



# Supportdesk

The Complete Customer Supportdesk

## Quick start guide

Customer Supportdesk

Start here

# 1 Installation

Reading  
progress



## Introduction

Congratulations on your purchase of Customer Supportdesk for Magento 2. You are almost in business! This quick start guide helps you set up Customer Supportdesk. If you need support, look at our more [extensive manuals](#), [request e-mail support](#) or let us take care of installing or customising Customer Supportdesk by [purchasing development hours](#).

## Installation

Decide how you want to install Customer Supportdesk, there are two options:

- ① with the Magento 2 Component Manager
- ② using the command line

Short instructions for both methods are given below.

## Magento 2 Component Manager

If you purchased Customer Supportdesk in Magento's Marketplace, install the extension with the Component Manager. The installation process for Customer Supportdesk is the same as for any other extension in the Marketplace.

## Command line

Please take a look at our extensive [installation manual](#) for instructions on installing

# Getting started

The general settings can be found in the menu:

The screenshot shows the 'Configuration' page for 'Customer Supportdesk'. The left sidebar contains a menu with categories: DASHBOARD, SALES, CATALOG, CUSTOMERS, MARKETING, CONTENT, REPORTS, STORES, SYSTEM, and FIND PARTNERS & EXTENSIONS. The 'CUSTOMER SUPPORTDESK' category is expanded, showing sub-items: General, Emails, SERVICES, and ADVANCED. The 'General' sub-item is selected. The main content area displays the 'General' settings for the Customer Supportdesk. The settings are grouped into 'General' and 'Default settings'. The 'Enable Customer Supportdesk' setting is set to 'Yes' (highlighted with a green circle 1). The 'Product Page Visibility' setting is set to 'Yes' (highlighted with a green circle 2). The 'Default Priority' setting is set to 'Low' (highlighted with a green circle 3). A 'Save Config' button is located in the top right corner. A large number 5 is positioned in the bottom right corner of the screenshot.

Stores->Configuration->Customer Supportdesk->General.

- 1 Enable Customer Supportdesk
- 2 Enable Product Page Visibility
- 3 Configure the default Priority

You can configure the New Ticket and Message Update email by following [the email configuration guide](#).

# 2 Create a Ticket

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## Create a Ticket in the backend

- ① Go to Customers->Tickets
- ② Click "New Ticket"
- ③ Enter your subject and message
- ④ Click "Submit as Open"
- ⑤ Click "Ticket #<number> has been created." to view your ticket again

When this process goes well, Customer Supportdesk is correctly installed.

Customers

All Customers

Now Online

Customer Supportdesk

Tickets

20 per page

1 of 1

Updated Subject Customer Name Customer Email Status Priority

New Ticket

Open New Ticket

Back Submit as Open

TICKET DETAILS

Customer \*

Store \*

Assignee \*

Priority \*

Enter your subject

Public reply Internal note

Enter your message

3

4

Tickets

5

✓ Ticket #23 has been created.

