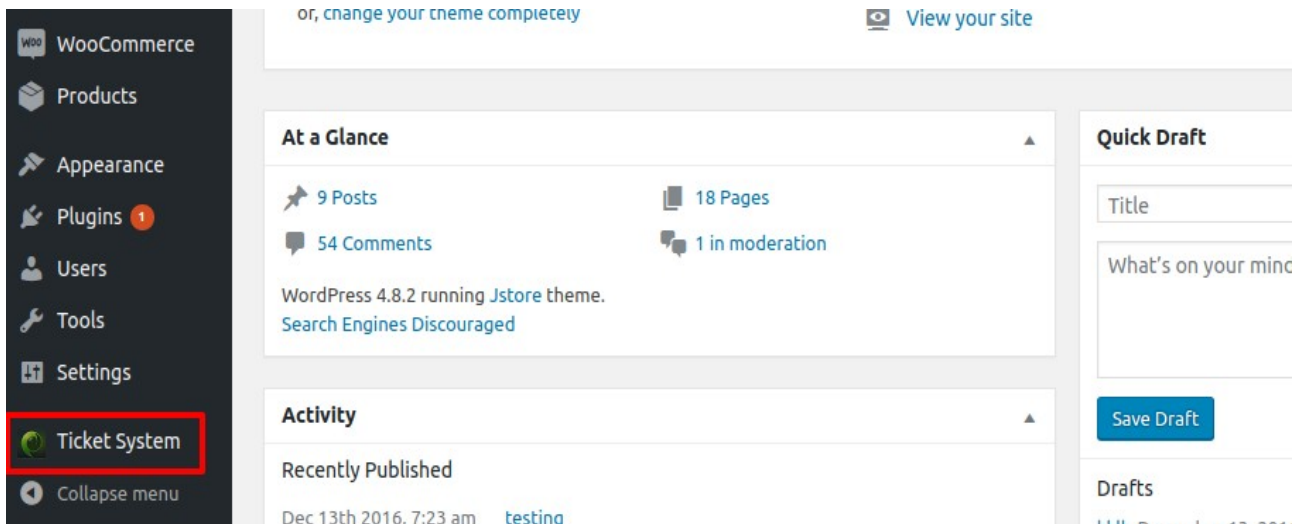
Installation of Support Ticket System

Installation

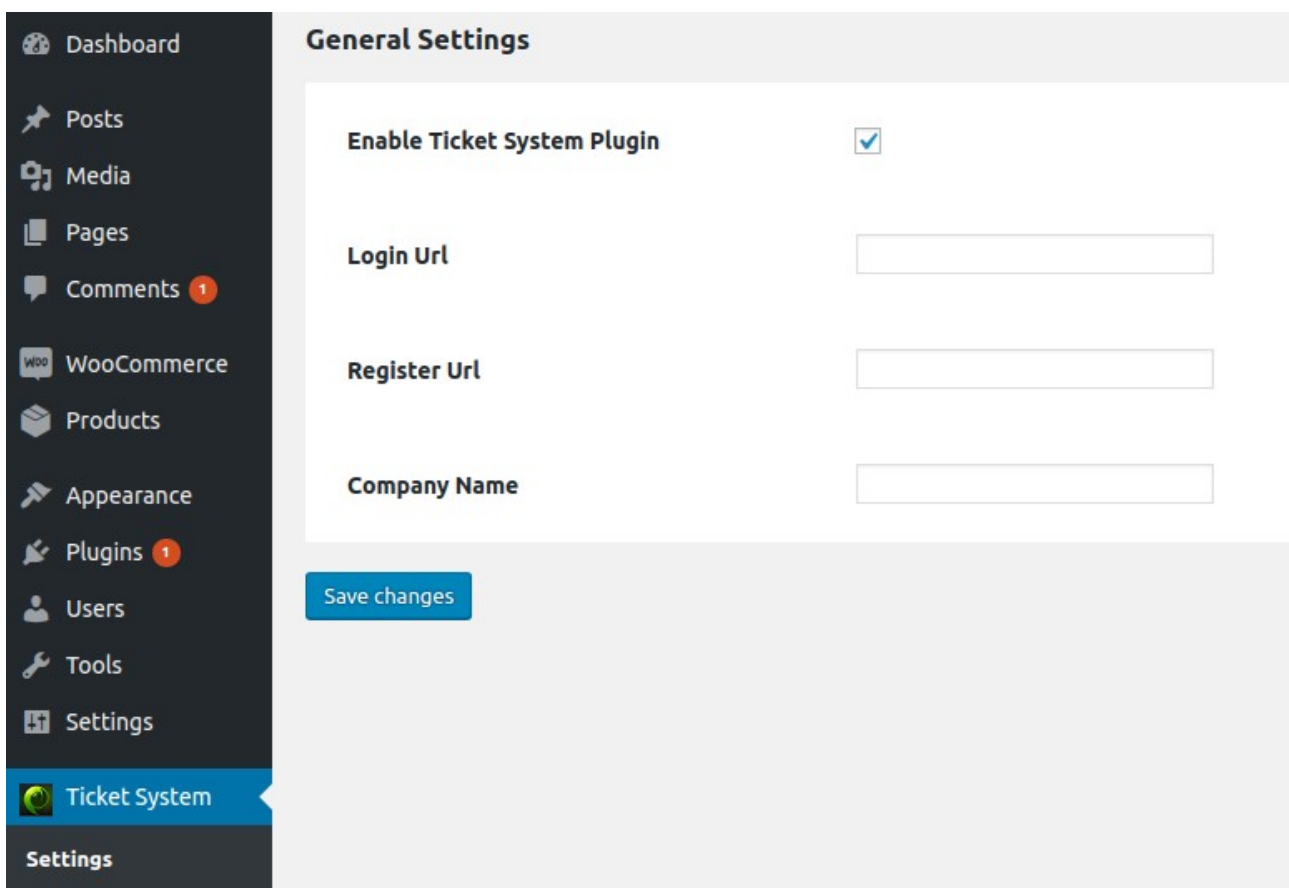
1. Install Word Press from http://codex.wordpress.org/Installing_WordPress.
2. **Upload via FTP:** - Unzip the zip archive you have downloaded on your computer. Upload the folder to your server via FTP into the directory plugins on your Word press installation (wp-content → plugins).
3. **Upload via Word press Admin:** - Go to your WordPress admin panel, and then to Plugins. Click on "Add New" and then upload the zip file of the plugin using the "Upload Plugin" button you can find on top of the screen.
4. For the plugin to work as it should, WooCommerce plugin has to be installed and enabled.

