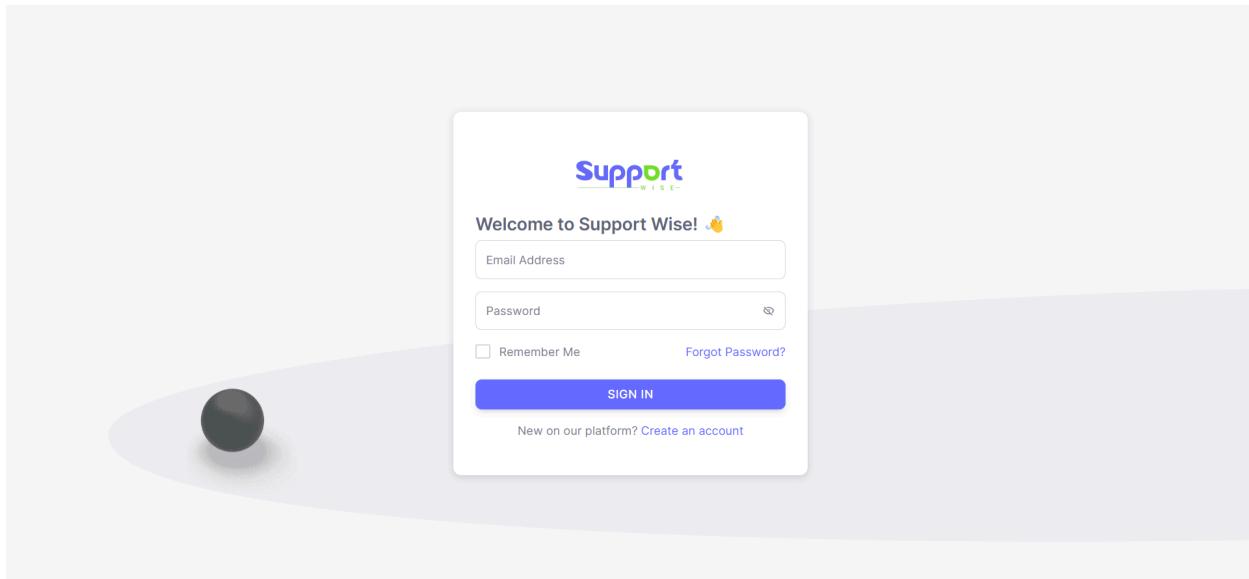


## **1. Introduction**

Welcome to SupportWise, your comprehensive support ticket solution designed to facilitate seamless communication between companies and customers. With SupportWise, both parties can create and manage tickets effortlessly, engaging in real-time chat to resolve issues quickly and efficiently. Our platform ensures organized, transparent, and efficient support interactions, enhancing satisfaction for both customers and support teams. Experience the future of customer support with SupportWise.

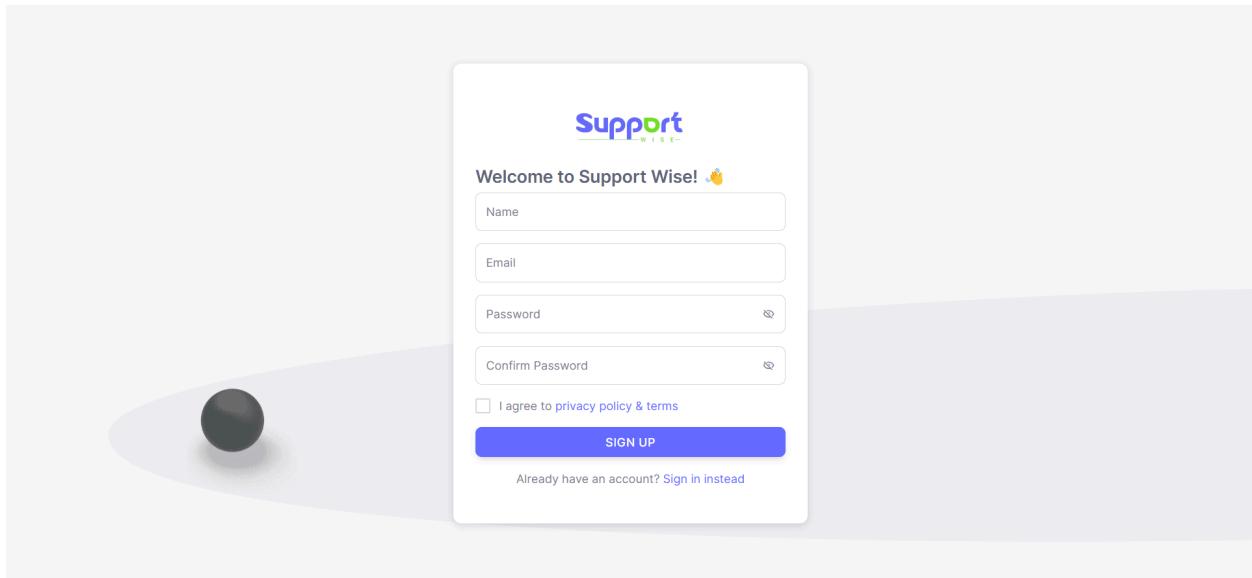
## **2. Login & Registration Process**

- After successfully Installation of the product you can see this login screen. Here If you want to create a new company you must have to register the company from here.



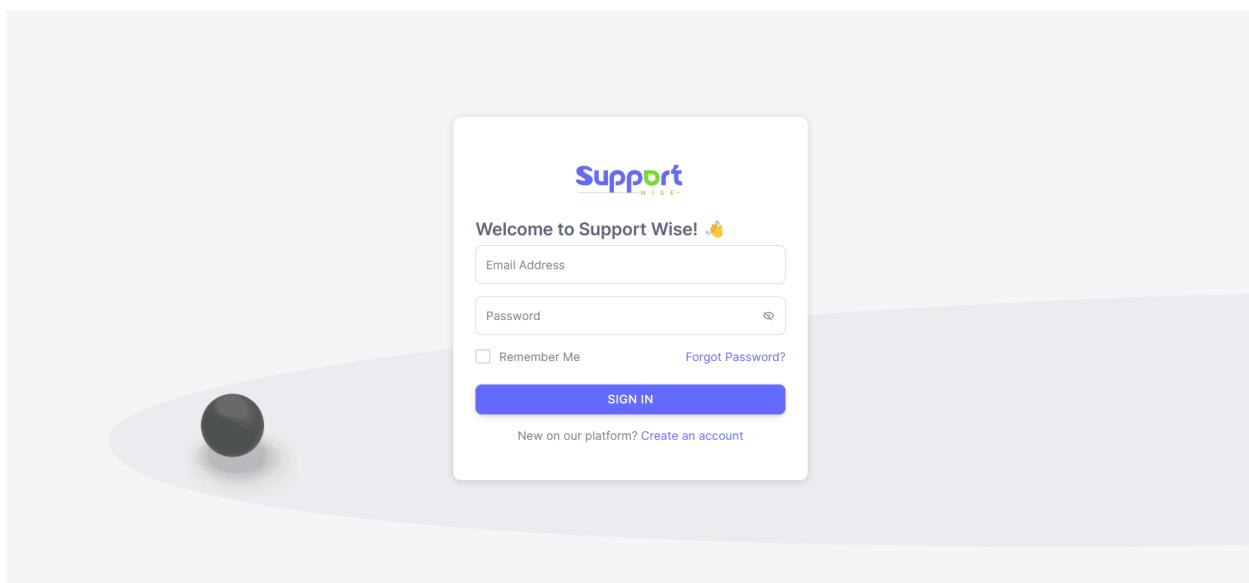
## **2.1 Registration Process**

- Once you click on Create an account link the Registration page will be open like this.
- For creating the new company you must have to enter the company name , email address , password & confirm password.



## **2.2 Login Process**

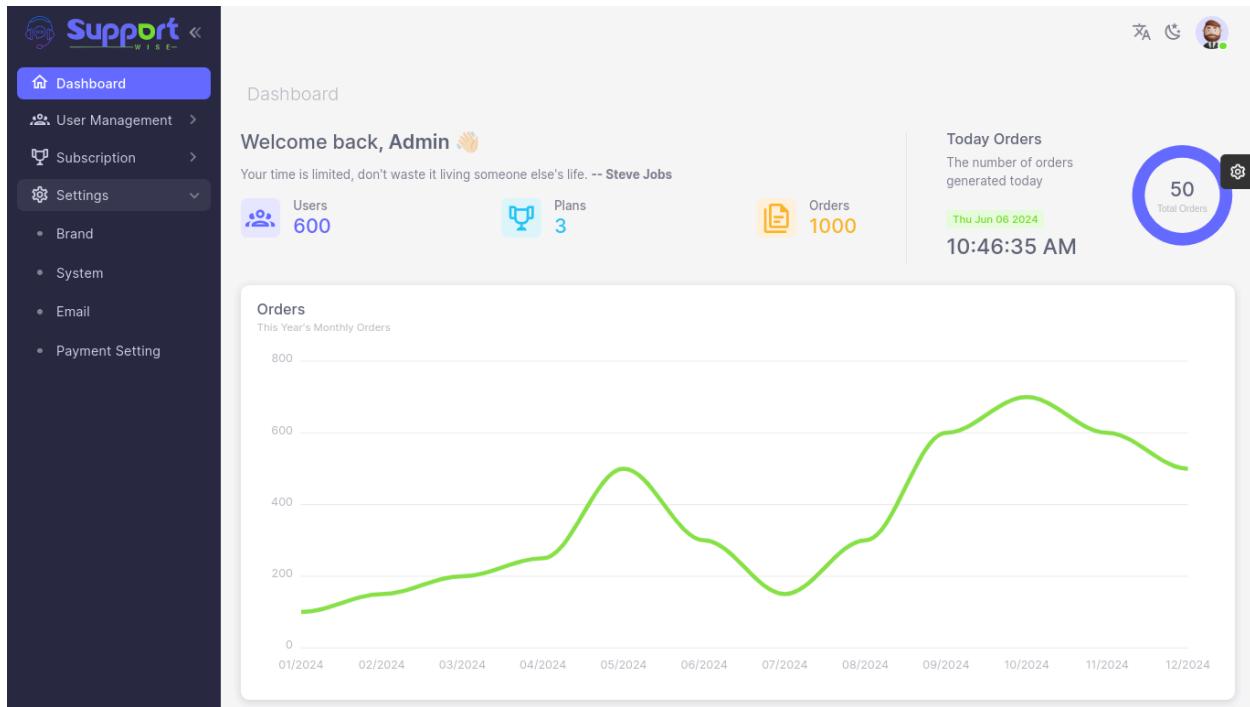
- After registration of the company using email address & password you can login into that company.
- you can also login the company via default login credentials which will be shown at the time of completion of the product installation.



### 3. Admin Privileges and Functions

#### 3.1 Dashboard insight

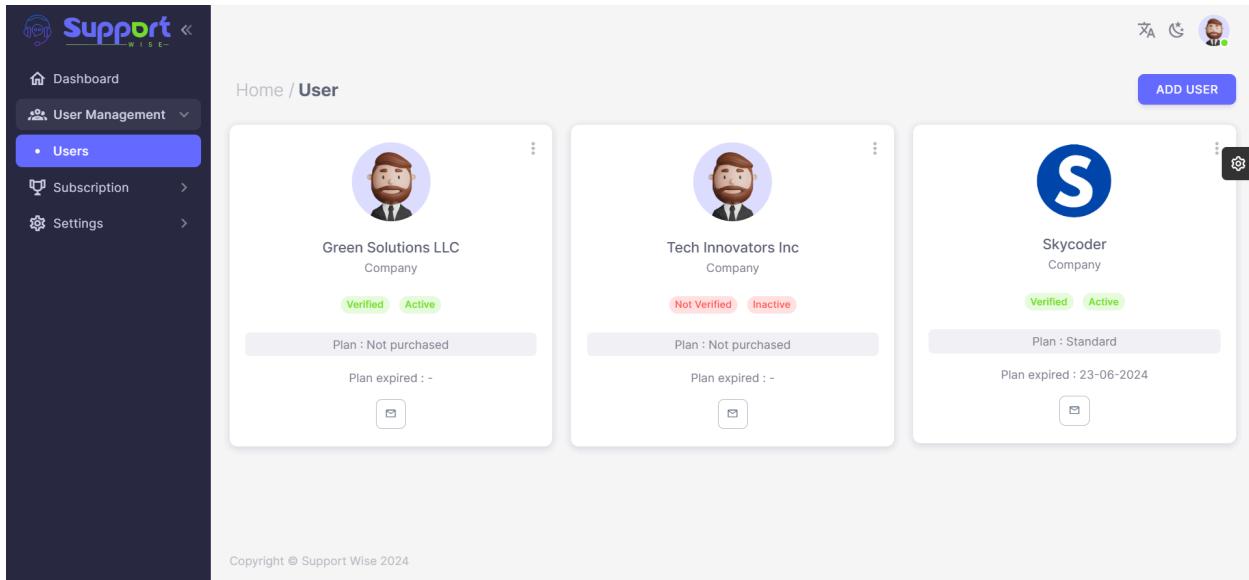
- Once you login as admin you can see the dashboard like in the image below.
- Here in the dashboard you can see the total number of companies that are registered in our system, after that you can see the total number of plans that have been created by the admin & at last you can see the total number of orders.



## 4. User Management

### 4.1 Users / Company Listing

- here you can see the total number of registered companies.



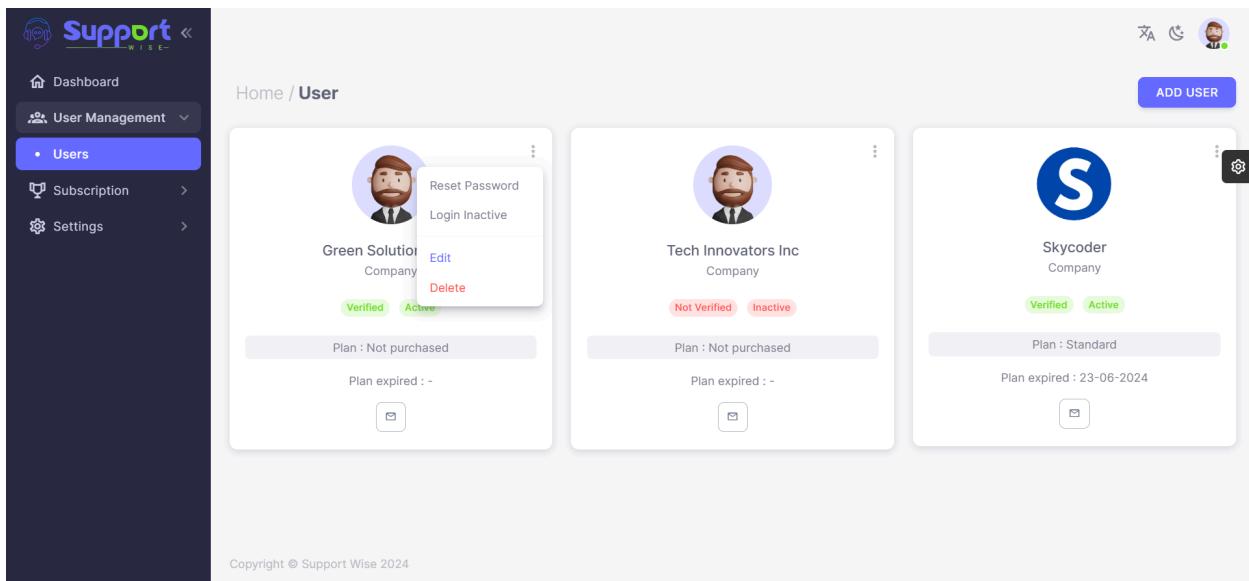
The screenshot shows the 'User Management' section of the Support Wise application. On the left, a sidebar menu includes 'Dashboard', 'User Management' (selected), 'Subscription', and 'Settings'. The main area, titled 'Home / User', displays three company profiles in cards:

- Green Solutions LLC** (Company): Verified, Active. Plan: Not purchased. Plan expired: -. Action buttons: Email, More.
- Tech Innovators Inc** (Company): Not Verified, Inactive. Plan: Not purchased. Plan expired: -. Action buttons: Email, More.
- Skycoder** (Company): Verified, Active. Plan: Standard. Plan expired: 23-06-2024. Action buttons: Email, More.

A blue 'ADD USER' button is located in the top right corner. The footer contains the text 'Copyright © Support Wise 2024'.

### 4.2 Users / Company Different Functionality

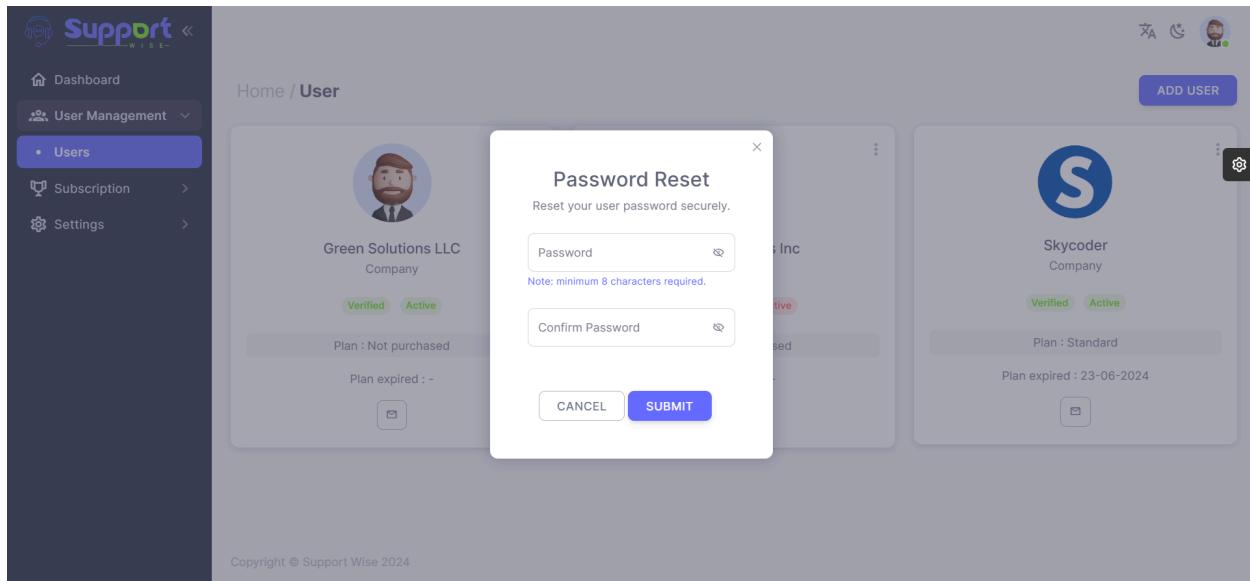
- as you can see here we have provided different functionality such as reset password , login active / inactive , edit & delete.



The screenshot is similar to the previous one, showing the 'User Management' section of the Support Wise application. The sidebar and company profiles are identical. However, a context menu is open over the first company profile ('Green Solutions LLC'). The menu options are: 'Reset Password', 'Login Inactive', 'Edit', and 'Delete'. The 'Edit' option is highlighted in blue.

