

24hourhelpdeskguru



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Introduction

Using a help desk system will increase your customers satisfaction and they will continue to do business with you. They know they can raise a ticket and get a reply, email deliverability is unreliable and the last thing you need is for one of your customers to be "getting mad" because you haven't replied to an email you haven't received.

A help desk system will add value to your business; your customers will appreciate the fact that you have a help system in place and that you are serious about customer support.

When used correctly a help desk system will save you and your support staff hours of time, it will cut down on repetitive tasks and if your help desk system has a knowledge base or FAQ system integrated into it and you use it correctly your customers might not even have to go to any more trouble than actually just reading your knowledge base or FAQ section to get the answer to their questions.

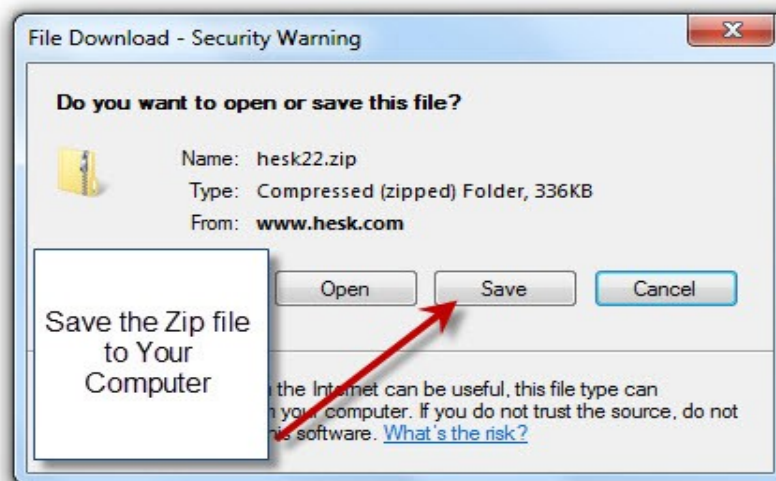
A help desk system cuts out a lot of unnecessary emails, and also saves your valuable time.

There are a lot of high priced Help Desk Solutions on the market ranging from \$499 down to \$67, however if you follow the steps illustrated in this guide, you can have your own excellent help desk system set up and running in under 24 hours and for Free.

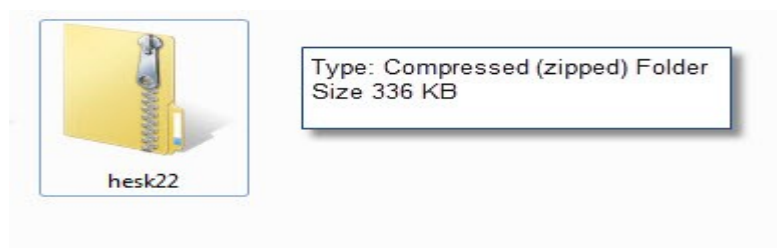
Downloading and Installing your Help Desk Software

One of the best free and user friendly help desk software programs on the market is Hesk. Hesk is a PHP program that integrates with a MySQL database and allows you to set up a help desk / ticket based support system for your website. You can install this script on your own website with ease, simply follow the instructions below.

To download your script you simply go to the web address <http://www.hesk.com/> and hit the download button. This will save the script to your hard drive.

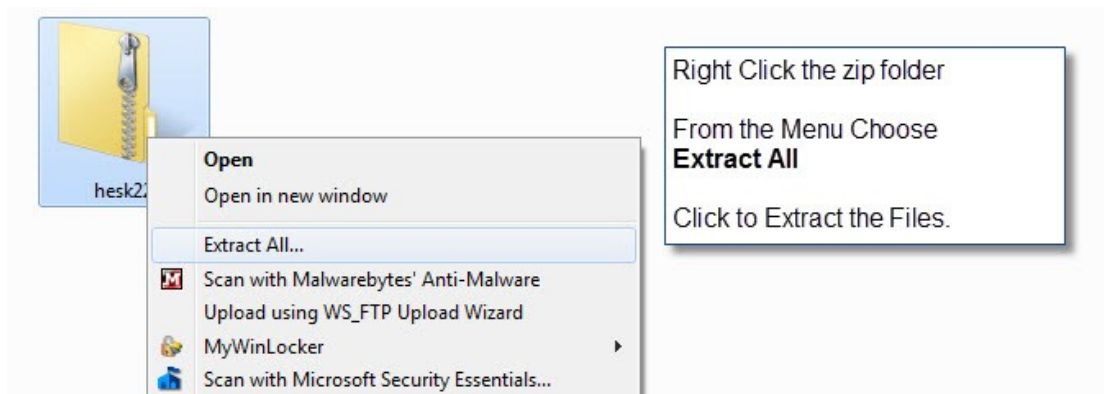


Once you have the zipped folder downloaded to your computer you will need to unzip it.



Extract the zip folder to a new folder on your computer.

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If your computer has windows XP operating system or above you simply right click the zip folder and choose "extract all" from the menu you will then be able to see all the files for the program in the new folder.

Name	Date modified	Type	Size
admin	21/07/2010 10:14	File folder	
attachments	21/07/2010 10:14	File folder	
help_files	21/07/2010 10:14	File folder	
img	21/07/2010 10:14	File folder	
inc	21/07/2010 10:14	File folder	
install	21/07/2010 10:14	File folder	
language	21/07/2010 10:14	File folder	
change_status	21/07/2010 10:14	PHP File	4 KB
download_attachment	21/07/2010 10:14	PHP File	4 KB
footer	21/07/2010 10:14	Text Document	0 KB
gd_test	21/07/2010 10:14	PHP File	1 KB
header	21/07/2010 10:14	Text Document	0 KB
hesk_javascript	21/07/2010 10:14	JS File	8 KB
hesk_settings.inc	21/07/2010 10:14	PHP File	6 KB
hesk_style	21/07/2010 10:14	CSS File	12 KB
index	21/07/2010 10:14	PHP File	33 KB
knowledgebase	21/07/2010 10:14	PHP File	24 KB
print	21/07/2010 10:14	PHP File	6 KB
print_sec_img	21/07/2010 10:14	PHP File	3 KB
rate	21/07/2010 10:14	PHP File	4 KB
readme	21/07/2010 10:14	HTML Document	34 KB
reply_ticket	21/07/2010 10:14	PHP File	7 KB
secimg.inc	21/07/2010 10:14	PHP File	4 KB
submit_ticket	21/07/2010 10:14	PHP File	13 KB
suggest_articles	21/07/2010 10:14	PHP File	4 KB
ticket	21/07/2010 10:14	PHP File	19 KB
TreeMenu	21/07/2010 10:14	JS File	22 KB

One of the files is named readme.html, we suggest at this point you take the time to read it on your computer, just click on it and it will open in your usual web browser.

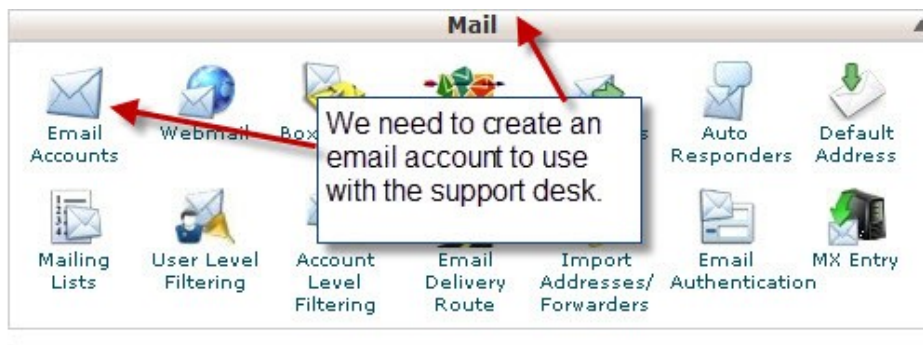
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Before you upload the script to your web hosting space, there are one or two things that you need to do.

1. You need to set up an email address to use for your help desk system
2. You need to set up a database to use for your help desk system.

Setting up your email address on cpanel

First of all you need to log in to your hosting account cpanel look for the section that looks like this.



Set up a new email address

A screenshot of the cPanel 'Email Accounts' form. The form is titled 'Email Accounts' and has a subtitle 'In this area you can manage the email accounts associated with your domain(s)'. It contains fields for 'Email:', 'Password:', 'Password (again):', 'Strength (why?):', and 'Mailbox Quota:'. The 'Email' field is pre-filled with '@ 24hourhelpdeskguru.com'. The 'Password' field is empty. The 'Password (again)' field is empty. The 'Strength' field shows 'Very Weak (0/100)'. The 'Mailbox Quota' field has radio buttons for '250 MB' (selected) and 'Unlimited'. There is a 'Create Account' button at the bottom. A red arrow points to the 'Email' field, another red arrow points to the 'Password' field, and a third red arrow points to the 'Create Account' button. On the right side, there is a text box with instructions: 'Create an email account name', 'choose a password of automatically generate one', 'Choose the size for the mail box', and 'Click Create Account.'

