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# SupportPal

*Release*

Dec 05, 2017



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# CHAPTER 1

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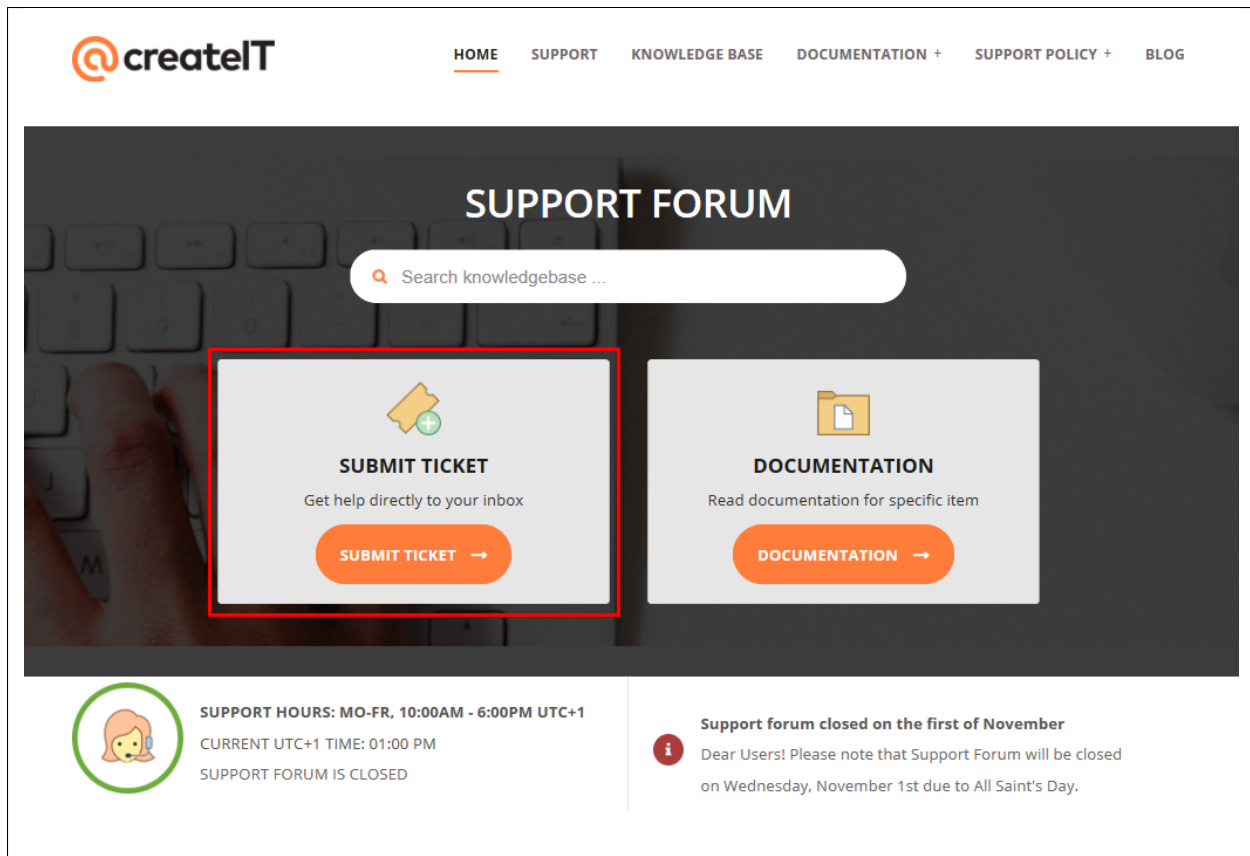
## New Ticket