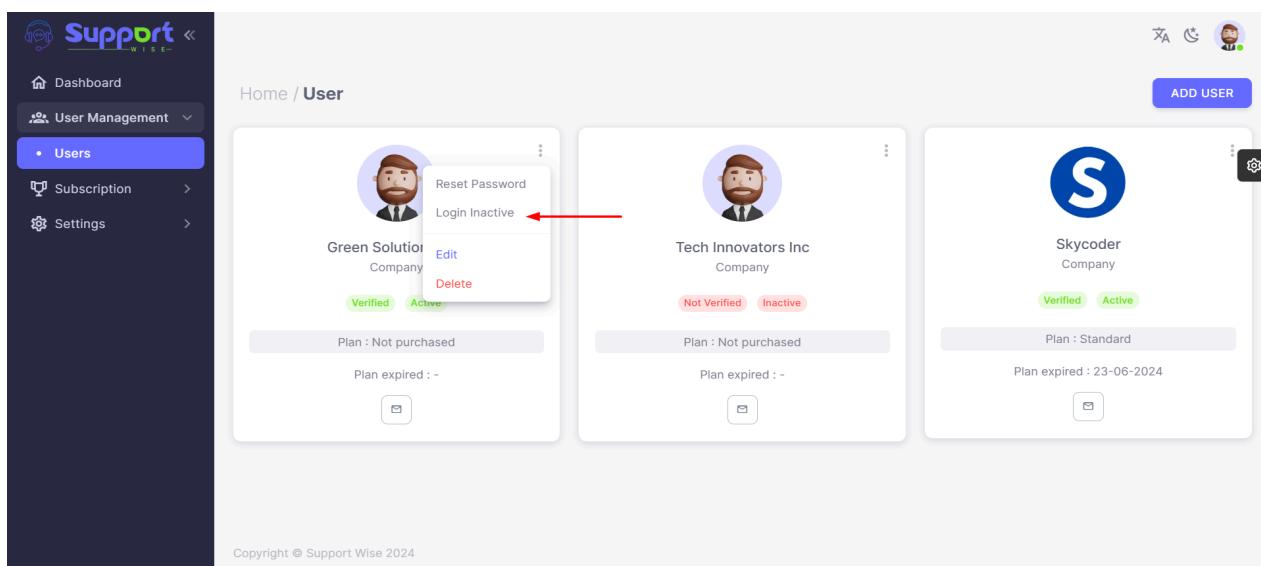
#### **4.2.1 Reset Password**

- if the admin wants to change the company current password then via this option admin can reset the password. You have to enter the new password & confirm the password



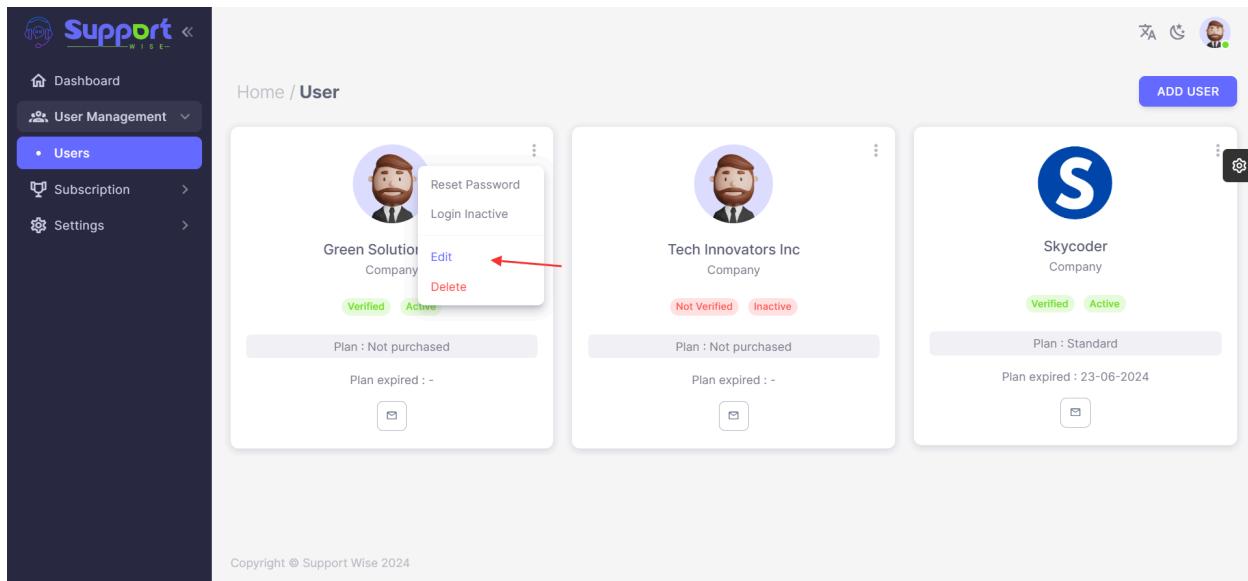
#### **4.2.2 login Inactive / Active**

- using this option admin can manage the company login. If the company will make the login inactive it means that company can not login once that company will try to login you will get this message login is disabled please contact your admin.



### **4.2.3 Edit**

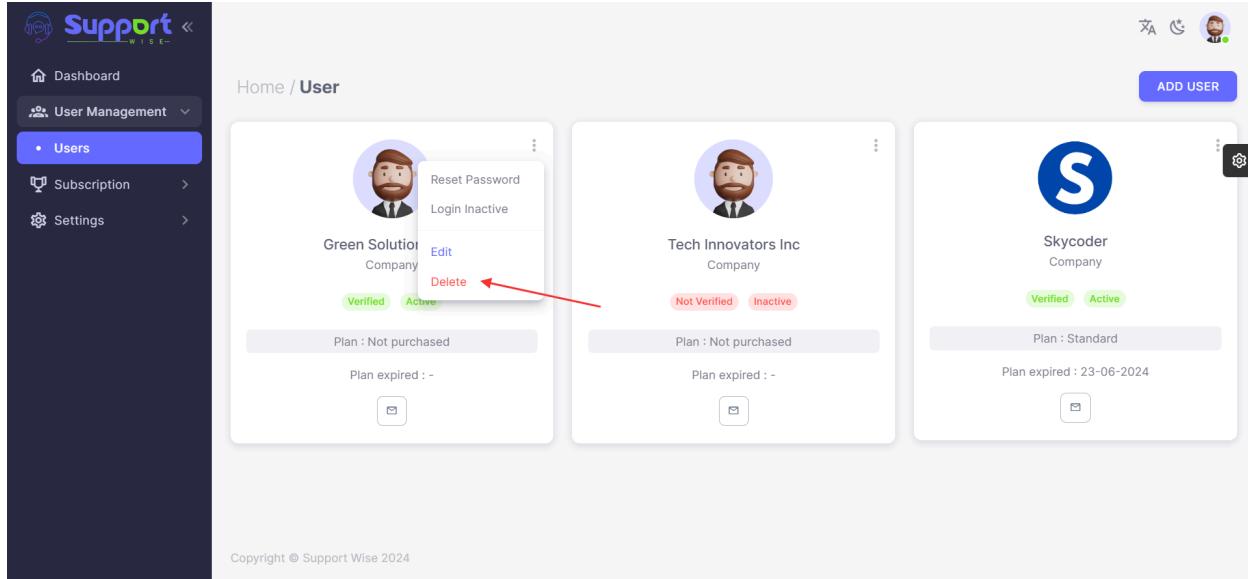
- using this edit options admin can update the company name & email.



### **4.2.4 Delete**

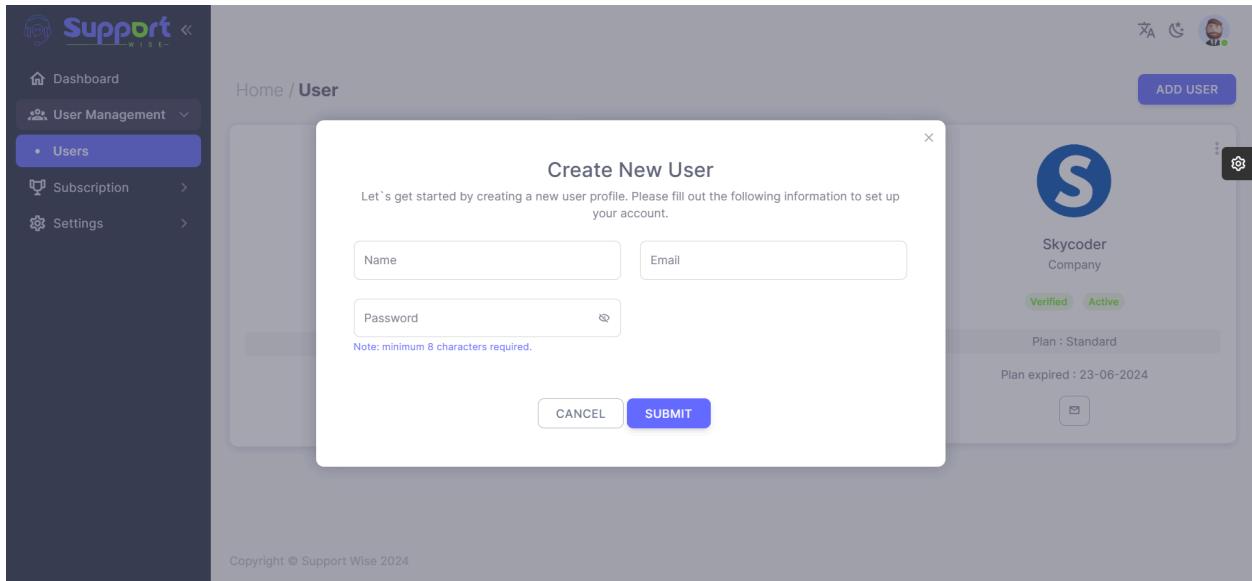
- using the delete button admin can delete the company.

- **Note :-** If the company will delete, keep in mind the company's all customers , agents , Blog , Knowledge base , tickets all the data will be deleted.



### **4.3 Creating A New Company / User**

- Here in the screenshot below you can create the new company.
- using name , email & password you can create a new company. This email & password will be used for company login.
- one more thing, once the admin creates the company on company registered email company will get the it's login credentials.

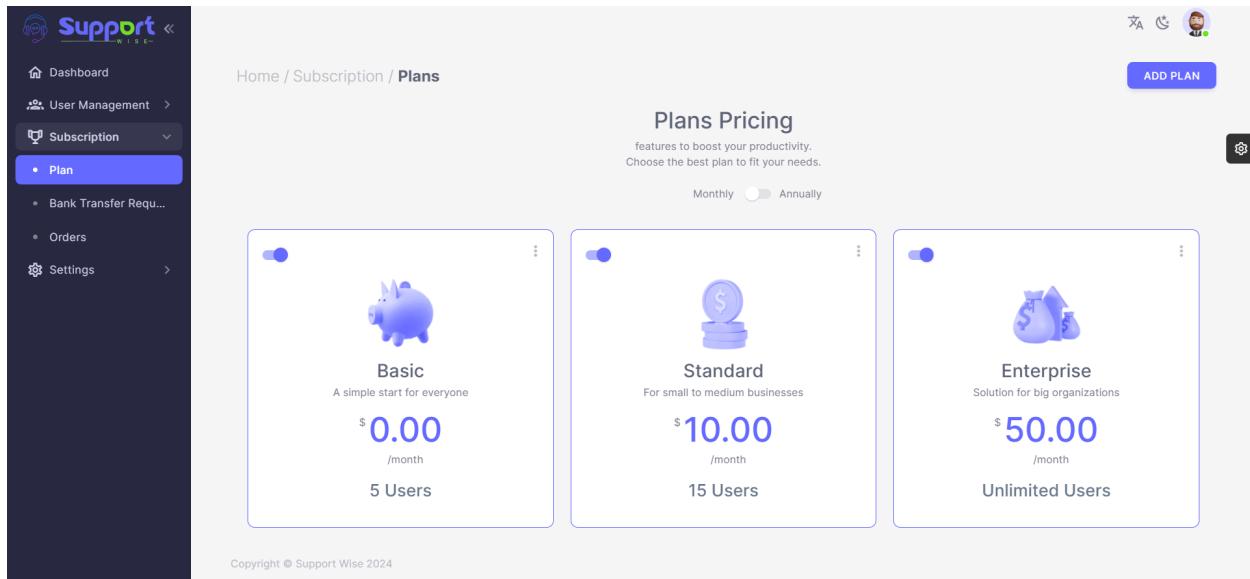


## 5. Subscription

- Here under the subscription menu we have 3 options: plans , Bank transfer request & orders. Let me give a little introduction about that.

### 5.1 Plan Listing

- As you can see here in the plan page you can see all the plans that have been created by the admin.  
- Admin can also perform different actions such as plan enable/disable , edit , delete etc..



Support Wise

Home / Subscription / Plans

ADD PLAN

Plans Pricing

features to boost your productivity.  
Choose the best plan to fit your needs.

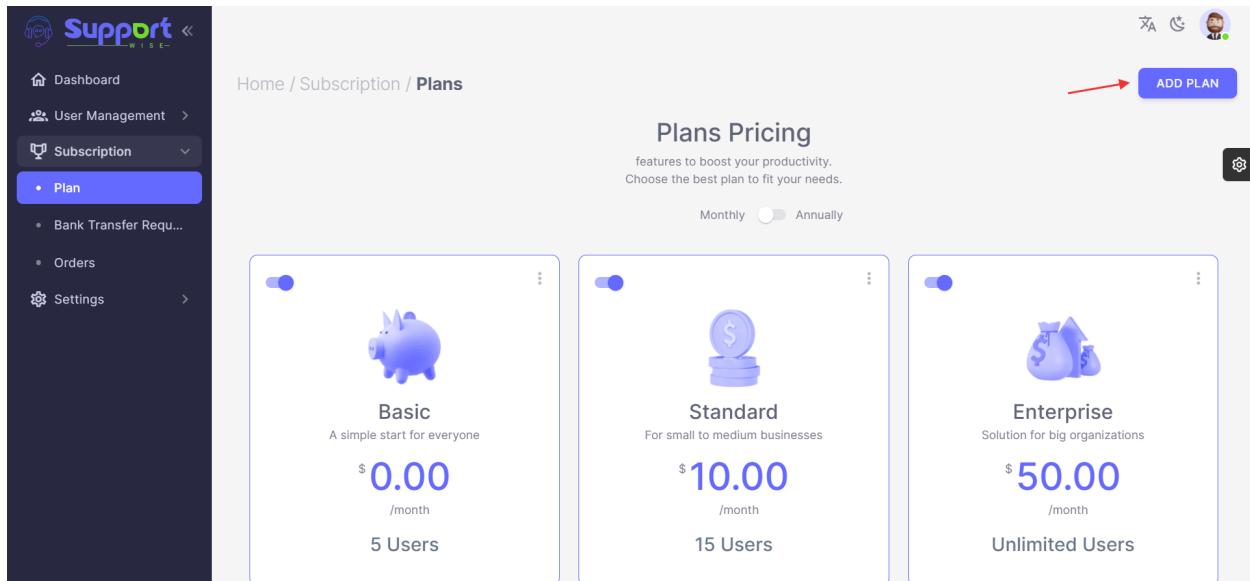
Monthly  Annually

Plan	Icon	Description	Price	Users
Basic	Piggy bank	A simple start for everyone	\$ 0.00 /month	5 Users
Standard	Stack of coins	For small to medium businesses	\$ 10.00 /month	15 Users
Enterprise	Money bags	Solution for big organizations	\$ 50.00 /month	Unlimited Users

Copyright © Support Wise 2024

## 5.2 Create New Plan

- As you can see in the image below, from here you can create the new plan.

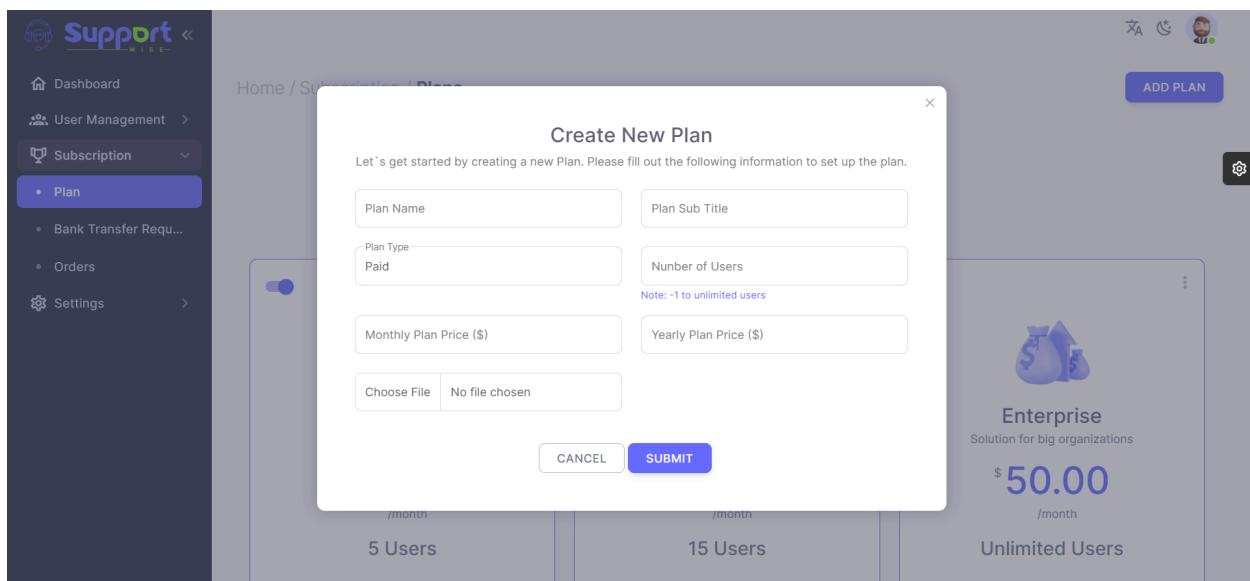


The screenshot shows a 'Plans Pricing' page with three plan options:

- Basic**: A simple start for everyone. \$0.00 /month, 5 Users.
- Standard**: For small to medium businesses. \$10.00 /month, 15 Users.
- Enterprise**: Solution for big organizations. \$50.00 /month, Unlimited Users.

At the top right, there is a blue 'ADD PLAN' button with a red arrow pointing to it.

- Once you click on the Add Plan button below, a pop-up will be opened for creating the plan.
- For creating a new plan there are some input fields such as plan name , plan subtitle , plan type , number of users , plan monthly price , plan annual price & plan image.



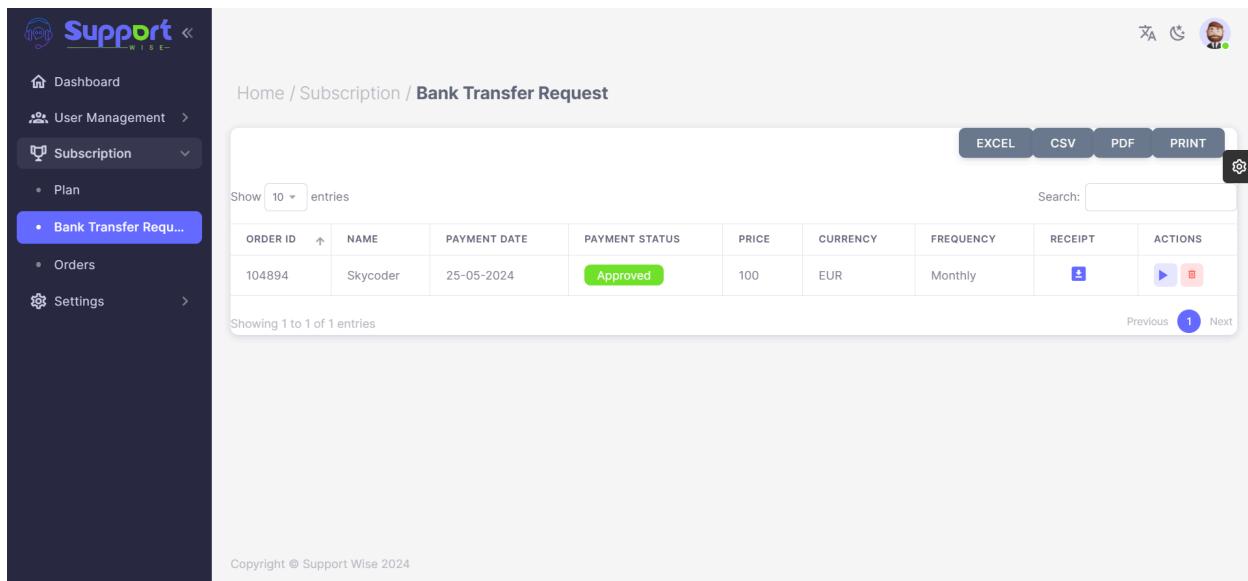
The screenshot shows a 'Create New Plan' pop-up window with the following fields:

- Plan Name
- Plan Sub Title
- Plan Type: Paid
- Number of Users
- Monthly Plan Price (\$)
- Yearly Plan Price (\$)
- Choose File: No file chosen

At the bottom are 'CANCEL' and 'SUBMIT' buttons.

