

Helpdesk Module for ECWZ ASP Cart v1.x

Thank you for purchasing the Helpdesk module v1.x for ECWZ Classic ASP Cart v1.x.

Helpdesk Module is a tool for store operators to provide one-to-one help with its registered users. All registered users will be able to submit help ticket requests and store operators can address the issue by replying to the same ticket. It is a very good tool as it is able to provide one-to-one attention to customers. Both parties (users and store operators) will be able to look at the history of this ticket and do follow-up with appropriate actions/responses to get the issue resolved.

This documentation contains installation instructions and an Operational manual for you to install and operate with the Helpdesk module.

Note: Only the logged-in users will be able to browse the helpdesk. Also, users can only browse the tickets they opened. They will not be able to see any information submitted by other customers. As for store operators, they will be able to check out the helpdesk at the admin's back-end.

Installation Instruction:

1. Unzip the Helpdesk v1.x.zip and upload the unzipped files to the web server.

After you have downloaded the Helpdesk v1.x.zip file from ECWZ.net, you will need to unzip this set of files into your local hard-drive. Here are the folder lists after the decompression of the zip file:

- a. /admin
- b. /images
- c. /store
- d. /template

Upload all the contents to the root of your site using any protocol you want (we recommend FTP protocol here). If you plan to put your store under your domain <http://www.mydomain.com>, then you must upload all the files into the web root folder of mystore.com.

Note: If you have purchased any of the skin template sets, then the skin template set should include the skin files for this module already. If your skin file set does not include files for this module, contact us at ECWZ.NET and we will email you a set of the files for the skins you have purchased.

2. Executing the sql.txt file to install the module into your store.

After uploading files into your web root, you need to execute the SQL statements in the sql.txt file in order to install the modules into your online store. You can use any text editor to open the SQL.txt file and execute those statements with any kind of database management tool. Keep in mind that some DB Management tool might have problem executing the “GO” keyword. If that’s the case, you might have to execute these statements one by one.

3. Recreate your language profile.

After you run the SQL statements, there will be new entries for the language text stored into your textlayertbl table. In order for your online store to load these new languages text, you will need to log into the back-end admin of your store -> Store Configuration -> Edit Language -> and click on the Process button to recreate the text layer file (Feel free to edit the text information for this module).

4. Back-end Configuration for Helpdesk module.

4-1. module_helpdesk.asp

a. List Mode: When list mode is set to on, this module will show up under the middle section of the left navigation (information navigation.). When it is set to off, it will now show up under the left navigation. However, you can create hyperlink through out your online store and link visitors to your helpdesk page (use the URL listed at the URL section of this page).

b. Reply Notification: This control is the setting to configure whether this store will send notification to online users upon response submitted by store operators. When the setting is set to **Brief**, this notification will include the partial content of the response in the notification email (approximately first 150 characters). When it is set to **Detail**, the entire response will be sent via the email notification.

c. Helpdesk Management: By click on the Go button, you will be redirected to the Helpdesk management page to manage helpdesk categories.

d. Helpdesk System: By click on the Go button, you will be redirected to the Administrative section of helpdesk where store operators review and respond to customers’ tickets.

e. URL: This is the URL you want to use to create hyperlink through your online stores and allow them to redirect users to your helpdesk page.

4-2. helpdesk_category.asp

For helpdesk_category.asp, it lists the list of categories that is in this helpdesk system. You will be able to see category name and category status (whether if they are enabled or disabled). You will have the option to delete, add new helpdesk category, or edit the existing helpdesk category.

4-3. add_helpdeskcategory.asp

In add_helpdeskcategory.asp, at this page, you will be able to add/delete/edit categories in your helpdesk system.

a. Category Status: This is where you enable/disable this specific helpdesk category. Once a category is disabled, it will not be display in the online helpdesk page.

b. Category Name: This setting stores the name of the helpdesk category.

4-4. helpdesk.asp

For helpdesk.asp, it lists all the tickets you have in the helpdesk system. At this page, there are three different ways to display the tickets in the system. You can display all the currently opened ticket, all the currently closed ticket, or you can simply display all the tickets. These tickets are sorted by from the latest to the earliest.

4-5. helpdesk_showticket.asp

This page is where a store operator can review the ticket and respond to customer's request via the ticket response.

- a. Update Ticket Status:** When a store operator responds to a ticket, he/she can decide whether to keep this ticket open after his response or close this ticket after his response.
- b. Private Reply:** When an operator response is flagged with private response, your online customer will not be able to see this operator response. Instead, only the store operators can see the private response from the admin back-end.
- c. Response:** This is where store operators type their responses.
- d. Back Button:** This back button will link user back to the helpdesk.asp page.
- e. Reply Post:** upon the click of this button, the response will be submitted into the helpdesk system.
- f. Delete Ticket:** This button will delete this ticket along with all the response off the helpdesk system.

5. Store-Front Files

5-1. helpdesk.asp: This page will display the list of tickets for your customer.

5-2. helpdesk_showticket.asp: This page will display the entire ticket (including history) for your customers to see. At the end of this page, there will be a reply form for your customers to use to respond/follow-up on this issue.

5-3. helpdesk_postticket.asp: This page is where your customers submit their new issues into the ticket system.

5-4. helpdeskResponseTemplate.txt: This page actually locates in the “moduleclass” folder under the /store directory. This is the template file for the notification email that would be sent upon any store operator response.

6. License Information.

For any questions in regards to the open-source license of this module, please contact ECWZ.NET for the licensing information.

7. Support Issue

For any support request/issue, please visit ECWZ, Inc’s support page at <http://www.ecwz.net/corporate/support.asp>