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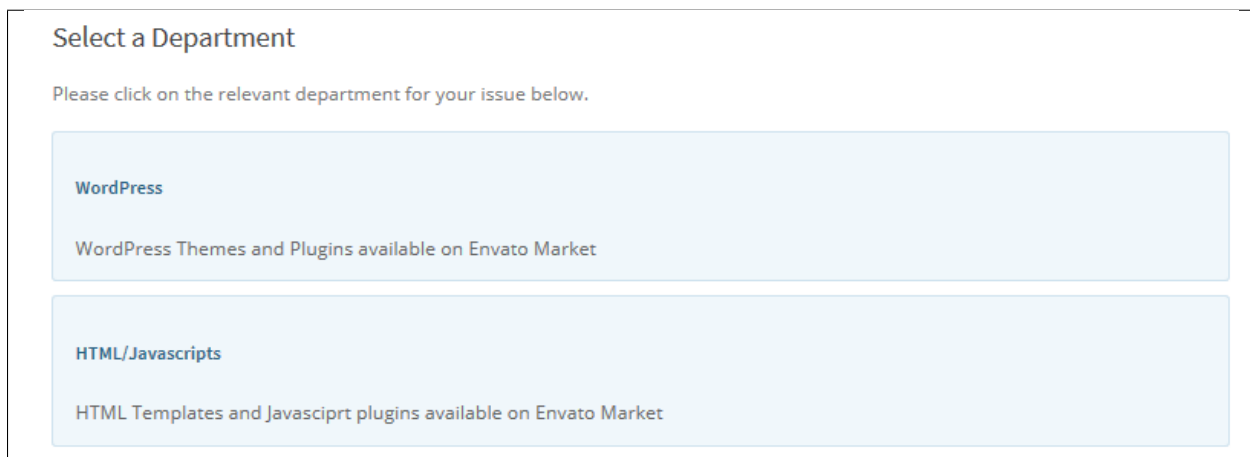
Users can create tickets for their concerns/queries through [createIT](#) support website, comments/posts on [themeforest](#) or [CodeCanyon](#) website, or Emails.

### 1.1 Support Website

To create a ticket through the support website, users must go to [createIT](#) support website and make the ticket there.



Users select the department which their concerns/queries are relevant, so that it can be sorted to the right department.



For new users, they have the option to create a personal account or provide some details to which the reply for the tickets are sent.

### Enter your details

Please enter your details below, or login to your account if you have one.

**First Name**

**Last Name**

**Email**

**Organisation**

(optional)

**SUBMIT**

For users that have their own accounts, they can login to their account to make the tickets.

**LOGIN**

Email

Password

☐ Remember me

LOGIN

[Forgot password?](#)  
[Register now](#)

Users fill-out the details that are needed, Add the subject and message of their query, and attach any attachment if needed.



## Enter Details

### Department

WordPress

### CC

You can CC other people on to this ticket by entering email addresses above.

### Purchase Code

Where Is My Purchase Code? Please check this quick howto: *[how to find purchase code?](#)*

### FTP URL

Login information will be visible only for support admins and encrypted in our database. All information will be erased from the database after your ticket has been resolved.

### FTP Username

Login information will be visible only for support admins and encrypted in our database. All information will be erased from the database after your ticket has been resolved.

### FTP Password

Login information will be visible only for support admins and encrypted in our database. All information will be erased from the database after your ticket has been resolved.

