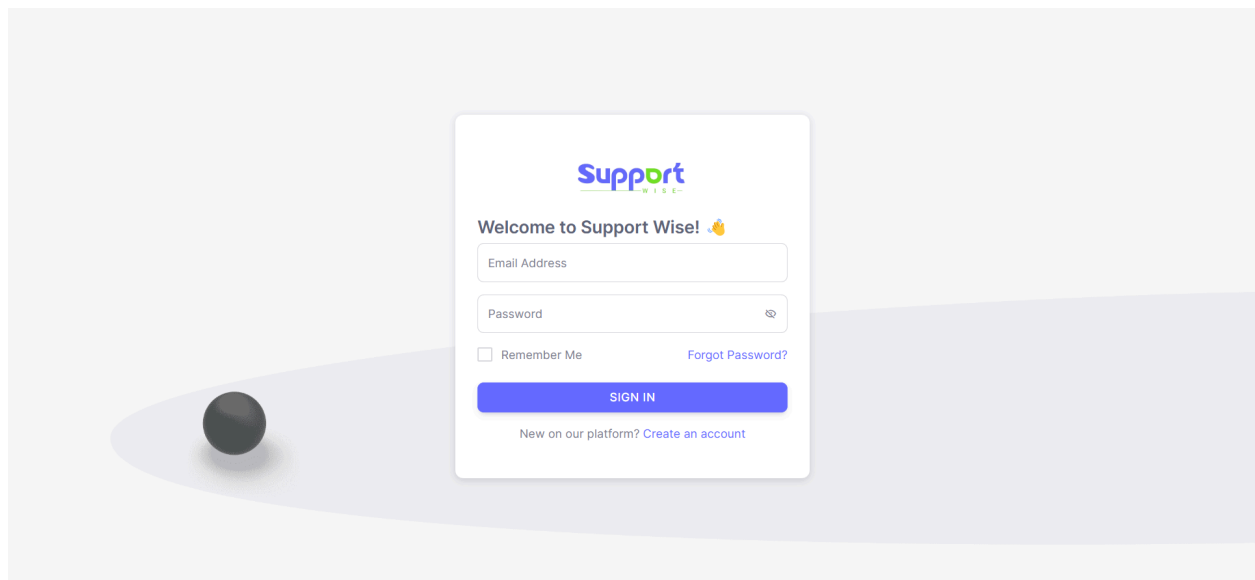


1. Introduction

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.

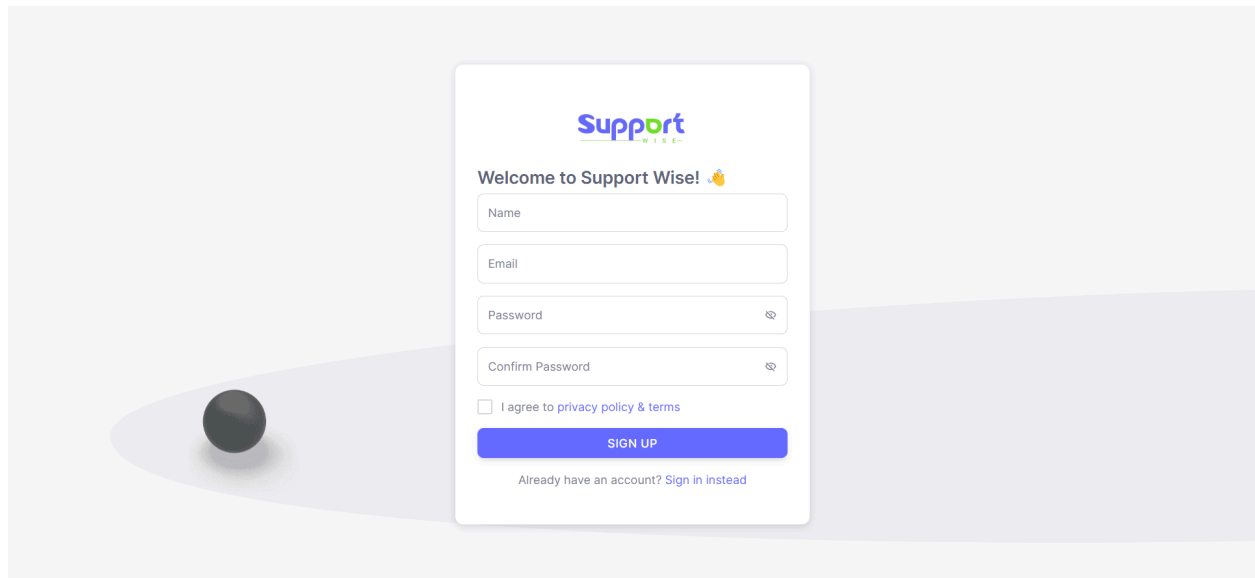
2. Login & Registration Process

- 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.



The image shows a registration form for 'Support Wise' centered on a light gray background. To the left of the form is a dark gray sphere on a light gray oval shadow. The form itself is a white card with rounded corners. At the top is the 'Support WISE' logo, with 'Support' in blue and 'WISE' in green. Below the logo is the text 'Welcome to Support Wise!' followed by a small orange flame icon. The form contains four input fields: 'Name', 'Email', 'Password', and 'Confirm Password'. The 'Password' and 'Confirm Password' fields have small eye icons to the right. Below these fields is a checkbox labeled 'I agree to privacy policy & terms'. At the bottom of the form is a blue button with the text 'SIGN UP' in white. Below the button is a link that says 'Already have an account? Sign in instead'.

Support
WISE

Welcome to Support Wise! 🔥

Name

Email

Password

Confirm Password

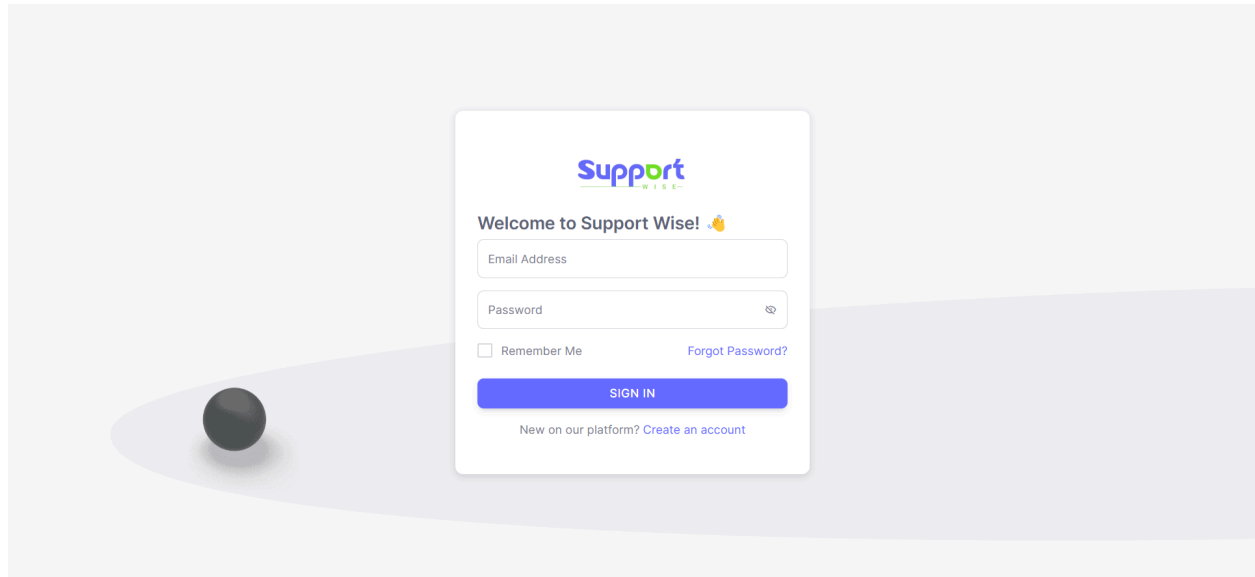
☐ I agree to [privacy policy & terms](#)

SIGN UP

Already have an account? [Sign in instead](#)

2.2 Login Process

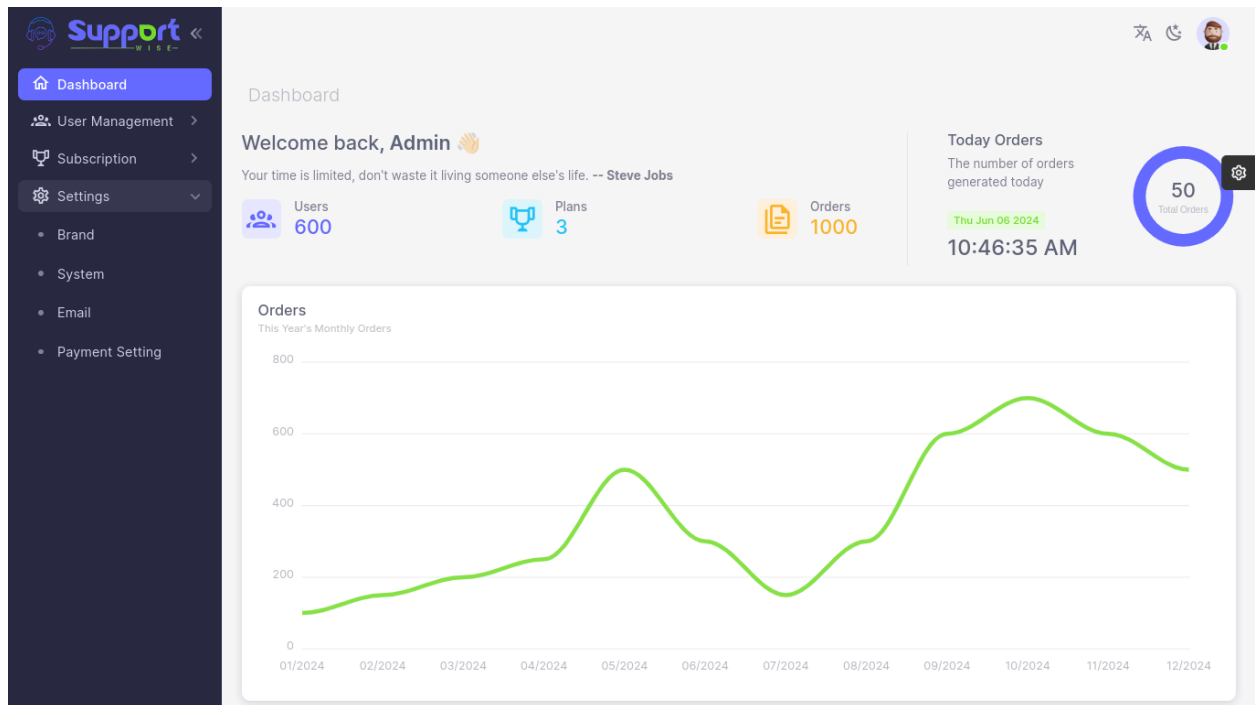
- After registration of the company using email address & password you can login into that company.
- you can also login the company via default login credentials which will shown at the time of completion of the product installation.



3. Admin Privileges and Functions

3.1 Dashboard insight

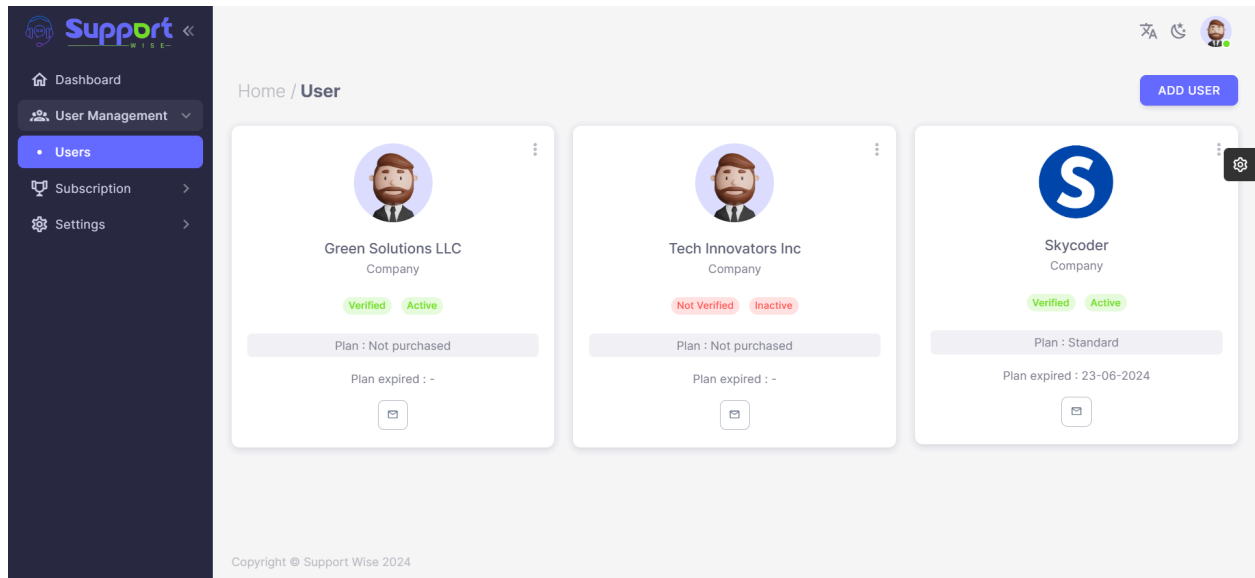
- Once you login as admin you can see the dashboard like in the image below.
- Here in the dashboard you can see the total number of companies that are registered in our system, after that you can see the total number of plans that have been created by the admin & at last you can see the total number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



