

Support Ticket Feature - Customer End

In this manual, you will see how customers can request to get support from the sellers.

The customer will get two types of support:

- **General Consultation:** Here, the customer will get free support for all their normal queries.
- **Service Product:** Here, the customer will buy support hours through the service product and get hourly support. (To get the dedicated support from the helpdesk team)

To know more about service products, please refer to the below doc:

<https://docs.google.com/document/d/1IKSZueEh-UyUn-5rKBD2SLyEekdK9a4AUJNy4NTDGEg/edit?usp=sharing>

Please Note:

- **The tickets are synced between the customer panel, seller panel, Admin panel, and CRM panel.**
- **Customer, Seller, and CRM agents can communicate with each other but the Admin can only see/ track the conversations, statuses, etc.**

To know more about other panels, please check the below links:

Seller End -

https://docs.google.com/document/d/1_cbAL-08Yj_rf4jJo7ZvQG7sngFGj34WmF6GxM8bgdQ/edit?usp=sharing

Admin End -

https://docs.google.com/document/d/1H_pi_eHApQIK6BDLF8GbJP_RxQWzcJrXKDWTAO-F0nY/edit?usp=sharing

CRM End -

<https://docs.google.com/document/d/1ZDULgP2cD95Vc-PMZrZ0arU7gZuH2bgjnPsGK4e5ogI/edit?usp=sharing>

General Consultation - How a customer can create a free support ticket?

- Go to the **Customer Dashboard >> Support Ticket >> Create New Ticket**

The screenshot shows the SOLUM Store Customer Dashboard. The top navigation bar includes the SOLUM Store logo, a search bar, and user information. The main content area is titled 'Support Tickets' and features three summary cards: '800:00 Remaining Support Hours', '800:00 Total Support Hours', and '8 No of Tickets'. Below these cards is a table with 9 records. The 'Support Tickets' menu item in the left sidebar is highlighted with a red box.

Ticket ID	Support Type	Product Category	Status	Created At	Last Update	Spent Hours	Support Hours	Action
103	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
102	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
100	Support	NA	Closed	07/13/2023	07/13/2023	00:00	300:00	View
98	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
97	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
96	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
95	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View

- Click on the **Create New Ticket** button and you will find a pop where you will get useful information regarding the support ticket feature.
- Once you click on the **Continue** button your free ticket for general/ normal consultations will be created.

The screenshot shows the details of a support ticket #167. The ticket information includes: Ticket ID: 167, Support Type: General Consultation, Ticket Status: Open, Created on: 09/04/2023, Last Updated: 09/04/2023. The 'Support Message' section is currently empty, with a text input field and a file upload button. The allowed file types are listed as jpeg, png, pdf, doc, docx, jpg, xls, xlsx.

Ticket ID	: 167	Total Support Hours	: 00:00
Support Type	: General Consultation	Spent Support Hours	: 00:00
Ticket Status	: Open	Remaining Support Hours	: 00:00
Created on	: 09/04/2023		
Last Updated	: 09/04/2023		

- The general consultation ticket is created and in the case of the general ticket admin needs to assign that ticket to the concerned seller. **(Please create a virtual product to create a service-type product)**
- Once the seller is assigned they can give the support accordingly.

Service Product - How a customer will get dedicated support from the Solum helpdesk?

- As a customer, you will place an order with service-type products, in the product you will get the support hours (eg. 10 Hours).
- Based on the hours helpdesk will support you.
- Once the order is completed, the ticket will be automatically generated.
- Go to the **Customer Dashboard >> Support Ticket**

The screenshot shows the Solum Store Customer Dashboard. The top navigation bar includes the Solum Store logo, a search bar, and user information (Welcome Abhinav Rastogi Customer). The main content area is titled "Support Tickets" and features three summary cards: "830:00 Remaining Support Hours", "830:00 Total Support Hours", and "12 No of Tickets". Below these cards is a table of support tickets with 13 records found. The table has columns for Ticket ID, Support Type, Product Category, Status, Created At, Last Update, Spent Hours, Support Hours, and Action. The first row (Ticket ID 170) is highlighted with a red box. A "Contact us" button is visible at the bottom right of the table.

Ticket ID	Support Type	Product Category	Status	Created At	Last Update	Spent Hours	Support Hours	Action
170	Refund	System ES�_Mobile ES�	Open	09/04/2023	09/04/2023	00:00	10:00	View
169	Refund	System ES�_Mobile ES�	Open	09/04/2023	09/04/2023	00:00	10:00	View
168	Refund	System ES�_Mobile ES�	Open	09/04/2023	09/04/2023	00:00	10:00	View
167	General Consultation	NA	Open	09/04/2023	09/04/2023	00:00	00:00	View
103	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
102	Support	NA	Open	07/13/2023	07/13/2023	00:00	100:00	View
100	Support	NA	Closed	07/13/2023	07/13/2023	00:00	300:00	View

- Now the support ticket is created, on the **View** page, the customer will get the basic details such as product name, order ID, total/ spent hours, start/ stop button, etc.
- On the **View** page, the customer can also see the support status,
 - When support is running, the customer will see the status as **ON** otherwise **OFF**.

Dashboard

My Orders

My Product

My Wishlist

My Quotation List

My Inquiry

RMA

Address Book

Account Information

Sub Accounts

Stored Payment Methods

Data Request

Support Tickets

My Subscription

Support Tickets #170

Support Status : ON

Buy More Hours

Ticket ID	: 170	Seller Name	: Manohar Seller
Product Name	: Service Test Manohar	Product Category	: System ESL,Mobile ESL
Support Type	: Refund	Total Support Hours	: 10:00
Ticket Status	: Open	Spent Support Hours	: 00:00
Created on	: 09/04/2023	Remaining Support Hours	: 10:00
Last Updated	: 09/04/2023	Support Status	: ON
Order Id	: #000001766		

Support Message

Expand

Enter Your Message



Allowed File types jpeg,png,pdf,doc,docx,jpg,xls,xlsx

Contact us