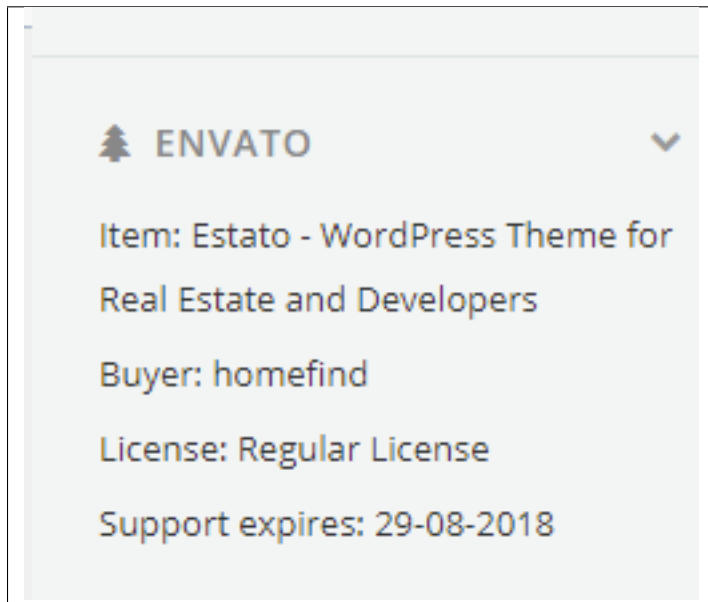
Enter Subject and Message

Subject

Message

ADD ATTACHMENT

If the user added a *Purchase Code*, information about the user can be generated using the said code.




Once the ticket is successfully made, the user will be sent to the page where the user can see the ticket details and the user can also edit some of the information in the ticket.

Your ticket has successfully been opened.

Ticket Custom Fields

To Edit

Messages

**John Doe**  
User · 10 minutes ago

This is a sample email for new ticket documentation.

-----  
IP Address: 119.93.51.104  
Add Reply

TICKET DETAILS

Number  
1153992

Department  
WordPress

Status  
OPEN

Priority  
LOW

Submitted  
10 minutes ago

Last Reply  
10 minutes ago

ADD CC

An Email is also sent to the user once the ticket is successful. The Email is used for the WP account.

To monitor the status of the ticket, users can track the ticket with their Email or through createIT support website.

Email

Ticket Number

VIEW TICKET

HOME

TRACK A TICKET

SUBMIT TICKET

ANNOUNCEMENTS

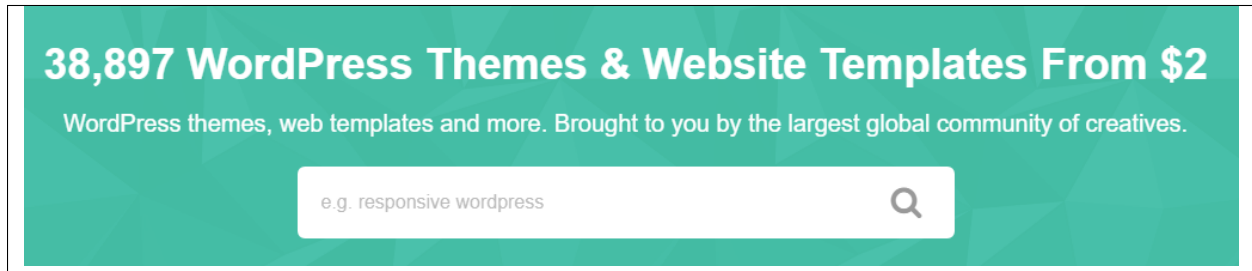
KNOWLEDGEBASE

DOCUMENTATION

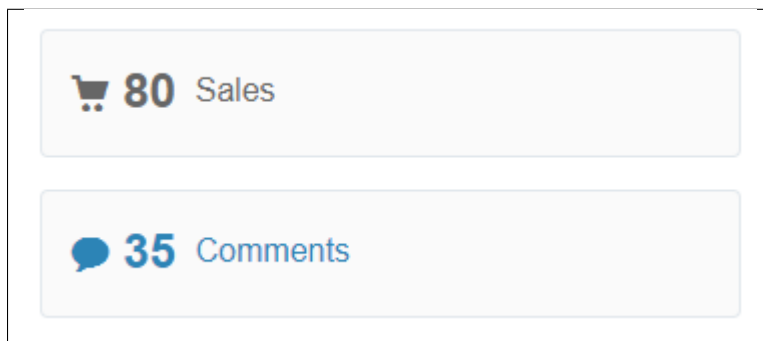
LOGIN

## 1.2 Comments / Posts

To create a ticket through commenting/posting on the [themeforest](#) or [CodeCanyon](#) website, users search for the product that they have a concern/query about and click on that.