4. User Management

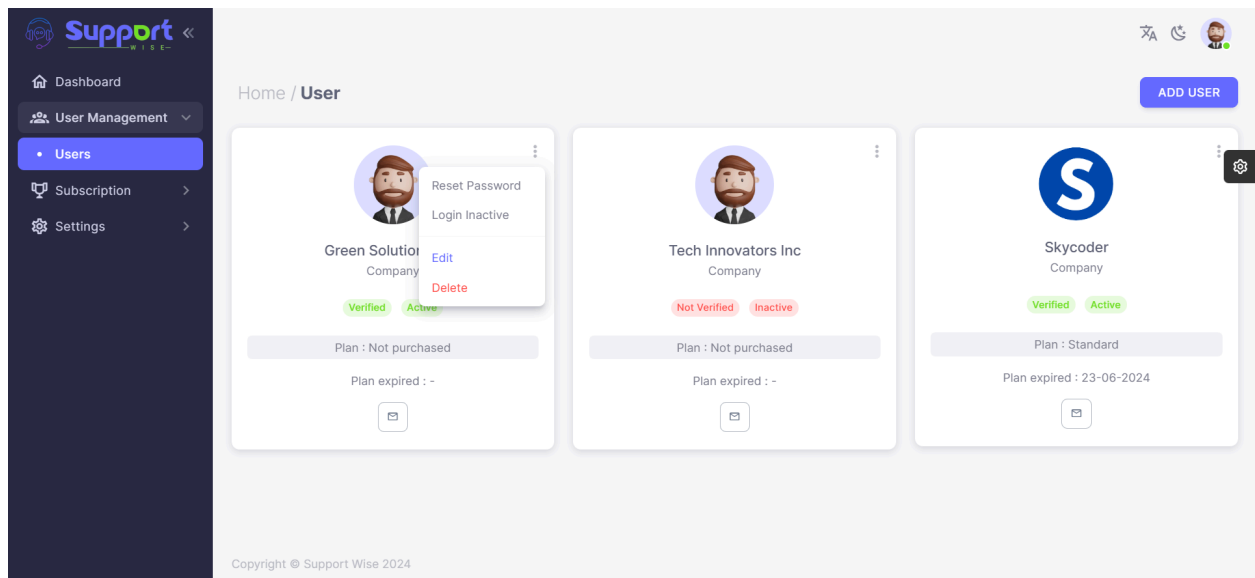
4.1 Users / Company Listing

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



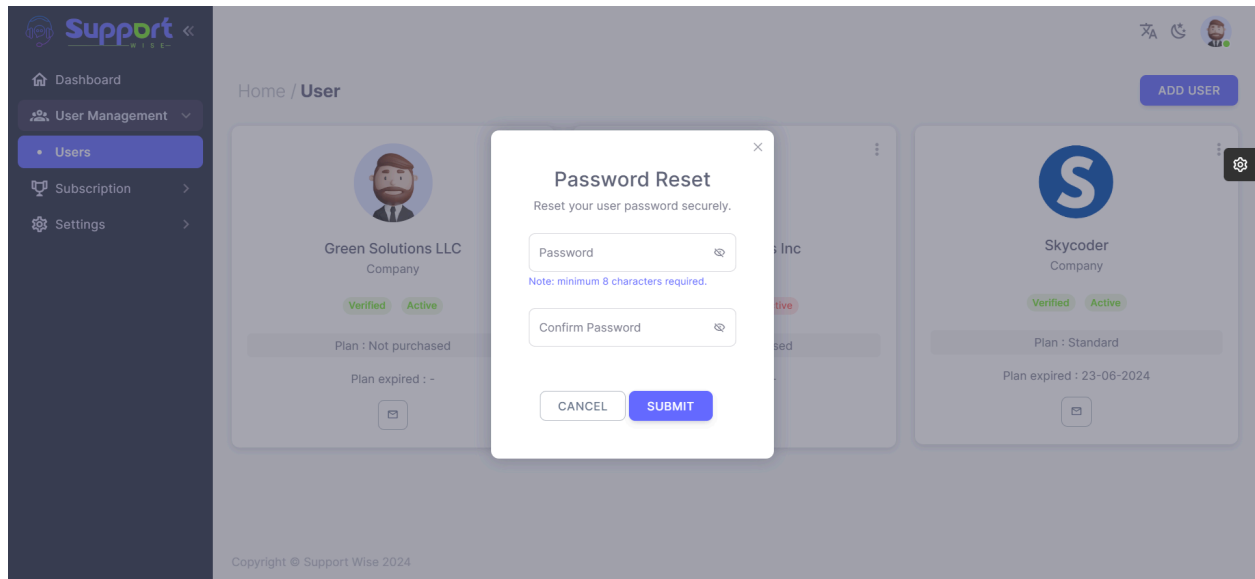
4.2 Users / Company Diifferent Functionality

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



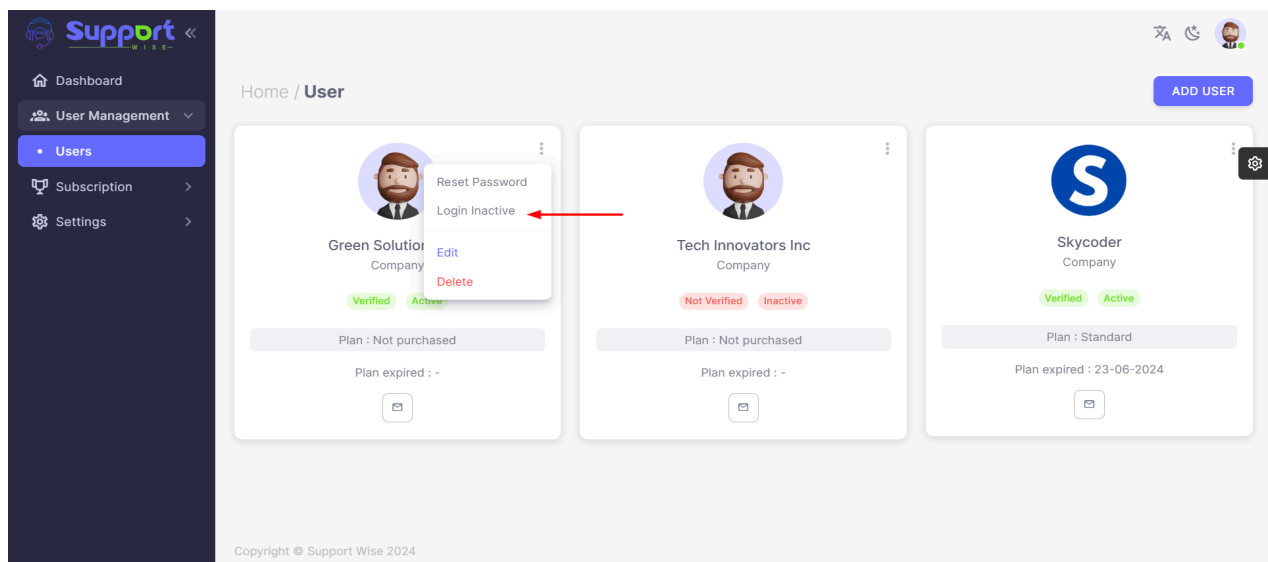
4.2.1 Reset Password

- 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



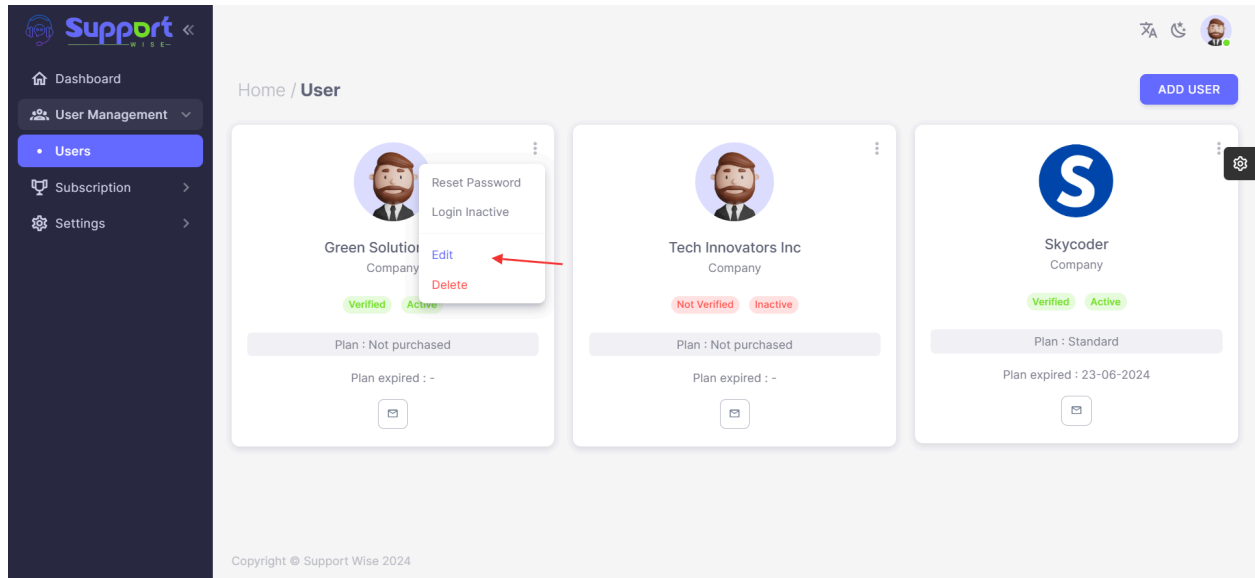
4.2.2 login Inactive / Active

- 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

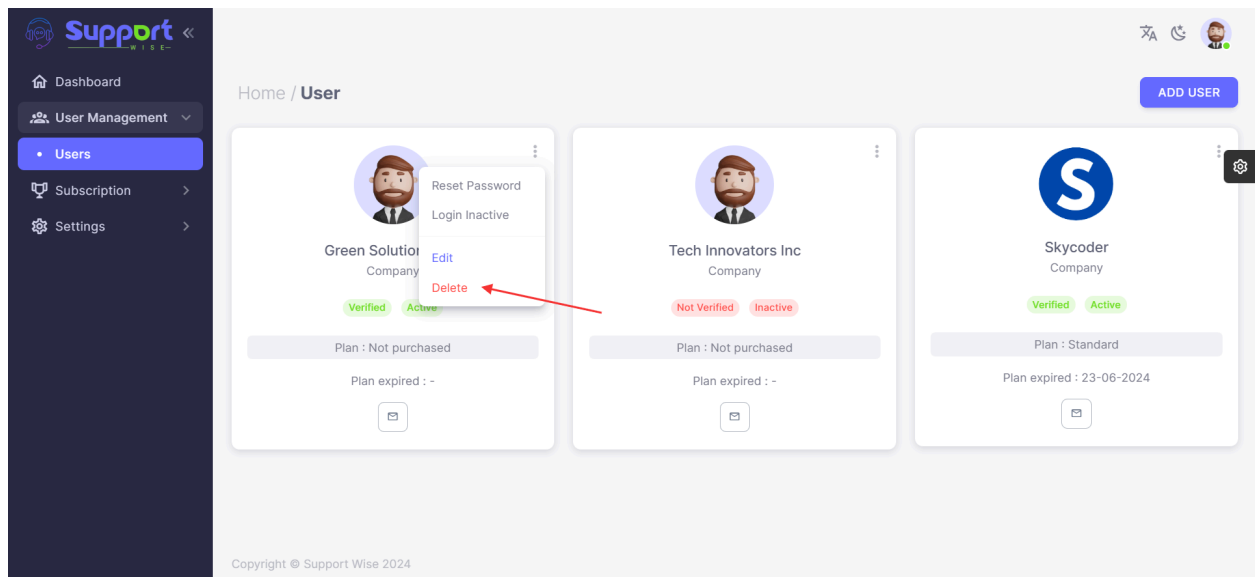
- using this edit options admin can update the company name & email.



4.2.4 Delete

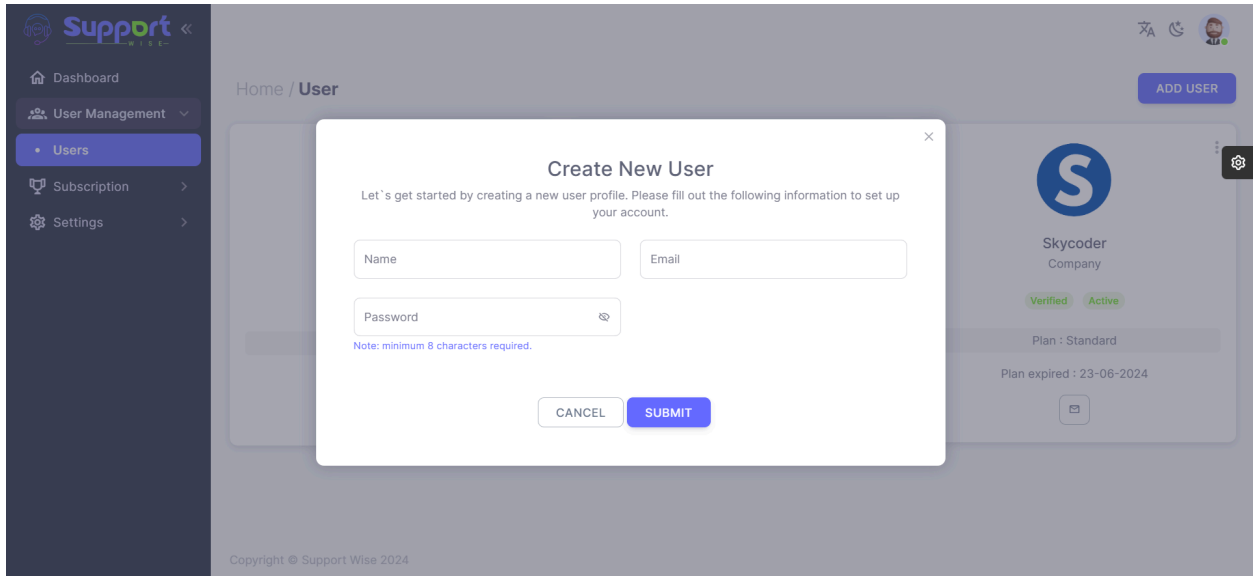
- using the delete button admin can delete the company.

- **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.



The screenshot displays the 'Support Wise' dashboard with a sidebar menu containing 'Dashboard', 'User Management', 'Users', 'Subscription', and 'Settings'. The main content area is titled 'Home / User' and features a modal window for 'Create New User'. The modal includes a close button (X) and a message: 'Let's get started by creating a new user profile. Please fill out the following information to set up your account.' Below this, there are three input fields: 'Name', 'Email', and 'Password'. The 'Password' field has a note: 'Note: minimum 8 characters required.' At the bottom of the modal are 'CANCEL' and 'SUBMIT' buttons. In the background, a user profile for 'Skycoder Company' is visible, showing 'Verified' and 'Active' status, 'Plan : Standard', and 'Plan expired : 23-06-2024'. An 'ADD USER' button is also present in the top right corner of the dashboard.