Fill in the details and hit Create Account.

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When you have successfully created the account it will show up in cpanel and is ready for you to use with the help desk system.

ACCOUNT @ DOMAIN	USAGE / QUOTA	ACTIONS			
support@24hourhelpdeskguru.com	0 / 250 MB	Change Password	Change Quota	Delete	More ▼

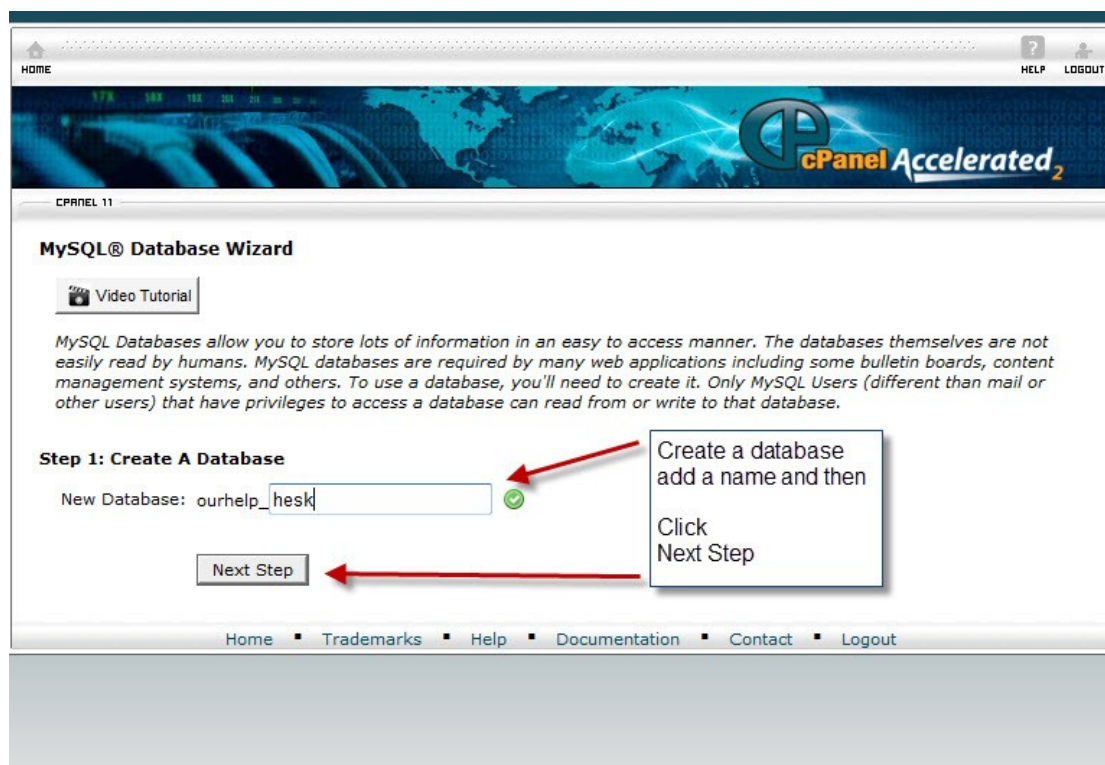
Setting Up the MySQL database

Whilst we are still in cpanel, we need to set up a database for the script to use.

Look for the section in cpanel that looks like this.



Click on this icon and the wizard screen will load for you to create your new database.



Give your database a name and click next step.

Next we will need to add a user to the database.

HOME HELP LOGOUT

CPANEL 11

MySQL® Database Wizard

Added the database **ourhelp_hesk**.

Step 2: Create Database Users:

Username: ✓

Note: seven characters max

Password: ✓

Password (Again): ✓

Strength (why?): **Very Strong (100/100)** Password Generator

[Go Back] | [Go Back to the Main MySQL Page]

Home ▪ Trademarks ▪ Help ▪ Documentation ▪ Contact ▪ Logout

Create a Username for the database

Choose your own password or automatically generate one

Click the Create User Button

Fill in the details for the user and then click the Create User button.

Once you have created a user, you need to grant that user permission to use the database. Make sure you grant the user All privileges.

Make a note of the username and password too.

CPANEL 11

MySQL® Database Wizard

Added user **ourhelp_hesk** with the password **••••••••**

Step 3: Add User to the Database

User: **ourhelp_hesk**
Database: **ourhelp_hesk**

☒ **ALL PRIVILEGES**

☒ SELECT	☒ CREATE
☒ INSERT	☒ ALTER
☒ UPDATE	☒ DROP
☒ DELETE	☒ LOCK TABLES
☒ INDEX	☒ REFERENCES
☒ CREATE TEMPORARY TABLES	☒ CREATE ROUTINE
☒ EXECUTE	

Add user to the database

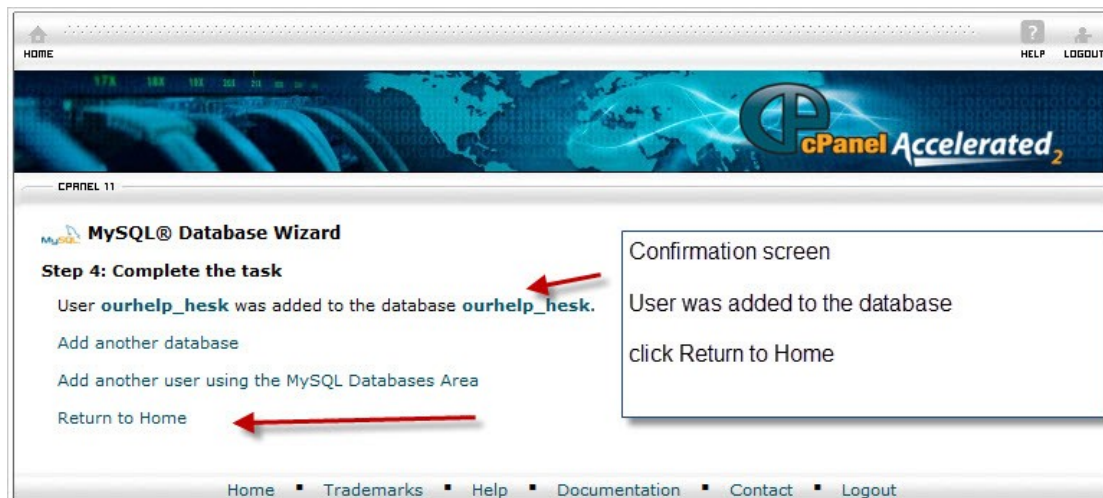
Check the box All Privileges

Click Next Step

When you click on Next Step a confirmation screen will appear

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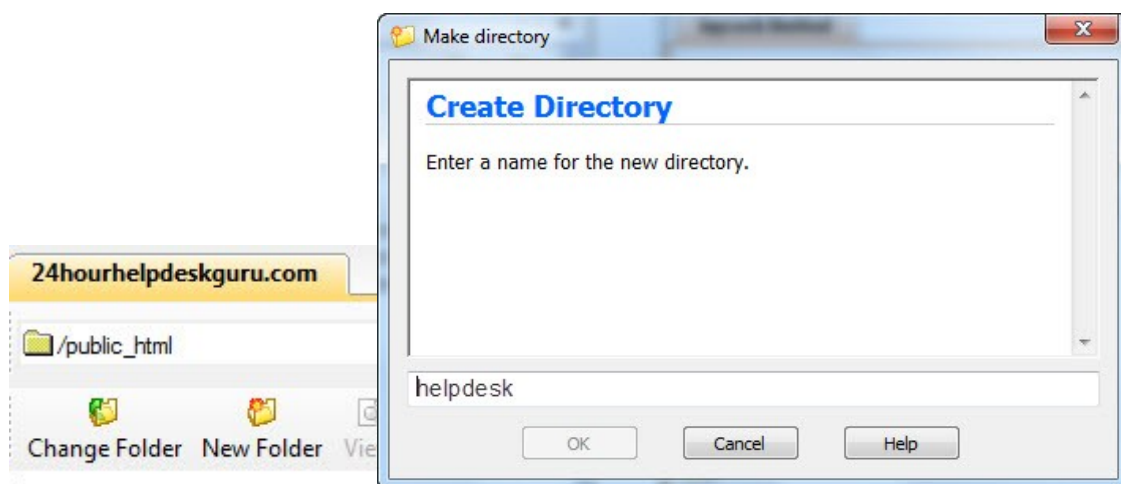
confirming that you have added the user to the database.



That's it we have now created an email account and a database for the script to use.

