

Help Desk - Online Customer Care

Features

1. Front View

1. Users

- Your customers can sign up and add their contact details.
- E-mail activation after sign up.
- User Login

2. Ticket Management

- Users can submit tickets,
- Add attachments to their tickets (jQuery and AJAX powered)
- Supported file types: JPG, PNG, GIF, DOC, DOCX, PDF, XLS, XLSX, PPT, PPS, PPTX and PPSX
- Save their tickets as drafts to continue later
- Engage in message conversation with admin inside the tickets
- When a new message is submitted, the system sends mail to recipients

2. Admin View

1. User Management

- Admins can add, edit, delete or make admin other users

2. Ticket Management

- Admins can engage in message conversation with users inside the tickets
- When a new message is submitted, the system sends mail to recipients and gives warning at the admin page
- Admins can close or re-open tickets

3. Site Settings

- Admins can set the cookie settings, site template, site title and site e-mail.

3. Other Features

1. PHP based template system

- Easily create your own templates without any knowledge of php.
- The template system is quite similar to or even simpler than wordpress template system

Installation

1. Create a database.
2. Edit the details in “settings.php” in the includes folder of the script for your needs and preferences.
3. Change the read-write permissions of “files” folder and other folders inside to 777.
4. Upload all files to your server in the folder you’ve specified in the settings.php file.
5. Visit the address http://www.yoursite.com/path_to_help_desk/install.php for installation.

Instructions

1. Settings.php

Mandatory Settings:

These settings have to be set in order to use the script. These settings are according to your server preferences.

Database Settings:

- **\$username:** database username
- **\$password:** database password
- **\$hostname:** host ip address. Usually "localhost"
- **\$databasename:** Name of the Database you've created

Gallery Folder:

- **script_folder:** The folder you have uploaded the script files.

You do not have to change the rest of the settings.

2. Template System

- Locate the files inside the templates folder.
- The default template name and the folder is “default”.
- In order to change the template in the system:
 - Goto “General Settings” page in Admin Panel
 - Change the “Template Folder” field to the name of your template folder i.e. “mytemplate”
 - So the system will start to check for file in: www.youwebsite.com/templates/mytemplate/

How can I edit my templates?

It is pretty easy if you have some html and css knowledge.

The template folders consist of:

- +blocks/
- +css/
- +images/
- +pages/

You should be careful when editing the files in the “blocks” and “pages” folders. If there will be any missing file or code inside the files, the system may not work correctly.

A simple code below is shown in order to show the logic behind the template system.

For example let us examine the templates/default/pages/support/conversation.php

```
9 <table width="500" border="0" cellpadding="0" cellspacing="0" style="margin-top:20px;">
10 <tr>
11 <td width="100%" height="166" valign="top">
12
13 <h2>Ticket Conversation</h2>
14
15 <? show_ticket_conversation($_GET["id"]); ?>
16
17 </td>
18 </tr>
19 </table>
```

- The function “show_ticket_conversation(\$_GET[“id”])” means this code will show the ticket conversation with a specific ticket id.
- Here we should check the blocks folder. In this example, we check templates/default/blocks/support/conversation/ticket_conversation.php

```
1 <h3><?=$subject?></h3>
2 <p><?=$message?></p>
3 <? if ($ticket_closed) { ?>
4 <div style="background:#FCE9E9; border:1px solid #C50505; padding:8px;">This ticket has been closed</div>
5 <? } ?>
6
7 <? if (attachments_exist($_GET["id"])) { ?>
8 <h4>Attachments:</h4>
9 <ul id="files">
10 <? show_attachments_list($_GET["id"]); ?>
11 </ul>
12 <div style="clear:both; height:15px;"></div>
13 <? } ?>
14
15 <hr />
16 <? show_conversation_messages($_GET["id"]) ?>
```

- As you can see above, there are pretty english tags that represent what is going on there.
- The “**\$subject**” variable is the subject of the ticket, “**\$message**” is the message body.
- “**if (\$ticket_closed) {**” statement checks if the ticket is closed or not. If it is closed it will give the “This ticket has been closed” message inside the div.
- “**if (attachments_exist(\$_GET["id"])) {**” statement, just like above checks if there are any attachments in this ticket. If there are tickets it will write down the heading and list the attachments.
- “**show_attachments_list(\$_GET["id"])**” shows us that there will be a listing inside the tag. We should again check for the templates/default/blocks/support/conversation/ folder for a file like attachments_list.php.

And this goes on like this. Pretty easy right? You get the main idea. Each function in the template files has a file in the blocks folder. Just check it.

Please do not hesitate to ask any questions by e-mail or in the discussion page.

Enjoy...