Support Wise

Dashboard

User Management

Users

Subscription

Settings

Home / User

ADD USER

Create New User

Let's get started by creating a new user profile. Please fill out the following information to set up your account.

Name

Email

Password

Note: minimum 8 characters required.

CANCEL SUBMIT

Skycoder Company

Verified Active

Plan : Standard

Plan expired : 23-06-2024

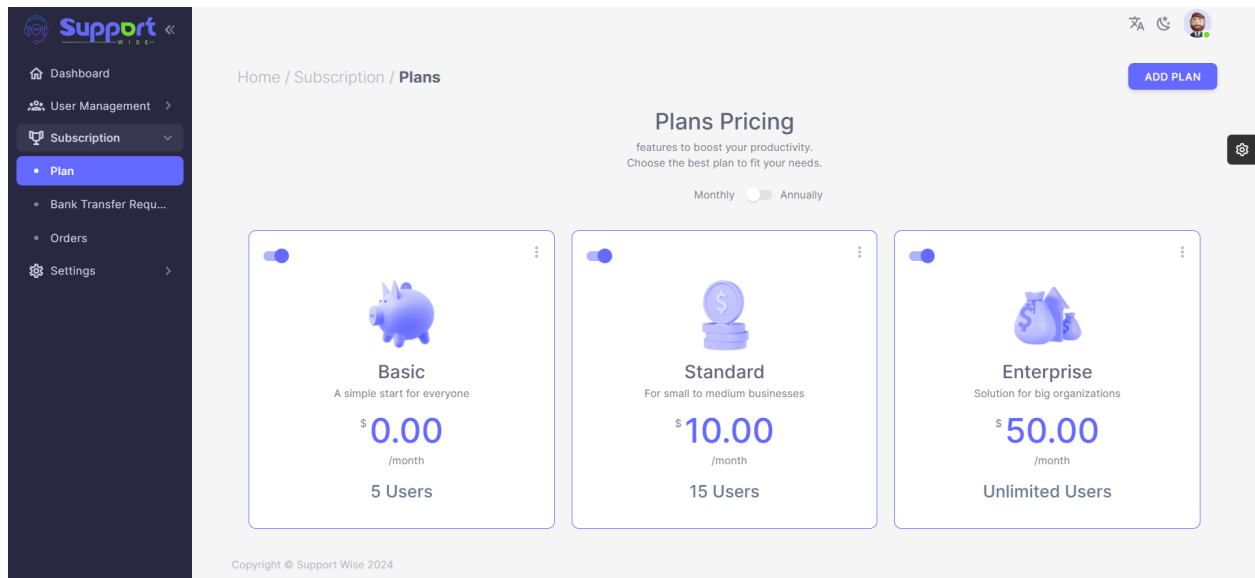
Copyright © Support Wise 2024

5. Subscription

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

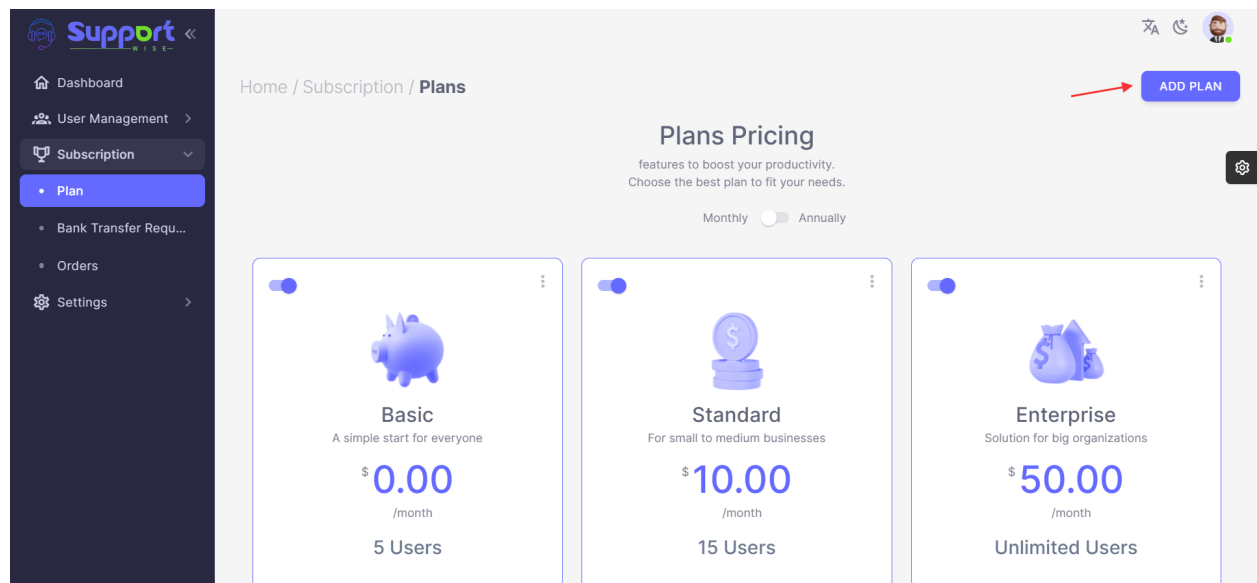
5.1 Plan Listing

- 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..



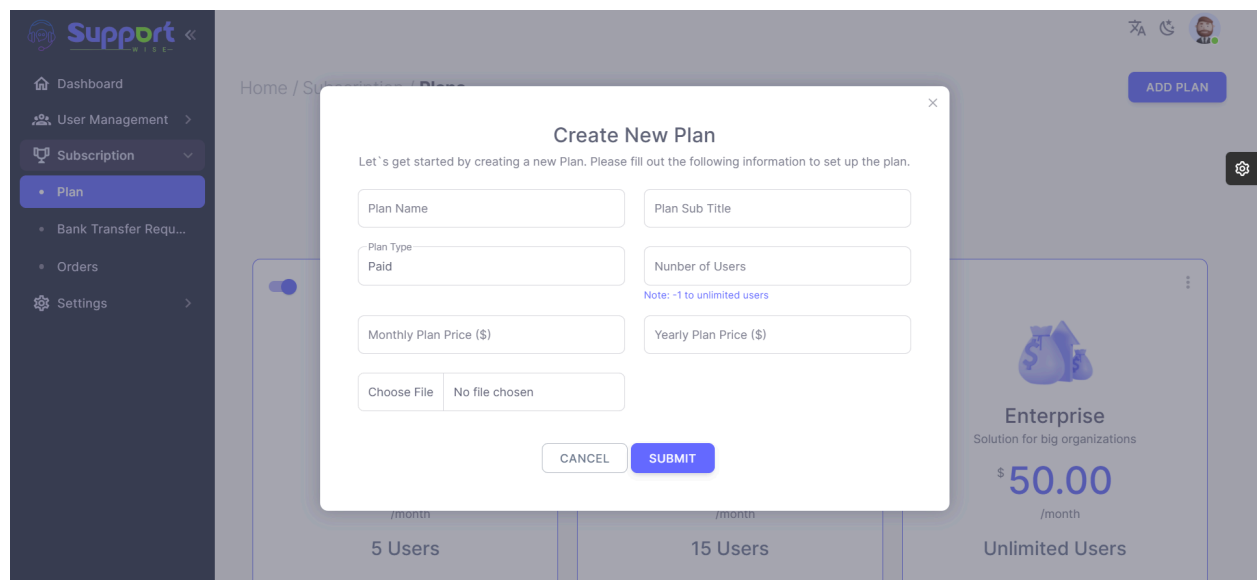
5.2 Create New Plan

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



- 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.



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.

The screenshot shows the 'Bank Transfer Request' page in the Support Wise dashboard. The left sidebar contains navigation links: Dashboard, User Management, Subscription, Plan, Bank Transfer Request (highlighted), Orders, and Settings. The main content area has a breadcrumb trail 'Home / Subscription / Bank Transfer Request'. At the top right, there are buttons for EXCEL, CSV, PDF, and PRINT. Below these is a search bar and a 'Show 10 entries' dropdown. The table displays one entry with the following data:

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

At the bottom of the table, it says 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'. The footer contains '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.

The screenshot shows the 'Orders' page in the Support Wise dashboard. The left sidebar contains navigation links: Dashboard, User Management, Subscription, Plan, Bank Transfer Request, Orders (highlighted), and Settings. The main content area has a breadcrumb trail 'Home / Subscription / Orders'. At the top right, there are buttons for EXCEL, CSV, PDF, and PRINT. Below these is a search bar and a 'Show 10 entries' dropdown. The table displays one entry with the following data:

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	

At the bottom of the table, it says 'Showing 1 to 1 of 1 entries' and 'Previous 1 Next'. The footer contains '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.

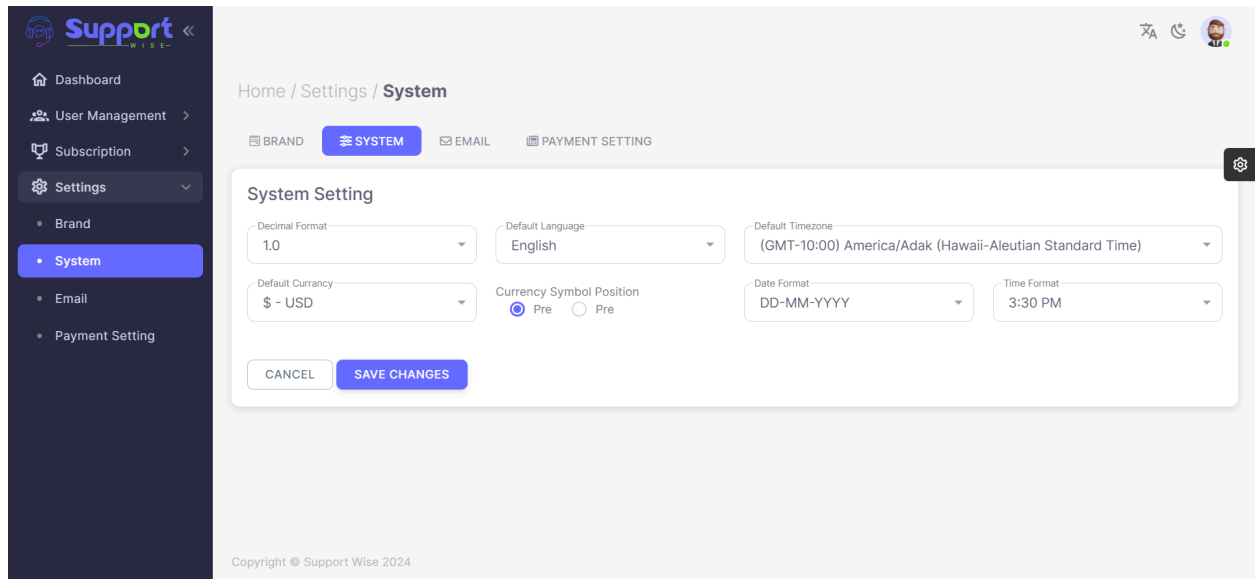
6.1 Brand Setting

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

The screenshot displays the 'Brand Setting' interface within the Support Wise application. On the left, a dark sidebar contains navigation links: Dashboard, User Management, Subscription, Settings (expanded), Brand (selected), System, Email, and Payment Setting. The main content area has a breadcrumb trail 'Home / Settings / Brand' and tabs for BRAND, SYSTEM, EMAIL, and PAYMENT SETTING. The 'Brand Setting' section includes two logo upload areas: 'UPLOAD DARK LOGO' and 'UPLOAD LIGHT LOGO', both with 'RESET' buttons. Below these are text input fields for 'Title Text' (containing 'Support Wise'), 'App Name' (containing 'Support Wise'), and 'Footer Text' (containing 'Copyright © Support Wise'). At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons. The interface also features a 'Support Wise' logo and a 'Support Wise' icon (a headset with a speech bubble).

6.2 System Setting

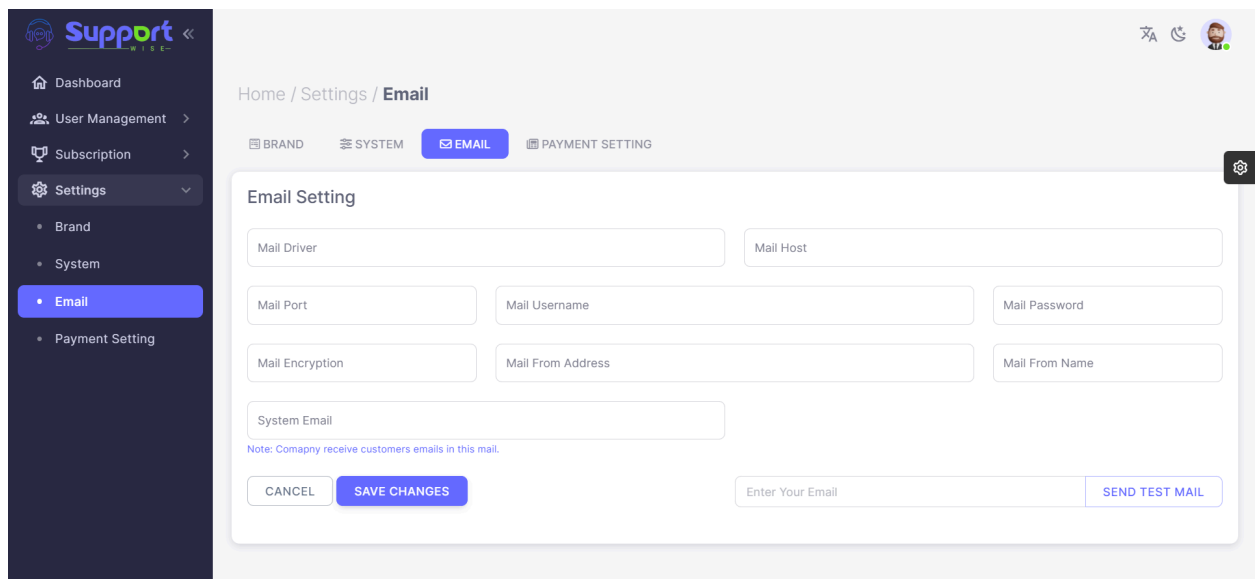
- under the system setting there are lots of settings available such as default currency , timezone , language etc. you can manage it based on your requirements.