## 5.3 Bank Transfer Request

- Once a company will purchase any plan & make the payment via bank transfer then these payment requests will be shown here.
- From the action button admin can accept or reject that payment request.



Support Wise

Home / Subscription / Bank Transfer Request

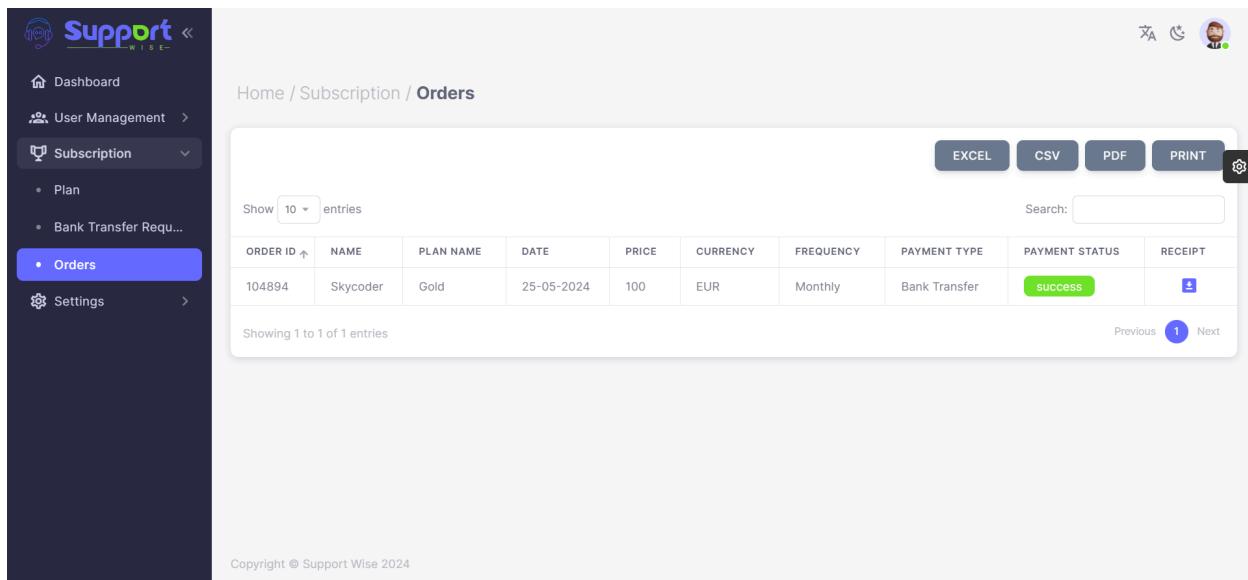
ORDER ID	NAME	PAYMENT DATE	PAYMENT STATUS	PRICE	CURRENCY	FREQUENCY	RECEIPT	ACTIONS
104894	Skycoder	25-05-2024	Approved	100	EUR	Monthly		

Showing 1 to 1 of 1 entries

Copyright © Support Wise 2024

## 5.4 Orders

- If a company purchases any plan then regarding its plan details , Order Id , Payment information all things will be shown in this order page.



Support Wise

Home / Subscription / Orders

ORDER ID	NAME	PLAN NAME	DATE	PRICE	CURRENCY	FREQUENCY	PAYMENT TYPE	PAYMENT STATUS	RECEIPT
104894	Skycoder	Gold	25-05-2024	100	EUR	Monthly	Bank Transfer	success	

Showing 1 to 1 of 1 entries

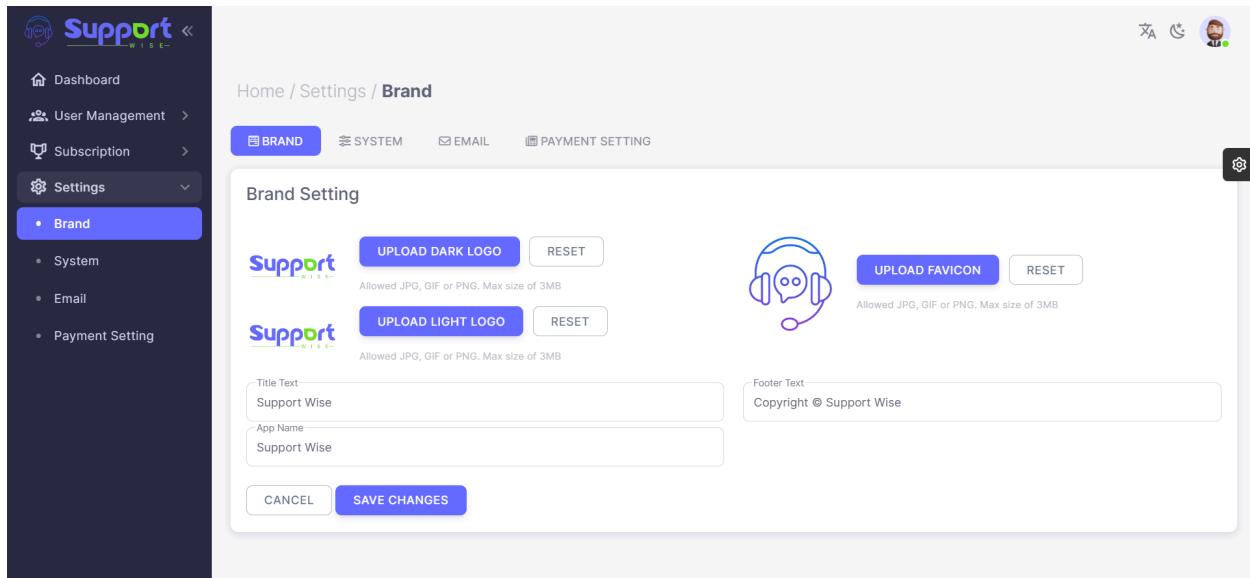
Copyright © Support Wise 2024

## **6. Settings**

- Under the settings menu admin can manage the different settings such as Brand Setting , System Setting , Email Setting , Payment Setting.

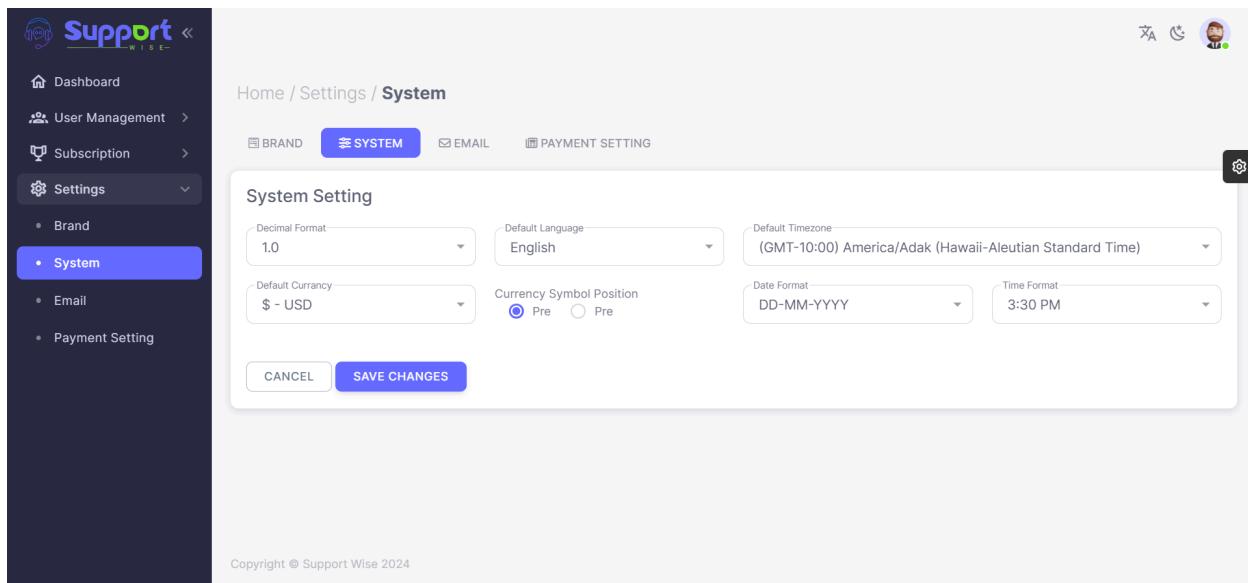
### **6.1 Brand Setting**

- under the brand section admin can add the dark logo, light logo & favicon.  
- admin can also add the footer text & app name.



## 6.2 System Setting

- under the system setting there are lots of settings available such as default currency , timezone , language etc. you can manage it based on your requirements.



Support Wise

Dashboard

User Management

Subscription

Settings

- Brand
- System**
- Email
- Payment Setting

Home / Settings / System

BRAND SYSTEM EMAIL PAYMENT SETTING

System Setting

Decimal Format: 1.0

Default Language: English

Default Timezone: (GMT-10:00) America/Adak (Hawaii-Aleutian Standard Time)

Default Currency: \$ - USD

Currency Symbol Position: Pre

Date Format: DD-MM-YYYY

Time Format: 3:30 PM

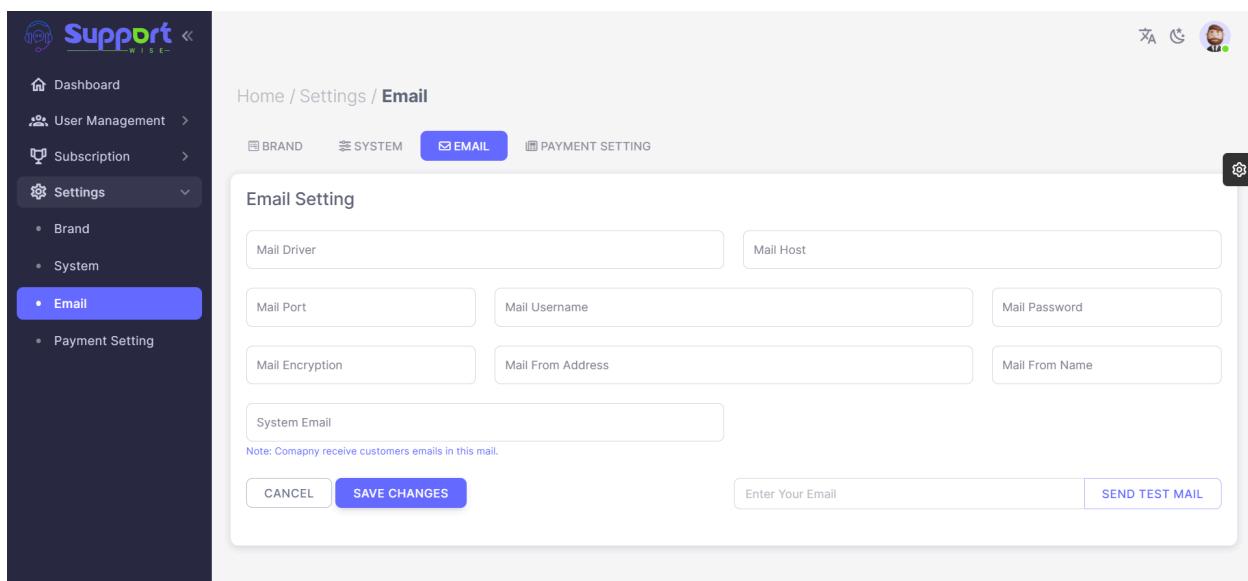
CANCEL SAVE CHANGES

Copyright © Support Wise 2024

## 6.3 Email Setup

- Here using an email setting admin can set his SMTP/email credentials & based on this email setting mail will be sent once a new company will be registered.

- one more thing we will also provide the send test mail functionality. As you can see in the below screenshot.



Support Wise

Dashboard

User Management

Subscription

Settings

- Brand
- System
- Email**
- Payment Setting

Home / Settings / Email

BRAND SYSTEM EMAIL PAYMENT SETTING

Email Setting

Mail Driver

Mail Host

Mail Port

Mail Username

Mail Password

Mail Encryption

Mail From Address

Mail From Name

System Email

Note: Company receive customers emails in this mail.

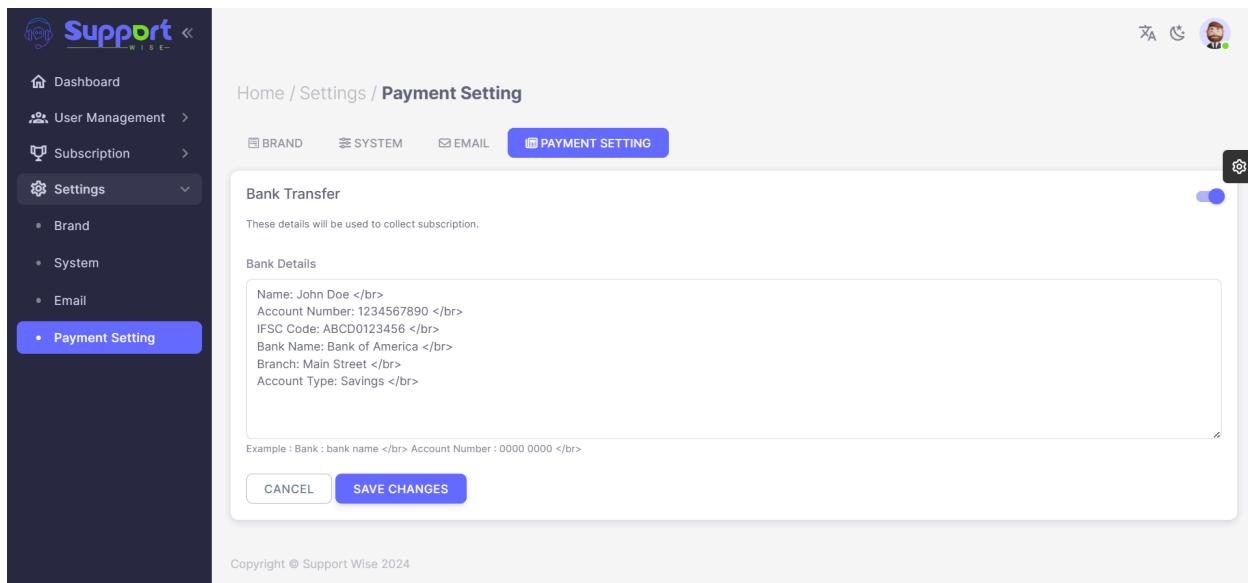
CANCEL SAVE CHANGES

Enter Your Email

SEND TEST MAIL

## **6.4 Payment Setting**

- from this menu admin can add the credentials for different payments for now we are providing only bank transfer functionality and in future will add the different payment such as stripe , paypal etc..



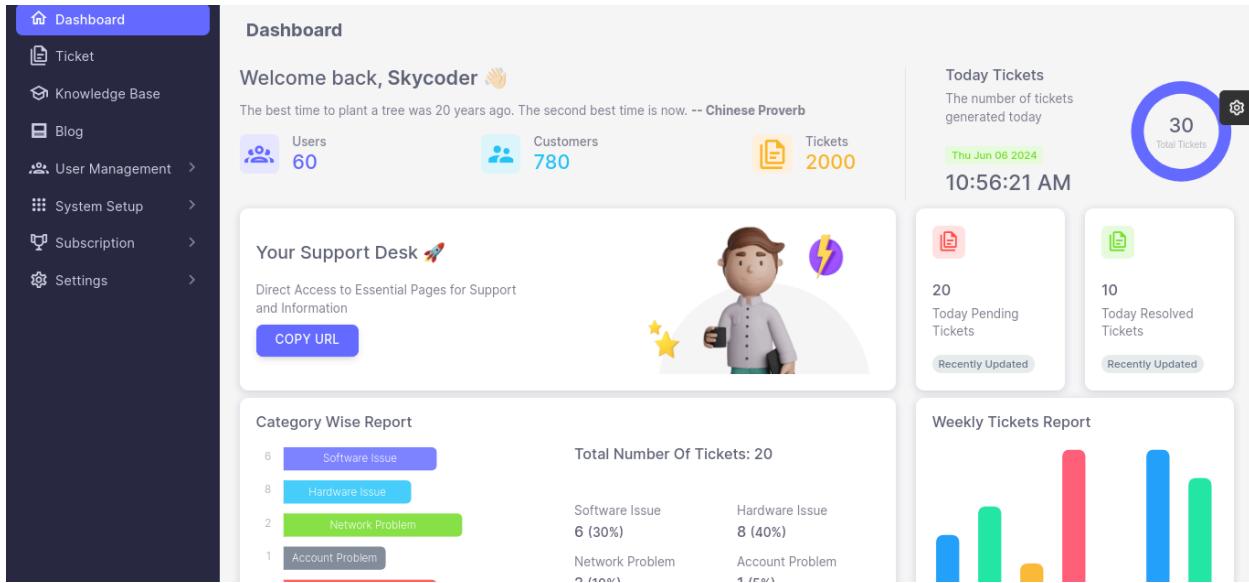
The screenshot shows the 'Payment Setting' page of the Support Wise application. The left sidebar has a 'Payment Setting' button highlighted in blue. The main content area shows 'Bank Transfer' details: Name: John Doe, Account Number: 1234567890, IFSC Code: ABCD0123456, Bank Name: Bank of America, Branch: Main Street, Account Type: Savings. Below this is an example: Example : Bank : bank name <br> Account Number : 0000 0000. There are 'CANCEL' and 'SAVE CHANGES' buttons at the bottom. The top right shows user icons.

- Now here admin all details has been completed let's discuss about the company login & Company Functionality

## 7. Company Privileges and Functions

### 7.1 Company Dashboard insight

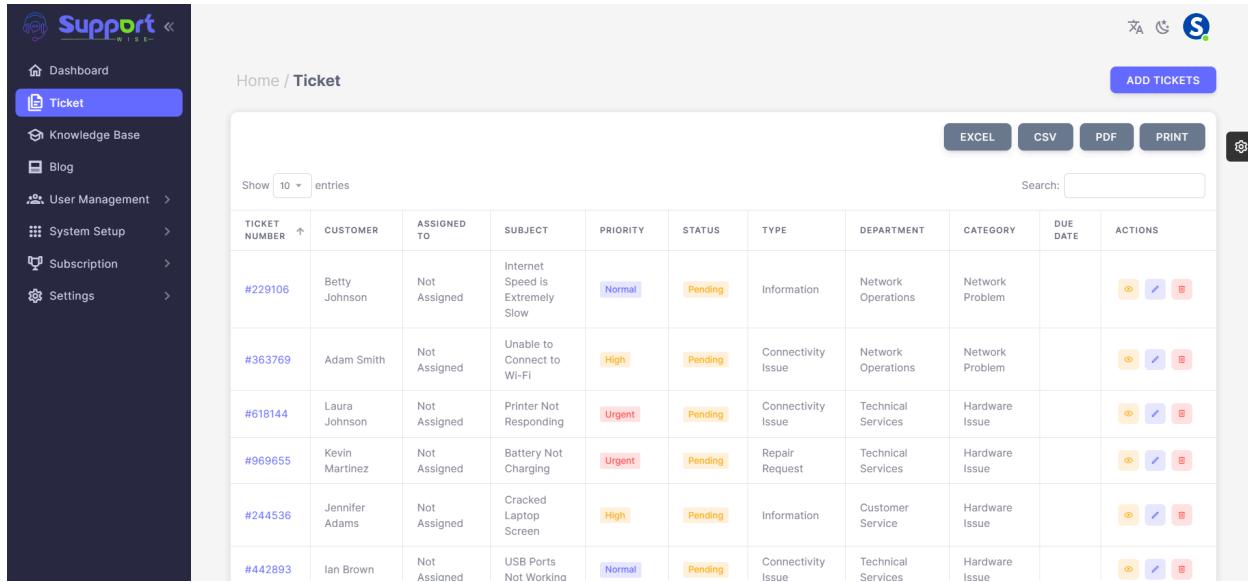
- Once you login the company as mentioned in the image below you can see the dashboard here you can see the many details regarding this login company.