Activation

Once you have uploaded the plugin, activate your plugin in Plugins > Installed plugins. If it has been activated correctly, plugin control panel is available in the tab **Ticket System** in WordPress dashboard.



General Settings



How User can generate the Tickets?

1. Log in to your my account.
2. Then click on Support Ticket System Tab.
3. After that raised the ticket by click on **“Create Ticket”** button.

MY ACCOUNT

The screenshot shows the 'MY ACCOUNT' page. On the left is a vertical navigation menu with the following items: DASHBOARD, ORDERS, DOWNLOADS, ADDRESSES, ACCOUNT DETAILS, LOGOUT, and SUPPORT TICKET. The 'SUPPORT TICKET' item is highlighted with a red box. To the right of the menu is a blue search bar with the text 'Search Here'. Below the search bar are two status indicators: 'OPEN TICKETS' with a counter of 0 and 'CLOSED TICKETS' with a counter of 0. A green button labeled 'Create New Ticket' is highlighted with a red box. A red arrow points from the text 'user can create a ticket by click on this' to the 'Create New Ticket' button.

4. You can set the priority of the tickets.

The screenshot shows the ticket creation form. On the left is a vertical navigation menu with the following items: ORDERS, DOWNLOADS, ADDRESSES, ACCOUNT DETAILS, LOGOUT, and SUPPORT TICKET. The main form area contains the following fields: Name (ab abc), Email (demo@gmail.com), and Subject (Regarding some discount). The Priority dropdown menu is highlighted with a red box and shows the following options: High (selected), Low, Normal, High, and Urgent. A red arrow points from the text 'set the ticket priority' to the Priority dropdown menu.

5. Once you raised the ticket then click on the “Submit Button”

The screenshot shows the ticket creation form. On the left is a vertical navigation menu with the following items: LOGOUT and SUPPORT TICKET. The main form area contains the following fields: Email (demo@gmail.com), Subject (Regarding some discount), and Priority (High). Below the Priority field is a Message field with a rich text editor toolbar and the text 'I would like to know if i get some discount on this product.' Below the Message field is a 'Choose Files' button with the text 'No file chosen'. A green button labeled 'SUBMIT' is highlighted with a red box. A red arrow points from the text 'once you create ticket then click on the submit button' to the 'SUBMIT' button.

How the Admin Assign the Ticket to the Agents?

1. Log in to your my account.
2. Then click on Support Ticket System Tab.
3. Then at the top you will see the option to assign the tickets to the agents.

The screenshot shows a dashboard with a sidebar menu on the left containing: DASHBOARD, ORDERS, DOWNLOADS, ADDRESSES, ACCOUNT DETAILS, LOGOUT, and SUPPORT TICKET. The main content area has a blue header with a search bar. Below the header, there are two sections: 'OPEN TICKETS' with a count of 1 and 'CLOSED TICKETS' with a count of 0. A green 'Create New Ticket' button is visible. The main ticket view shows a ticket with the following details:

Email ID	Ticket ID	Status	Priority
sakshi@webiix.com	#7719	OPEN	High

The ticket is from user 'ab abc' (2017-10-30 10:46:35) regarding a discount. The subject is 'Regarding some discount' and the message is 'I would like to know if i get some discount on this product.' A dropdown menu for 'select agent' is open, showing options: 'select agent', 'Agent 1', 'Agent 2', and 'Agent 3'. A red box highlights this menu, and a red arrow points to it with the text 'select the agent to assign the ticket'. A rich text editor is visible below the message.

4. Closing the ticket.

The screenshot shows the same dashboard as above. The 'CLOSED TICKETS' count is now 1. The main ticket view shows the same ticket details as in the previous screenshot. A red box highlights a green checkmark icon in the top right corner of the ticket card, with a red arrow pointing to it and the text 'you can close the ticket from here'.