The screenshot shows the 'System Setting' page in the Support Wise dashboard. The left sidebar contains a menu with 'Dashboard', 'User Management', 'Subscription', 'Settings', 'Brand', 'System' (highlighted), 'Email', and 'Payment Setting'. The main content area has a breadcrumb 'Home / Settings / System' and tabs for 'BRAND', 'SYSTEM' (active), 'EMAIL', and 'PAYMENT SETTING'. The 'System Setting' form includes fields for '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), and 'Time Format' (3:30 PM). At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons. A copyright notice 'Copyright © Support Wise 2024' is at the bottom left.

6.3 Email Setup

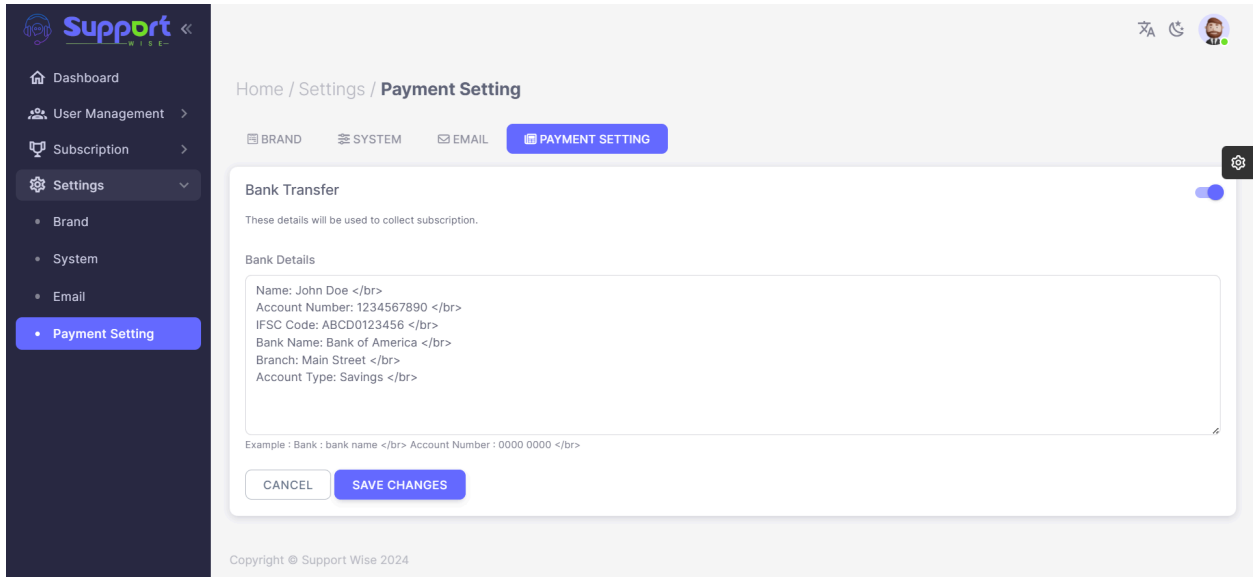
- Here using an email setting admin can set his SMTP/email credentials & based on this email setting mail will be sent once a new company will be registered.
- one more thing we will also provide the send test mail functionality. As you can see in the below screenshot.



The screenshot shows the 'Email Setting' page in the Support Wise dashboard. The left sidebar is the same as in the previous screenshot, with 'Email' highlighted. The main content area has a breadcrumb 'Home / Settings / Email' and tabs for 'BRAND', 'SYSTEM', 'EMAIL' (active), and 'PAYMENT SETTING'. The 'Email Setting' form includes fields for 'Mail Driver', 'Mail Host', 'Mail Port', 'Mail Username', 'Mail Password', 'Mail Encryption', 'Mail From Address', 'Mail From Name', and 'System Email'. A note states 'Note: Company receive customers emails in this mail.' At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons, and a 'SEND TEST MAIL' button with an 'Enter Your Email' input field.

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 displays the 'Payment Setting' page in the Support Wise admin dashboard. The left sidebar contains a menu with 'Payment Setting' highlighted. The main content area shows the 'Bank Transfer' settings, which are used for collecting subscriptions. The 'Bank Details' section contains a form with the following fields: Name, Account Number, IFSC Code, Bank Name, Branch, and Account Type. The example text provided is: 'Name: John Doe', 'Account Number: 1234567890', 'IFSC Code: ABCD0123456', 'Bank Name: Bank of America', 'Branch: Main Street', and 'Account Type: Savings'. Below the form are 'CANCEL' and 'SAVE CHANGES' buttons. The footer indicates 'Copyright © Support Wise 2024'.

Support Wise

Home / Settings / Payment Setting

BRAND SYSTEM EMAIL PAYMENT SETTING

Bank Transfer

These details will be used to collect subscription.

Bank Details

Name: John Doe
Account Number: 1234567890
IFSC Code: ABCD0123456
Bank Name: Bank of America
Branch: Main Street
Account Type: Savings

Example : Bank : bank name Account Number : 0000 0000

CANCEL SAVE CHANGES

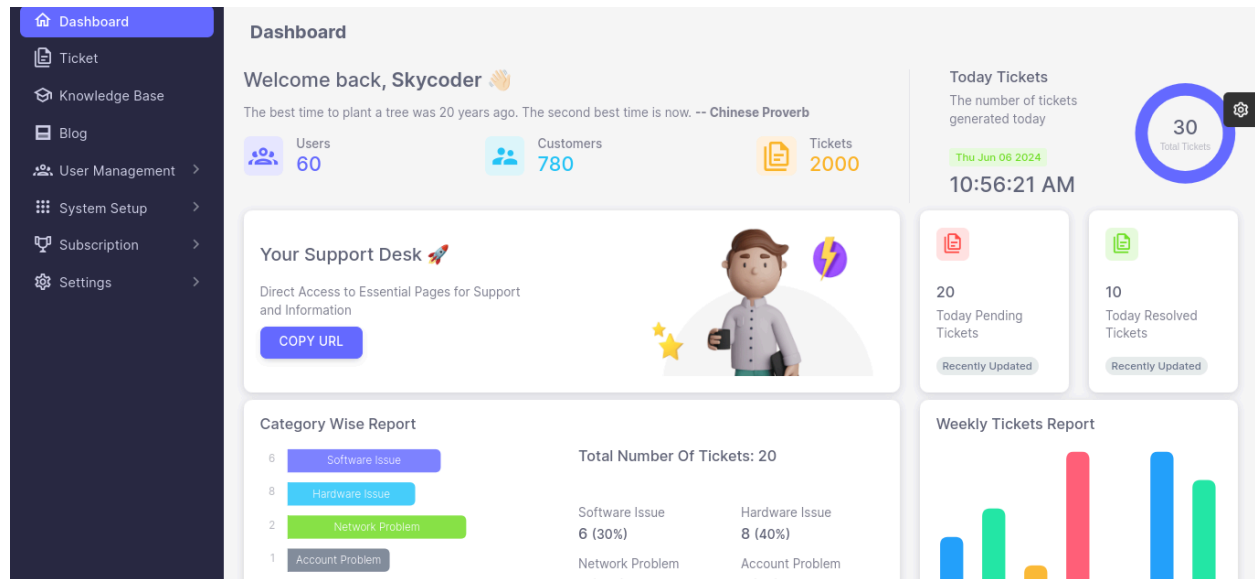
Copyright © Support Wise 2024

- 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.

Home / Ticket

EXCEL CSV PDF PRINT

Show 10 entries Search:

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		
#363769	Adam Smith	Not Assigned	Unable to Connect to Wi-Fi	High	Pending	Connectivity Issue	Network Operations	Network Problem		
#618144	Laura Johnson	Not Assigned	Printer Not Responding	Urgent	Pending	Connectivity Issue	Technical Services	Hardware Issue		
#969655	Kevin Martinez	Not Assigned	Battery Not Charging	Urgent	Pending	Repair Request	Technical Services	Hardware Issue		
#244536	Jennifer Adams	Not Assigned	Cracked Laptop Screen	High	Pending	Information	Customer Service	Hardware Issue		
#442893	Ian Brown	Not Assigned	USB Ports Not Working	Normal	Pending	Connectivity Issue	Technical Services	Hardware Issue		

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.

Home / Tickets / Create

BACK

Customer: Select a customer Assigned to: Select a assigned to

Type: Select a Type Category: Select a category

Department: Select a department Priority: Select a priority

Subject: Due Date: dd-mm-yyyy --:--

Write Here...

Choose File No file chosen

CANCEL SUBMIT

- 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 the 'Knowledge Base' page in a web application. On the left is a dark sidebar with navigation links: Dashboard, Ticket, Knowledge Base (highlighted), Blog, User Management, System Setup, Subscription, and Settings. The main content area has a breadcrumb 'Home / Knowledge Base' and an 'ADD KNOWLEDGE BASE' button. Below this are export buttons for EXCEL, CSV, PDF, and PRINT. A table lists 5 entries with columns: NO, TITLE, TYPE, CATEGORY, STATUS, and ACTIONS. The entries are: 1. How to Report a Bug (Bug Report, Technical Support, active), 2. Updating Your Profile Information (Information, General, active), 3. How to Contact Support (Information, General, active), 4. Troubleshooting Login Issues (FAQ, Account Problem, active), and 5. How to Reset Your Password (Password Reset, Account Problem, active). Each entry has edit and delete icons in the ACTIONS column. A search bar and pagination controls (Showing 1 to 5 of 5 entries, Previous, 1, Next) are also present. The footer shows 'Copyright © Skycoder Infotech 2024'.

NO	TITLE	TYPE	CATEGORY	STATUS	ACTIONS
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
5	How to Reset Your Password	Password Reset	Account Problem	active	Edit Delete

7.3.1 Create Knowledge Base

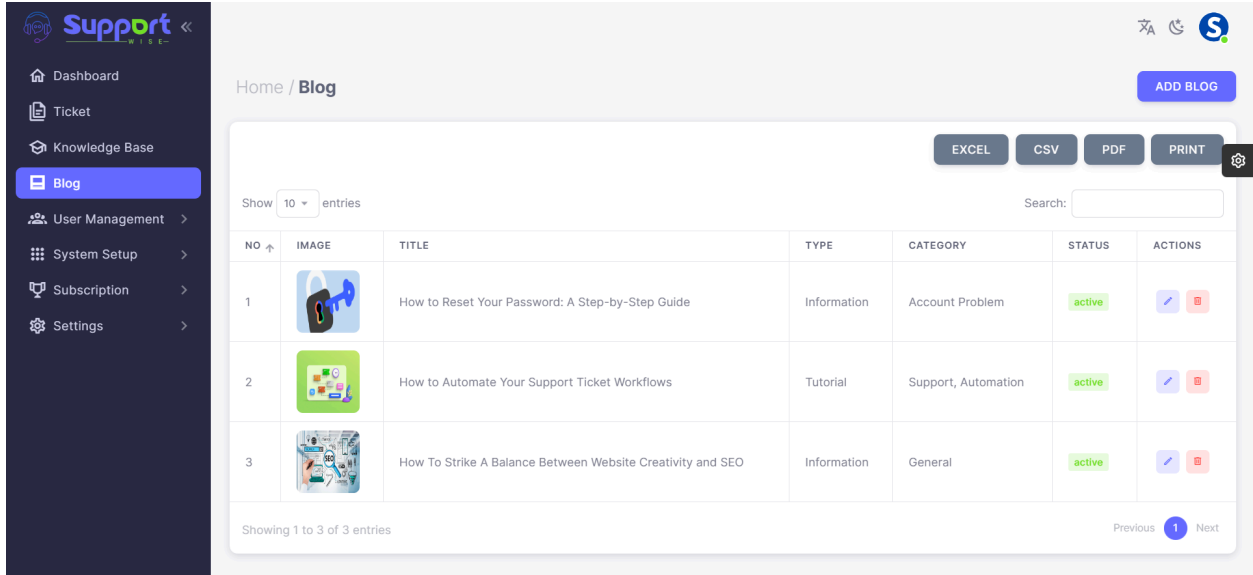
- once you click on the add knowledge base button the knowledge base create page will be open.

The screenshot shows the 'Create' page for adding a new knowledge base entry. The sidebar is the same as the previous page. The main content area has a breadcrumb 'Home / Knowledge base / Create' and a 'BACK' button. The form includes a 'Title' field, a 'Category' dropdown (labeled 'Select a category'), and a 'Type' dropdown (labeled 'Select a type'). Below these is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, link, unlink, list, and table. The text area is labeled 'Write Here...'. At the bottom are 'CANCEL' and 'SUBMIT' buttons. The footer shows '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.