Users are directed to the page for the product. On the page, click on the *Comments* button.



Users are directed to the *Discussion* for the said product. There, users can write their comments or replies.

**Note : Users must login to their account to be able to write and interact with a comment**

## 1.3 Email

Emailed tickets are created when the user sends an Email to the *Default SLA Email*. In replying to an Email, the *Ticket Number* must be written as the subject of the Email.

## CHAPTER 2

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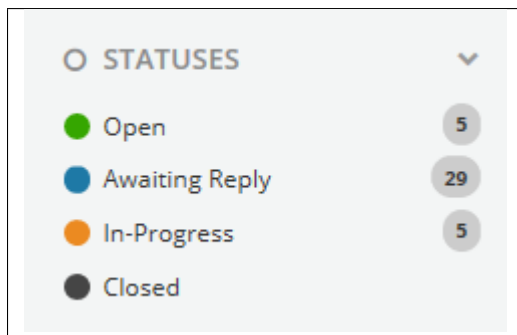
### Ticket Flow

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Tickets that the users make, through [createIT](#) support website, comments/posts on [themeforest](#) or [CodeCanyon](#) website, or Emails, are collated for easy response and monitoring. In managing these, tickets are filtered, sorted and tagged.

### 2.1 Status

The filter *Status* of a ticket determines the condition of a ticket, if it's **Open**, **Awaiting Reply**, **In-Progress**, or **Closed**



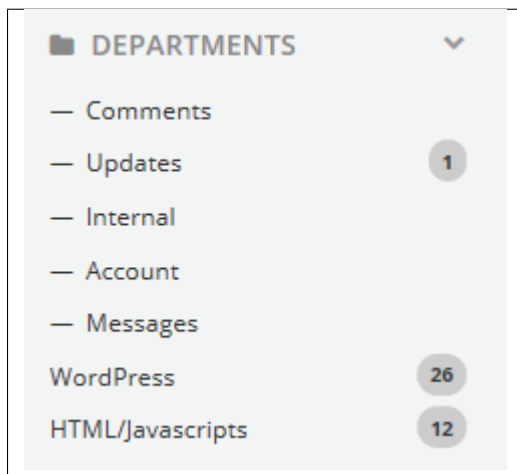
- **Open** - A ticket's status is *Open* when it has not been opened by any support.
- **Awaiting Reply** - A ticket's status is *Awaiting Reply* when a support has replied to a ticket and the user has not yet replied.
- **In-Progress** - A ticket's status is *In-Progress* when the user replied to an answer from his previous query.
- **Closed** - A ticket's status is *Closed* when the ticket has been resolved or if the ticket has been inactive and the system closed it automatically.

Close Inactive Tickets	8	0	0
	Days	Hours	Mins

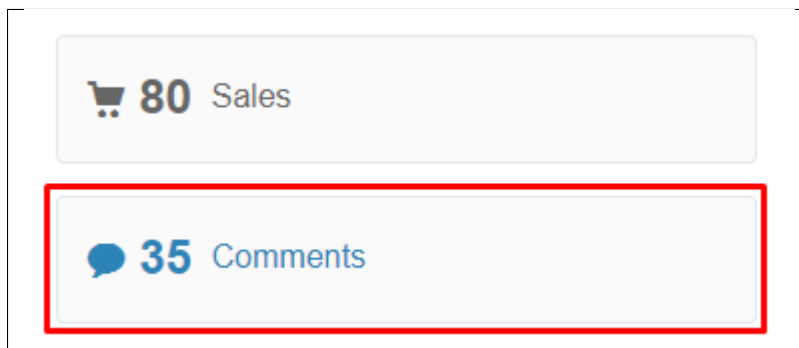
The time after which inactive tickets are automatically closed, set to 0 to never close tickets automatically.