- As you can see in the above image there are lots of details shown on the dashboard such as total number of users, total number of customers , total number of created tickets , total number of resolved tickets , total number of pending tickets.
- Here we also have shown all this data in the form of a chart like you can check the weekly ticket report via chart.

## 7.2 Ticket Management

- here as you can see in the ticket page there is the listing of all the tickets. You can also edit & delete these tickets.



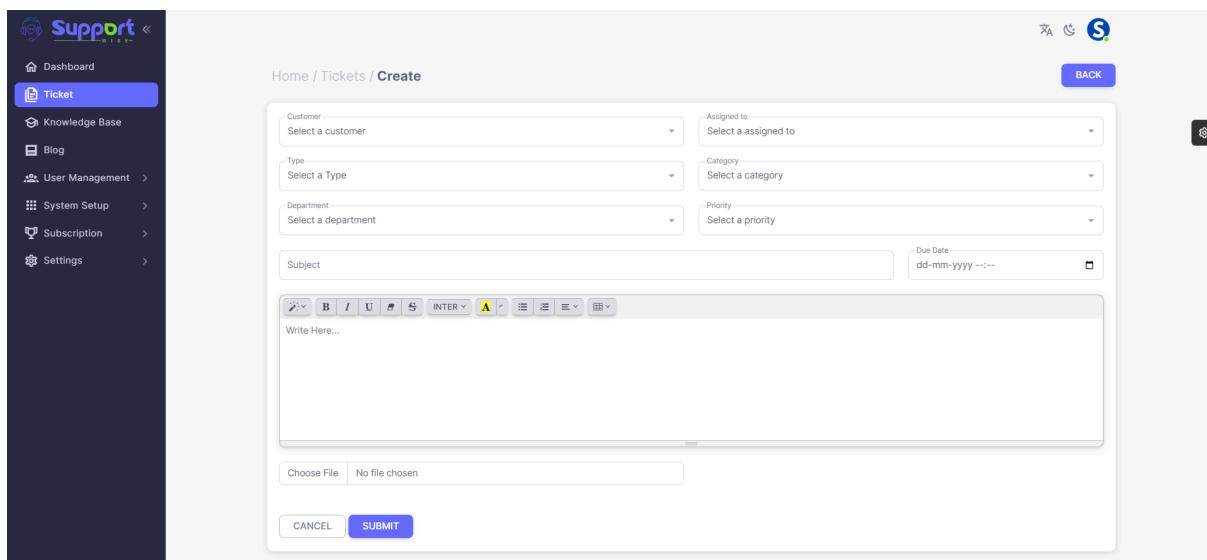
The screenshot shows the 'Ticket' section of the SupportWise application. On the left is a dark sidebar with navigation links: Dashboard, Ticket (selected), Knowledge Base, Blog, User Management (with a dropdown arrow), System Setup, Subscription, and Settings. The main area is titled 'Home / Ticket' and shows a table of tickets. The table has columns: TICKET NUMBER, CUSTOMER, ASSIGNED TO, SUBJECT, PRIORITY, STATUS, TYPE, DEPARTMENT, CATEGORY, DUE DATE, and ACTIONS. There are 10 entries listed:

TICKET NUMBER	CUSTOMER	ASSIGNED TO	SUBJECT	PRIORITY	STATUS	TYPE	DEPARTMENT	CATEGORY	DUE DATE	ACTIONS
#229106	Betty Johnson	Not Assigned	Internet Speed is Extremely Slow	Normal	Pending	Information	Network Operations	Network Problem		<span>View</span> <span>Edit</span> <span>Delete</span>
#363769	Adam Smith	Not Assigned	Unable to Connect to Wi-Fi	High	Pending	Connectivity Issue	Network Operations	Network Problem		<span>View</span> <span>Edit</span> <span>Delete</span>
#618144	Laura Johnson	Not Assigned	Printer Not Responding	Urgent	Pending	Connectivity Issue	Technical Services	Hardware Issue		<span>View</span> <span>Edit</span> <span>Delete</span>
#969655	Kevin Martinez	Not Assigned	Battery Not Charging	Urgent	Pending	Repair Request	Technical Services	Hardware Issue		<span>View</span> <span>Edit</span> <span>Delete</span>
#244536	Jennifer Adams	Not Assigned	Cracked Laptop Screen	High	Pending	Information	Customer Service	Hardware Issue		<span>View</span> <span>Edit</span> <span>Delete</span>
#442893	Ian Brown	Not Assigned	USB Ports Not Working	Normal	Pending	Connectivity Issue	Technical Services	Hardware Issue		<span>View</span> <span>Edit</span> <span>Delete</span>

### 7.2.1 Create Ticket

- here we are providing this kind of functionality. If a company wants to create a ticket for they specific customers then the company can create the ticket for them as well as customer can also create the tickets from there side.

- Once you click on the add tickets button you can see this below page for creating the ticket.



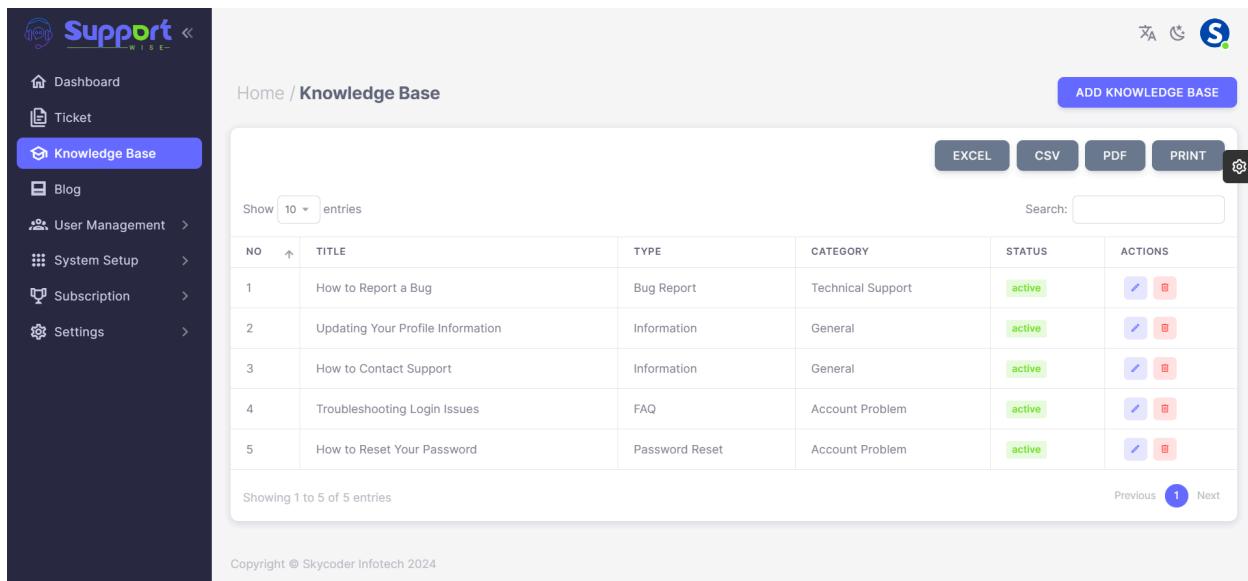
The screenshot shows the 'Create' page for a ticket. The left sidebar is identical to the previous screenshot. The main area is titled 'Home / Tickets / Create' and contains a form with the following fields:

- Customer: A dropdown menu labeled 'Select a customer'.
- Assigned to: A dropdown menu labeled 'Select a assigned to'.
- Type: A dropdown menu labeled 'Select a Type'.
- Category: A dropdown menu labeled 'Select a category'.
- Department: A dropdown menu labeled 'Select a department'.
- Priority: A dropdown menu labeled 'Select a priority'.
- Subject: A text input field.
- Due Date: A date input field with the placeholder 'dd-mm-yyyy --::--'.
- Text Area: A rich text editor with toolbar buttons for bold, italic, underline, etc.
- File Input: A 'Choose File' input field with the placeholder 'No file chosen'.
- Buttons: 'CANCEL' and 'SUBMIT' buttons.

- for creating the ticket there are required lot's of data such as you can select the customer for which customer you want to create the ticket.
- After that you can select the agent which means which agent you want to assign this ticket to.
- After that you can select the ticket type , ticket category , department , ticket priority , ticket subject , ticket due date , ticket description & you can also add the attachment in the ticket.

## 7.3 Knowledge Base

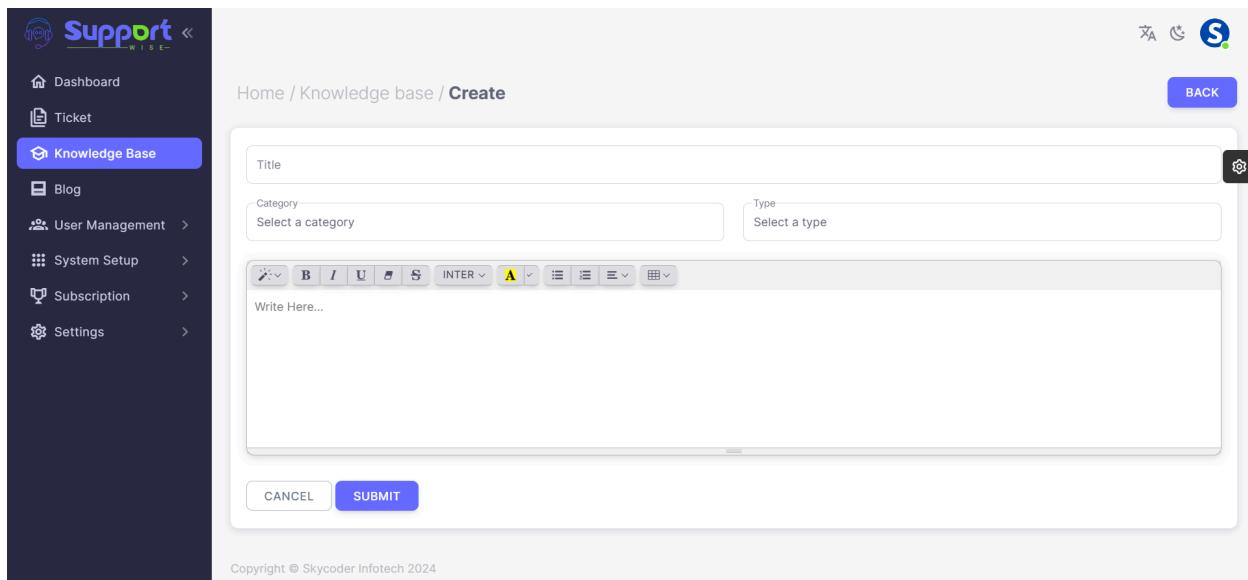
- here as below the image in the knowledge base page you can see the all created knowledge base by company. Companies can also edit & delete the specific knowledge base.



The screenshot shows a web-based knowledge base system. The left sidebar has a dark blue background with white text and icons. It includes links for Dashboard, Ticket, Knowledge Base (which is highlighted in blue), Blog, User Management, System Setup, Subscription, and Settings. The main content area has a light gray background. At the top, there are buttons for ADD KNOWLEDGE BASE, EXCEL, CSV, PDF, PRINT, and a gear icon. Below these are buttons for SEARCH and a dropdown for SHOW 10 entries. A table lists five knowledge base entries with columns for NO, TITLE, TYPE, CATEGORY, STATUS, and ACTIONS. The entries are: 1. How to Report a Bug (Bug Report, Technical Support, active, edit, delete), 2. Updating Your Profile Information (Information, General, active, edit, delete), 3. How to Contact Support (Information, General, active, edit, delete), 4. Troubleshooting Login Issues (FAQ, Account Problem, active, edit, delete), and 5. How to Reset Your Password (Password Reset, Account Problem, active, edit, delete). At the bottom, it says 'Showing 1 to 5 of 5 entries' and has 'Previous' and 'Next' buttons. The footer says 'Copyright © Skycoder Infotech 2024'.

### 7.3.1 Create Knowledge Base

- once you click on the add knowledge base button the knowledge base create page will be open.

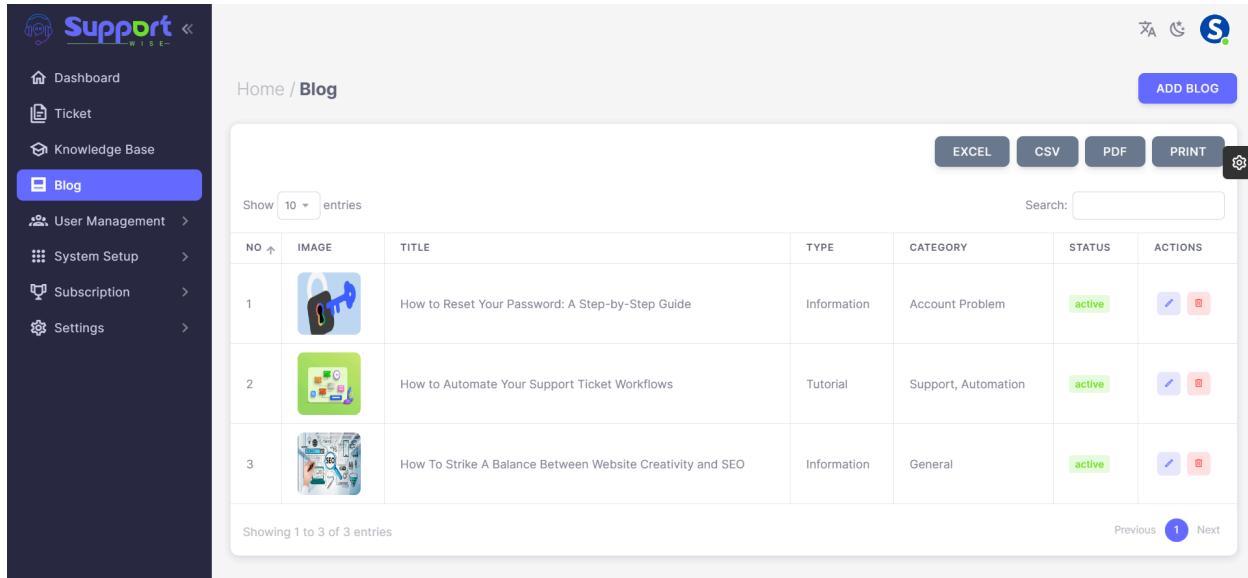


The screenshot shows the 'Create' page for a knowledge base. The left sidebar is identical to the previous screenshot. The main content area has a light gray background. At the top, it says 'Home / Knowledge base / Create' and has a 'BACK' button. Below this is a form with fields for 'Title' (a text input), 'Category' (a dropdown with 'Select a category' placeholder), and 'Type' (a dropdown with 'Select a type' placeholder). There is also a rich text editor toolbar with various icons. Below the toolbar is a large text area with a placeholder 'Write Here...'. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons. The footer says 'Copyright © Skycoder Infotech 2024'.

- For creating the knowledge base you have to enter the knowledge base title , type , category & its description.

## 7.4 Blog

- in the image below you can see the list of all blogs that have been created by the company.



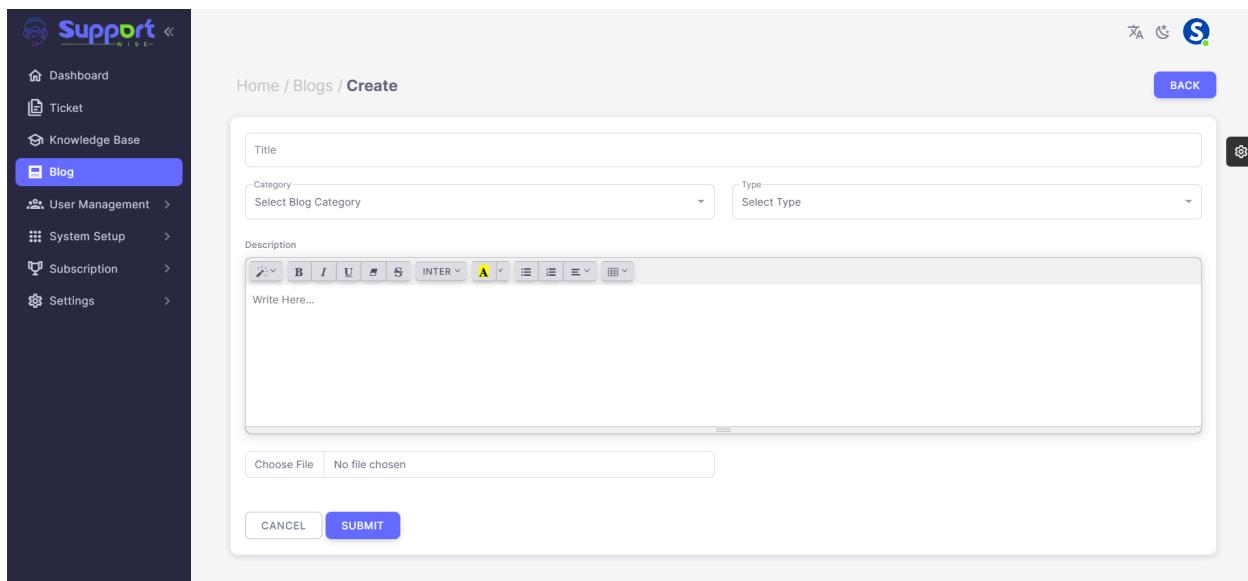
The screenshot shows the 'Blog' section of the Support System. The left sidebar has a 'Blog' button highlighted in blue. The main area shows a table of three blog entries:

NO	IMAGE	TITLE	TYPE	CATEGORY	STATUS	ACTIONS
1		How to Reset Your Password: A Step-by-Step Guide	Information	Account Problem	active	 
2		How to Automate Your Support Ticket Workflows	Tutorial	Support, Automation	active	 
3		How To Strike A Balance Between Website Creativity and SEO	Information	General	active	 

At the bottom, it says 'Showing 1 to 3 of 3 entries' and has 'Previous' and 'Next' buttons.

### 7.4.1 Create Blog

- once you click on the add blog button you can see the blog create page.



The screenshot shows the 'Create' page for a blog. The left sidebar has a 'Blog' button highlighted in blue. The main area has fields for 'Title', 'Category' (with a dropdown 'Select Blog Category'), 'Type' (with a dropdown 'Select Type'), 'Description' (with a rich text editor toolbar), and a file upload field 'Choose File' (No file chosen). At the bottom are 'CANCEL' and 'SUBMIT' buttons.

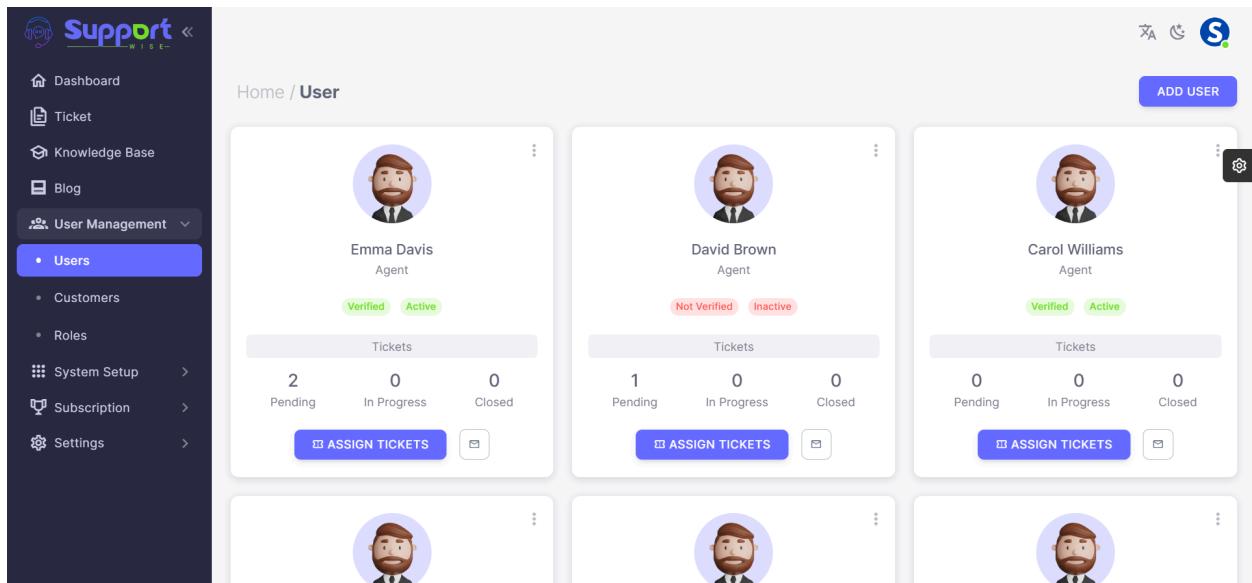
- For creating the blog you have to enter the blog title, blog category , blog type , blog description & blog image.