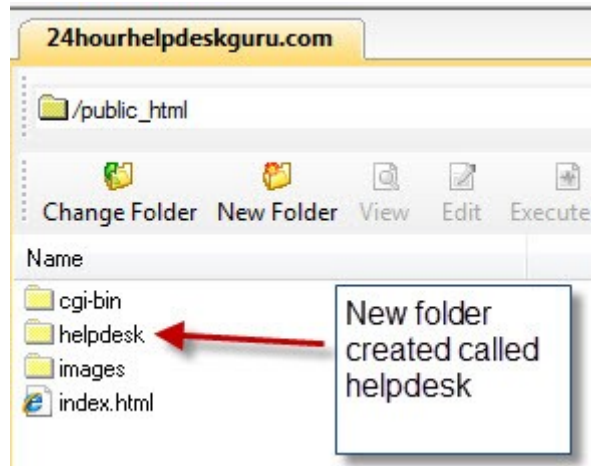
We can now upload the script to our web hosting account.

The first thing to do is to create a new folder inside your public_html folder name this folder whatever you choose, this can be helpdesk, support, etc. We have chosen our name to be helpdesk. Click the New Folder icon to create a new folder.

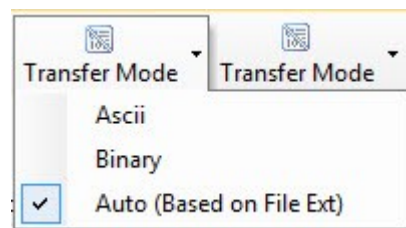


We have now created a new folder on our hosting space to upload the script to.

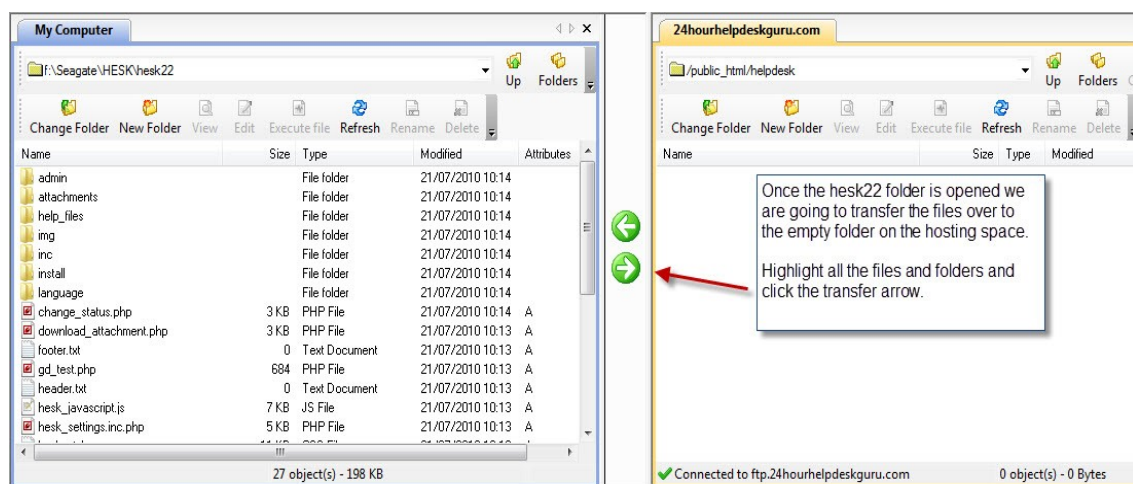
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Using your FTP program, transfer the files from your computer to your hosting space, make sure that you transfer the files using the right protocol or the script will not work. In our FTP program we choose the option that looks like this.



We are now ready to upload the script.



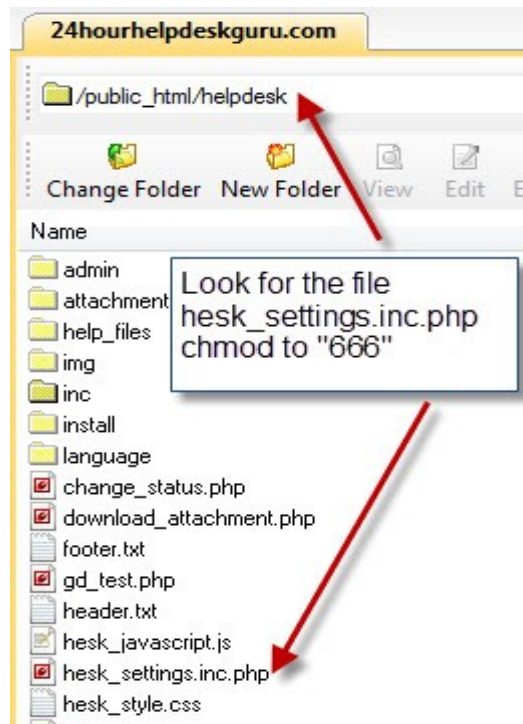
Transfer all the files from the unzipped folder to your newly created directory on your hosting account.

When the files have transferred over, we need to change permissions on one file and one folder.

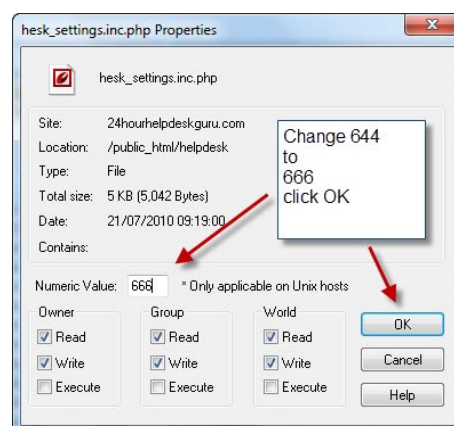
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The file `hesk_settings.inc.php` needs to have permissions set at "666" and the folder `attachments` needs to have permissions set at "777". You can change permission settings in your cpanel through your file manager or you can use your ftp program to change them.

In our ftp program we look for the file `hesk_settings.inc.php`

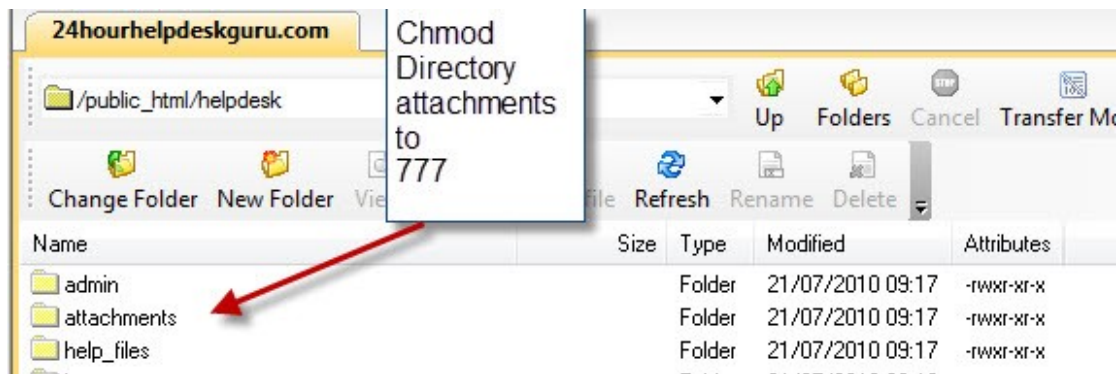


We right click on it and select permissions. We change these to "666" then click the OK button.



Next we look for the folder named "attachments" and change permissions to "777"

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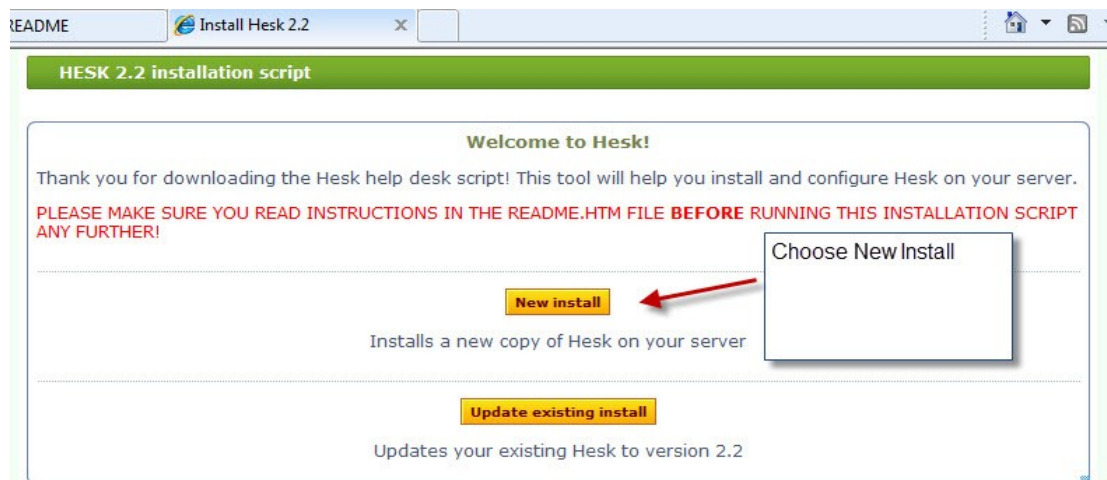
We are now ready to install the script on our hosting account.