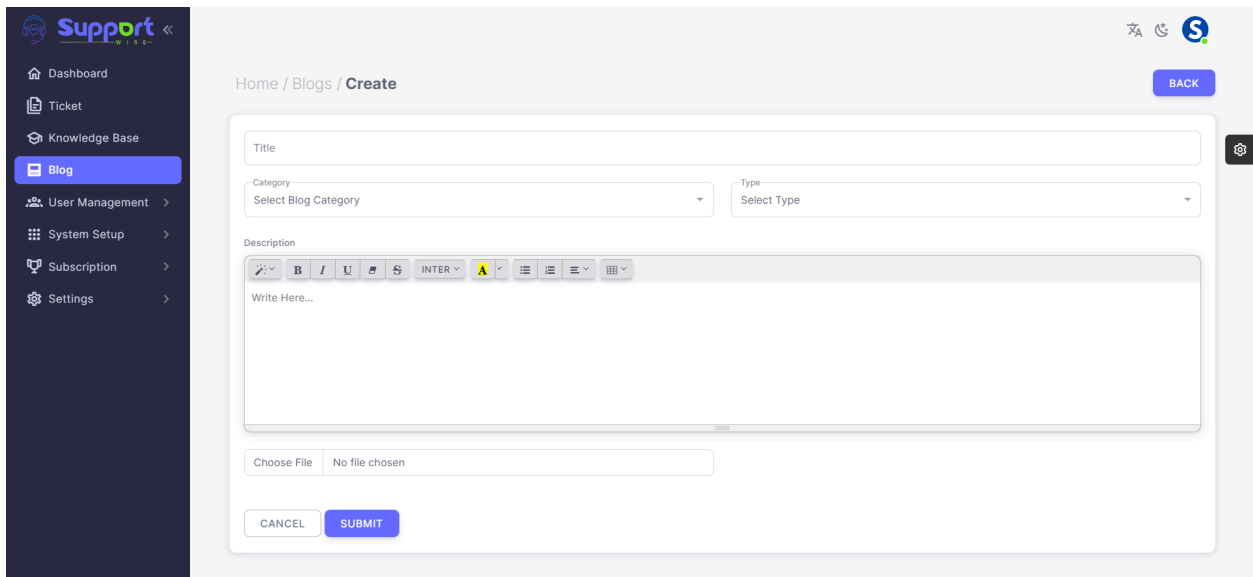


The screenshot displays the 'Support CRM' interface with a sidebar menu on the left containing options like Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup, Subscription, and Settings. The main content area is titled 'Home / Blog' and features an 'ADD BLOG' button. Below this is a table listing 3 blog entries. The table has columns for NO, IMAGE, TITLE, TYPE, CATEGORY, STATUS, and ACTIONS. The first entry is 'How to Reset Your Password: A Step-by-Step Guide' (Information, Account Problem, active). The second is 'How to Automate Your Support Ticket Workflows' (Tutorial, Support, Automation, active). The third is 'How To Strike A Balance Between Website Creativity and SEO' (Information, General, active). The interface also includes a search bar, a 'Show 10 entries' dropdown, and buttons for EXCEL, CSV, PDF, and PRINT.

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	

7.4.1 Create Blog

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



The screenshot shows the 'Support CRM' interface with the 'Blog' section selected in the sidebar. The main content area is titled 'Home / Blogs / Create' and features a 'BACK' button. Below this is a form for creating a new blog. The form includes fields for Title, Category (Select Blog Category), and Type (Select Type). The Description field is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, list, and table. Below the description field is a 'Choose File' button and a 'No file chosen' text. At the bottom of the form are 'CANCEL' and 'SUBMIT' buttons.

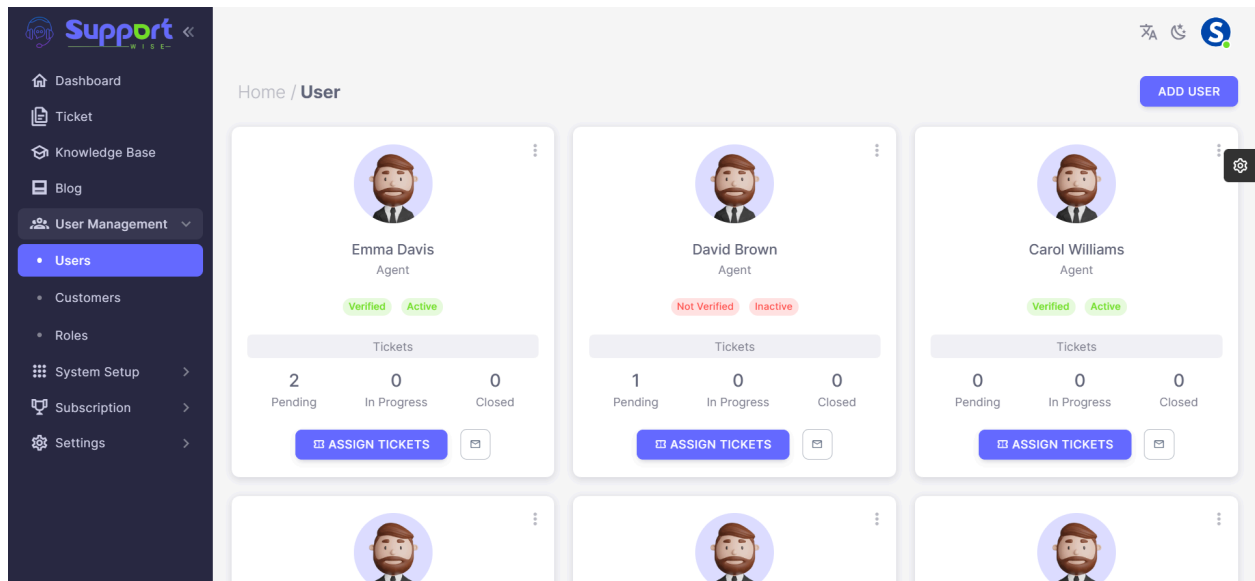
- For creating the blog you have to enter the blog title, blog category , blog type , blog description & blog image.

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.

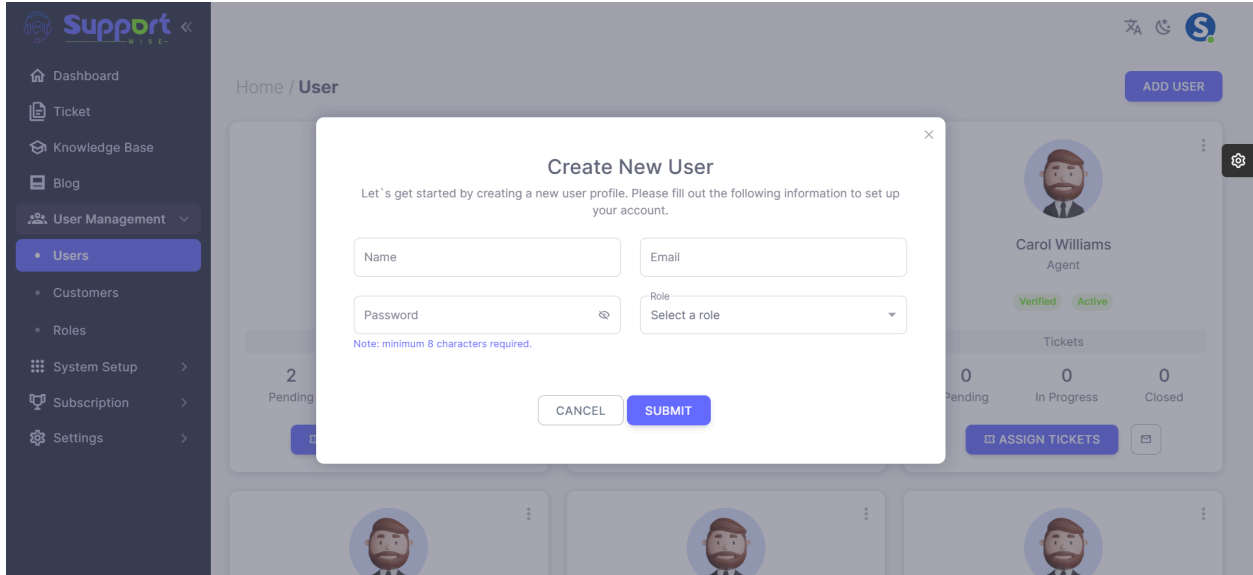
7.5.1 Users

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



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.



The screenshot shows a web application interface for a support center. On the left is a dark sidebar with a menu including Dashboard, Ticket, Knowledge Base, Blog, and User Management (expanded to show Users, Customers, and Roles). The main area has a header 'Home / User' and an 'ADD USER' button. A 'Create New User' modal is open in the center, containing the following fields: Name, Email, Password (with a note 'Note: minimum 8 characters required.'), and Role (a dropdown menu with 'Select a role'). There are 'CANCEL' and 'SUBMIT' buttons at the bottom of the modal. In the background, a user profile for 'Carol Williams, Agent' is visible, showing 'Verified' and 'Active' status, and a 'TICKETS' section with counts for Pending, In Progress, and Closed tickets.

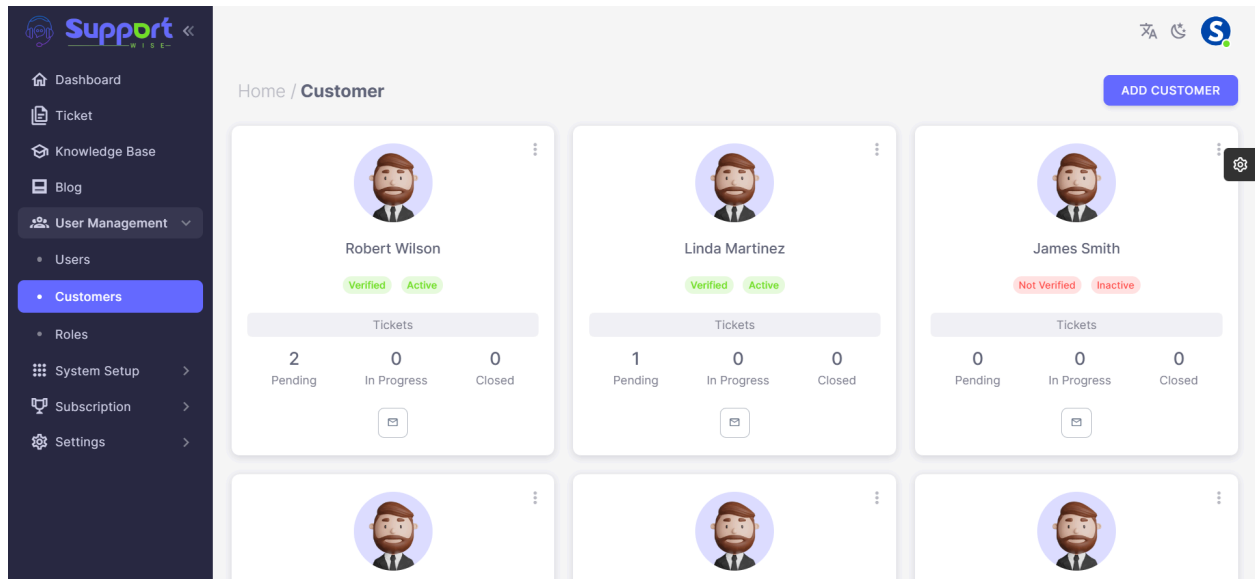
- as you can see in the above image there are 4 input fields for creating the user like name , email , password & role.

- 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.

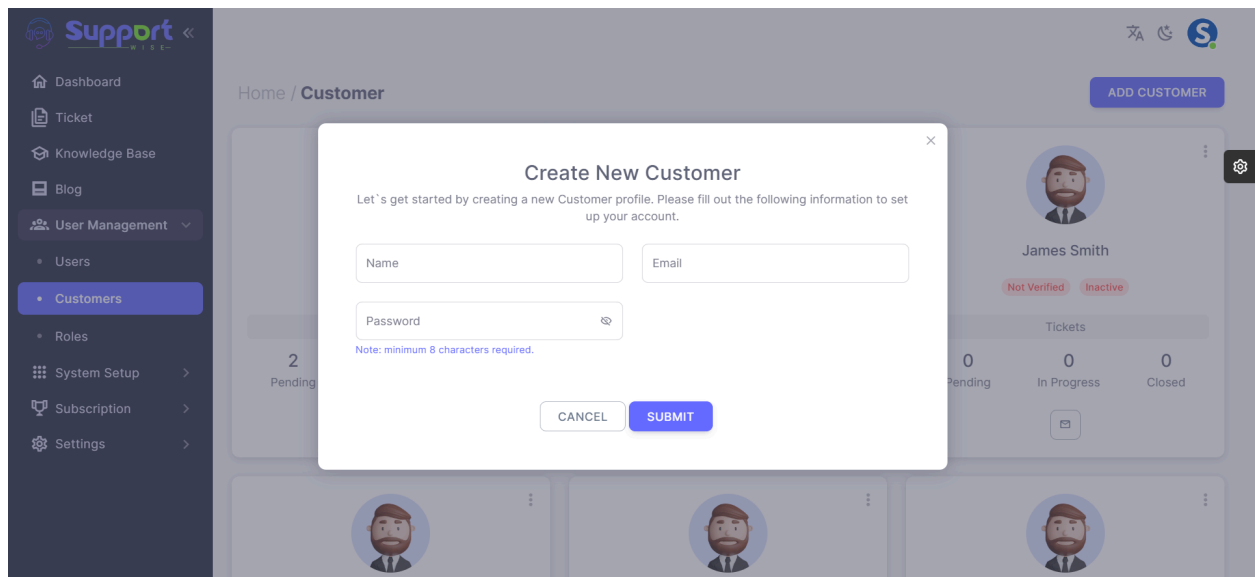
7.5.3 Customer

- 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.



7.5.4 Create Customer

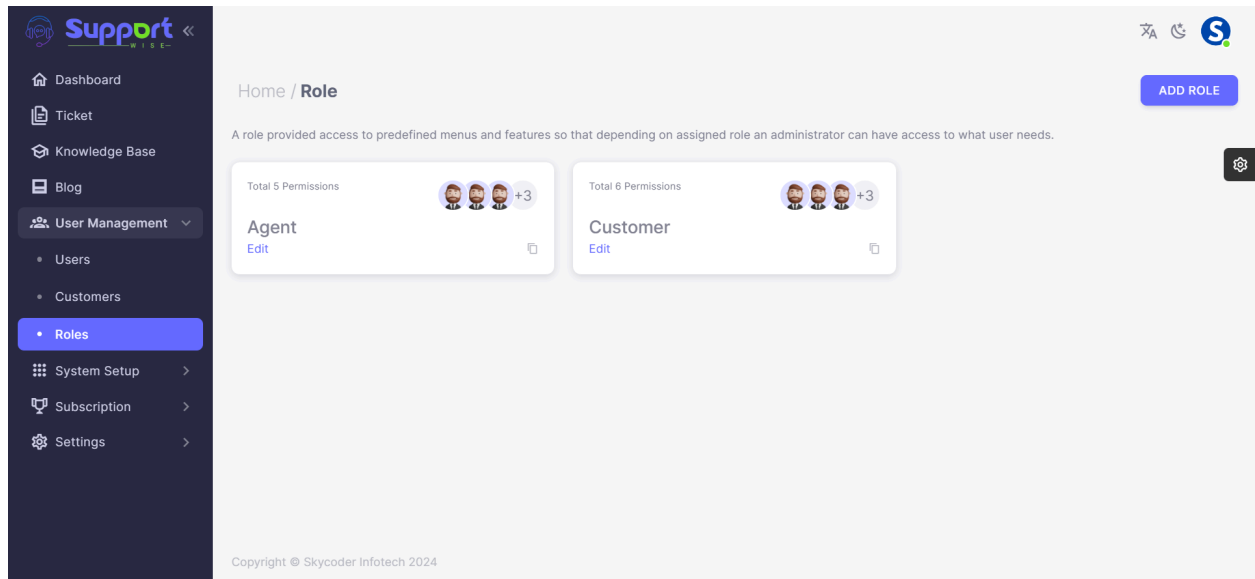
- once you click on the add customer button one popup will be open like this for creating the customer.