## 7.5 User Management

- there are various options available inside the user management section. Such as you can create users , customers & also create your custom roles. Let's understand all options step by step.

### 7.5.1 Users

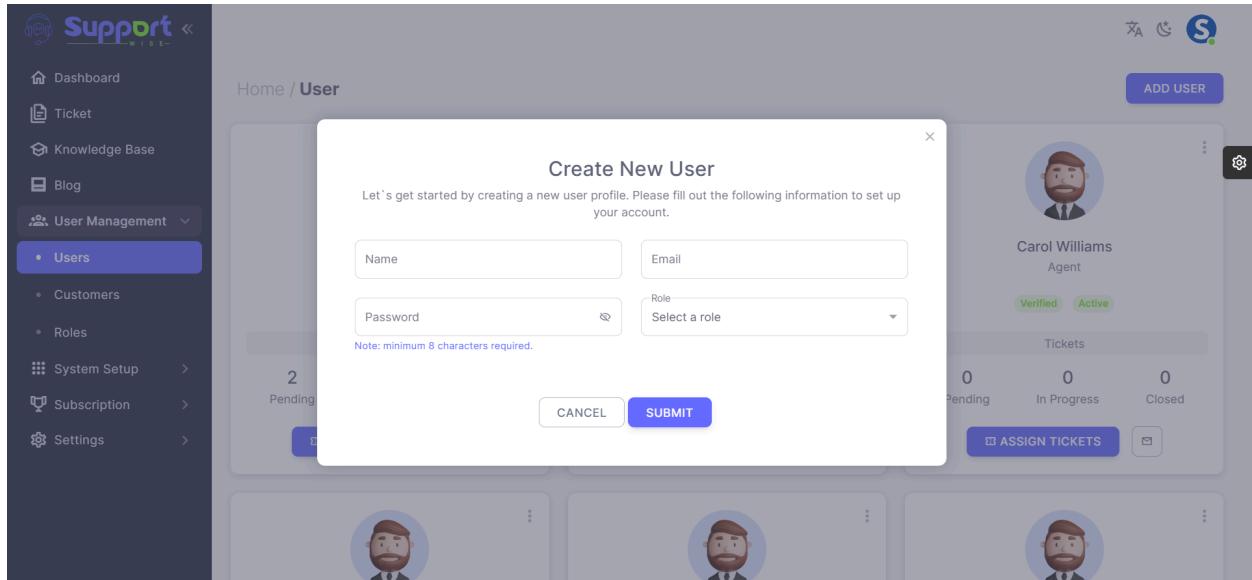
- once you click on the users you can see all the users of your company.



The screenshot shows a user management interface for a support system. The left sidebar has a dark theme with white text and icons. It includes links for Dashboard, Ticket, Knowledge Base, Blog, User Management (selected), Customers, Roles, System Setup, Subscription, and Settings. The main area is titled 'Home / User' and shows a grid of user profiles. Each profile card includes a user icon, name, role, verification status (Verified/Active or Not Verified/Inactive), ticket counts (Pending, In Progress, Closed), and 'ASSIGN TICKETS' and 'Email' buttons. The users listed are Emma Davis (Agent, Verified/Active, 2/0/0), David Brown (Agent, Not Verified/Inactive, 1/0/0), and Carol Williams (Agent, Verified/Active, 0/0/0).

## **7.5.2 Create Users**

- Once you click on the add user button one popup will be open as below image for creating the user in your company.



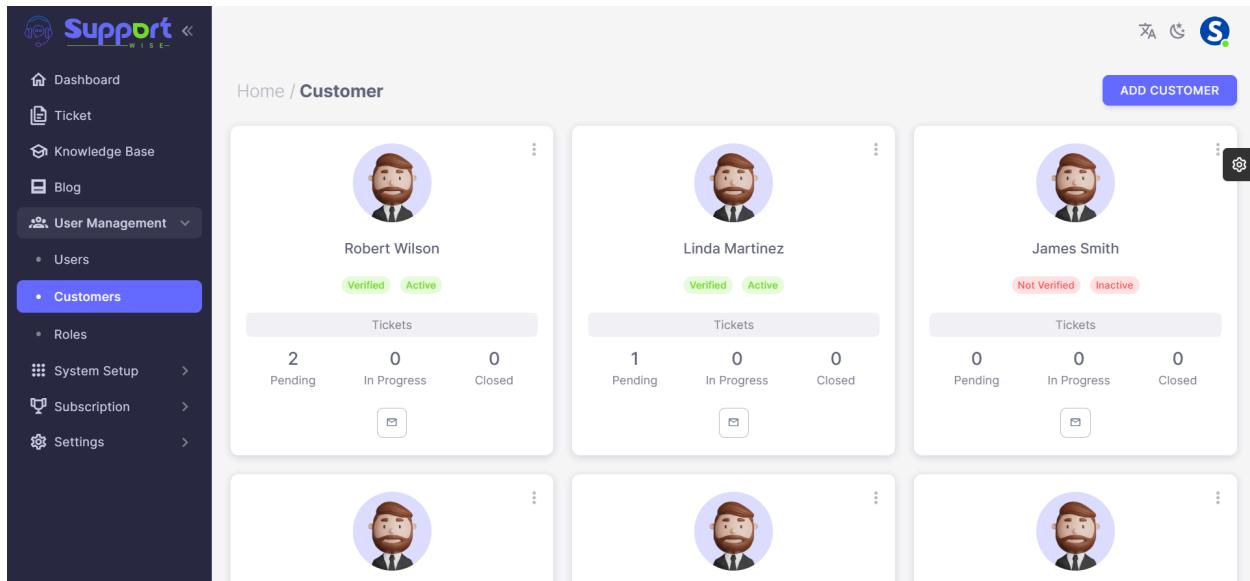
- as you can see in the above image there are 4 input fields for creating the user like name , email , password & role.

- whatever email & password you are entering make sure that email & password will help you the user for their login. One more thing if a company has added their email credentials then when the company creates the user at a time whatever email they enter on that email user will get the login credentials on that registered email.

- whatever role you will select for the user, respecting that role all the permission will be assigned to the user.

### 7.5.3 Customer

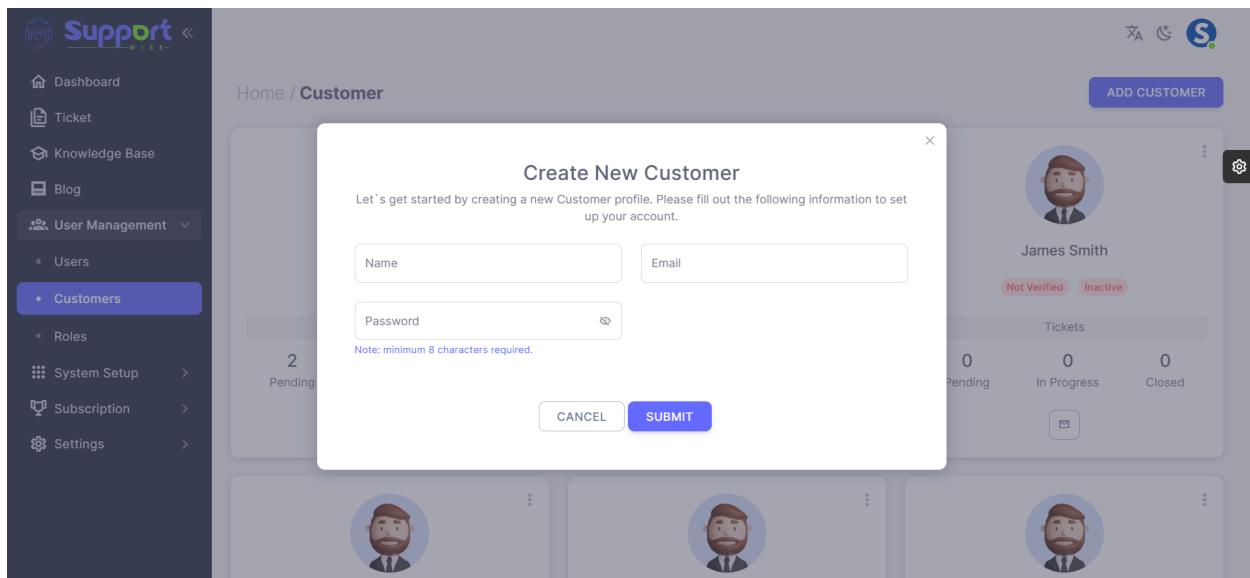
- once you click on the customer you can see all the customers that have been created by the company.
- company can edit & delete the customer.



The screenshot shows the 'Customer' section of the SupportWise dashboard. On the left, a sidebar menu includes 'Dashboard', 'Ticket', 'Knowledge Base', 'Blog', 'User Management' (selected), 'Customers' (selected), 'Roles', 'System Setup', 'Subscription', and 'Settings'. The main area displays a grid of customer profiles. Each profile card includes a user icon, the customer's name, a 'Verified' status indicator, and a 'Active' status indicator. Below the name is a 'Tickets' section showing counts for Pending, In Progress, and Closed tickets, along with a mail icon. The first three profiles are fully visible, while the fourth is partially visible below them. The 'ADD CUSTOMER' button is located in the top right corner of the main area.

### 7.5.4 Create Customer

- once you click on the add customer button one popup will be open like this for creating the customer.



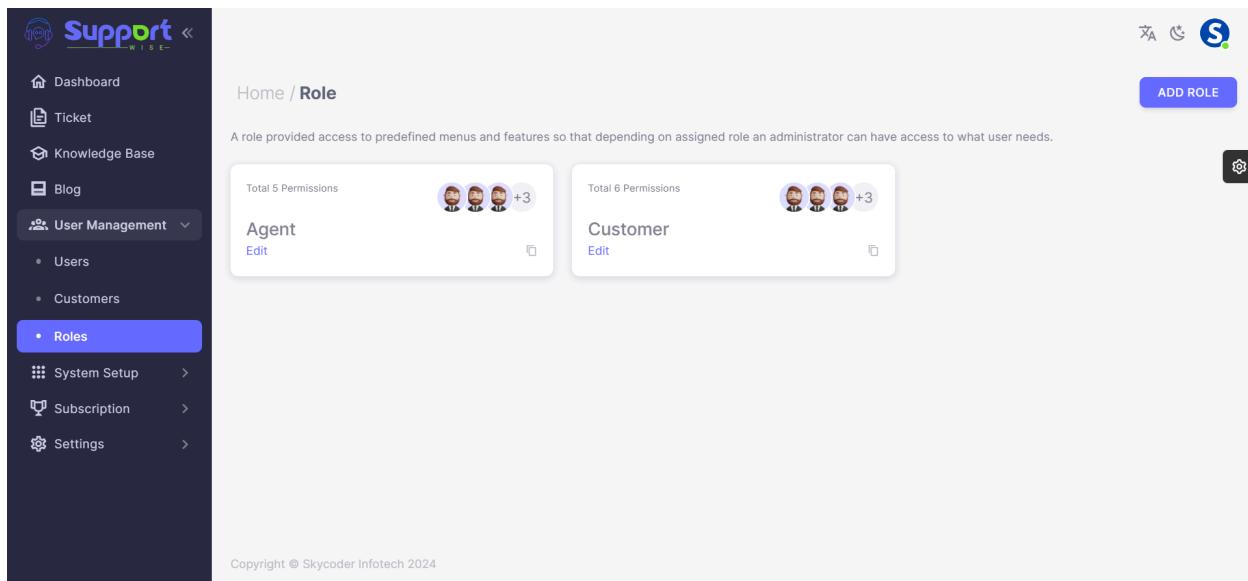
The screenshot shows the 'Customer' section of the SupportWise dashboard with a 'Create New Customer' modal overlay. The sidebar menu is identical to the previous screenshot. The modal has a title 'Create New Customer' and a sub-instruction: 'Let's get started by creating a new Customer profile. Please fill out the following information to set up your account.' It contains three input fields: 'Name', 'Email', and 'Password' (with a note: 'Note: minimum 8 characters required.'), and two buttons: 'CANCEL' and 'SUBMIT'. In the background, the customer list is partially visible, showing the first three profiles from the previous screenshot. The 'ADD CUSTOMER' button is also visible in the top right corner.

- for creating the customer you need to enter the customer name , email & password.

- keep in mind whatever email & password you are using for creating the customer that email & password will be used for login to the customer.

## 7.5.5 Roles

- Once you click on the roles you can see all the roles that will be created by the company.
- you can see the all roles list like this.



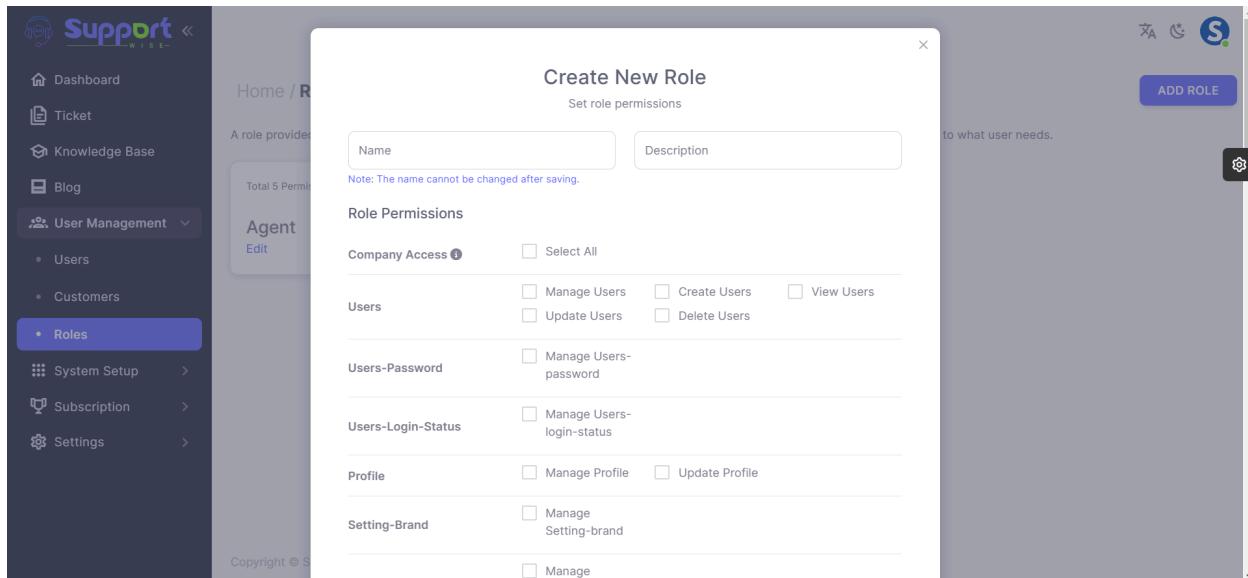
A role provided access to predefined menus and features so that depending on assigned role an administrator can have access to what user needs.

Agent (Edit)      Customer (Edit)

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## 7.5.6 Create Roles

- once you click on the add role you can see one popup for creating the role like this.



Create New Role  
Set role permissions

Name \_\_\_\_\_ Description \_\_\_\_\_

Note: The name cannot be changed after saving.

Role Permissions

Company Access  Select All

Users  Manage Users  Create Users  View Users  
 Update Users  Delete Users

Users-Password  Manage Users-password

Users-Login-Status  Manage Users-login-status

Profile  Manage Profile  Update Profile

Setting-Brand  Manage Setting-brand

Manage

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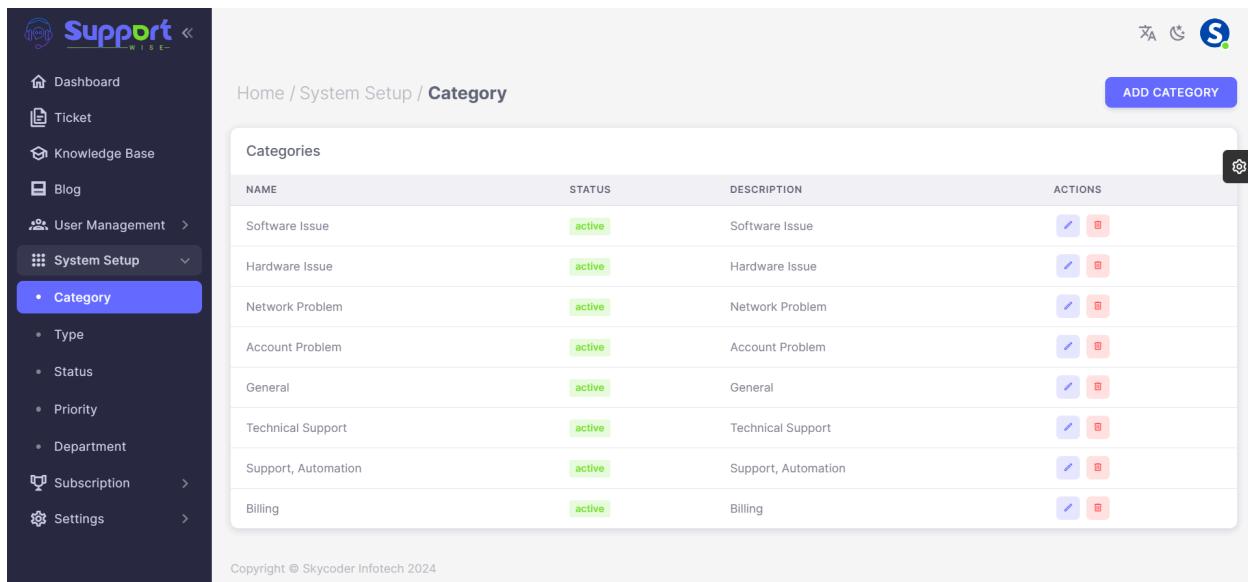
- for creating the role you have to enter the role name, role description & you have to select those permissions which you wanna to assign that role.

## 7.6 System Setup

- There are various system settings available in our system such as category , type , status , priority , department. These settings will be used in many places. Let's understand each and every setting one by one.

### 7.6.1 Category

- Once you click on the category menu it will show all the categories which have been created by the company. Companies can also perform actions on that.