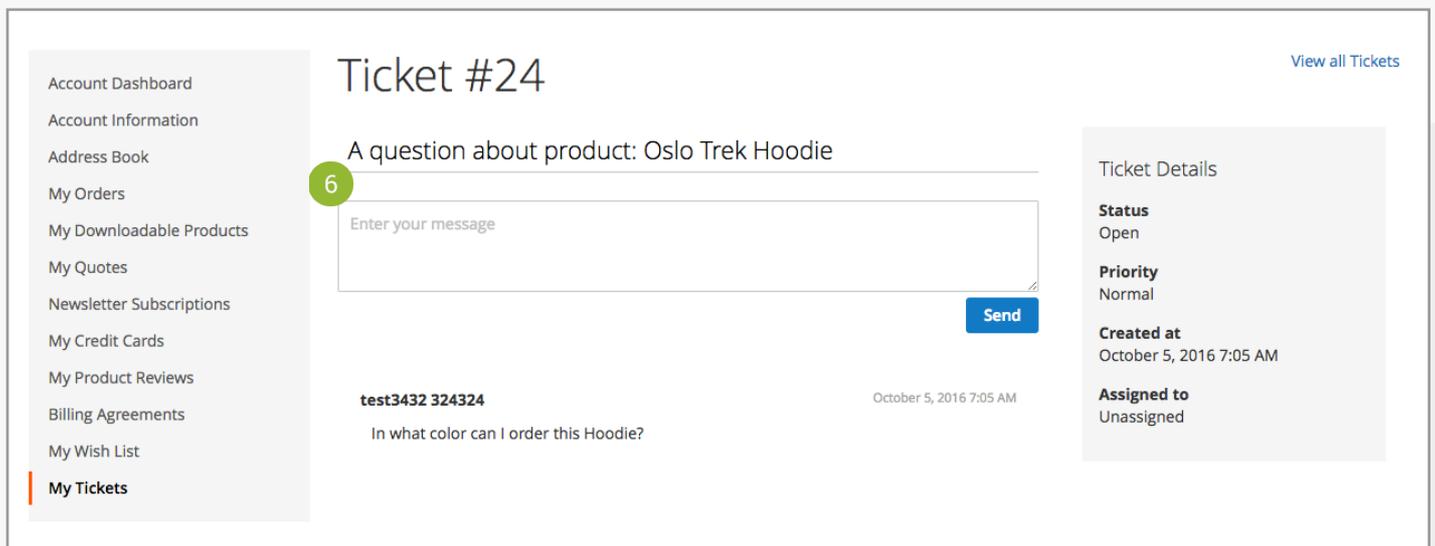
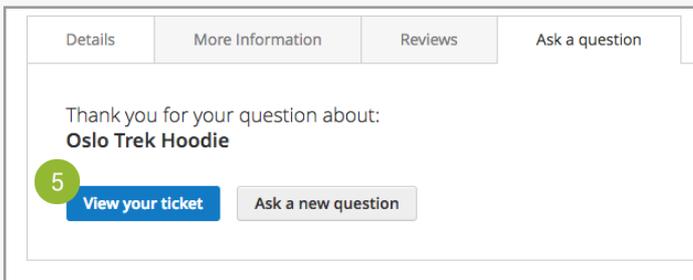
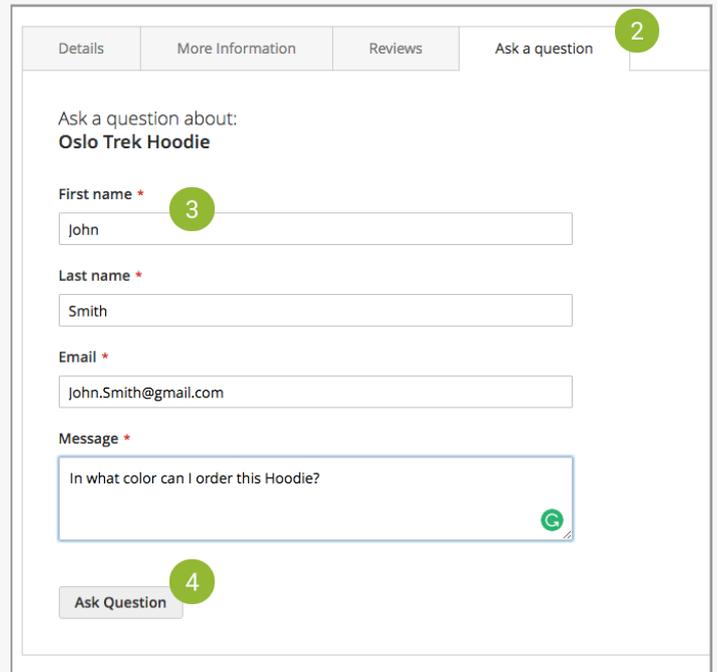
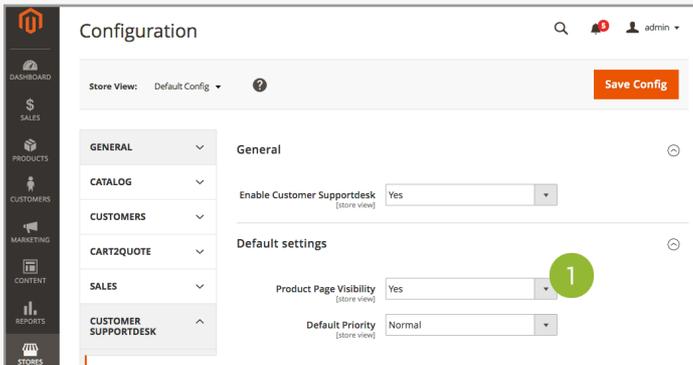
Search Reset Filter