- 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.

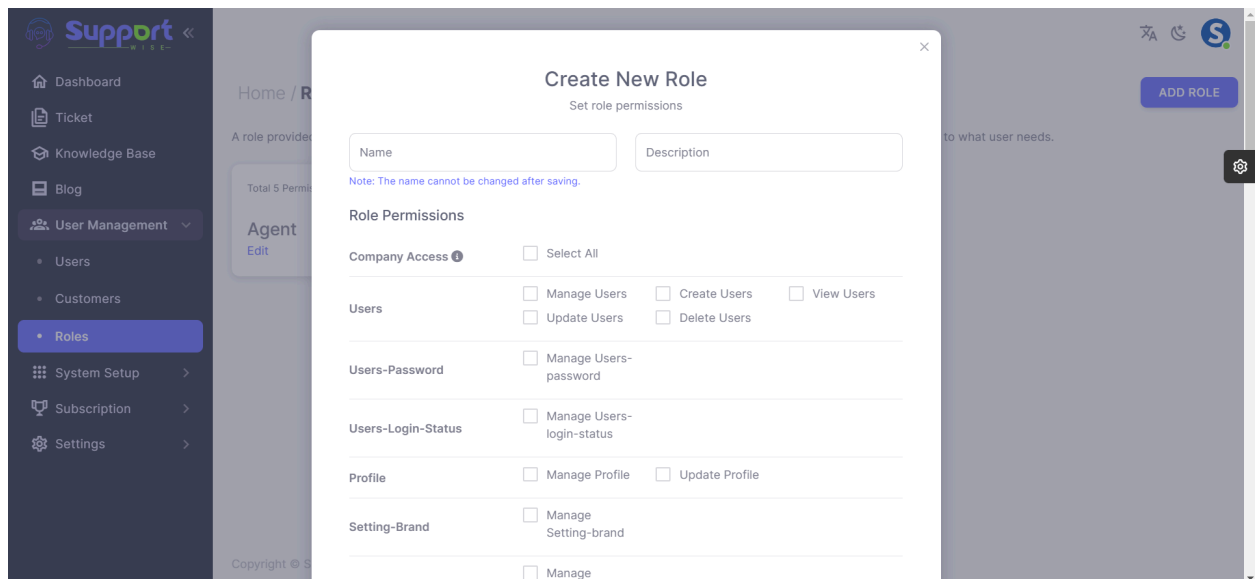
7.5.5 Roles

- 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.



7.5.6 Create Roles

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



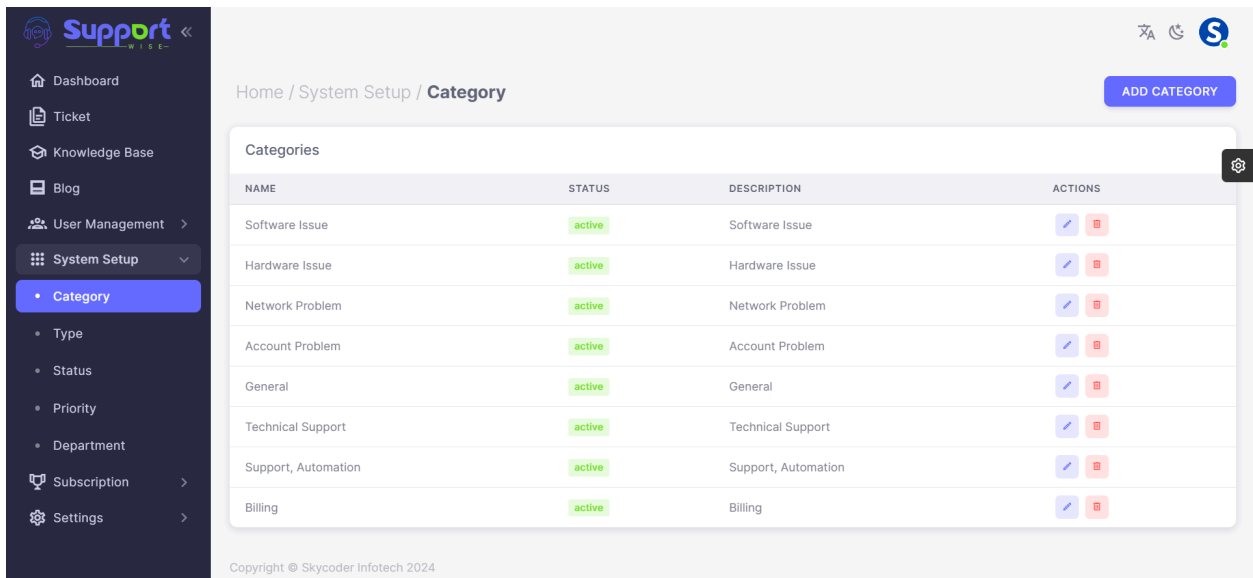
- for creating the role you have to enter the role name, role description & you have to select those permissions which you wanna to assign that role.

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.



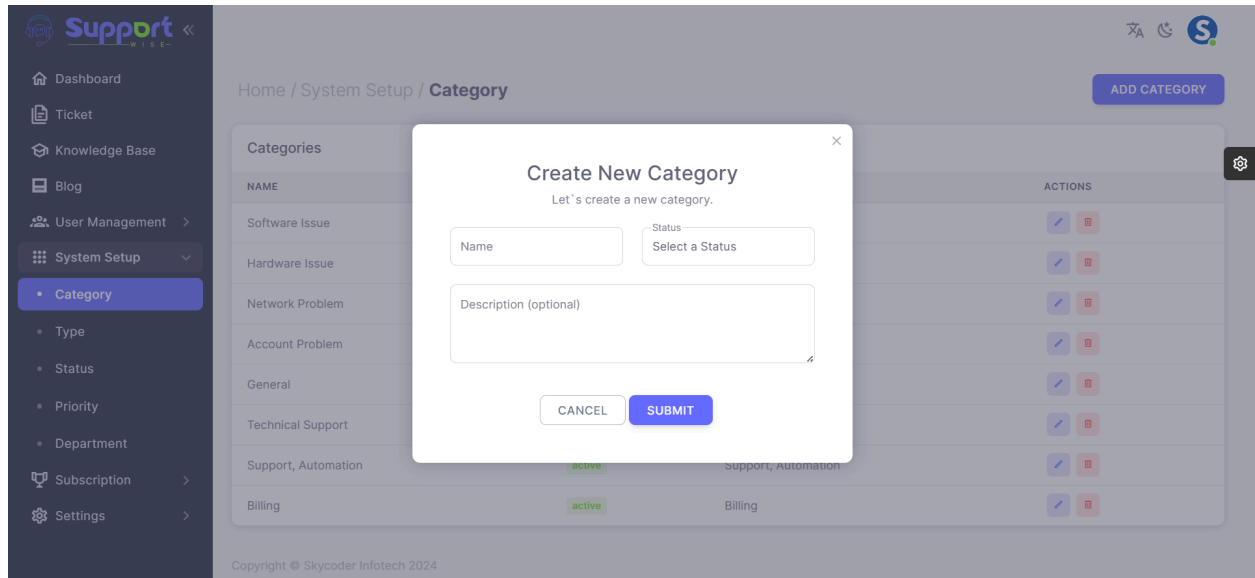
The screenshot displays the 'Support Wise' system setup interface. On the left is a dark sidebar with a menu including Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup (expanded), Category (selected), Type, Status, Priority, Department, Subscription, and Settings. The main content area shows the breadcrumb 'Home / System Setup / Category' and an 'ADD CATEGORY' button. Below this is a table titled 'Categories' with columns for NAME, STATUS, DESCRIPTION, and ACTIONS. The table lists eight categories, all with a status of 'active'. Each row has edit and delete icons in the ACTIONS column. A copyright notice 'Copyright © Skycoder Infotech 2024' is at the bottom.

NAME	STATUS	DESCRIPTION	ACTIONS
Software Issue	active	Software Issue	Edit Delete
Hardware Issue	active	Hardware Issue	Edit Delete
Network Problem	active	Network Problem	Edit Delete
Account Problem	active	Account Problem	Edit Delete
General	active	General	Edit Delete
Technical Support	active	Technical Support	Edit Delete
Support, Automation	active	Support, Automation	Edit Delete
Billing	active	Billing	Edit Delete

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7.6.2 Create Category

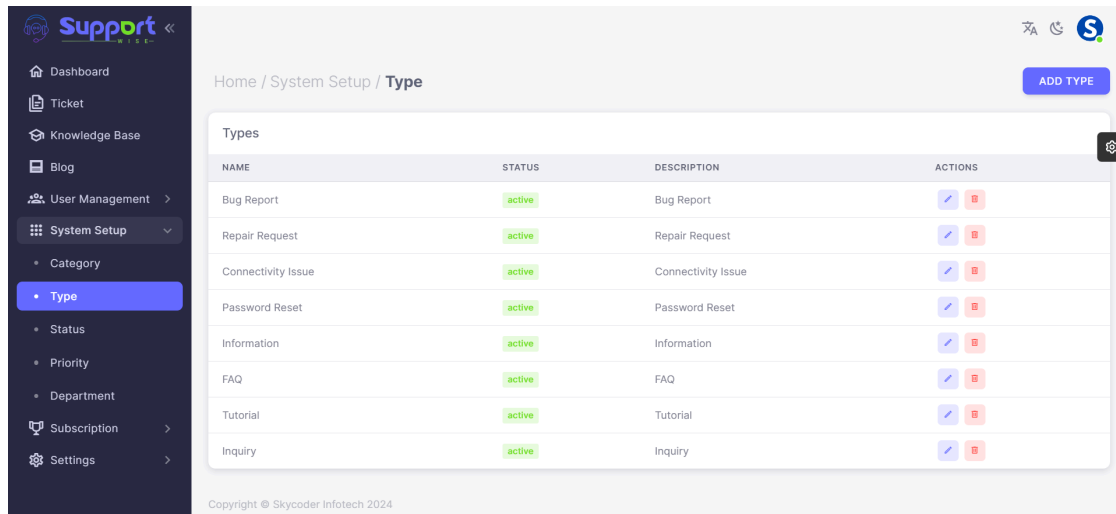
- Once you click on the add category button one popup will be open as shown in the below screenshot.



- 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.

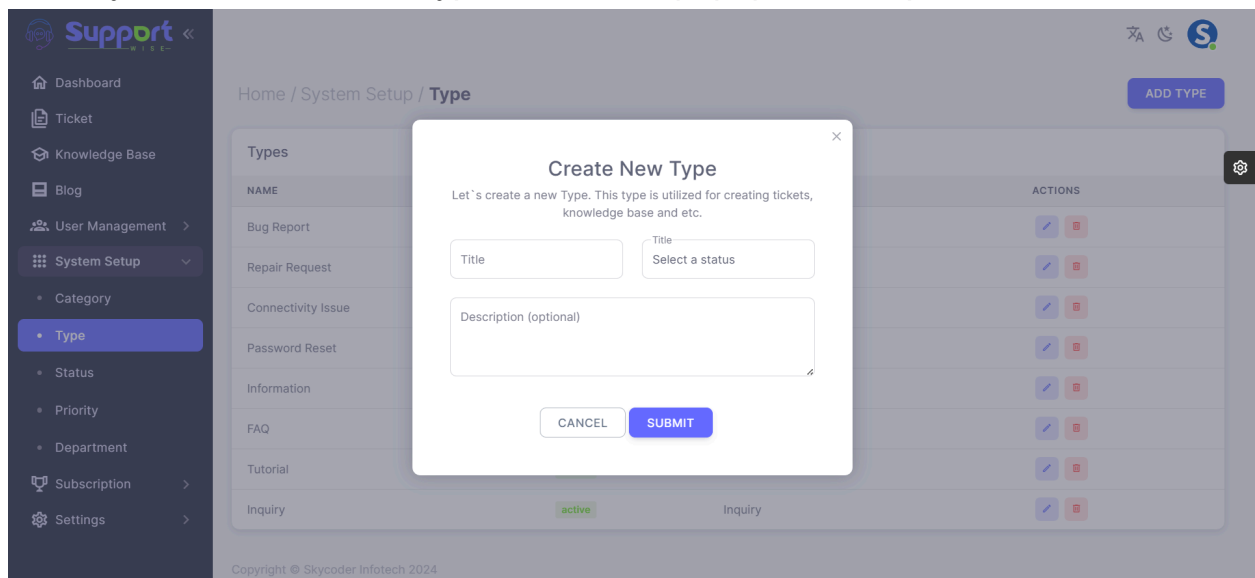
7.6.3 Types

- 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.



7.6.4 Create Types

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



- 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' management page in a Support system. The left sidebar contains a navigation menu with options: Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup (expanded), Category, Type, Status (selected), Priority, Department, Subscription, and Settings. The main content area is titled 'Home / System Setup / Status' and features an 'ADD STATUS' button. Below this is a table titled 'Statuses' with columns: NAME, STATUS, DESCRIPTION, and ACTIONS. The table lists five statuses: Pending, Open, In Progress, Resolved, and Closed, all marked as 'active'. Each status has a description and an edit icon in the actions column.

NAME	STATUS	DESCRIPTION	ACTIONS
Pending	active	Ticket Status Is Pending	
Open	active	Ticket Status Is Open	
In Progress	active	Ticket Status Is In Progress	
Resolved	active	Ticket Status Is Resolved	
Closed	active	Ticket Status Is Closed	

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 the 'Create New Status' popup form overlaid on the 'Status' management page. The popup has a title 'Create New Status' and a subtitle 'Let's create a new status.' It contains three input fields: 'Name', 'Status' (with a dropdown menu showing 'Select a Status'), and 'Description (optional)'. At the bottom of the popup are two buttons: 'CANCEL' and 'SUBMIT'.