## 2.2 Department

This is use to filter the tickets by department.



- **Comments** - These are *Comments* that users post on the website. *Comments* are prioritized first since it's real time.



- **Updates** - *Updates* are internally used for the company. This are updates from 3rd party applications that are integrated.
- **Internal** - The *Support* account that replies/posts on the website is made-up by a team of people. This is where all replies/posts are saved to keep track on who relied/posted in a comment.

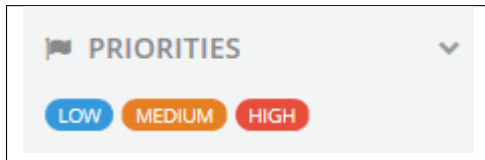
- **Account** - Where emails about administrative and financial matters are kept. This ticket's functions are for information and doesn't need anything to be done to it.
- **Messages** - This is where Emailed queries are saved.

**Note : In replying to an Email, the Ticket Number must be written as the subject of the Email.**

- **WordPress**
- **HTML/Javascripts**

## 2.3 Priorities

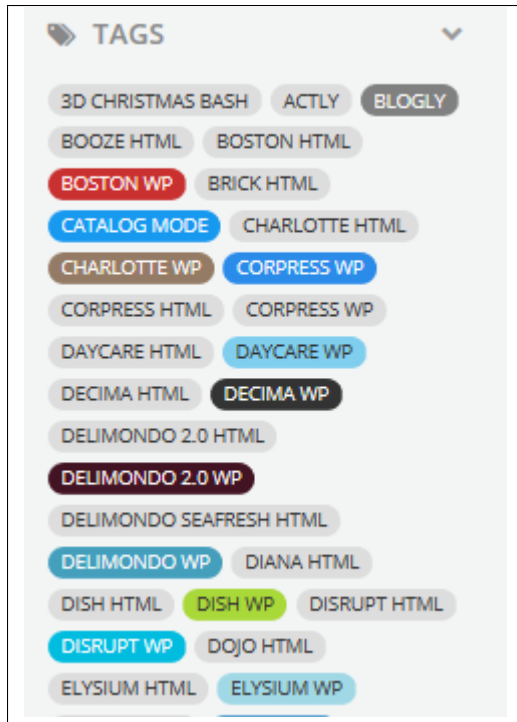
The filter *Priorities* of a ticket determine which tickets must be prioritised by how long it must be resolved. Tickets have 3 types of *Priorities*, the **Low, Medium, and High**.



- **Low**
- **Medium**
- **High**

## 2.4 Tags

The filter *Tags* of a ticket helps to identify where the ticket is connected/grouped. A ticket may have more than 1 tag.





## CHAPTER 3

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### Macros

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Automatic *Macros* are set to save time by automating common, repetitive tasks.

These *Macros* are set so that even without manually checking on the tickets, notifications and replies are sent automatically. This will make the users think that their queries are being observed.

NAME	DESCRIPTION
<a href="#">Envato Comments</a>	
<a href="#">Envato - our messages</a>	Filters internal messages and moves them to internal department
<a href="#">Awaiting reply status</a>	Set the status for ticket awaiting reply from user
<a href="#">Inactive ticket notification</a>	
<a href="#">Support Feedback</a>	
<a href="#">Envato Updates</a>	
<a href="#">Envato Account</a>	
<a href="#">Envato Messages</a>	
<a href="#">Operator leave</a>	Procedure to assign all the tickets to substitute operator

Inside these *Macros*, you can edit/set the information in which a specific *Macros* acts. The conditions under *Macro Conditions* must be met before the action of the *Macro* executes.

## Edit Macro

**Name**

Inactive ticket notification

**Description**

**Macro Type**

Automatic - On new tickets only

By default the macro has to be manually called in the ticket view. It can be set to be an automatic macro that is checked and actioned when new tickets are created. The actions will be performed automatically. A macro can only run once on a ticket automatically, there is no limit for running it manually.