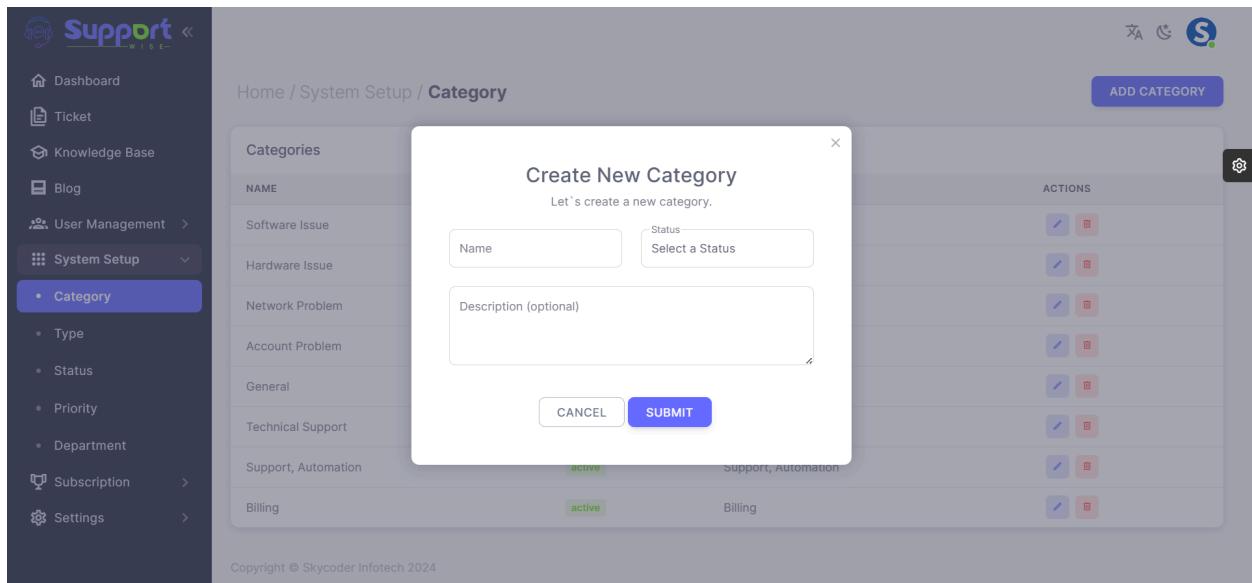
The screenshot shows the 'Category' page within the SupportWise system setup. The left sidebar includes links for Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup (with sub-options: Category, Type, Status, Priority, Department), Subscription, and Settings. The main content area shows a table of categories with columns for Name, Status, Description, and Actions. The table contains the following data:

NAME	STATUS	DESCRIPTION	ACTIONS
Software Issue	active	Software Issue	<span>edit</span> <span>delete</span>
Hardware Issue	active	Hardware Issue	<span>edit</span> <span>delete</span>
Network Problem	active	Network Problem	<span>edit</span> <span>delete</span>
Account Problem	active	Account Problem	<span>edit</span> <span>delete</span>
General	active	General	<span>edit</span> <span>delete</span>
Technical Support	active	Technical Support	<span>edit</span> <span>delete</span>
Support, Automation	active	Support, Automation	<span>edit</span> <span>delete</span>
Billing	active	Billing	<span>edit</span> <span>delete</span>

At the top right of the main content area is a blue 'ADD CATEGORY' button. The bottom of the page features a copyright notice: 'Copyright © Skycoder Infotech 2024'.

## **7.6.2 Create Category**

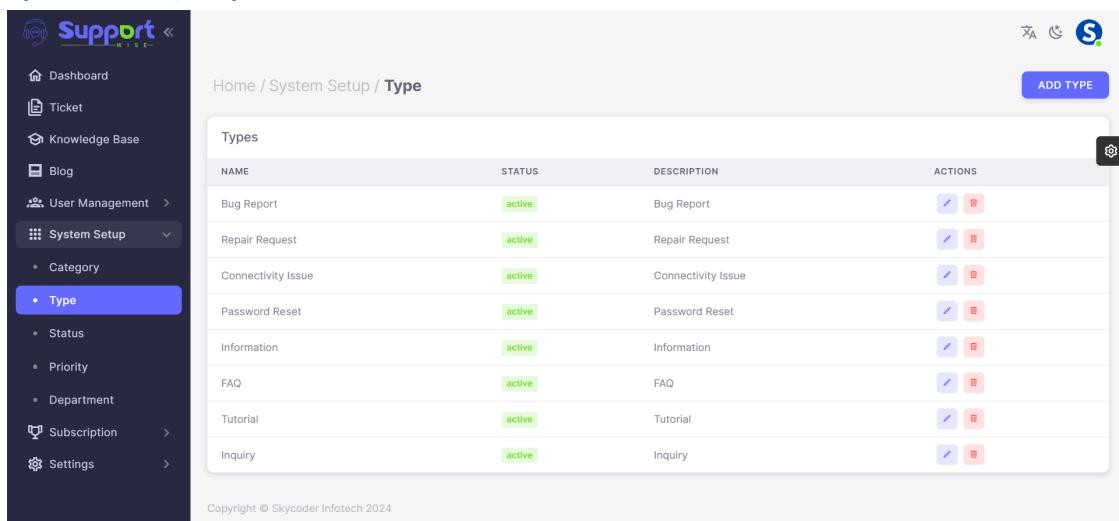
- Once you click on the add category button one popup will be open as shown in the below screenshot.



- For creating the category you have to enter the category name , category description & also have to select the category status such as active or inactive.
- based on category status it will be shown.

### 7.6.3 Types

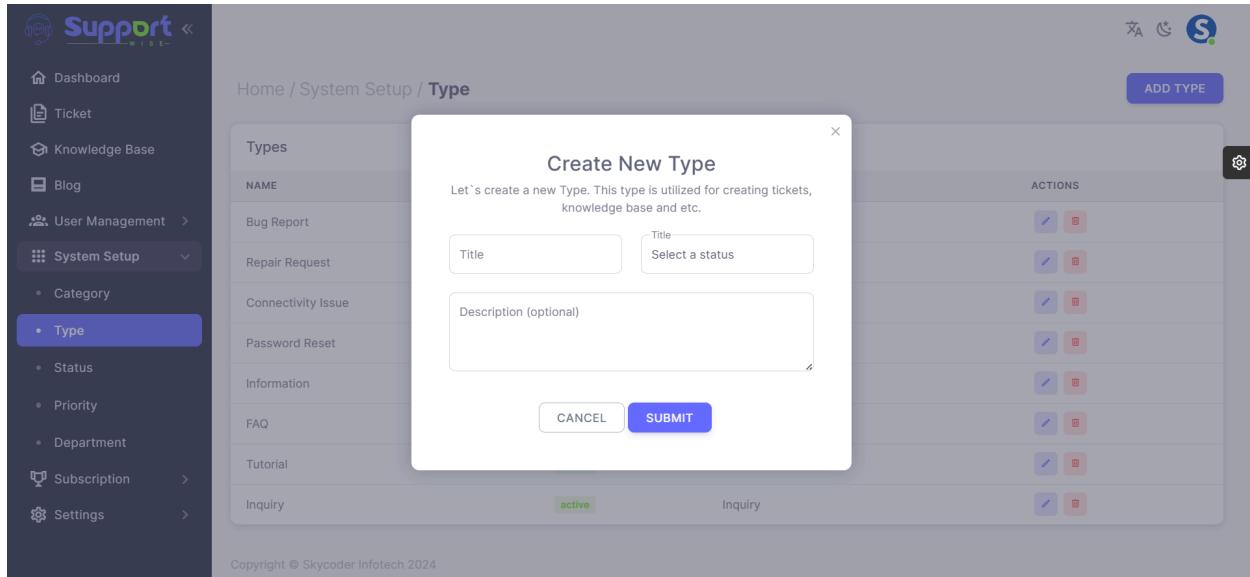
- Let me clear it in advance. These types will be used when you create the ticket. So you can also call it ticket types.
- Once you click on the type it will show all the ticket types that has been created by the company.



NAME	STATUS	DESCRIPTION	ACTIONS
Bug Report	active	Bug Report	 
Repair Request	active	Repair Request	 
Connectivity Issue	active	Connectivity Issue	 
Password Reset	active	Password Reset	 
Information	active	Information	 
FAQ	active	FAQ	 
Tutorial	active	Tutorial	 
Inquiry	active	Inquiry	 

### 7.6.4 Create Types

- once you click on the add type button one popup will be open like this.



**Create New Type**

Let's create a new Type. This type is utilized for creating tickets, knowledge base and etc.

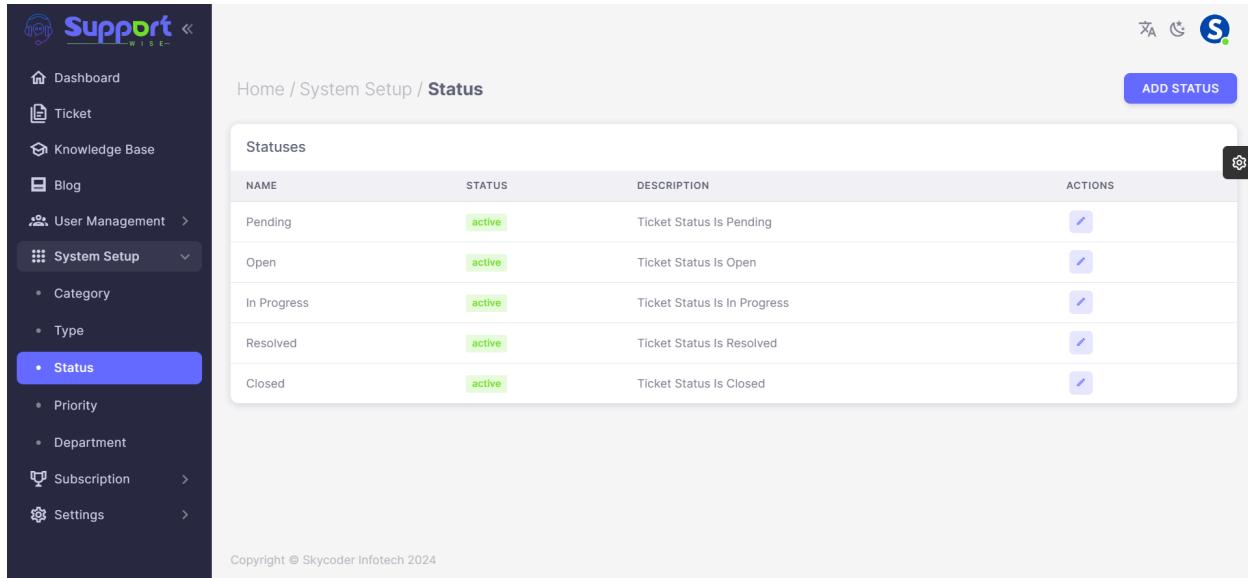
Title:  Status:

Description (optional):

- if you want to create a type you must have to enter that type title , type description & also have to select the type status such as active & inactive.
- based on the type status it will be shown.

## 7.6.5 Status

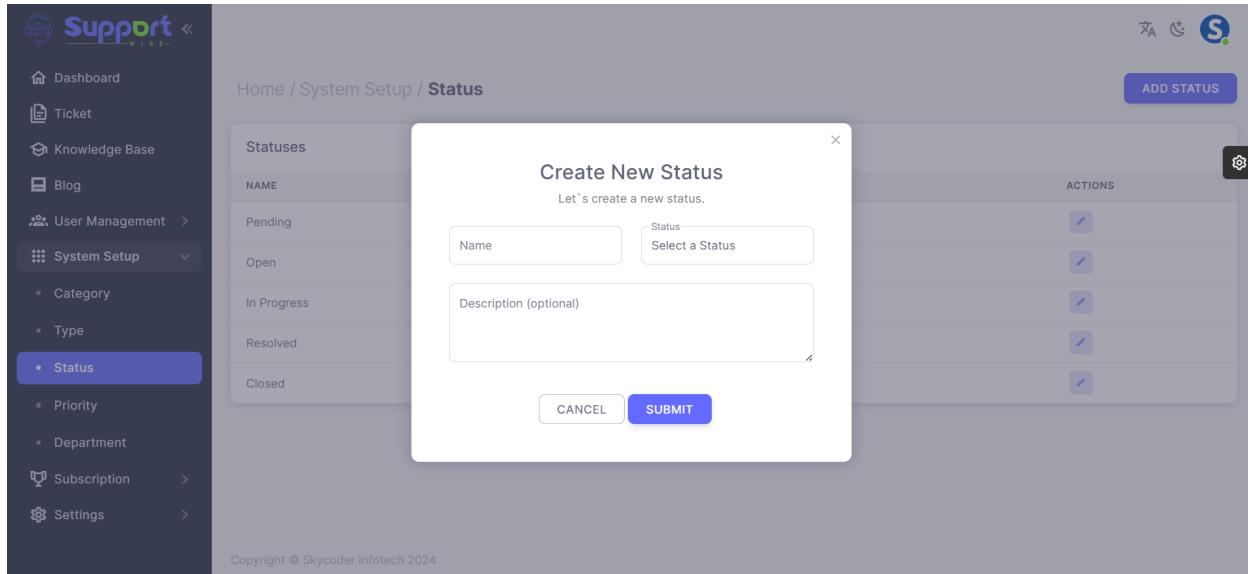
- once you click on the status you can see the list of all the status which has been created by my company.



The screenshot shows the 'Status' list page within the Support System. The left sidebar includes links for Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup (with sub-links for Category, Type, Status, Priority, and Department), Subscription, and Settings. The main content area shows a table titled 'Statuses' with columns for NAME, STATUS, DESCRIPTION, and ACTIONS. The table lists five status entries: Pending, Open, In Progress, Resolved, and Closed, all marked as 'active'. A blue 'ADD STATUS' button is located in the top right corner of the main content area.

## 7.6.6 Create Status

- once you click on the add status button one popup will be open to create a status.

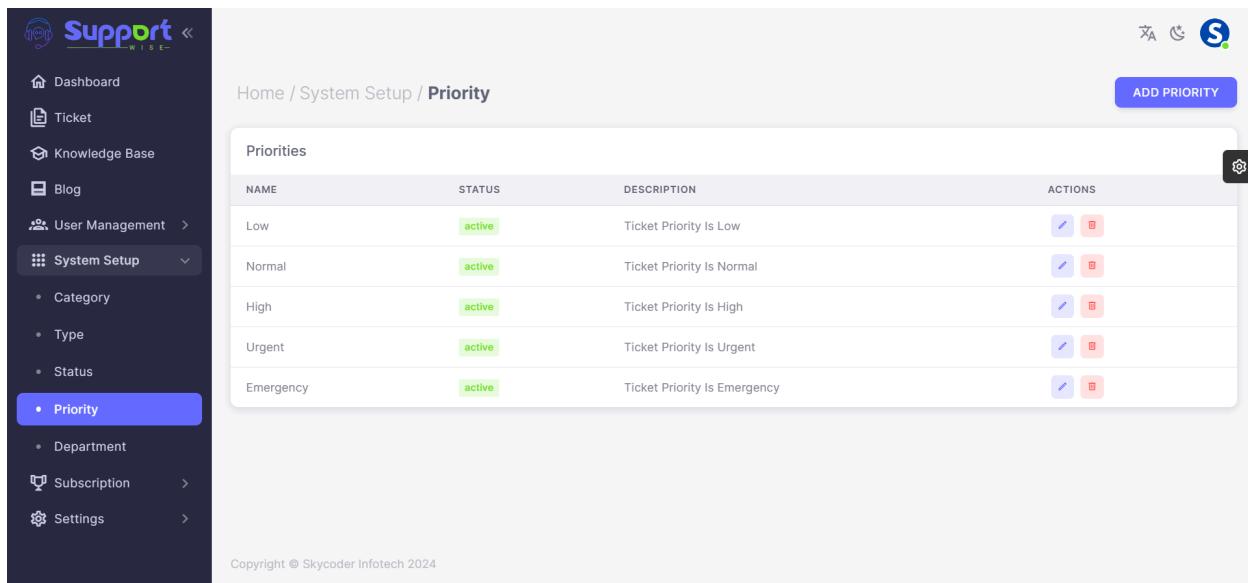


The screenshot shows a 'Create New Status' modal window. The left sidebar is identical to the previous screenshot. The modal has a title 'Create New Status' and a sub-instruction 'Let's create a new status.' It contains three input fields: 'Name' (text input), 'Status' (dropdown menu with 'Select a Status' placeholder), and 'Description (optional)' (text area). At the bottom of the modal are 'CANCEL' and 'SUBMIT' buttons. The background of the main content area shows the same 'Statuses' table as the previous screenshot.

- For creating the status you must have to enter the status name , status description & you have to select it' status active or inactive.  
- based on the status it will be shown when you create a ticket.

## 7.6.5 Priority

- once you click on the priority it will show the list of all priority which has been created by the company. company can perform different actions on it such as edit & delete.
- priority will show when you are creating the ticket. It will decide the present ticket priority.



SupportWise

Dashboard

Ticket

Knowledge Base

Blog

User Management

System Setup

- Category
- Type
- Status
- Priority
- Department

Subscription

Settings

Home / System Setup / Priority

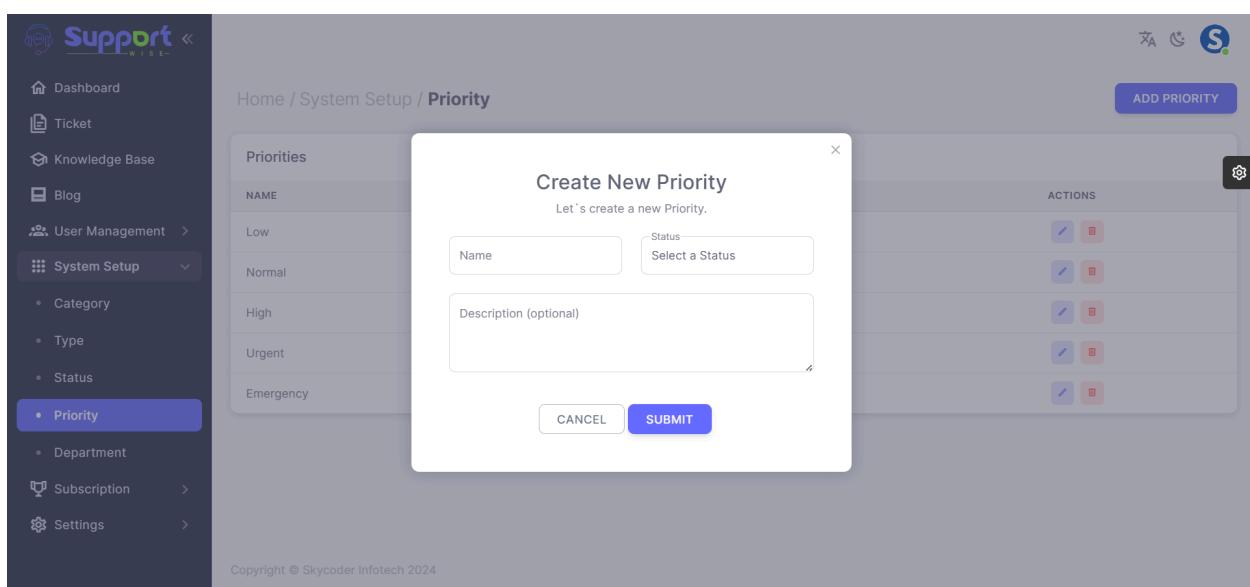
ADD PRIORITY

Priorities			
NAME	STATUS	DESCRIPTION	ACTIONS
Low	active	Ticket Priority Is Low	 
Normal	active	Ticket Priority Is Normal	 
High	active	Ticket Priority Is High	 
Urgent	active	Ticket Priority Is Urgent	 
Emergency	active	Ticket Priority Is Emergency	 

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## 7.6.5 Create Priority

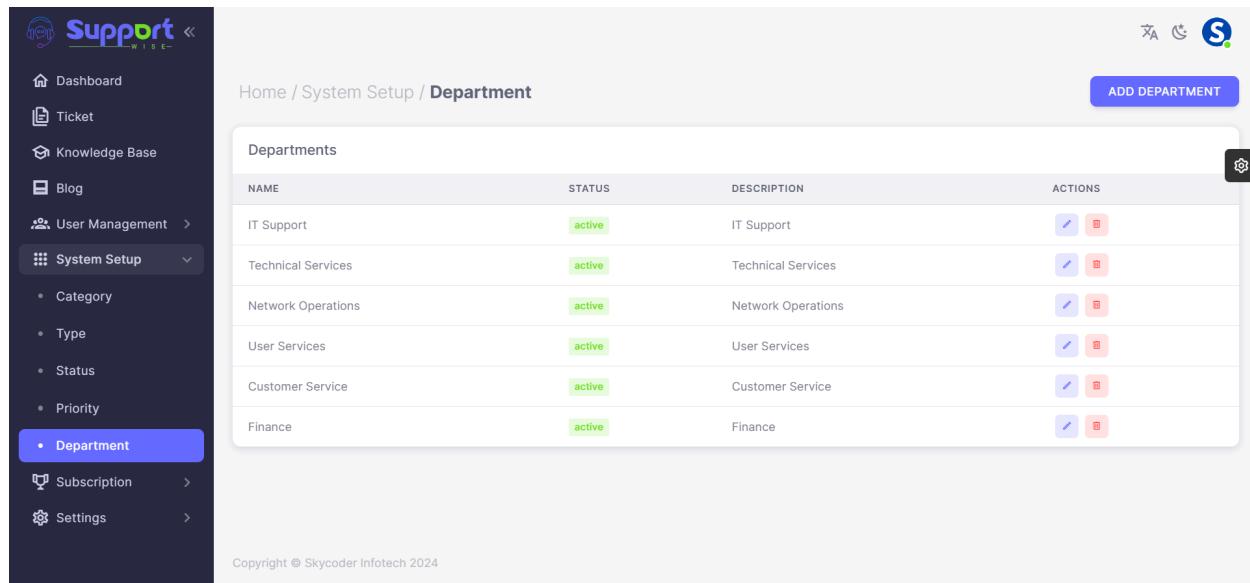
- once you click on the add priority button one popup will be open for creating the priority.
- this priority you can consider as a ticket priority when you create a ticket at that time you can select the priority of that ticket.