Open up your internet browser and input the path to where you have installed the script.

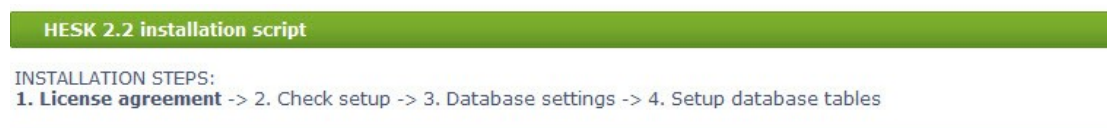
<http://www.yourwebsitename.com/yourfoldername/install>

 <http://www.24hourhelpdeskguru.com/helpdesk/install/>

The next screen you should see is this one. Choose New Install



You will need to have the details of your database, database username and password handy for the next stage of the installation.



The first thing you need to do is to accept the Licence Agreement. If you don't accept them, the installation will not continue, Click Yes.

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Do you agree to the License agreement and all the terms incorporated therein? *(required)*

☒ YES
☐ NO

[Continue to Step 2](#)

Select Yes
Continue to Step 2

Then continue on to step 2. Your hosting will be checked for compatibility with the script. If it passes, move on to step 3.

HESK 2.2 installation script

INSTALLATION STEPS:
1. License agreement -> 2. Check setup -> 3. Database settings -> 4. Setup database tables

Check setup

Checking whether your server meets all requirements and that files are setup correctly

Required	Your setting	Status
PHP version Should be at least PHP 4 >= 4.3.2	5.2.13	Passed
hesk_settings.inc.php file Must be uploaded and writable by the script	Exists, Writable	Passed
attachments directory Must exist and be writable by the script	Exists, Writable	Passed
File uploads To use file attachments <code>file_uploads</code> must be enabled in PHP	Enabled	Passed
ZLib Support PHP must be compiled with ZLib support	Enabled	Passed
GD Library Check if GD library is enabled	Enabled	Passed

All required tests passed, you may now continue to database setup

[Continue to Step 3](#)

This is the stage where you will need your database details we set up earlier, the database name, the username and the password.

HESK 2.2 installation script

INSTALLATION STEPS:
1. License agreement -> 2. Check setup -> 3. Database settings -> 4. Setup database tables

Database settings

Hesk will not work unless the information below is correct and database connection test is successful. For correct database information contact your hosting company, I cannot help you find this information!

Database Host:
Database Name:
Database User (login):
User Password:
Table prefix:

[Continue to Step 4](#)

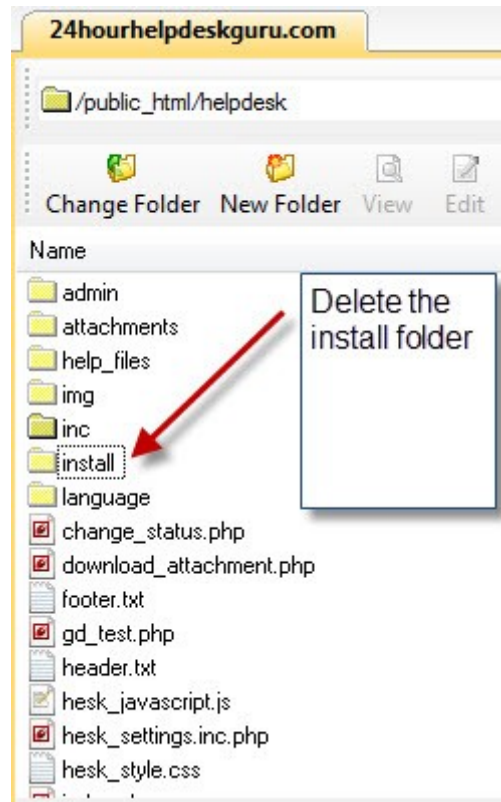
Input your database details.
Click Continue

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Once the database is set up and verified, you will see a message telling you to delete the install folder. Make sure that you do delete

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the install folder at this stage of the installation. Login to your cpanel or use your ftp program, but remember to delete it.



You are now ready to log in to your new help desk system and start to set it up. The default username is Administrator and the default password is Admin. There is also a link to log in automatically.

2. Setup your help desk from the Administration panel. Login using the default username and password:

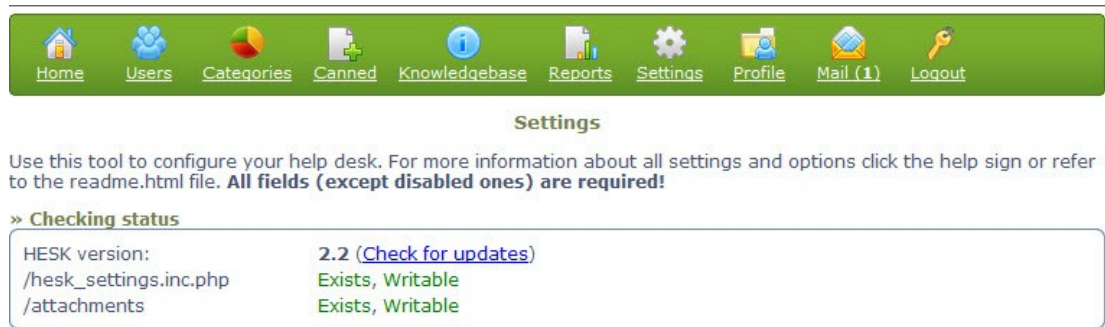
Username: **Administrator**
Password: **admin**

[Click here to login automatically](#)

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Setting up Your Help Desk _ Admin Area

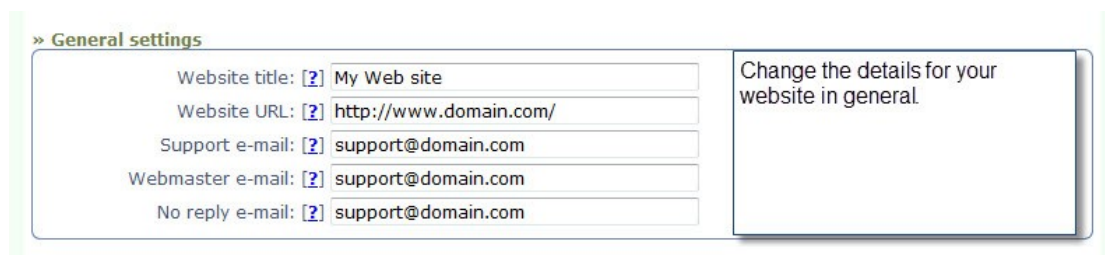
When you first log in to your newly installed help desk you will see the following screen. You can also check for updates.



This screen also confirms that the permissions have been set correctly for the file and folder required for the script to work.

If you haven't done already, read the readme.html file.

At the top of this page there are icons which when clicked on take you to another section of the script. The one we need first is the Settings one. The screen is quite large so we've broken it down into sections so it's easier to follow.



Change all the details, if you get stuck, just click on the ? and a pop up will help you. Below is an example of what you should input.



The next section looks like this. Fill in the details to match your site.

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» **Help desk settings**

Help desk title: [?] My Help Desk	Change to suit Your Sites details. Choose your preferences Again choose your own preferences for all of the options listed. You can leave them as they are and alter them at a later date by choosing settings in the admin menu.
Help desk URL: [?] http://www.domain.com/hesk	
System/root path: [?] /home/ourhelp/public_html/helpdesk	
Listings per page: [?] 10	
Print font size: [?] 12	
Debug mode: [?] ☒ OFF ☐ ON	
Use anti-SPAM image: [?] ☐ OFF ☒ ON	
Use anti-SPAM question: [?] ☒ OFF ☐ ON	
List usernames: [?] ☒ OFF ☐ ON	
Allow automatic login: [?] ☐ NO ☒ YES	
Autoclose tickets: [?] 5 days after last staff reply	
Reopen tickets: [?] ☐ OFF ☒ ON	
Reply ratings: [?] ☐ OFF ☒ ON	
Server time offset: [?] Current server time: 10:14 0 hours 0 minutes	
Daylight saving: [?] ☒ OFF ☐ ON	
Time format: [?] Y-m-d H:i:s	
Admin link: [?] ☒ Display a link to admin panel from help desk index	
Customer priority: [?] ☐ OFF ☒ ON	

Select your options, do not worry if you set something up wrong, you can always log in to the settings panel later and change it.

Select which languages you would like your desk to use. It is best to keep this to the native language that you speak.