### Macro Conditions

Define the conditions for which tickets this macro will be available to. By default, with no conditions, it will apply to all tickets.

**Condition Group**

Hours since last reply

Greater than

168

Last ticket replier

Is

Operator

ALL conditions in group must be true

Add Condition

Add Condition Group

### Macro Actions

Define actions that are performed out when a macro is carried out. Please ensure actions are valid for the department the ticket is in or else they will be ignored.

ACTION	VALUE
Send email to user	Inactive ticket notification

Add Action

## 3.1 Email Templates

*Email Templates* are used the same as a *Macros*, it automatically send a preset Email to the users.

14

Chapter 3. Macros

## Email Templates

[+ Add Email Template](#)

User

Operator

Custom

[Filter Results](#)

Show  entries

### NAME

[Account confirmation](#)

[Added as new organisation user](#)

[Attachment rejected](#)

[New account details](#)

[New automatic user registration](#)

[New ticket opened](#)

[New ticket reply](#)

[Password reset](#)

[Reply to comment](#)

[Reply to locked ticket](#)

Showing 1 to 10 of 15 entries

It can be edited/created beforehand by setting all the needed information that the users might need.

Language

Default

Email SubjectRE: (#{ ticket.number }) { ticket.subject }

Email Content

<> ¶ B I ↶ ↷ ☰ ☲ ☳ ☴ ☵ ☶ ☷ GO ⌂ — ▶ 🔍 🗨 Aa ↕ 📧

Your ticket #{ ticket.number } has not been updated in the last 7 days. It will be automatically closed in the next 7 d.

If you don't consider the ticket as resolved you can reply to this email above or review the ticket by going to:  
[{ ticket.frontend\\_url }](#)

Kind Regards,  
{ system.company }

Preview

An Email Template could be set to a Department to be sent to users. This template will become the default Email Template for this Department. This can be defined in General > Email Templates.

### Email Templates

You may select an email template other than the default to be sent to the user or operators for any of the actions below. This template will become the default for this department only.

#### User Templates

New Ticket Opened	Default
New Ticket Reply	Default
Reply to Locked Ticket	Default
Waiting for Response	Inactive ticket notification
Ticket Auto Closed	Default
Closed By Operator	Disable
Attachment Rejected	Default

#### Operator Templates

New Ticket Opened	Default
New Internal Ticket	Default
User Ticket Reply	Default
Operator Ticket Reply	Default
New Ticket Note	Default
Assigned to Ticket	Default
Department Changed	Default

Submit

Responses		Tags
+ Add Canned Response ▼ Filter Results		
Show 10 ▼ entries		
NAME		▲ PUBLIC
<a href="#">Child Theme</a>	SUPPORT CHILD THEME	Yes
<a href="#">HTML not WP</a>	SUPPORT HTML TO WP	Yes
<a href="#">Incorrect credentials</a>	SUPPORT CREDENTIALS	Yes
<a href="#">Latest version of theme</a>	SUPPORT THEME UPDATE	Yes
<a href="#">Premium support</a>	PREMIUM	Yes

### Responses

The canned response can be written in several languages. The appropriate response will be used automatically based on the user's language |

Name

Latest version of theme ×

Responses

<> ¶ B I U Link Image Video Table Code Bold Italic A Aa a↕ ☰

This problem should be fixed with the latest theme update. Please navigate to Appearance > Themes and make sure you have the latest version installed.  
If you can see the update notification we recommend that you proceed with the update.  
You can also update your theme manually - via FTP. Just download the latest theme files from 'Download' section.  
More information about FTP installation can be found in this article: [http://createit.support/knowledgebase/what-is-a-theme-update](#).  
  
Please let me know if you need any assistance with that.  
  
Thank you.

Preview

### 3.3 Operator Leave

Under the *Macros*, *Operator Leave* is created so that if ever a support is not around, the tickets assigned to the said support won't be left unattended. With this *Macros* it will assign a support to a ticket that would meet its conditions.

