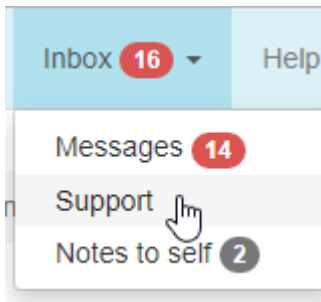


Support/Helpdesk

Any user can request help by going to **Inbox / Support**. Asking a question here will create a new ticket to be handled by a Plint user who is set up to handle Helpdesk issues.



Request support

Before contacting the support team, please check if your question is addressed under **Help/Documentation**.

Header (required)

Question about invoicing

Question/comment (required)

How do I specify which bank to transfer the fee to?

Support Category (required)

Select an option ▼

- Select an option
- General
- Finance**
- Online translation tools

Drop files here to upload

Close Submit

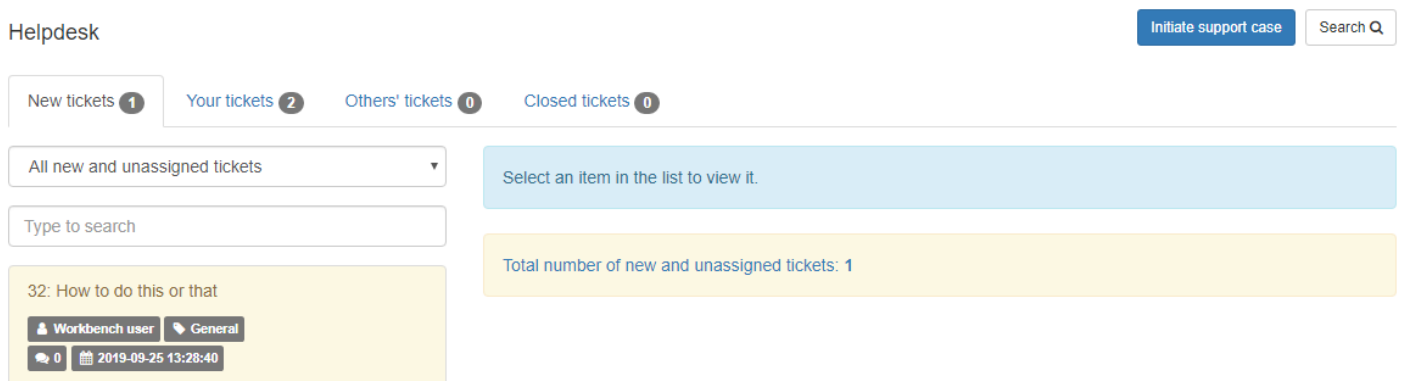
Setting up a Helpdesk

Staffing and preparing the built-in helpdesk consists of the following steps.

- Prepare **Support categories**
 - Support categories are handled under **Tools & Data** and can be associated with **Tags**.
 - This means that only users with matching tags can select that category.
- When editing a **user**, turn on notifications for Support tickets under the **Notifications** tab
 - This will make them a member of the Support staff and add the "Helpdesk" option for them under the Help menu
 - Selecting "Access without notification emails" will turn off notifications but still allow access to the Helpdesk
- Selecting Support categories for the Helpdesk user will:
 - prefilter which new tickets they see in the Helpdesk section
 - determine which tickets they get notifications about
 - Any Helpdesk user will still be able to see, and be assigned, *any* ticket, using the search tools.

Using the Helpdesk

As a Helpdesk user, the first thing you see will be a tab showing new tickets. These, in turn, will reflect your support categories.



Click on a ticket to see the details and assign it to yourself, or someone else.

Initiating a support case for another user

If you have, for example, received a question from a system user over phone or email, you can initiate a support case and select the person in question as "User". The result will be exactly the same as if the same user had opened the case from within Plint.

People Calendar Inbox 17 Help 0/1 Tools & data Sea

Initiate support case from other user

Create a support ticket from a specified user. It will automatically be assigned to you.

Header (required)

Header

Question/comment (required)

Question/comment

Support Category (required)

Select an option

User (required)

Client user, Acme Inc.

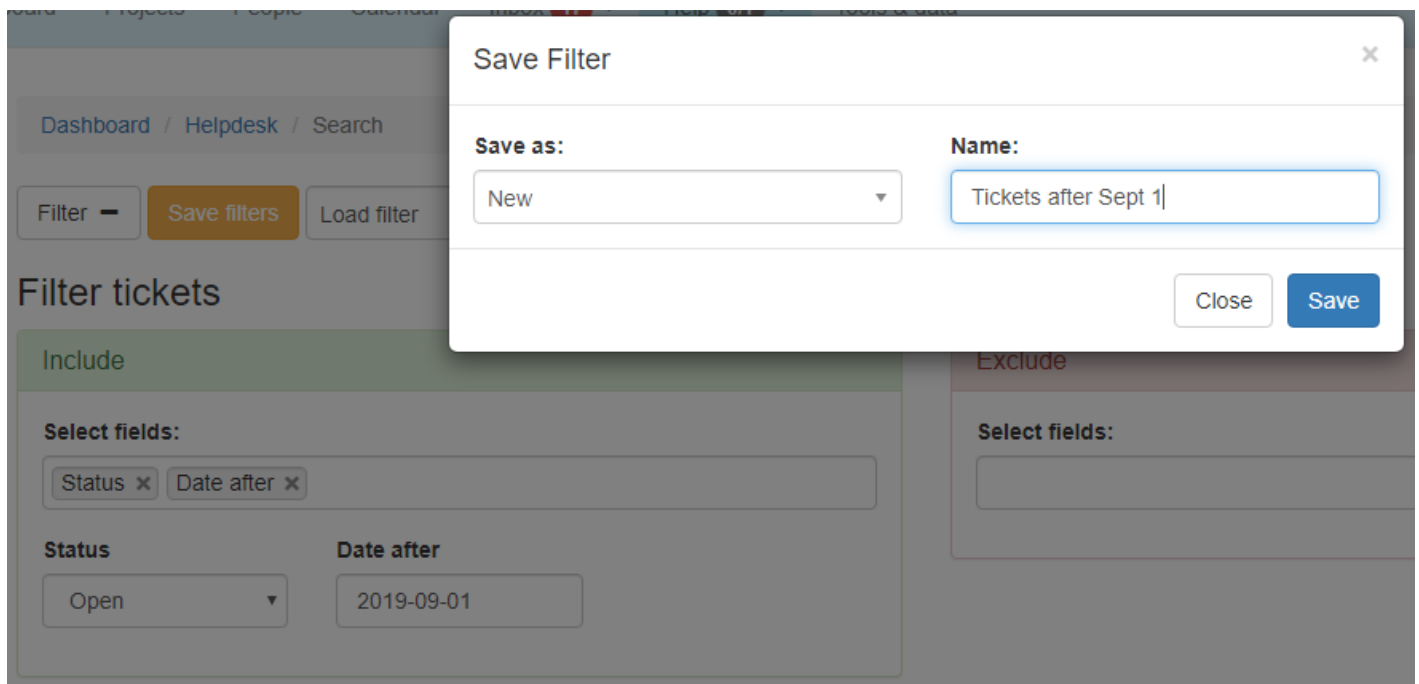
Example Freelancer (NO)

Example Freelancer (SE)

Example Freelancer II (SE)

The search option / reusing searches

Clicking **Search** will bring to a search form where you can combine various criteria. A search can be saved and named to be easily reapplied at a later date. It will also be available as a quick search option on the "New tickets" tab. This allows you to switch quickly between your "standard issues" (those matching your categories) and more specialised searches.



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