» **Language settings**

Default Language: [?] English Test language folder
☐ Make this my preferred Language
Multiple languages: [?] ☒ NO ☐ YES
If enabled your users will be able to access the help desk in any of the installed languages. Enable only if you provide support in all installed languages!

The next section of the settings panel allows you to choose if you would like to use the inbuilt Knowledgebase system.

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» Knowledgebase

Knowledgebase (KB):	☐ OFF ☒ ON	You can choose to have a knowledgebase available select either on or off. Just choose the settings you require for your site.
Suggest KB articles:	☐ NO ☒ YES	
Enable KB rating:	☐ NO ☒ YES	
Enable KB search:	☐ OFF ☐ Small Box ☒ Large Box	
Max search results:	10	
Article preview length:	200	
Categories in row:	2	
Subcategory articles:	2	
Show popular articles:	3 on help desk index page	
	6 on Knowledgebase index page	
Show latest articles:	3 on help desk index page	
	6 on Knowledgebase index page	

The next section of the settings panel just shows your database connections, if you haven't altered anything, leave this as is.

» Database

Database host:	localhost	Double check that your database information is correct.
Database name:	ourhelp_hesk	
Database username:	ourhelp_hesk	
Database password:		
Table prefix:	hesk_	

The next section of the settings panel, you can choose whether or not you would like to be able to use attachments within your help desk. Just choose yes or no and what kind of files and file sizes you will allow to be uploaded.

» Attachments

Use attachments:	☐ NO ☒ YES	Choose the options you wish to have, remove any that you don't want to have.
Number per post:	2	
File size limit (KB):	1024	
Allowed file types:	.gif,.jpg,.png,.zip,.rar,.csv,.doc,.docx,.txt,.	

The next section is for any custom fields you would like to be added to your ticket system. Perhaps you need to collect other information to suit your own site. You can make these additional fields optional or mandatory. Simply add and set as you require.

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» Custom fields [?]

Enable	Type	Required	Field name	Location	Options
☐ YES	Text field	☐ YES	Custom field 1	☒ Before Message ☐ After Message	Options
☐ YES	Text field	☐ YES	Custom field 2	☒ Before Message ☐ After Message	Options
☐ YES	Text field	☐ YES	Custom field 3	☒ Before Message ☐ After Message	Options
☐ YES	Text field	☐ YES	Custom field 4	☒ Before Message ☐ After Message	Options
☐ YES	Text field	☐ YES	Custom field 5	☒ Before Message ☐ After Message	Options
☐ YES	Text field	☐ YES	Custom field 6	☒ Before Message ☐ After Message	Options
☐ YES	Text field	☐ YES	Custom field 7	☒ Before Message ☐ After Message	Options

Here is an example of an extra field set up.

» Custom fields [?]

Enable	Type	Required	Field name	Location	Options
☒ YES	Text field	☒ YES	Website URL	☐ Before Message ☒ After Message	Options

Click on the options to set any you require.

http://www.24hourhelpdeskguru.com/helpdesk/admin/options.php?i=custom1&q=

Options

*These are available options for this custom field. To save changes click **OK** and **Save changes** button on the admin settings page!*

Maximum length (chars):

Default value:

[Close window](#)

Once you have gone through the whole of the settings page click the button at the bottom of the page that says "Save Changes"

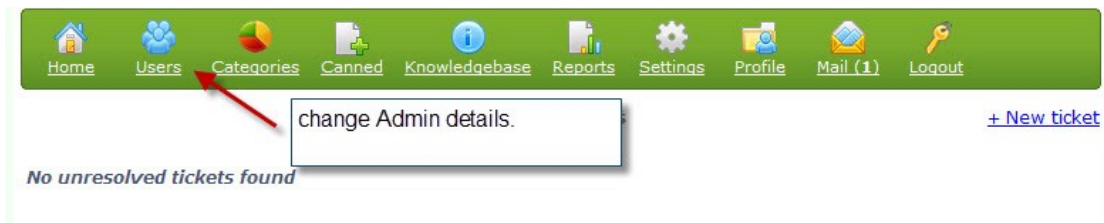
←

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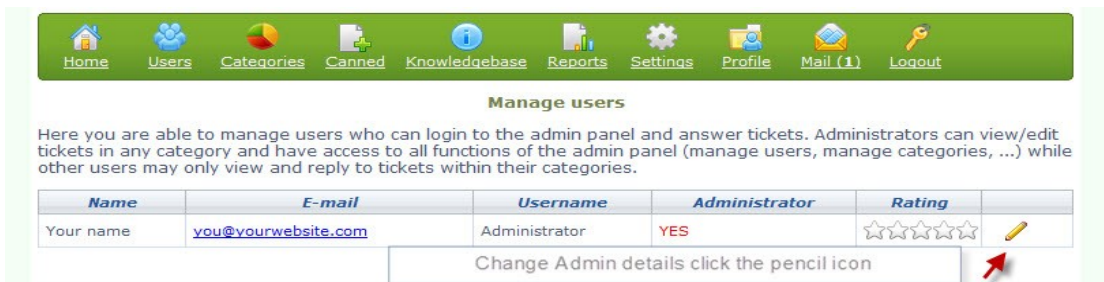
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Changing the default Admin Details.

One of the first things you must do is to change the default admin username and password. If you fail to do this, then anyone could log into your system. From the top menu bar choose "Users"



he next screen that appears is this one select the pencil icon.



Home Users Categories Canned Knowledgebase Reports Settings Profile Mail (1) Logout

Manage users > Editing user Administrator

Editing user Administrator

Required fields are marked with *

Real name: * Admin

E-mail: * support@24hourhelpdeskguru.com

Username: * Admin

Password: *

Confirm password: *

Administrator: * ☒ YES (access to all features and categories)
☐ NO (you can limit features and categories)

Signature (max 255 chars): Best regards,
Admin
<http://www.24hourhelpdeskguru.com>

HTML code is not allowed. Links will be clickable.

edit the details to suit your website.

Change the default password.

add your signature line

Save changes | Discard Changes

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change the details and click Save Changes to save them.

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You can change your admin profile from the top menu select profile you can set up what notifications you want to receive as admin in the preferences and notifications section.

Select which options suit you. If you are going to be running a very busy desk then some of the options would be best left turned off.

The screenshot shows the 'Profile for Admin' page in the 24hourhelpdeskguru interface. At the top is a green navigation bar with icons and labels for Home, Users, Categories, Canned, Knowledgebase, Reports, Settings, Profile, Mail (1), and Logout. The main content area is titled 'Profile for Admin' and includes a note: 'Required fields are marked with *'. The page is divided into three sections: 'Profile information', 'Signature', and 'Preferences'. The 'Profile information' section contains fields for Name (Admin), E-mail (support@24hourhelpdeskguru.com), New password, and Confirm password. The 'Signature' section has a text area with the signature 'Best regards, Admin' and a URL 'http://www.24hourhelpdeskguru.com', with a note that HTML code is not allowed. The 'Preferences' section includes radio buttons for 'After replying to a ticket' with options: 'Show the ticket I just replied to' (selected), 'Return to main administration page', and 'Open next ticket that needs my reply (if none go to main administration page)'. The 'Notifications' section lists several email notification options, all of which are checked: 'A new ticket is submitted with owner: Unassigned', 'A new ticket is submitted with owner: Assigned to me', 'Client responds to a ticket with owner: Unassigned', 'Client responds to a ticket with owner: Assigned to me', 'A ticket is assigned to me', and 'A private message is sent to me'. At the bottom of the form is an 'Update profile' button. The footer of the page states 'Powered by Help Desk Software HESK™'.

Home Users Categories Canned Knowledgebase Reports Settings Profile Mail (1) Logout

Profile for Admin

Required fields are marked with *

Profile information

Name: * Admin
E-mail: * support@24hourhelpdeskguru.com
New password:
Confirm password:

Signature

Signature (max 255 chars): Best regards,
Admin
http://www.24hourhelpdeskguru.com
HTML code is not allowed. Links will be clickable.

Preferences

After replying to a ticket: ☒ Show the ticket I just replied to
☐ Return to main administration page
☐ Open next ticket that needs my reply (if none go to main administration page)

Notifications

The help desk will send an e-mail notification when:

- ☒ A new ticket is submitted with owner: Unassigned
- ☒ A new ticket is submitted with owner: Assigned to me
- ☒ Client responds to a ticket with owner: Unassigned
- ☒ Client responds to a ticket with owner: Assigned to me
- ☒ A ticket is assigned to me
- ☒ A private message is sent to me

[Update profile](#)

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Adding Users to Your Help Desk

One of the great things about having a help desk system is that you don't necessarily have to run it yourself. You can outsource it to someone else, whilst still being able to monitor what is happening on a day to day basis.

It is simple and quick to add a new user to the system.

Log in as Admin.