- for creating the popup you have to enter the title , description & you have to select the status of that priority.
- keep in mind based on priority status it will show once you will create the ticket.

## 7.6.5 Department

- Once you click on the department you can see the list of all departments which have been created by the company.
- companies can perform different actions on that.
- whatever department you are adding these will show when you create the ticket.

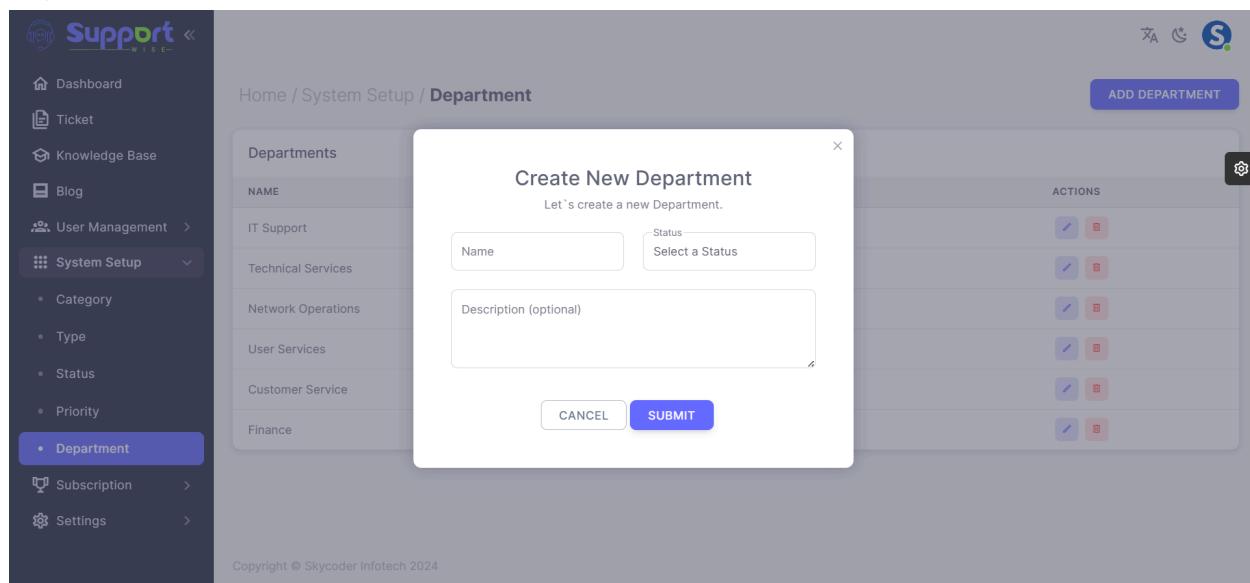


The screenshot shows the 'Department' list page in the SupportWise application. The left sidebar has a 'Department' item selected. The main content area shows a table with columns: NAME, STATUS, DESCRIPTION, and ACTIONS. The table lists six departments: IT Support, Technical Services, Network Operations, User Services, Customer Service, and Finance, all marked as 'active'. An 'ADD DEPARTMENT' button is located in the top right corner of the main content area.

NAME	STATUS	DESCRIPTION	ACTIONS
IT Support	active	IT Support	 
Technical Services	active	Technical Services	 
Network Operations	active	Network Operations	 
User Services	active	User Services	 
Customer Service	active	Customer Service	 
Finance	active	Finance	 

## 7.6.6 Create Department

- once you click on the add department button popup will be open for creating the department.



The screenshot shows the 'Create New Department' modal window. The modal has a title 'Create New Department' and a sub-instruction 'Let's create a new Department.' It contains three input fields: 'Name' (with placeholder 'Name'), 'Status' (with placeholder 'Select a Status'), and 'Description (optional)' (with a large text input area). At the bottom of the modal are 'CANCEL' and 'SUBMIT' buttons. The background shows the same 'Department' list as the previous screenshot, with the 'ADD DEPARTMENT' button visible.

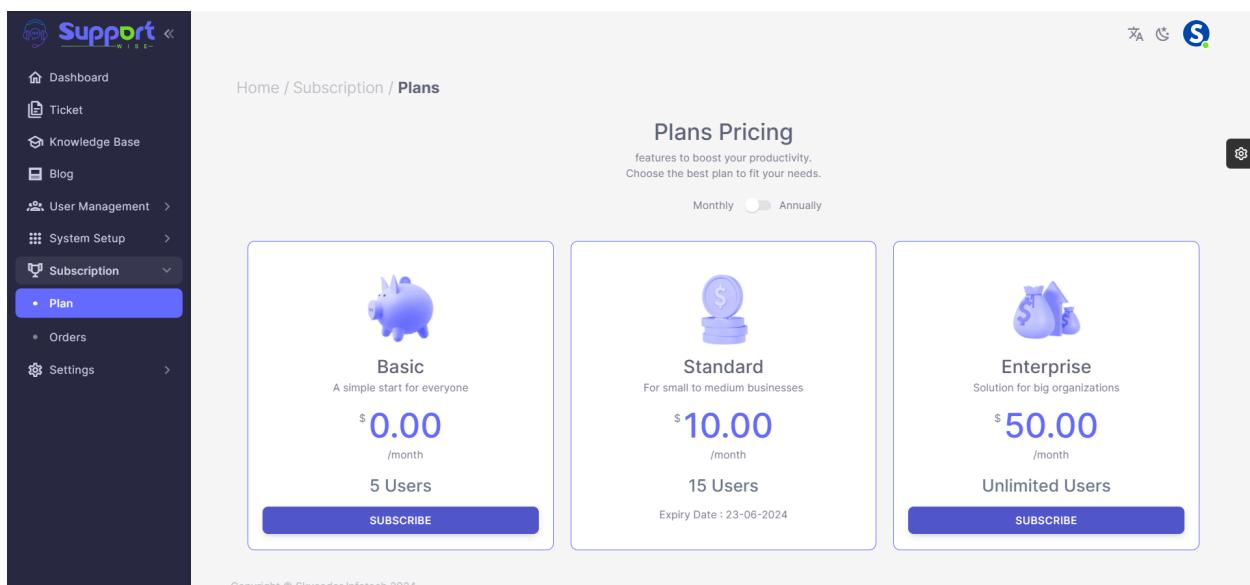
- for creating the department you have to enter the department name , description & you have to select the department status such as active or inactive.
- based on the status it will show when you will create the ticket.

## 7.6 Subscription

- As you can see here we are providing different options under the subscription. Let's understand each & every option step by step.

### 7.6.1 Plan

- Once you click on the plan under the subscription menu you can see all the plans that have been created by the admin.
- Here we have set one functionality when a new company created by default free plan will be assigned to the newly created company.



Home / Subscription / Plans

**Plans Pricing**

features to boost your productivity.  
Choose the best plan to fit your needs.

Monthly  Annually

Plan	Icon	Description	Price	Users	Action
Basic	Piggy Bank	A simple start for everyone	\$ 0.00 /month	5 Users	<b>SUBSCRIBE</b>
Standard	Stack of coins	For small to medium businesses	\$ 10.00 /month	15 Users	Expiry Date : 23-06-2024
Enterprise	Money bags	Solution for big organizations	\$ 50.00 /month	Unlimited Users	<b>SUBSCRIBE</b>

- As you can see the subscribe button on the above image. Once you click on that button it will be redirecting to you on the checkout page you can see the below image.

- Once you redirect on the checkout page there you can see the bank transfer option for making the payment. In the Future will add the different payment options such as Stripe , Paypal.
- here make sure one thing if the admin has enable the bank transfer payment from admin side then only you can see here the bank transfer option.
- Select the bank transfer option & click on the proceed with payment button.
- Once you click on the proceed with payment button your plan request will be sent to the admin. Admin can approve or reject the plan request from the admin side.
- Once the admin approves the plan request from the admin side that plan will be assigned to the company.

## 7.6.2 Orders

- when a company purchases any plan & makes the payment successfully then these transaction entries will be shown in the order page.
- here you can see the transaction id & all your plans details will be shown in the order page.

SupportWise

Home / Subscription / Orders

EXCEL CSV PDF PRINT

Show 10 entries Search:

ORDER ID	NAME	PLAN NAME	DATE	PRICE	CURRENCY	FREQUENCY	PAYMENT TYPE	PAYMENT STATUS	RECEIPT
104894	Skycoder	Gold	25-05-2024	100	EUR	Monthly	Bank Transfer	success	

Showing 1 to 1 of 1 entries

Previous 1 Next

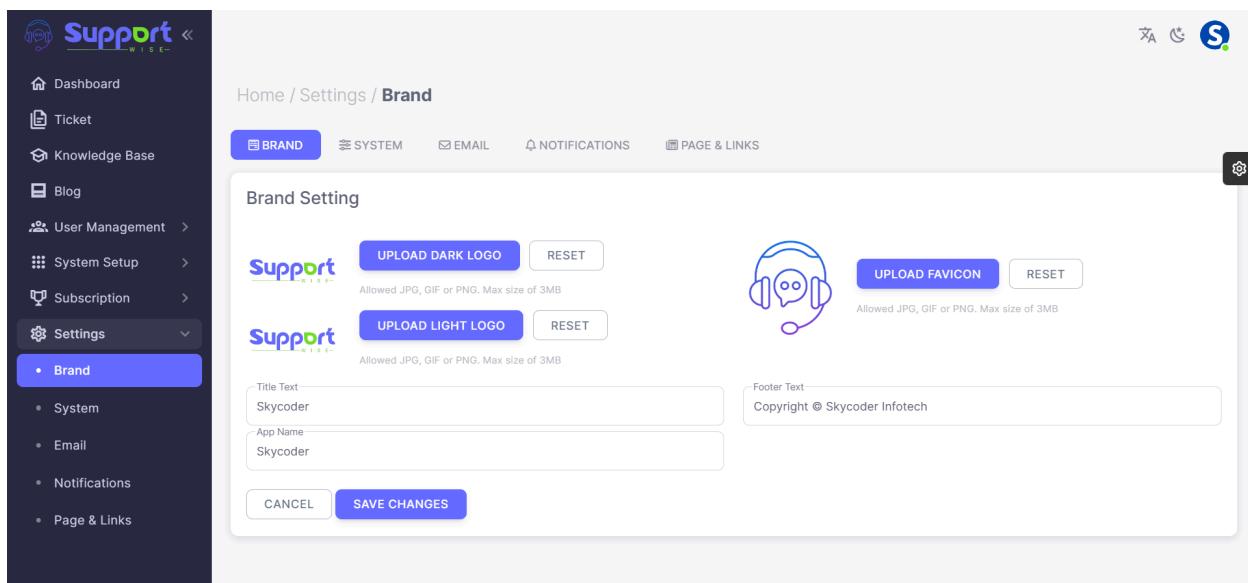
Copyright © Skycoder Infotech 2024

## 7.7 Settings

- as you can see there are various settings available for the company. Let's discuss each & every setting step by step.

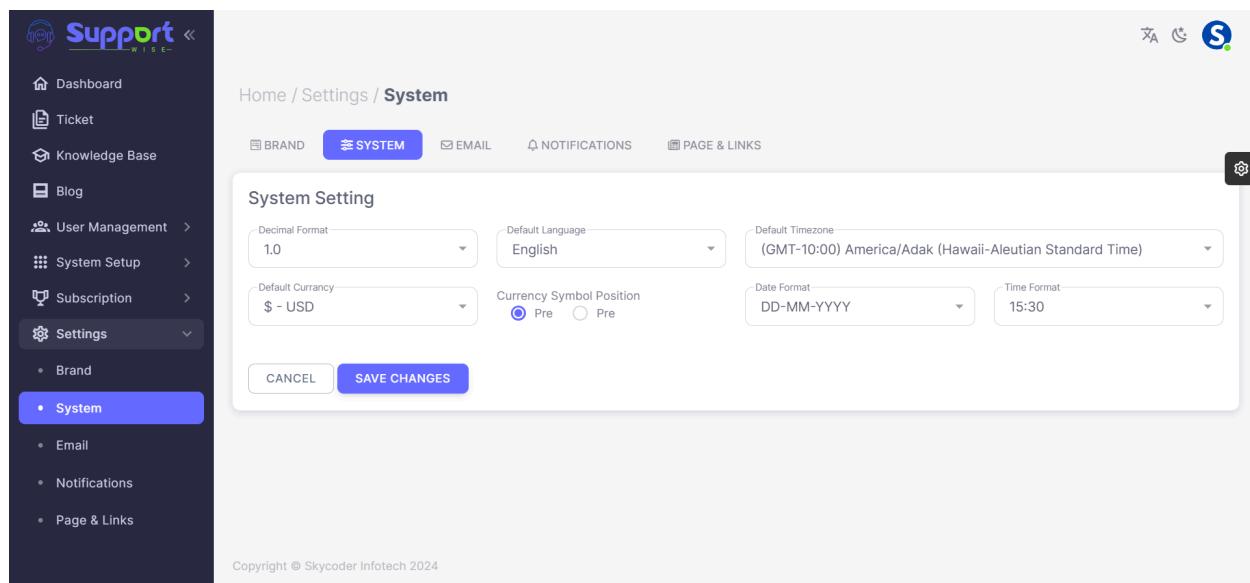
### 7.7.1 Brand Setting

- as I have mentioned above, brand setting for the admin. This brand setting is the same as it.  
- Whatever logo , app name will be saved and it will be applicable for the company.



## 7.7.2 System

- under the system menu there are lots of settings available such as a company can set its default currency , default language , default timezone , date time format.
- based on the company requirement, the company can set everything.



Home / Settings / System

BRAND SYSTEM EMAIL NOTIFICATIONS PAGE & LINKS

System Setting

Decimal Format: 1.0 Default Language: English Default Timezone: (GMT-10:00) America/Adak (Hawaii-Aleutian Standard Time)

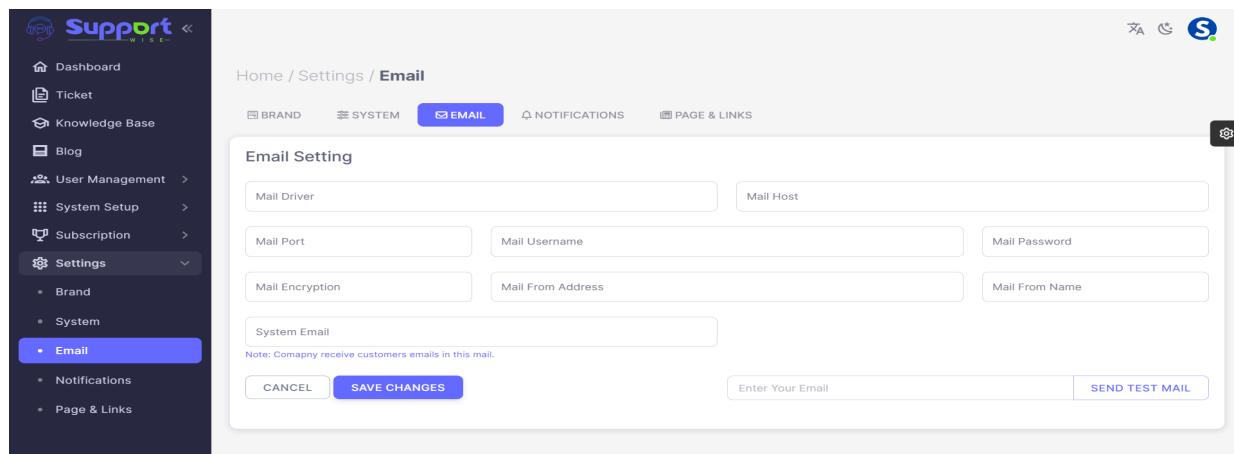
Default Currency: \$ - USD Currency Symbol Position: Pre Date Format: DD-MM-YYYY Time Format: 15:30

CANCEL SAVE CHANGES

Copyright © Skycoder Infotech 2024

## 7.7.3 Email

- we have add functionality of email when the company will set the email credentials that will be helpful to sending the email.
- like when a new user will be created , a new ticket will be created, email goes to the user at time this credential will be used.
- We have also added one functionality to send test mail. Using that you can check if the email credentials are working or not.



Home / Settings / Email

BRAND SYSTEM EMAIL NOTIFICATIONS PAGE & LINKS

Email Setting

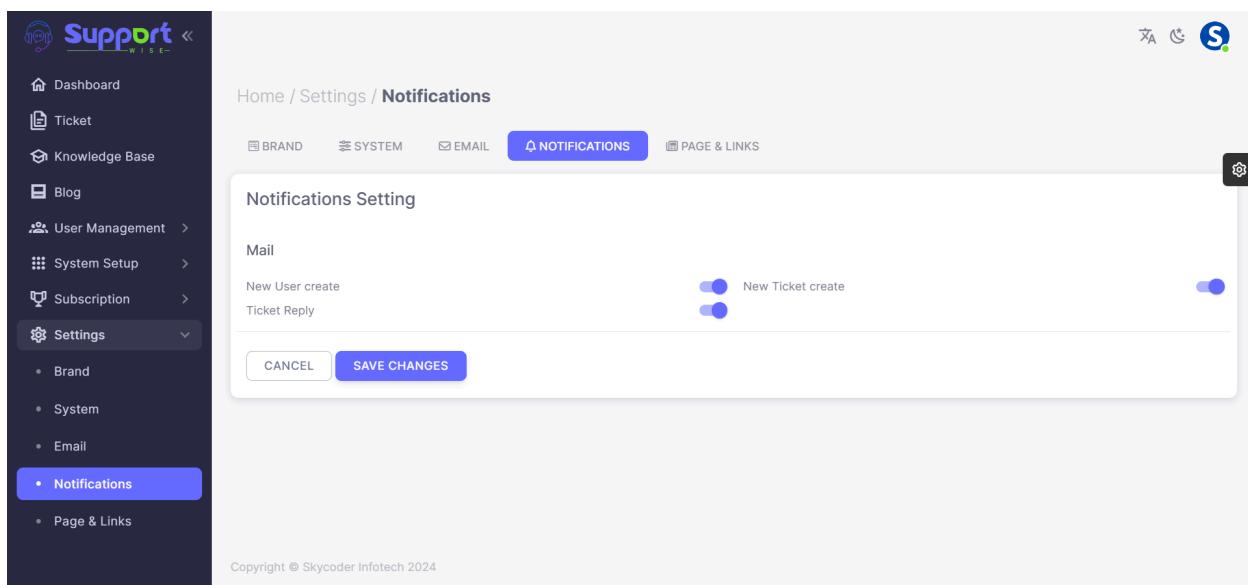
Mail Driver Mail Host  
Mail Port Mail Username Mail Password  
Mail Encryption Mail From Address Mail From Name  
System Email

Note: Company receive customers emails in this mail.