- 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.

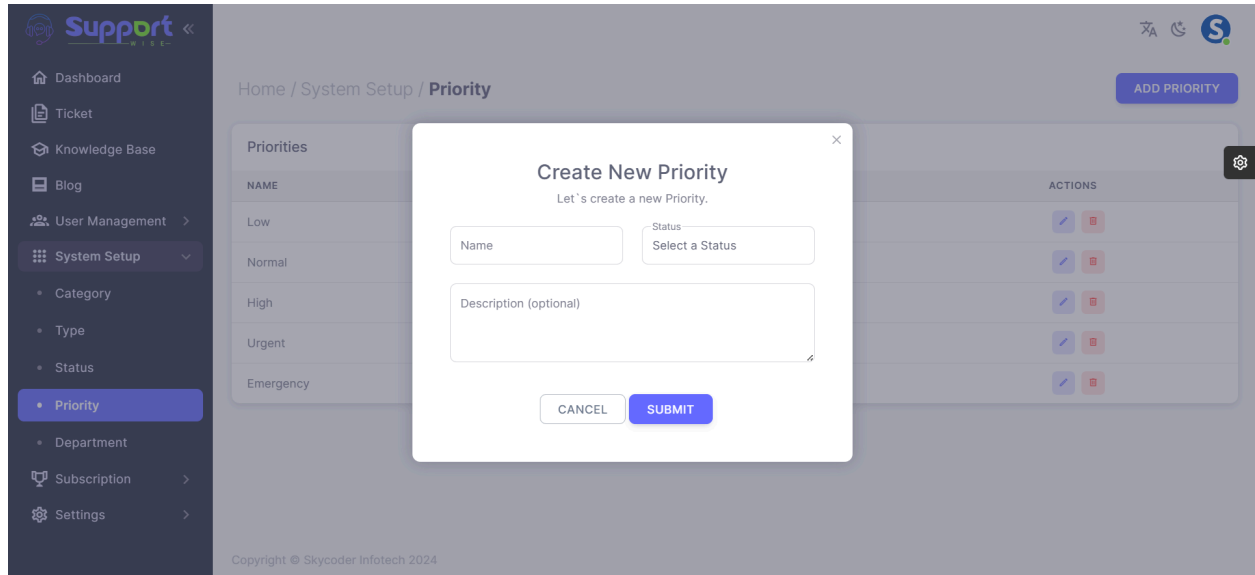
The screenshot displays the 'Priority' management page within a support system. On the left is a dark sidebar with navigation links: Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup (expanded), and Subscription. Under 'System Setup', there are sub-links for Category, Type, Status, Priority (selected), and Department. The main content area has a breadcrumb 'Home / System Setup / Priority' and an 'ADD PRIORITY' button. A table titled 'Priorities' lists five priority levels: Low, Normal, High, Urgent, and Emergency. Each row shows the name, status (all are 'active'), description, and actions (edit and delete icons). A copyright notice 'Copyright © Skycoder Infotech 2024' is at the bottom.

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 'Support App' interface. On the left is a dark sidebar with a menu: Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup (expanded), Category, Type, Status, Priority, Department (highlighted), Subscription, and Settings. The main content area is titled 'Home / System Setup / Department' and features an 'ADD DEPARTMENT' button. Below this is a table of existing departments.

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	 

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7.6.6 Create Department

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

This screenshot shows the same 'Support App' interface as before, but with a 'Create New Department' modal popup open in the center. The background is dimmed. The modal has a title 'Create New Department', a subtitle 'Let's create a new Department.', and three input fields: 'Name', 'Status' (with a dropdown arrow and the text 'Select a Status'), and 'Description (optional)'. At the bottom of the modal are 'CANCEL' and 'SUBMIT' buttons.

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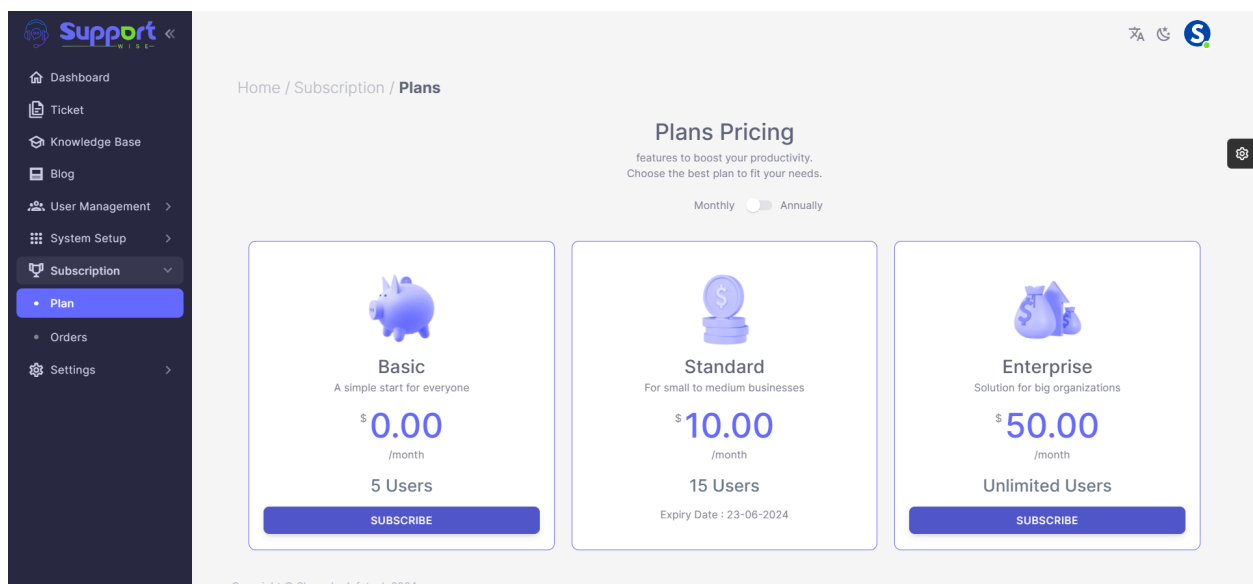
- for creating the department you have to enter the department name , description & you have to select the department status such as active or inactive.
- based on the status it will show when you will create the ticket.

7.6 Subscription

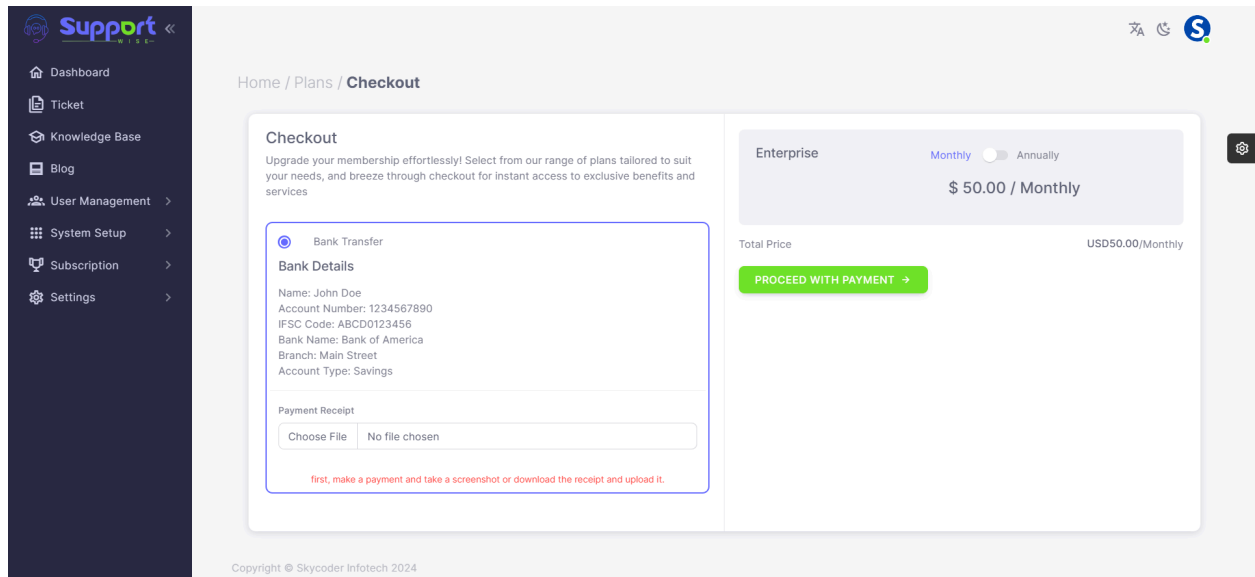
- As you can see here we are providing different options under the subscription. Let's understand each & every option step by step.

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.



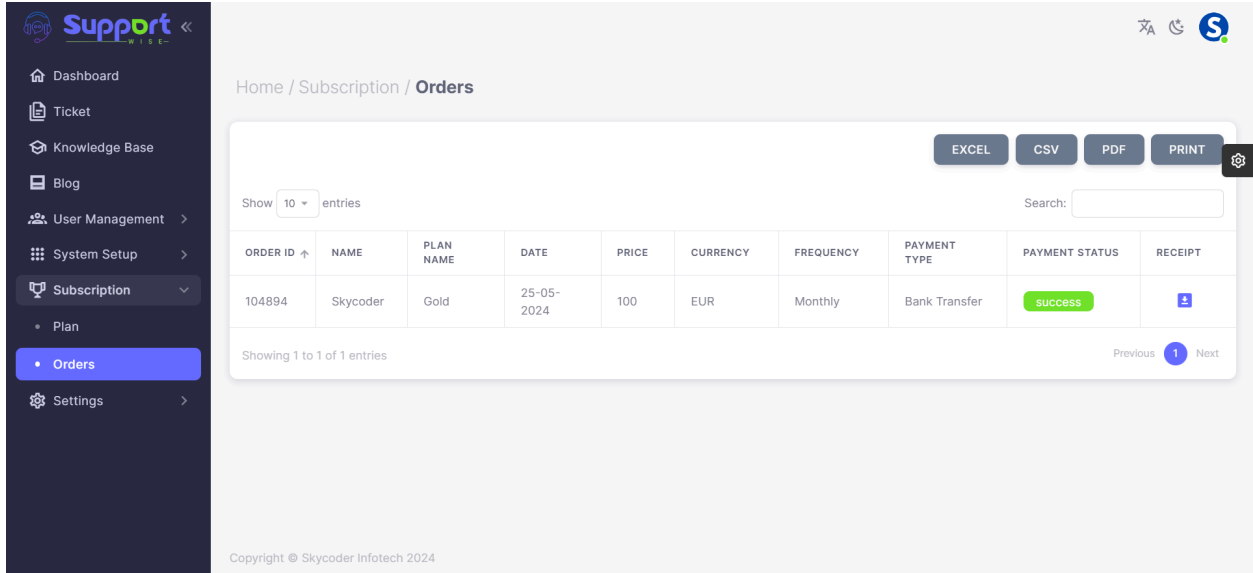
- As you can see the subscribe button on the above image. Once you click on that button it will be redirecting to you on the checkout page you can see the below image.




- 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.



The screenshot displays the 'Orders' page within the Support Wise application. On the left is a dark sidebar with navigation links: Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup, Subscription (expanded), Plan, Orders (selected), and Settings. The main content area has a breadcrumb trail 'Home / Subscription / Orders' and a table of orders. Above the table are buttons for EXCEL, CSV, PDF, and PRINT, along with a search bar and a 'Show 10 entries' dropdown. The table contains one entry with the following details:

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	

Below the table, it indicates 'Showing 1 to 1 of 1 entries' and includes 'Previous' and 'Next' navigation links. The footer shows '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.

The screenshot displays the 'Brand Setting' interface within the Support application. On the left is a dark sidebar with navigation links: Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup, Subscription, and Settings (expanded to show Brand, System, Email, Notifications, and Page & Links). The main content area has a breadcrumb 'Home / Settings / Brand' and a sub-header 'Brand Setting'. Below this, there are four upload sections: 'UPLOAD DARK LOGO' and 'UPLOAD LIGHT LOGO' (both with 'RESET' buttons and a note 'Allowed JPG, GIF or PNG. Max size of 3MB'), and 'UPLOAD FAVICON' (with a 'RESET' button and the same note). Below the uploads are two text input fields: 'Title Text' (containing 'Skycoder') and 'Footer Text' (containing 'Copyright © Skycoder Infotech'). At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons.

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.

The screenshot shows the 'System Setting' page in the SupportWise application. The left sidebar contains a menu with options: Dashboard, Ticket, Knowledge Base, Blog, User Management, System Setup, Subscription, and Settings. The 'Settings' menu is expanded, showing sub-options: Brand, System (selected), Email, Notifications, and Page & Links. The main content area is titled 'Home / Settings / System' and features a tabbed interface with 'BRAND', 'SYSTEM' (active), 'EMAIL', 'NOTIFICATIONS', and 'PAGE & LINKS'. The 'System Setting' form includes fields for: 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, selected), Date Format (DD-MM-YYYY), and Time Format (15:30). At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons. A copyright notice 'Copyright © Skycoder Infotech 2024' is visible at the bottom left.

