

Helpdesk Extension For Magento 2



Using the HelpDesk extension for Magento 2 visitors and customers can create new advance support tickets for the website. This extension for Magento is about raising complaints, issues, queries, suggestions, problems, and so on. This extension helps to improve the customer service of any website. HelpDesk extension is an ideal model for ticket management. This extension works for small to large-scale online businesses. In this, the web admin can manage tickets in the Magento admin panel. HelpDesk Magento extension is the perfect solution for you and your customer's queries or issues.

Features

- It allows visitors to manage and post tickets from their My Account page.
- Web admin can manage tickets from the Magento admin panel.
- It can specify the ticket's status and priorities.
- Visitors can select the priority of the ticket.
- It allows the allocation of ACL resources to a particular role or user of admin and it allows or rejects accessing HelpDesk.
- It allows the Magento admin panel to set ticket email templates.
- Visitors and Admin will be notified by Email whenever a ticket is created or updated.
- Admin of the panel can see and reply to the list of tickets visitors post.

Installation

- \gg Download the zip file
- > Extract it and put it into /app/code/

>> Open Cli in the Magento directory and follow the below commands

CLI Commands

- → php bin/magento setup:upgrade
- → php bin/magento setup:di:compile
- → php bin/magento setup:static-content:deploy
- → php bin/magento cache:clean
- → php bin/magento cache:flush

STEP 1

onfiguration				Q	📫 👤 admin 🕬
Scope: Default Config 🔻	0				Save Config
VDC STORE	^	General Settings			e
Help Desk		Module Enable [store view]	Yes	•	
GENERAL	~	HelpDesk Admin Name [store view]	admin		
CATALOG	~	HelpDesk Admin Email [store view]	redohaf850@kravify.com		
SECURITY	~	New Ticket by Customer to Agent [store view]	New Ticket by Customer to Agent (Default)	•	
CUSTOMERS	~	New Ticket by Agent to Customer [store view]	New Ticket by Agent to Customer (Default)	*	
SALES	~	New Ticket by Customer to Customer	New Ticket by Customer to Customer (Default)	*	

- → Go to Admin > Stores > Configuration > VDC STORE > Help Desk
- → When you open General Settings you will see Module Enable.
- → Module Enable: Module Enable will give you 2 Options YES or NO.
- → HelpDesk Admin Name: Write admin's name in this column.
- → HelpDesk Admin Email: Write the admin's email here.
- → After filling in all the details click on 'Save Config' to proceed.

Î	Vdcstore	× ^{m(s)}) have been scheduled for update.		View Details	System Messages: 13 🔻
DASHBOARD	Manage Ticket				Q	📫 👤 admin 🗸
\$ SALES	Manage Agent					Save Config
CATALOG						
CUSTOMERS		^	General Settings			\odot
برا Marketing			Module Enable [store view]	Yes	•	
			HelpDesk Admin Name [store view]	admin		
N Z		~	HelpDesk Admin Email [store view]	redohaf850@kravify.com		
		~	New Ticket by Customer to Agent [store view]	New Ticket by Customer to Agent (Default)	•	
REPORTS		~	New Ticket by Agent to Customer [store view]	New Ticket by Agent to Customer (Default)	•	
			New Ticket by Customer to Customer			

- \rightarrow When the extension is enabled, the above custom menu will be displayed.
- → Admin will see two sub-options i.e. Manage Tickets and Manage Agent.
- \rightarrow From this admin can assign an agent to a particular customer as per their need.

STEP 3

ASHBOARD	Agents		Q 📫 🛓 admin 🗸
\$ SALES			Add New Agent Name
CATALOG			
*			▼ Filters ● Default View ▼ Columns ▼
JSTOMERS	Actions 2 records four	nd	20 ▼ per page < 1 of 1 >
ARKETING		۱ agentname	Action
CONTENT	1	sale	Edit
₩ Z	2	devlopment	Edit
OCSTORE			

- → Go to VDC STORE > Manage Agent
- → In this, you can select your actions like if you want to add a new agent then click on the "Add New Agent Name".
- → If you want to Edit then you can select 'Edit'.
- → If you want to delete an agent, select 'Delete" and remove it from the agent list.

STEP 4

Ŵ	Task "Rule processing: 2": 1 item(s) have been scheduled for update.		View Details System Messages: 13 🔻
DASHBOARD	Add Agent		Q 📫 上 admin 🗸
\$ SALES		← Back Reset	Save and Continue Edit Save
CATALOG			
CUSTOMERS	Agent Information		
	Agent Name *		
	Opyright © 2024 Magento Commerce Inc. All rights reserved.		Magento ver. 2.4.6-p3 Privacy Policy Report an Issue
REPORTS			
~			

- → Agent Name: After selecting "Add Agent" you have to fill in the agent information in the Agent Name column.
- \rightarrow Click on "Save" to proceed further.