	Tracking ID	Last update	Name	Subject	Status	Last replier	
☐	RSWDSMZRSR	2010-07-21 18:25:47	24hourhelpdeskguru	Test Ticket	New	24hourhelpdeskguru	

* Assigned to you
* Assigned to other staff

Mark selected tickets Resolved

When you log in you can see if there are any tickets and what the status of them is.

Go to the top menu and select users.

Name	E-mail	Username	Administrator	Rating	
Admin	support@24hourhelpdeskguru.com	Admin	YES	☆☆☆☆☆	

Add new user

Required fields are marked with *

Real name: *

E-mail: *

Username: *

Password: *

Confirm password: *

Administrator: * ☒ YES (access to all features and categories)
☐ NO (you can limit features and categories)

Signature (max 255 chars):

HTML code is not allowed. Links will be clickable.

| [Reset form data](#)

24hourhelpdeskguru

Simply fill out the form with the new users details and select which permissions either full administrative permissions or partial permissions to only some sections of the help desk. You are in full control of granting any rights assigned to the new user.

other users may only view and reply to tickets within their categories.

Name	E-mail	Username	Administrator	Rating	
Admin	support@24hourhelpdeskguru.com	Admin	YES	☆☆☆☆☆	

Add new user

Required fields are marked with *

Real name: *

E-mail: *

Username: *

Password: *

Confirm password: *

Administrator: * ☒ YES (access to all features and categories)
☐ NO (you can limit features and categories)

Signature (max 255 chars):

HTML code is not allowed. Links will be clickable.

| [Reset form data](#)

Click create user to add the new person to your support team.

There is a whole list of user options that you can choose from when setting up a new user for your help desk.

If you are setting up a large desk support team you can allow one main user with granted permissions to all features and they would then be able to set new users up with limited permissions dependant upon their role within the organisation.

Simply go through the options and select which permissions you are granting to which user.

24hourhelpdeskguru

If you select Yes (access to all features and categories) your user will be granted the same rights as you have as Admin.

When you have selected your options click the create user button.

You can always change any permission you have set at a later date.

The screenshot shows the 'Editing user Staff member' form in the 24hourhelpdeskguru application. The form is titled 'Editing user Staff member' and includes a note: 'Required fields are marked with *'. The form fields and options are as follows:

- Real name: *
- E-mail: *
- Username: *
- Password:
- Confirm password:
- Administrator: *
 - ☐ YES (access to all features and categories)
 - ☒ NO (you can limit features and categories)
- Categories: *
 - ☒ General Support
 - ☐ Download Problems
- Features: *
 - ☒ View tickets
 - ☒ Reply to tickets
 - ☐ Delete tickets
 - ☐ Edit ticket replies
 - ☐ Delete any ticket notes
 - ☒ Change ticket category
 - ☐ Manage knowledgebase
 - ☐ Manage users
 - ☐ Manage categories
 - ☐ Manage canned responses
 - ☐ Manage help desk settings
 - ☐ Can add tickets to archive
 - ☒ Can assign tickets to self
 - ☐ Can assign tickets to others
 - ☐ Can view tickets assigned to others
 - ☐ Can run reports
- Signature (max 255 chars):

HTML code is not allowed. Links will be clickable.

[Save changes](#) | [Discard Changes](#)

The above picture shows all of the permissions and features you can grant to your (staff) users.

24hourhelpdeskguru

Home Users Categories Canned Knowledgebase Reports Settings Profile Mail (1) Logout

✓ **Success:** New user Staff member with password [REDACTED] has been successfully added

Manage users

Here you are able to manage users who can login to the admin panel and answer tickets. Administrators can view/edit tickets in any category and have access to all functions of the admin panel (manage users, manage categories, ...) while other users may only view and reply to tickets within their categories.

Name	E-mail	Username	Administrator	Rating	
Admin	support@24hourhelpdeskquru.com	Admin	YES	☆☆☆☆☆	
staff member1	support@24hourhelpdeskquru.com	Staff member	YES	☆☆☆☆☆	

Add new user

Required fields are marked with *

All users log in to the help desk via their own log in panel.

Login

[24hourhelpdeskquru](#) > Admin login

Login

User:

Password:

☐ Log me on automatically each visit

☒ Remember just my username

☐ No, thanks

Login

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When a user logs in they can immediately see any messages left for them by You the Admin via the private messaging system.

Home Users Categories Canned Knowledgebase Reports Settings Profile Mail (1) Logout

Private messages

[INBOX](#) | [OUTBOX](#) | [NEW MESSAGE](#)

☐	Subject:	From:	Date
☐	Downloads	Admin	July 21, 2010

Mark selected messages as read

Users can send messages to each other internally.

24hourhelpdeskguru

The screenshot displays the 24hourhelpdeskguru web interface. At the top is a green navigation bar with icons and labels for Home, Users, Categories, Canned, Knowledgebase, Reports, Settings, Profile, Mail (1), and Logout. Below this bar, there are links for INBOX, OUTBOX, and NEW MESSAGE. The main section is titled 'Private messages' and contains a table with columns for Subject, From, and Date. A single message is listed with the subject 'Welcome to HESK!', from '(User deleted)', and dated 'July 21, 2010'. Below the table is a control bar with a dropdown menu set to 'Mark selected messages as read' and an 'Execute' button. At the bottom, there is a 'New private message' form with fields for To (a dropdown menu), Subject, and Message.

Subject:	From:	Date
Welcome to HESK!	(User deleted)	July 21, 2010

Mark selected messages as read

New private message

To:

Subject:

Message:

Setting Up the Help Desk

Once you have installed your help desk software you will need to set up your categories/departments and if you have chosen to have one your knowledge base.

The default installation comes with one default category already set up. Go to your installation and log in as admin.

This is the empty initial installation, there is nothing yet set up on the help desk and no tickets have been submitted.

24hourhelpdesk guru

 Home

 Users

 Categories

 Canned

 Knowledgebase

 Reports

 Settings

 Profile

 Mail (1)

 Logout

Open tickets

+ New ticket

No unresolved tickets found

» Show tickets

Status:

☐ New

☐ Replied

☐ Resolved

☐ Waiting reply

☒ All but closed

☐ Any status

Sort by:

☐ Priority

☐ Name

☒ Status

☐ Last update

☐ Subject

Category:

Any category

Show:

☒ Assigned to me

☒ Assigned to others

☒ Unassigned tickets

☐ Only archived tickets

Display:

10 tickets per page

Order:

☒ ascending | ☐ descending

Show tickets

» Find a ticket

Search for:

Search in:

Tracking ID

Category:

Any category

Date:

Search within:

☒ Assigned to me

☒ Assigned to others

☒ Unassigned tickets

☐ Only archived tickets

Display:

10 results per page

Find ticket

Remove "Powered by" statement

Show / Hide

A lot of effort, time and money went into developing HESK. Support HESK, buy a license that will also remove the credits links *Powered by Help Desk Software HESK™* from your helpdesk. [Click here for more info](#)

Rate this script

Show / Hide

Powered by [Help Desk Software](#) HESK™

Click on the categories icon in the main menu bar at the top.

[24hourhelpdesk guru](#) © 2010

24hourhelpdeskguru

[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

Manage categories

Here you are able to manage categories. Categories are useful for categorizing tickets by relevance (for example "Sales", "Hardware problems", "PHP/MySQL problems" etc) and for assigning users to categories (for example that your sales person can only view tickets posted to "Sales" category).

ID	Category name	Tickets	Graph	Options
1	Default	0	1	↔

Add new category: (max 40 chars) [Create category](#)

Rename category Default ▼ to [Rename category](#) 

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The install comes with one default category already set up, just rename this to General Enquiries or something else to suit your site. Click the Rename Category Button to save the Category with the new name. You can create as many categories as you need, the maximum characters though is limited to 40.

[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

✓ **Success:** Selected category has been successfully renamed to *General Support*

Manage categories

Here you are able to manage categories. Categories are useful for categorizing tickets by relevance (for example "Sales", "Hardware problems", "PHP/MySQL problems" etc) and for assigning users to categories (for example that your sales person can only view tickets posted to "Sales" category).

ID	Category name	Tickets	Graph	Options
1	General Support	0	1	↔

Add new category: (max 40 chars) [Create category](#)

Rename category General Support ▼ to [Rename category](#)

The system showing the default category renamed to General Support.

24hourhelpdeskguru

[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

✓ **Success:** Category *Download Problems* has been successfully added

Manage categories

Here you are able to manage categories. Categories are useful for categorizing tickets by relevance (for example "Sales", "Hardware problems", "PHP/MySQL problems" etc) and for assigning users to categories (for example that your sales person can only view tickets posted to "Sales" category).

ID	Category name	Tickets	Graph	Options
1	General Support	0		↔ ↓
2	Download Problems	0		↔ ↑ ✕

Add as many categories as you need to.