Macros	
+ Add Macro   ▾ Filter Results	
Showing 1 to 9 of 9 entries	
NAME	DESCRIPTION
<a href="#">Envato Comments</a>	
<a href="#">Envato - our messages</a>	Filters internal messages and moves them to internal department
<a href="#">Awaiting reply status</a>	Set the status for ticket awaiting reply from user
<a href="#">Inactive ticket notification</a>	
<a href="#">Support Feedback</a>	
<a href="#">Envato Updates</a>	
<a href="#">Envato Account</a>	
<a href="#">Envato Messages</a>	
<a href="#">Operator leave</a>	Procedure to assign all the tickets to substitute operator

## CHAPTER 4

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### Ticket Replies

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Once a ticket is successfully made by a user, an Email is sent to notify the user of the ticket. The Email would have the *Ticket Number* and the *Ticket Subject* as the subject of the Email.

#### 4.1 New Ticket Email

A new ticket will get an automatic notification to the user's Email. Within the Email, the *Ticket Details* are shown with a message to assure the user that the ticket was received by the support team.

Dear John Doe,

We have received your request and someone will be looking at it shortly. We are committed to resolving every ticket as promptly as possible, and we encourage you to let us know if you have any additional concerns or questions by replying to this email. You will receive an email when any action has been taken on your ticket.

---


##### **Ticket Details**

Ticket #: 1153992  
Subject: Sample  
Department: WordPress  
Status: Open  
Priority: Low

When a support replies to the ticket, a notification is sent in the Email for the reply. Users will also get a link to where the ticket is made.

Your ticket # 1153992 has been updated. You can reply to this email above or review the ticket by going to: <https://createit.support/helpdesk/en/tickets/view/1153992?token=841a99e426b9dc197de8bce42fea7914948>

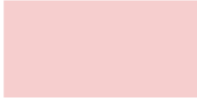
---



**Julka Pawińska**  
Staff - 13/11/2017 6:52 AM

Hello John Doe!  
How can I help you?  
-

*Kind Regards*  
**Julia Pawinska**  
Support Team Manager



Need a developer? Try [www.remotedevelopers.eu](http://www.remotedevelopers.eu)

## 4.2 Inactive Ticket Email

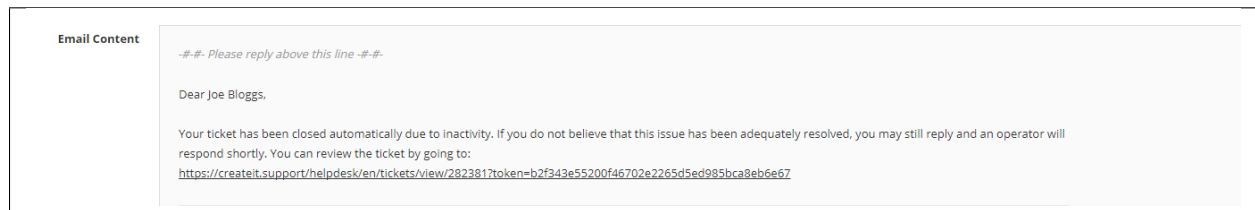
*Inactive Tickets* are tickets that have not been updated or its status has not changed from *Awaiting Reply* for 7 days. On the 7th day, an Email is sent to the user to notify the inactivity off the ticket. Information to make the ticket active again is also in the Email.