STEP 5

Manage Ticket						Q 📫 1	admin 🔻
						Add New	Ticket
 You saved the ticket. 							
			1	Filters	• Default	t View 🗸 🖨 🕏 C	olumns 👻
Actions 🔹	1 records found			20 🔻	per page	< <u>1</u> o	f 1 >
▼ ID ↓ Subject	Created Date	Updated Date	Priority	Status	Name	Order	Action
				Sec. 19	the second second		in the second second

→ Go to VDC STORE > Magento Ticket (only if you want to purchase a ticket for customers).

STEP 6

	← Back Reset Save and Continue Edit	Save
TICKET INFORMATION	Ticket Information	\odot
Ticket Information	Assignee Sale 🔻	
Comments	Order *	
	Customer Name *	
	Customer Email *	
	Subject *	
	Priority Low 💌	

- Status New 👻
- \rightarrow After saving your agent name you will see all the details over here.
- → When you open the menu, click on "Ticket information". After that fill in the necessary details such as:
- → Assignee: Select the criteria such as Developers and Sales.
- → Order: write your order or ticket and generate a number.
- → Customer Name: Write Customer Name.
- → Customer Email: Write customer email.
- → Subject: Write purpose.
- → Priority: Select Priority (Low, Medium, etc).
- → Status: Select status such as New, Pending, or Waiting for Customers and fill in all the details.

STEP 7

ICKET INFORMATION	Comments		
Ticket Information		Comment	
Comments			
		Admin 2024-03-18 06:04:58	
		hello	

- → Comment: After generating Magento Ticket Admin will be able to add comments.
- → Below that admin can see their and customer's comments. click on "Save" to proceed further.

Frontend

STEP 8

	Welcome, Veronica Costello! ^ Default Store View ~
O LUMA	My Account My Wish List Sign Out
What's New Women \vee Men \vee Gear \vee Training \vee Sale	
<image/>	<text></text>

→ Go to the Frontend > Login > My Account

STEP 9

hat's New Women 🗸 Men	∨ Gear ∨ Training ∨ Sale			
My Account My Orders	Help Desk			
My Downloadable Products My Wish List	Id Subject	Replies	Status new	See Details
Address Book Account Information Stored Payment Methods	New request			
My Product Reviews Newsletter Subscriptions				

- \rightarrow After login click on Help Desk.
- → Here you will be able to see Customer and Admin generated tickets.
- → If you want to look out click on See Details.

STEP 10

My Account My Orders	Ticket Information
My Downloadable Products	Status: new
My Wish List	Priority: low
Address Book	Order: 00000068 Post a message: *
Account Information	
Stored Payment Methods	
My Product Reviews	
Newsletter Subscriptions	Submit
Help Desk	
	Admin 2024-03-18 07:12:06
Compare Products	hello i have
You have no items to compare.	Basil Jenkins 2024-03-18 07:21:09
Recently Ordered	okay

- \rightarrow Here Customers will be able to comment.
- → Now Admin and Customers will comment and raise concerns.

My Account

Help Desk

Submit Ticket

ing recourt		
My Orders		
My Downloadable Products	Create New Ticket	
My Wish List		
	Subject *	
Address Book		
Account Information	Driority	
Stored Payment Methods		
-	Please Select Priority	~
My Product Reviews	Order	
Newsletter Subscriptions		
Help Desk		
	Message *	
Compare Draducts		
compare Products		
You have no items to compare.		4
Recently Ordered		
needing ended		

- → When you click on Help Desk, Admin will be able to generate a new request by clicking on the tab "New Request".
- → After that, it will showcase you like this where you need to fill in details such as Subject, Priority, Order, and Message and Click on "Submit Ticket" to submit.

STEP 12

Crown Summit Backnack

My Orders	I IC	ip Desk			
My Downloadable Products	Id	Subject	Replies	Status	
	1	generate by admin	1	new	See Details
Address Book Account Information Stored Payment Methods	2 New r	issue for this order	0	new	See Details

- → After generating tickets Admin will be able to see lists of tickets.
- \rightarrow In that list, the admin counts the number of replies for each particular ticket.

STEP 13

New Ticket is generated by customer Feel free to check this ticket details or make an update by following this link:47

 \rightarrow When a customer generates a ticket Admin will get an email like this.

STEP 14

Reply by customer	
subject :- custom order number not show	
status :- New	
comment :- i have fetched order number issue	
Feel free to check this ticket details or make an update by following this link:48	

 \rightarrow Lastly, the Admin can see replies from the customers.

STEP 15

New Ticket is generated by admin Feel free to check this ticket details or make an update by following this link:49

\rightarrow When Admin generates a ticket, customers will be notified via email like this.

STEP 16

Reply by admin subject :- customization status :- Waiting for customer comment :- i have checked customization Feel free to check this ticket details or make an update by following this link:49

 \rightarrow When Admin generates a ticket, customers will be notified via email like this.