CANCEL SAVE CHANGES Enter Your Email SEND TEST MAIL

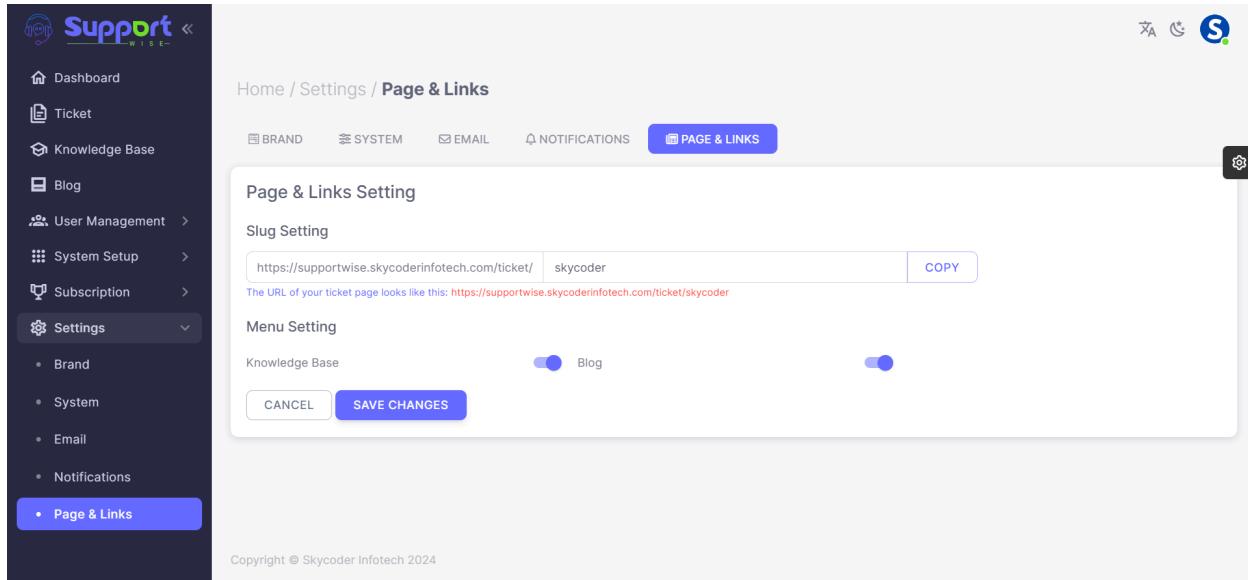
## **7.7.4 Notifications**

- as you can see in the below screenshot the company can manage the notification setting as per it's requirement.
- Let's take an example: if a company enables the new user create notification it means when the company will create the new user each and every time a newly created user email & password will be sent to the new user via email in the form of Notification.



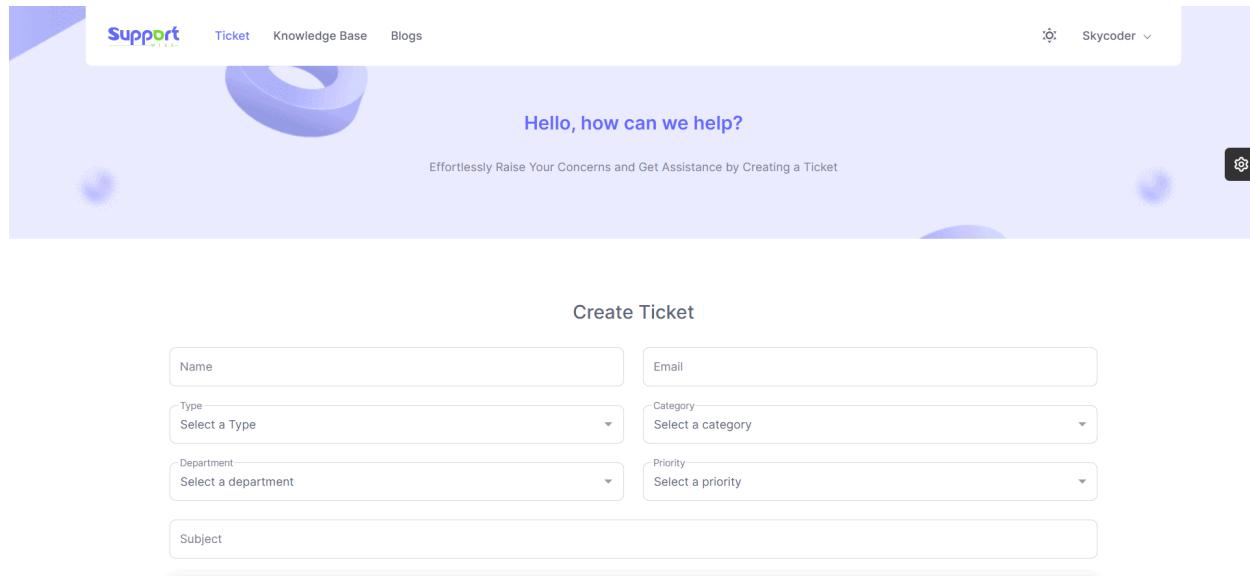
## 7.7.5 Page & Links

- here when you click on the page & link setting you can see the slug setting & menu setting.



The screenshot shows the 'Page & Links' settings page in the Supportwise application. The left sidebar has a 'Page & Links' button highlighted in blue. The main content area shows the 'Page & Links Setting' page. It has a 'Slug Setting' section with a text input containing 'https://supportwise.skycoderinfotech.com/ticket/' and 'skycoder', with a 'COPY' button. Below it is a 'Menu Setting' section with 'Knowledge Base' and 'Blog' toggle switches, both of which are turned on. At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons. The footer says 'Copyright © Skycoder Infotech 2024'.

- If you want to modify the slug of your company you can modify it.
- you can also see the menu setting there are 2 options blog & knowledge base when you enable this option it means your company blog & knowledge base will be shown on the copy link page.
- sometimes without a customer or user account they want to create the ticket. At that time you can copy the link of your system and send them. Once a user will open that link it will look like this.



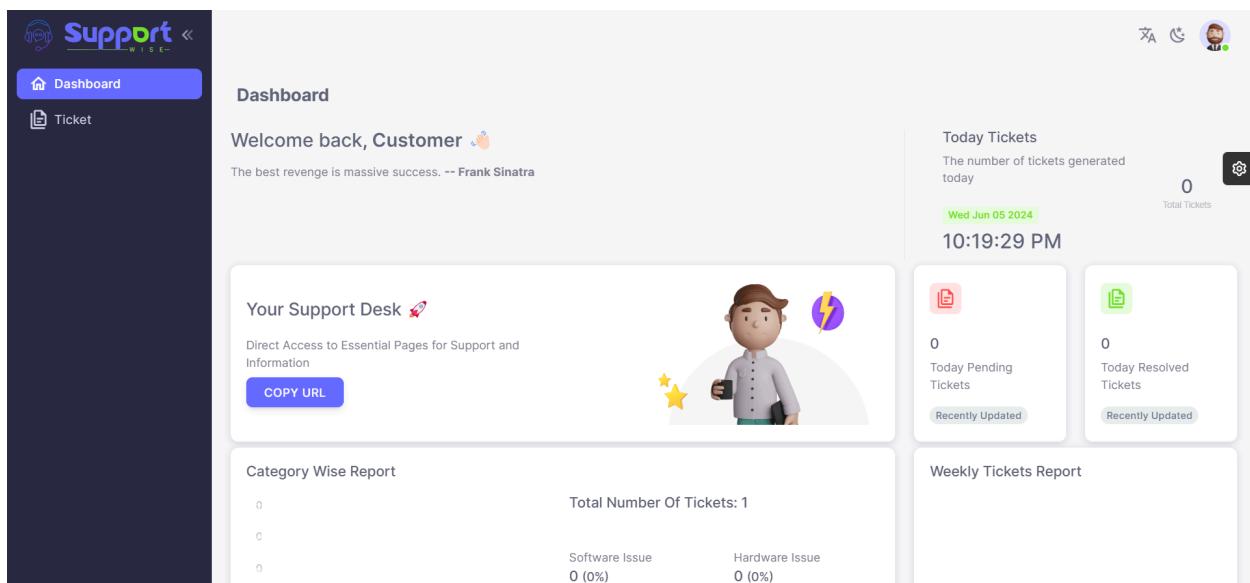
- as you can see in the above screenshot users can directly create the ticket without any login & register.

## 8. Customer Privileges and Functions

- now when a customer is logged in we will provide a different functionality to them. Let's understand all the functionality step by step.

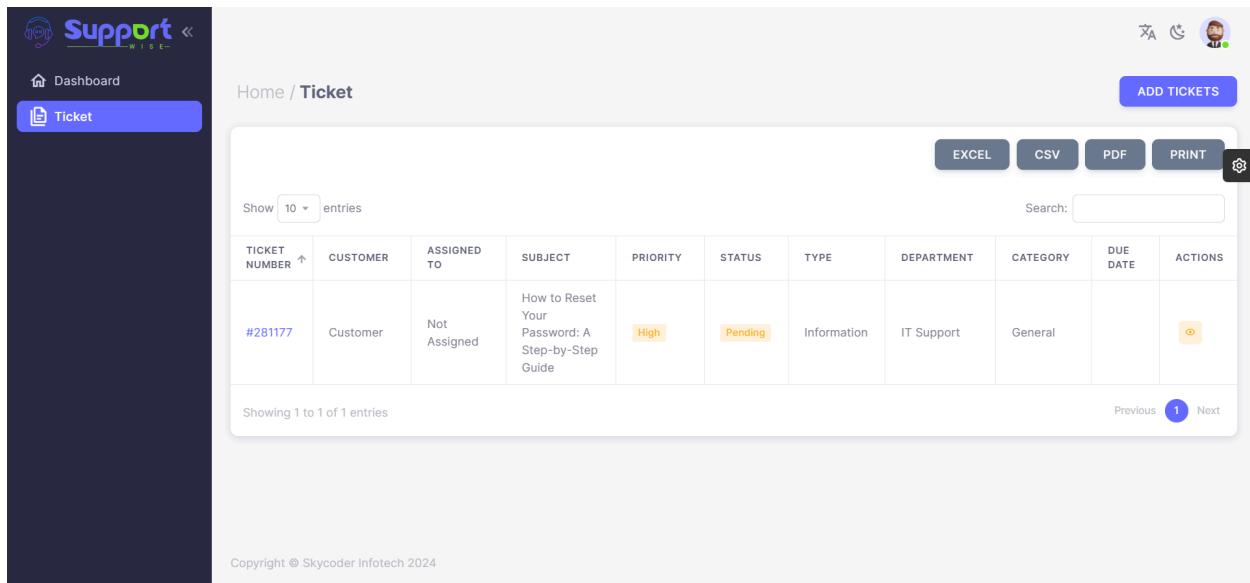
### 8.1 Dashboard insight

- once any customer is logged in into our system it will redirect to the customer dashboard.
- on the dashboard customer can see total number of tickets , total number pending tickets , total number of resolved tickets etc..
- for more understanding we also have put the chart like category wise all total number of tickets will be shown in chart & weekly ticket report can be shown in chart.



## 8.2 Ticket Management

- Once a customer clicks on the ticket menu, the customer can see all the tickets which have been created by the customer.
- also can see those tickets which the company has directly created from the company side for this customer.
- based on the permission of the customer role customer can perform the different actions on that such view ticket & reply on that ticket.



The screenshot shows a ticket management interface for 'SupportWise'. The left sidebar has 'Dashboard' and 'Ticket' buttons, with 'Ticket' being the active one. The main area is titled 'Home / Ticket' and contains a table with one entry. The table columns are: TICKET NUMBER, CUSTOMER, ASSIGNED TO, SUBJECT, PRIORITY, STATUS, TYPE, DEPARTMENT, CATEGORY, DUE DATE, and ACTIONS. The single entry is: #281177, Customer, Not Assigned, 'How to Reset Your Password: A Step-by-Step Guide', High, Pending, Information, IT Support, General, and an empty DUE DATE field. The ACTIONS column shows a small orange icon. At the bottom of the table, it says 'Showing 1 to 1 of 1 entries'. The top right of the main area has 'ADD TICKETS', 'EXCEL', 'CSV', 'PDF', 'PRINT', and a gear icon. There are also language and user icons in the top right corner.

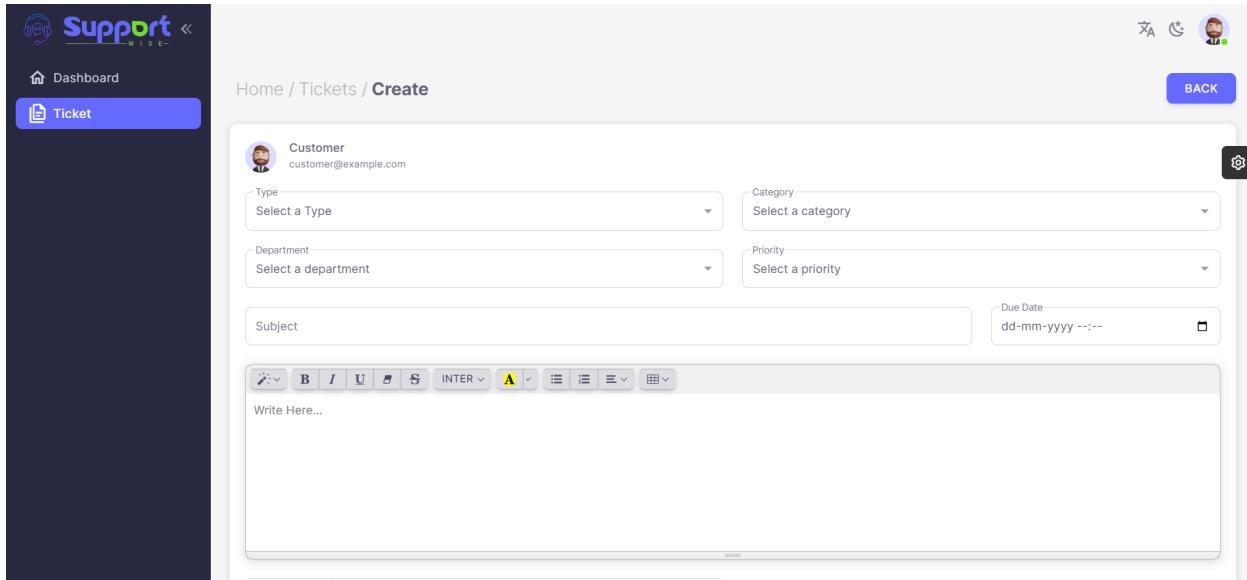
TICKET NUMBER	CUSTOMER	ASSIGNED TO	SUBJECT	PRIORITY	STATUS	TYPE	DEPARTMENT	CATEGORY	DUE DATE	ACTIONS
#281177	Customer	Not Assigned	How to Reset Your Password: A Step-by-Step Guide	High	Pending	Information	IT Support	General		

Showing 1 to 1 of 1 entries

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### **8.2.1 Ticket Management**

- For creating the ticket when a customer clicks on the add ticket button a new page will be opened for creating the ticket.



The screenshot shows the 'Ticket' creation page of a support system. On the left, a sidebar has 'Dashboard' and 'Ticket' buttons, with 'Ticket' being the active one. The main area is titled 'Home / Tickets / Create'. It shows a customer profile: 'Customer' and 'customer@example.com'. Below this are four dropdown fields: 'Type' (Select a Type), 'Category' (Select a category), 'Department' (Select a department), and 'Priority' (Select a priority). There is also a 'Subject' input field and a 'Due Date' field set to 'dd-mm-yyyy --:--'. Below these fields is a rich text editor toolbar with buttons for bold, italic, underline, and other text styles. At the bottom is a large text area with the placeholder 'Write Here...'.

- For creating the ticket, customers have to select the ticket type , ticket category , ticket department , ticket priority , subject , due date , description & also can add the attachment on the ticket.
- Once a customer creates the ticket these tickets will be shown to the company and the company will assign that ticket to a specific agent.
- Once a ticket is assigned to the agent, that agent & customer can chat and the agent will help the customer resolve this ticket.

## 9. Agent Privileges and Functions

- now when an agent is logged in we will provide a different functionality to them. Let's understand all the functionality step by step.

### 9.1 Dashboard insight

- on the dashboard agent can see total number of assign tickets , total number pending tickets , total number of resolved tickets etc..
- for more understanding we also have put the chart like category wise all total number of tickets will be shown in chart & weekly ticket report can be shown in chart.

The screenshot shows a dark-themed dashboard for an agent. At the top, there's a header with a profile icon, a search bar, and a gear icon. The main area is titled "Dashboard" and features a "Welcome back, Agent" message with a small hand icon. Below this is a quote by Helen Keller: "The best and most beautiful things in the world cannot be seen or touched—they must be felt with the heart." A central figure of a person holding a coffee cup is surrounded by three icons: "Users 6", "Customers 6", and "Tickets 0".

**Today Tickets**  
The number of tickets generated today  
0 Total Tickets  
Wed Jun 05 2024 10:23:13 PM

**Your Support Desk** 🚀  
Direct Access to Essential Pages for Support and Information  
**COPY URL**

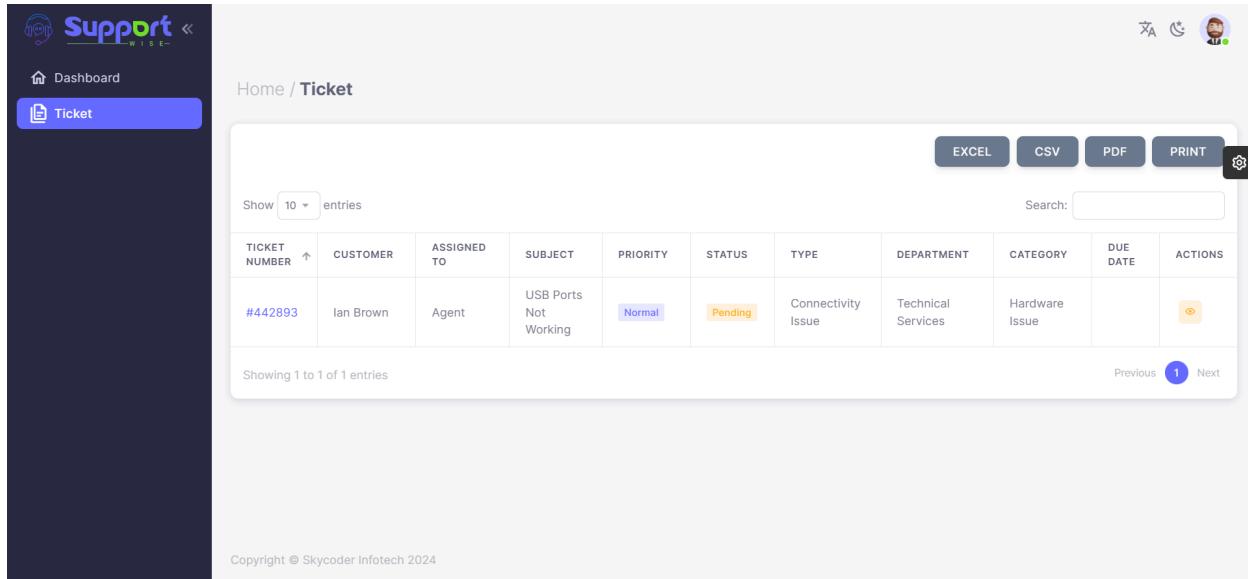
**Category Wise Report**  
Total Number Of Tickets: 0  
0 Software Issue 0 (0%) 0 Hardware Issue 0 (0%)

**Weekly Tickets Report**

**Today Pending Tickets**  
0 Recently Updated  
**Today Resolved Tickets**  
0 Recently Updated

## 9.2 Ticket Management

- once the agent clicks on the ticket agent can see the all assigned ticket to him.



The screenshot shows a ticket management system interface. On the left, there is a dark sidebar with a 'Support' logo and a 'Ticket' button. The main area has a header 'Home / Ticket' and a toolbar with 'EXCEL', 'CSV', 'PDF', 'PRINT', and a settings icon. Below is a table with the following data:

TICKET NUMBER	CUSTOMER	ASSIGNED TO	SUBJECT	PRIORITY	STATUS	TYPE	DEPARTMENT	CATEGORY	DUEDATE	ACTIONS
#442893	Ian Brown	Agent	USB Ports Not Working	Normal	Pending	Connectivity Issue	Technical Services	Hardware Issue		

At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous' and 'Next' buttons. The footer says 'Copyright © Skycoder Infotech 2024'.

- after that as permission assigned to the agent role based on that permission agent can also perform the different actions on that such show ticket & reply that ticket.
- as an assigned ticket to the agent agent will communicate with customers via chat and try to help customer issues.



