XJ Help Desk

This is a professional solution for support and request management for any e commerce business based on magento e-commerce platform.

Helpdesk is a professional solution for issues and support request management for any e-commerce business based on Magento e-commerce platform. Accept tickets via email, contact form or customer account page 24 hours per day and 7 day per week. With Helpdesk you can easily link tickets with corresponding orders in order to make support process more efficient.

XHTMLJunkies is in the web development business for more than eight years and it specializes in building extensions for e-Commerce and other leading open source technologies. Huge number of enquiries from website owners and e-Commerce merchants motivate the development team at **XHTMLJunkies** to build extensions that fulfill specific client needs. These extensions are built after evaluating market needs and conducting a competitive study against available alternatives so that best features are built into the extension. Some of the unique extensions developed by **XHTMLJunkies** are: XJ Price Negotiation, XJ Color Swatch Plus, XJ Mega Menu, XJ Market Place, XJ One Step Checkout, XJ ICICI Bank Payment, XJ PayPal Payment Pro Payment Gateway, XJ Stripe WooCommerce Plugin, etc.

🔒 Statuses

⊕ Add New

Page ◁ 1 ▷ of 1 pages | View 20 ▼ per page | Total 3 records found

Reset Filter | **Search**

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected

Actions [▼] **Submit**

	ID ↓	Title	Sort Order	Color
Any ▼				▼
☐	1	New	10	Green
☐	2	In Progress	20	Red
☐	3	Closed	30	Blue

Status of the Ticket.

Help Desk

[✓ Save Config]

General Settings ○

Priority for new tickets	Medium ▼	[GLOBAL]
Status for new tickets	New ▼	[GLOBAL]
Default store for tickets created via backend	English ▼	[GLOBAL]
Sign staff replies	Using Department Name (e.g. Sales) ▼	[STORE VIEW]
Create Tickets from Contact Us form	Yes ▼	[STORE VIEW]
Send blind carbon copy (BCC) to		[STORE VIEW]
	▲ leave empty to disable	

Email Notification Settings ○

Show Ticket ID in the email title	Yes ▼	[STORE VIEW]
Number of last replies to show in the ticket history	0	[STORE VIEW]
Template of New Ticket Email for Customer	Helpdesk - Customer - New Ticket (Default Ten ▼	[STORE VIEW]
Template of New Ticket Email for Staff	Helpdesk - Staff - New Ticket (Default Template ▼	[STORE VIEW]
Template of New Message Email for Customer	Helpdesk - Customer - New Message (Default ▼	[STORE VIEW]
Template of New Message Email for Staff	Helpdesk - Staff - New Message (Default Temp ▼	[STORE VIEW]

Customer Account ○

Show Help Desk section in Customer Account	Yes ▼	[STORE VIEW]
Allow customer to select Priority	Yes ▼	[STORE VIEW]
Allow customer to select Department	Yes ▼	[STORE VIEW]
Allow customer to select Order	Yes ▼	[STORE VIEW]

Enter / Update details to configure settings.

General

Additional

Other tickets

[#LZY-211-95899] This is test subject

Ticket History

Date	Done by	Changes
Apr 6, 2015 5:16 AM	Harshil Patwa	Message added to ticket
		Ticket owner set to: Harshil Patwa
Apr 6, 2015 5:11 AM	Xhtml Junkies	Message added to ticket
		Ticket status set to: New
		Ticket priority set to: Medium
		Ticket department set to: Support

Ticket History Page.

XJ X{H}TML JUNKIES
FRAMING YOUR THOUGHTS

ACCOUNT   CART

Search entire store here..

WOMEN   MEN   ACCESSORIES   HOME & DECOR   SALE   VIP

COMPANY
ABOUT US
CONTACT US
CUSTOMER SERVICE
PRIVACY POLICY

CONTACT US

Name *

Email *

Telephone

Subject *

Comment *

Priority
Low   ▼

Department
Sales   ▼

Attach files
Choose File   No file chosen

* Required Fields   SUBMIT

Enter details to contact

Click submit to generate a Ticket.

COMPANY   QUICK LINKS   ACCOUNT   CONNECT WITH US   NEWSLETTER

ABOUT US   SITE MAP   MY ACCOUNT   f FACEBOOK   SUBSCRIBE
CONTACT US   SEARCH TERMS   ORDERS AND RETURNS ▼ TWITTER
CUSTOMER SERVICE   ADVANCED SEARCH   ▶ YOUTUBE
PRIVACY POLICY   ⑂ PINTEREST
                                                           ᝂ RSS

Choose Store View: All Store Views ▼ ⓘ

🗒 **Edit Department 'Support'**　　　　　　　　　　　⊙ Back | Reset | ⊗ Delete | ✓ Save | ✓ Save And Continue Edit

General Information

Title	Support	[STORE VIEW]
Is Active	Yes ▼	
Sort Order	20	
Sender Email	Sales Representative ▼	
Members of Department *	productnegotiate productnegotiate	
	profitreport profitreport	
	axisbank axisbank	
	epaykerala epaykerala	
	adminreport adminreport	
	productsticker productsticker	
	Master Password Master Password	
	socialconnect socialconnect	
	sms sms	
	faq faq	

Enter details to update department.

Notification

If ticket is unassigned, send notifications to all department members	No ▼
If ticket is unassigned, send notifications to email	