Add new category: (max 40 chars) [Create category](#)

Rename category General Support ▼ to [Rename category](#)

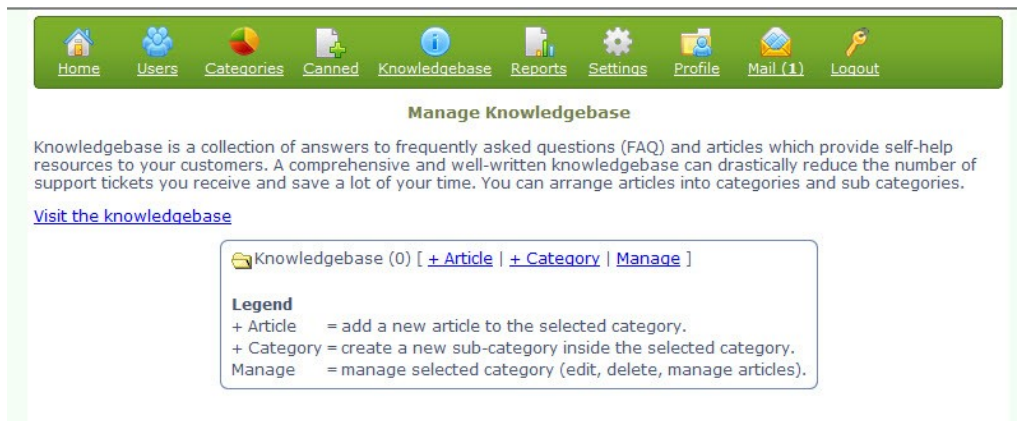
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You can keep adding categories to the system as your site grows. You can also change the way they are shown to your visitors, just move them up or down the list using the arrows.

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Setting up The Knowledge Base

On initial installation the knowledge base is empty. Click on the knowledgebase icon on the screen to open up the knowledgebase menu. Click on the +Category link to add your new category



A lot of the time your customers will be asking the same questions. For example if you sell something that is a digital download, your customers might have not received their download and want to know how to access it. You can use the knowledge base to immediately direct them on what they should do next.

Add your new category to the Knowledgebase, select whether this category is going to be available to all visitors or just to your staff.

The screenshot shows the 'New knowledgebase (sub)category' form. It has a title 'New knowledgebase (sub)category' at the top. Below the title are three fields: 'Category title:' with the text 'Downloads', 'Parent category:' with a dropdown menu showing 'Knowledgebase (1)', and 'Type:' with two radio button options. The first option is 'Published' (selected) with the description 'The category is viewable to everyone in the knowledgebase.' The second option is 'Private' with the description 'The category can only be read by staff.' At the bottom of the form is a yellow 'Add category' button. Below the form, it says 'Powered by Help Desk Software HESK™'.

When you have named your new category click "Add Category". To post something to the new category you click on the "add article" Type in your instructions to the visitor and save it. The knowledge

24hourhelpdeskguru

base features are truly outstanding and if used correctly can seriously cut down on the number of tickets you will have to deal with.

You can have unlimited knowledgebase articles, unlimited categories and sub categories, you can add attachments to your articles to save you having to send each visitor a new download link.

The knowledgebase can post the most recent article for your visitors to see, they can easily search and find what they are looking for.

You can see how many times an article has been viewed and your visitors can give you feedback via the rating system so you can tell if your answer was useful to them or if it may need refining to better help them with their enquiries.

As your site grows you will find the knowledgebase feature a real time saver.

24hourhelpdeskguru - Help Desk
[24hourhelpdeskguru](#) > 24hourhelpdeskguru - Help Desk

Ask a question: **Search Help**

**Submit a ticket**
Submit a new issue to a department

**View existing ticket**
View tickets you submitted in the past

Knowledgebase

» Top Knowledgebase articles:	Views
 I didn't receive my download, what should I do?	0
» Latest Knowledgebase articles:	Date added
 I didn't receive my download, what should I do?	2010-07-21 18:13:21
» View entire Knowledgebase	

[Go to Administration Panel](#)
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The knowledgebase with a category and article added. When your visitor arrives at your site, they can immediately access the link to the article advising them what they should do next.

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Setting Up Your Canned Responses

Even though you may have set up your knowledgebase and thought that you had everything covered, people will still raise a ticket asking the same things over and over. This is where the canned responses section will save you a lot of time. You set up a canned response from the "Canned" icon from the top menu.



If you find that you are repeatedly using a set up "canned response" then consider adding it to the knowledgebase too.

It is simple and quick to add a "canned response" and you can always edit it at any time in the future.

A screenshot of the 'Add or Edit a canned response' form in the 24hourhelpdeskguru application. The form has a title 'Add or Edit a canned response'. It contains two radio buttons: 'Create a new canned response' (which is selected) and 'Edit selected canned response: - Select / Empty -'. Below these is a text input field for 'Title (max 50 chars):' with the value 'Download Problems'. Underneath is a 'Message:' section with a large text area containing the following text: 'Hi %%HESK_NAME%%, We are sorry you did not receive your download package. We have resent the link to your %%HESK_EMAIL%% address. Thank You for your purchase.' At the bottom of the form, there is a note: 'Insert special tag (will be replaced with customer info):' followed by links for 'Name', 'E-mail', and 'Website URL'. A yellow 'Save response' button is located at the bottom right of the form.

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As you add to the number of canned responses a list is displayed for you inside your admin / user panel. You can edit these at any time.

[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

✓ **Success:** Your canned response has been saved for future use

Canned responses

Here you can add and manage canned responses. These are commonly used replies which are more or less the same for every customer. You should use canned responses to avoid typing the same reply to different customers numerous times.

Title (max 50 chars)	
Download Problems	↓ ×
Affiliate Program	↑ ↓ ×
Jv Enquiry	↑ ×

Add or Edit a canned response

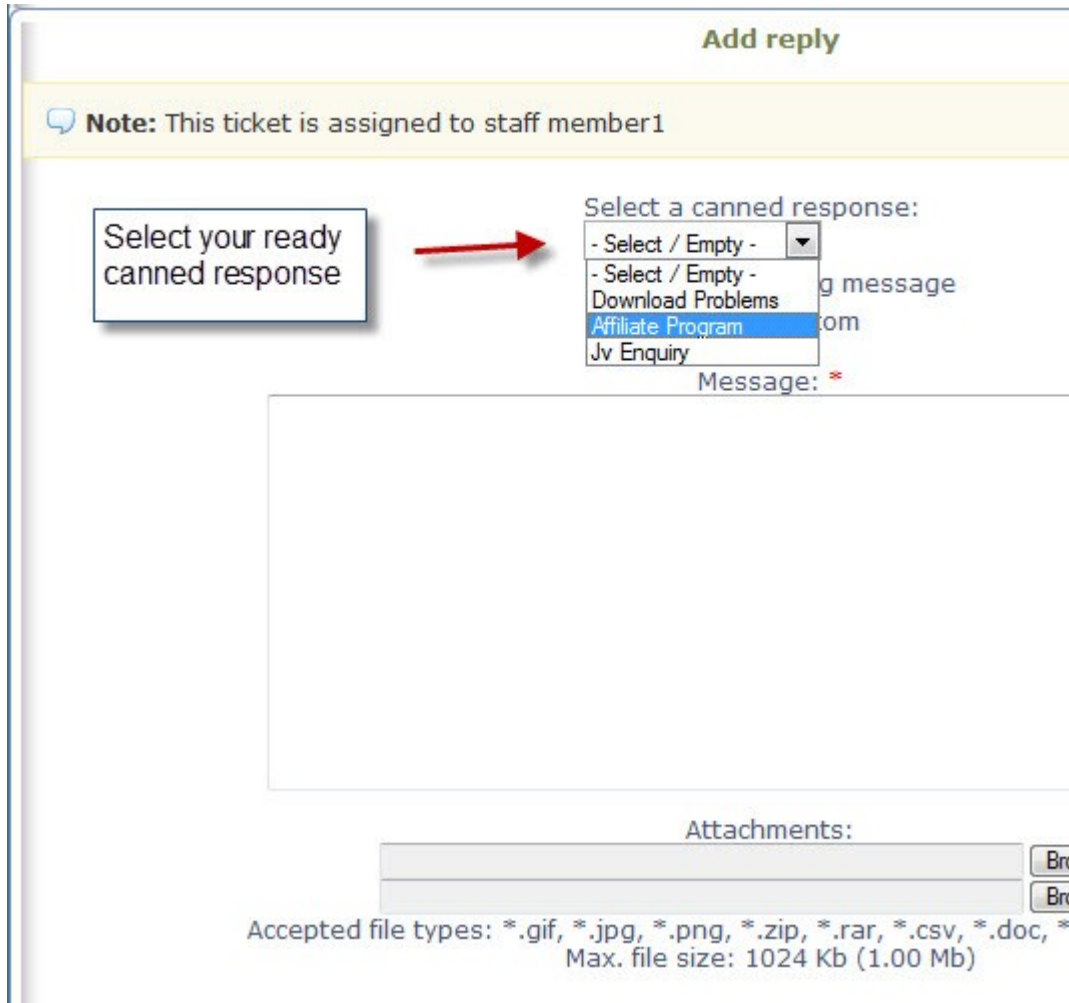
☒ Create a new canned response
☐ Edit selected canned response: - Select / Empty -

Title (max 50 chars): - Select / Empty -
Download Problems
Affiliate Program
Jv Enquiry

Message:

When you are replying to a ticket you have the option to select a canned response click on the drop down list and select which one you want to use. It will magically appear in the reply box.