Language	Default
Email Subject	RE: ({{{ ticket.number }}}) {{{ ticket.subject }}}
Email Content	<p>Your ticket #282381 has not been updated in the last 7 days. It will be automatically closed in the next 7 days.</p> <p>If you don't consider the ticket as resolved you can reply to this email above or review the ticket by going to: <a href="https://createit.support/helpdesk/en/tickets/view/282381?token=b2f343e55200f46702e2265d5ed985bca8eb6e67">https://createit.support/helpdesk/en/tickets/view/282381?token=b2f343e55200f46702e2265d5ed985bca8eb6e67</a></p> <p>Kind Regards,</p> <p>Editor</p>



## 4.3 Ticket Closed Due to Inactivity Email

If the user doesn't make the ticket active, on the 8th day of inactivity, the ticket is automatically closed and an Email will be sent to the user notifying that the ticket is *Closed Due to Inactivity*.





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### Resolved Ticket

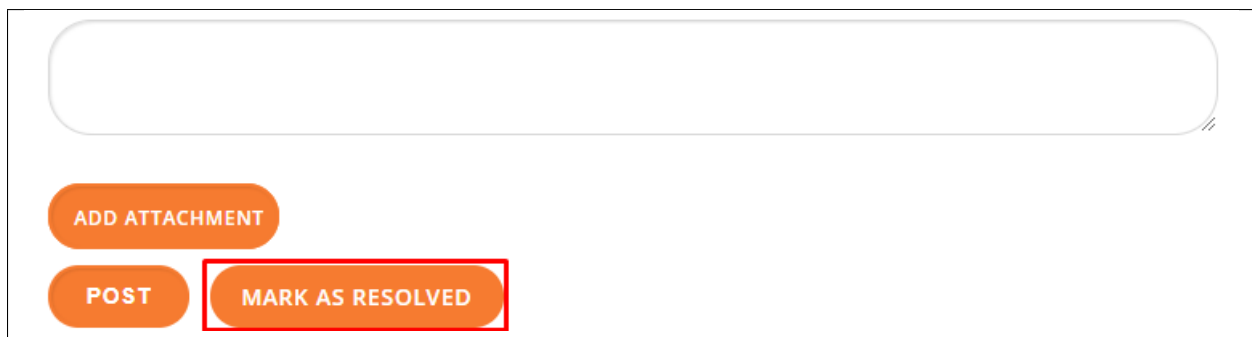
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*Resolved Tickets* are tickets that have the status **Closed** since the concern/issue is already resolved.

For *Resolved Tickets*, there are 2 ways for its status to change:

#### 5.1 Users

The *User* can decide if the concern/issue is already resolved and change the status of the ticket to *Closed*. To do this, the user should go to the *Ticket Details* page in [createIT](#) support website and click on the **Mark as Resolved** button.



The screenshot shows a user interface for a ticket. At the top is a large, empty, rounded rectangular text input field. Below this field are three orange buttons with white text: 'ADD ATTACHMENT', 'POST', and 'MARK AS RESOLVED'. The 'MARK AS RESOLVED' button is highlighted with a red rectangular border.

#### 5.2 Operator

The *Operator* can change the status of a ticket inside the *Ticket Details*.

DEPARTMENT	WordPress
STATUS	Open
	Awaiting Reply
	In-Progress
PRIORITY	Closed

Once the status of a ticket is changed to *Closed*, the *User* will receive an Email to notify the *User* that the ticket was resolved.

**(#1153992) How do you rate the support?**

From	CreateItem
Down	j.modelo@createit.pl
Answer to	CreateItem
Date	Today 16:44

Dear Joy Sunday Modelo,

Your ticket # 1153992 was recently marked as resolved. We'd love to hear what you think about our customer service, please take a moment to choose one of the following options.

[Good, I'm satisfied](#)

[Bad, I'm unsatisfied](#)

You can review the ticket by going to:  
<http://createit.support/helpdesk/en/tickets/view/1153992?token=841a99e426b9dc197de8bce42fea79149482729d>

Kind Regards,  
createIT

Once the ticket's status is changed in the system, it will also change the status in [createIT](#) support website.

## TICKET DETAILS

Number

1153992

Department

WordPress

Status

CLOSED

Priority

LOW

Submitted

1 hour ago

Last Reply

1 hour ago