Actions 19 records found

	ID	Created ↑	Updated
Any		From To	From To
	23	Oct 5, 2016, 6:58:44 AM	Oct 5, 2016, 6:58:44 AM
	22	Oct 5, 2016, 6:38:47 AM	Oct 5, 2016, 6:38:47 AM

# Create a Ticket in the front-end

- ① In your backend, enable 'Product Page Visibility'
- ② In your front-end, find the product and click "Ask a question" tab.
- ③ Fill in your first name, last name, email and a message.
- ④ Click "Ask Question".
- ⑤ Click "View your ticket".
- ⑥ Review your newly created ticket.



# Create Cart2Quote backend tickets

- ① In your backend enable 'Cart2Quote Quotation Backend Page Visibility'
- ② Go to Sales-> Quotations-> Select desired Quotation.
- ③ Click Ticket.
- ④ Enter your subject and message.
- ⑤ Click "Submit as Open/Pending/Solved".

#Q15.000000015

admin

2 SALES

3 Ticket

4

5 Submit as Open

Open

Q15.000000015

Public reply Internal note

Enter your message

admin admin 2018-06-14 08:25:06  
backendagain!

Veronica Costello 2018-06-14 08:22:11  
Hello from frontend

admin admin 2018-06-14 08:19:13  
Internal message backend

admin admin 2018-06-14 08:18:44  
Hello From the quote backend

# Create Cart2Quote front-end tickets

- ① In your backend enable "Cart2Quote Quotation Frontend Page Visibility"
- ② Go to front-end and login as a customer
- ③ Go to dashboard and "My Quotes" section
- ④ Select desired Quotation
- ⑤ Enter your subject and message
- ⑥ Click "Send"

Account Dashboard

My Orders

My Downloadable Products

My Wish List

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Address Book

Account Information

Stored Payment Methods

Billing Agreements

---

My Product Reviews

Newsletter Subscriptions

**My Quotes** 3

My Tickets

Quote # Q15.000000015

OPEN, IN PROCESS

Quote Request Date: June 14, 2018  
 Proposal Valid Until: June 21, 2018

Items Requested

Product Name	SKU	Price	Qty	Subtotal
Erika Running Short-32-Purple	WSH12-32-Purple	<b>\$45.00</b>	Requested: 1	<b>\$45.00</b>
Erika Running Short-32-Red	WSH12-32-Red	<b>\$45.00</b>	Requested: 1	<b>\$45.00</b>
<b>Subtotal</b>				<b>\$90.00</b>
Tax				\$7.43
<b>Grand Total</b>				<b>\$97.43</b>

Compare Products

You have no items to compare.

Recently Ordered

Minerva LumaTech&trade; V-Tee

[Add to Cart](#) [View All](#)

My Wish List

You have no items in your wish list.

Q15.000000015

Enter your message

[Send](#)

**admin admin** June 14, 2018 8:25 AM

backendagain!

**Veronica Costello** June 14, 2018 8:22 AM

Hello from frontend

**admin admin** June 14, 2018 8:18 AM

Hello From the quote backend

# 3 Learn more

Reading  
progress



## Configure Customer Supportdesk

When everything works fine, you can configure Customer Supportdesk to your wishes and make changes to your theme if necessary.

### Learn more

Take a look at our more extensive manuals for further explanation of the configuration processes:

→ [User and Installation Manual](#)