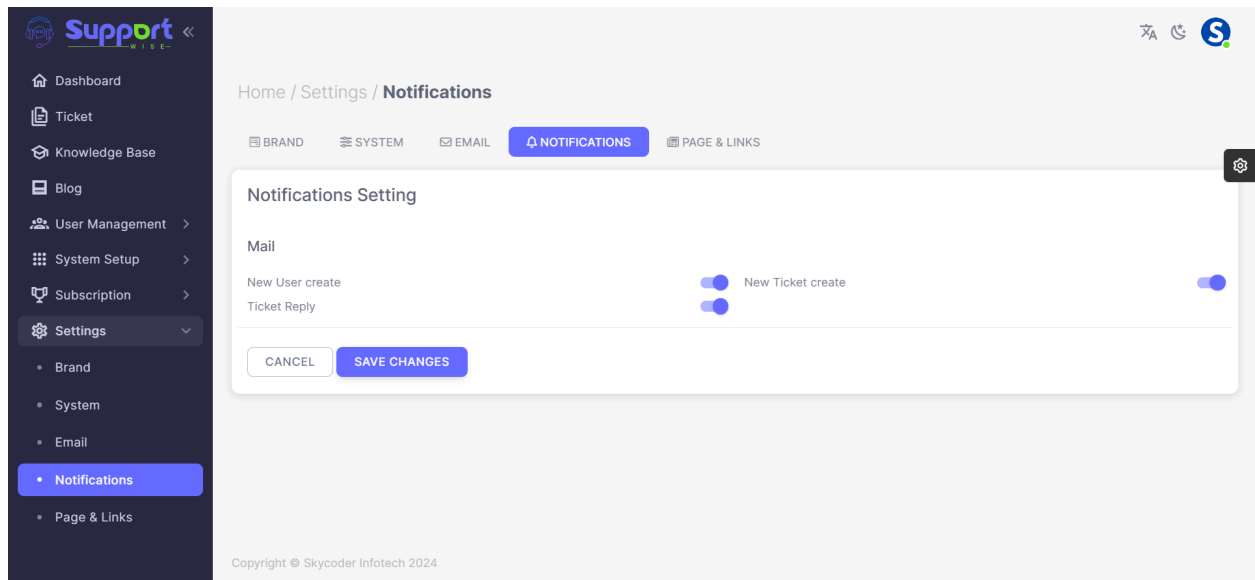
7.7.3 Email

- 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.

The screenshot shows the 'Email Setting' page in the SupportWise application. The left sidebar is identical to the previous screenshot, with 'Email' selected under the 'Settings' menu. The main content area is titled 'Home / Settings / Email' and features a tabbed interface with 'BRAND', 'SYSTEM', 'EMAIL' (active), 'NOTIFICATIONS', and 'PAGE & LINKS'. The 'Email Setting' form includes fields for: Mail Driver, Mail Host, Mail Port, Mail Username, Mail Password, Mail Encryption, Mail From Address, Mail From Name, and System Email. A note states: 'Note: Company receive customers emails in this mail.' At the bottom are 'CANCEL' and 'SAVE CHANGES' buttons. A 'SEND TEST MAIL' button is located at the bottom right, next to an 'Enter Your Email' input field.

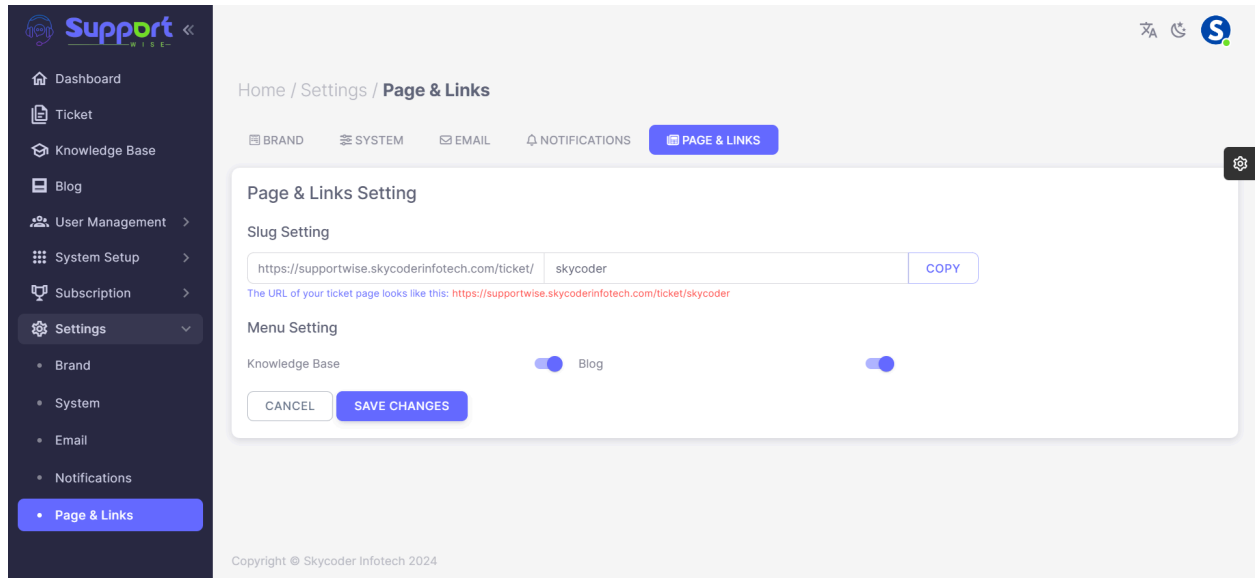
7.7.4 Notifications

- 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 & manu setting.



- 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.

Support

[Ticket](#)[Knowledge Base](#)[Blogs](#)

 Skycoder

Hello, how can we help?

Effortlessly Raise Your Concerns and Get Assistance by Creating a Ticket

Create Ticket

Name

Type

Select a Type

Department

Select a department

Email

Category

Select a category

Priority

Select a priority

Subject

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

8. Customer Privileges and Functions

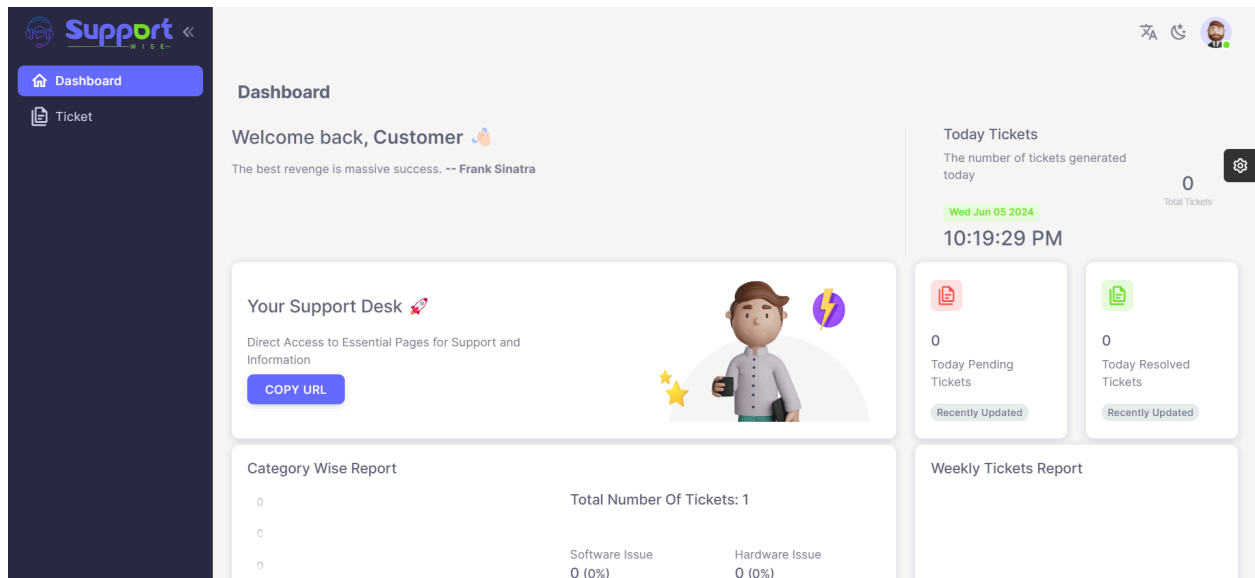
- now when a customer is logged in we will provide a different functionality to them. Let's understand all the functionality step by step.

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 displays the 'Support Portal' interface. On the left is a dark sidebar with a 'Ticket' menu item highlighted. The main content area shows the 'Ticket' management page. At the top right, there are icons for search, refresh, and user profile, along with an 'ADD TICKETS' button. Below this is a table of tickets. The table has columns for Ticket Number, Customer, Assigned To, Subject, Priority, Status, Type, Department, Category, Due Date, and Actions. A single ticket is listed with ID #281177, assigned to 'Customer', with a subject about password reset, high priority, and pending status. Above the table are filters for 'Show 10 entries' and a search bar. To the right of the table are buttons for 'EXCEL', 'CSV', 'PDF', and 'PRINT'. At the bottom, it says 'Showing 1 to 1 of 1 entries' with 'Previous' and 'Next' navigation links.

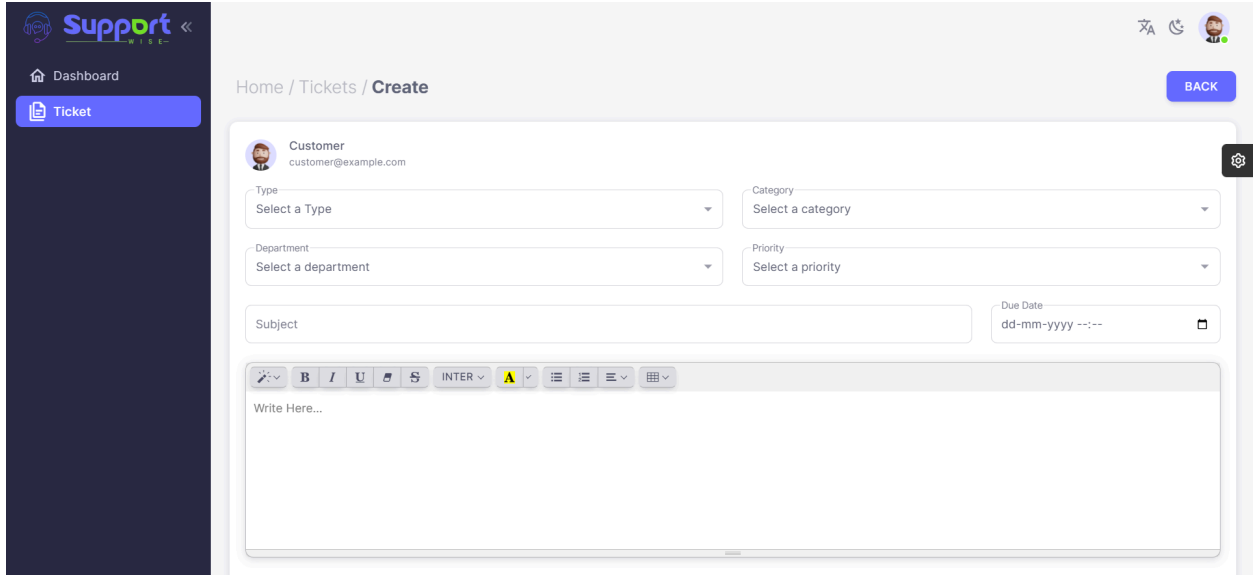
TICKET NUMBER ↑	CUSTOMER	ASSIGNED TO	SUBJECT	PRIORITY	STATUS	TYPE	DEPARTMENT	CATEGORY	DUE DATE	ACTIONS
#281177	Customer	Not Assigned	How to Reset Your Password: A Step-by-Step Guide	High	Pending	Information	IT Support	General		

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 a web interface for creating a new ticket. On the left is a dark sidebar with a 'Support' logo and navigation links for 'Dashboard' and 'Ticket'. The main content area has a breadcrumb trail 'Home / Tickets / Create' and a 'BACK' button. Below the breadcrumb, the customer's profile is shown as 'Customer' with email 'customer@example.com'. The form includes several dropdown menus: 'Type' (Select a Type), 'Category' (Select a category), 'Department' (Select a department), and 'Priority' (Select a priority). There is a 'Subject' text input field and a 'Due Date' field with a date picker (dd-mm-yyyy --:--). At the bottom is a rich text editor with a toolbar containing icons for bold, italic, underline, link, unlink, insert link, insert image, and a table icon, followed by a large text area labeled 'Write Here...'. A settings gear icon is visible in the top right corner of the form area.

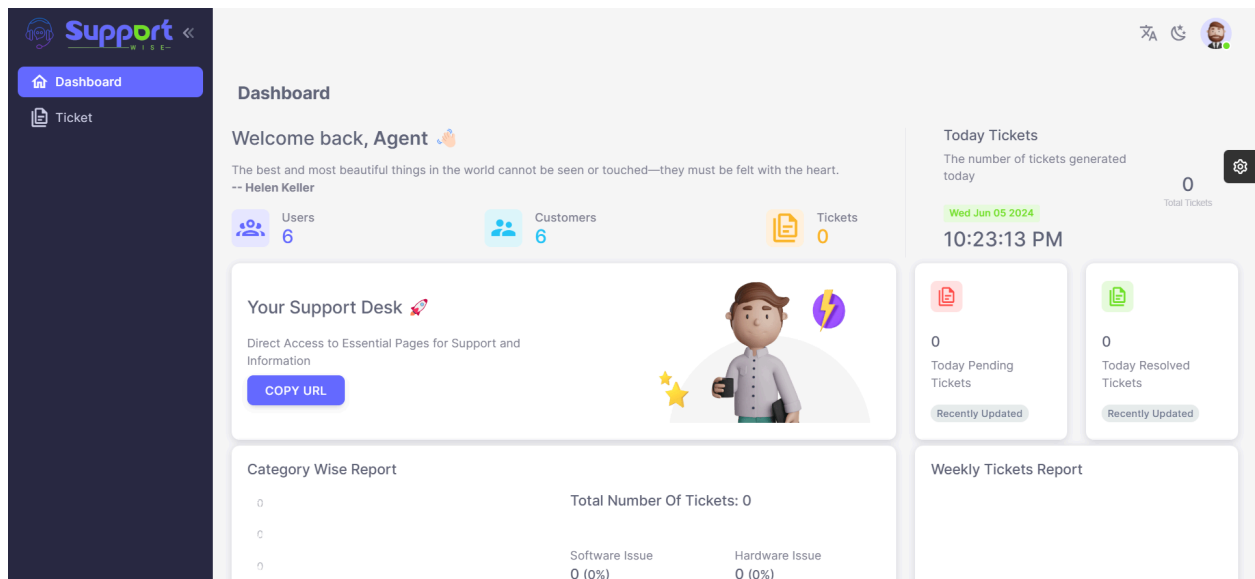
- For creating the ticket, customers have to select the ticket type , ticket category , ticket department , ticket priority , subject , due date , description & also can add the attachment on the ticket.
- Once a customer creates the ticket these tickets will be shown to the company and the company will 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.



9.2 Ticket Management

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

SupportWise

Home / Ticket

EXCEL CSV PDF PRINT

Show 10 entries

Search:

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

Showing 1 to 1 of 1 entries

Previous 1 Next

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- 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.