24hourhelpdesk guru



Add reply

Note: This ticket is assigned to staff member1

Select your ready canned response

Select a canned response:

- Select / Empty -
- Select / Empty -
- Download Problems
- Affiliate Program**
- Jv Enquiry

Message: *

Attachments:

Accepted file types: *.gif, *.jpg, *.png, *.zip, *.rar, *.csv, *.doc, *.xls
Max. file size: 1024 Kb (1.00 Mb)

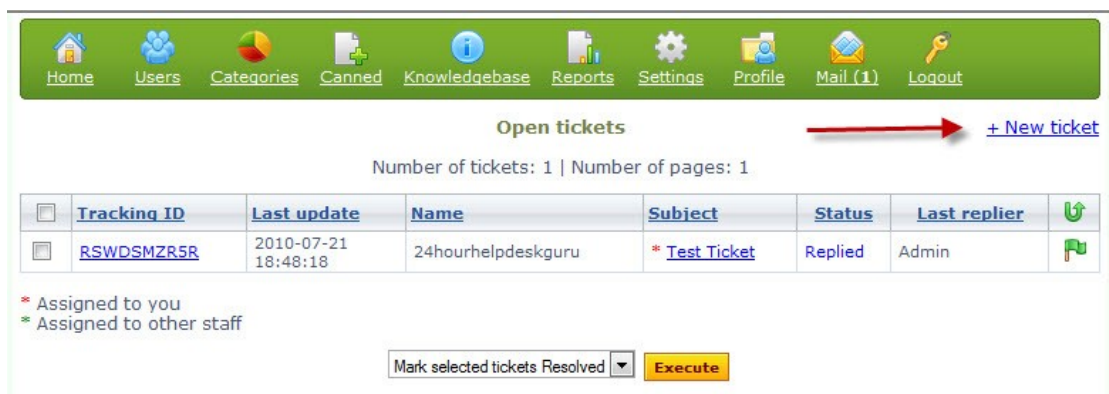
Then all you have to do is to click send. No more typing the same response over and over again. You can add extra text to an already canned response message or you can just send it as it is. This really is a huge time saver.

Hesk has inbuilt tags you can use to instantly add personalisation to your canned messages. You simply click on the link at the bottom of the page to add the tags and the customers name and email address is personalised when you use the canned response function.

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Admin can Add Tickets

One of the unique features of hesk is the ability for Admin to add tickets to the desk. This is a great feature, when someone insists that they are going to use email instead of the help desk system. Admin can simply log in to the desk and copy and past the email into the ticket system.

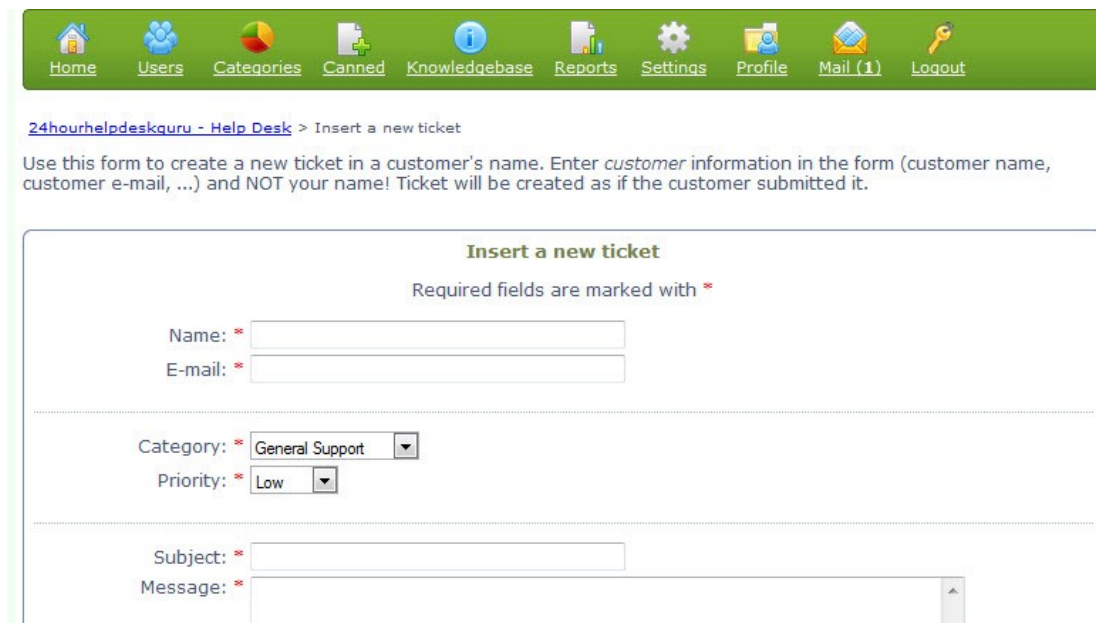


The screenshot shows the Admin panel of 24hourhelpdeskguru. At the top is a navigation bar with icons for Home, Users, Categories, Canned, Knowledgebase, Reports, Settings, Profile, Mail (1), and Logout. Below this is the 'Open tickets' section, which includes a link to '+ New ticket' (highlighted with a red arrow) and a status summary: 'Number of tickets: 1 | Number of pages: 1'. A table lists the open tickets:

☐	Tracking ID	Last update	Name	Subject	Status	Last replier	
☐	RSWDSMZRSR	2010-07-21 18:48:18	24hourhelpdeskguru	* Test Ticket	Replied	Admin	

Below the table, there are two legend items: '* Assigned to you' and '* Assigned to other staff'. At the bottom, there is a dropdown menu labeled 'Mark selected tickets Resolved' and an 'Execute' button.

You simply click on the +New ticket inside the admin panel.



The screenshot shows the 'Insert a new ticket' form in the Admin panel. The form is titled 'Insert a new ticket' and includes a note: 'Required fields are marked with *'. The form fields are:

- Name: *
- E-mail: *
- Category: * (Dropdown menu showing 'General Support')
- Priority: * (Dropdown menu showing 'Low')
- Subject: *
- Message: *

You can simply copy and paste all the details from the email and create a ticket for your staff (or Admin) to reply to. By adding the email to the desk it makes it easier to track rather than having to

24hourhelpdeskguru

search through your mail box to keep up to date with the customer.

When you have copied and pasted the email just select which options you want to use and then click the submit ticket to add it to the desk.

The ticket is then added to the desk and is displayed in the ticket list.

Options: ☒ Send e-mail notification to the customer
☒ Show the ticket after submission

Owner: Assign this ticket to - Unassigned -

Submit ticket

Open tickets [+ New ticket](#)

Number of tickets: 3 | Number of pages: 1

☐	Tracking ID	Last update	Name	Subject	Status	Last replier	
☐	EAW31AW77J	2010-07-23 12:07:30	24hourplrguru	* Admin Added Email	New	24hourplrguru	
☐	3D892TT6L7	2010-07-23 11:54:13	24hourplrguru	* Original email subject	New	24hourplrguru	
☐	RSWDSMZRSR	2010-07-21 18:48:18	24hourhelpdeskguru	* Test Ticket	Replied	Admin	

* Assigned to you
* Assigned to other staff

Here you can see the admin added email adds the email to the desk as a normal submitted ticket.

Date: 2010-07-23 11:54:13
Name: 24hourplrguru
E-mail: support@laycocklimited.com
IP:

Message:
copy and paste body of email into here.
Some people will insist on emailing you even though you have 5 thousand links out there to your helpdesk!
Website URL: <http://www.24hourplrguru.com>

Admin Added Ticket **Lock Ticket** **Printer Friendly** **Edit Ticket** **delete ticket**

Once the ticket is live click on the tracking ID to open it, then you can reply to it through the help desk, you can also edit it, lock it, delete it or even print it out.

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[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

✓ **Success:** Reply submitted

Test Ticket

Tracking ID: RSWDSMZ5R
Ticket status: [Waiting reply from customer](#) [Close ticket](#)
Created on: 2010-07-21 18:25:47
Last update: 2010-07-21 18:48:18
Last repplier: Admin
Category: General Support Move ticket to [Move](#)
Replies: 1
Priority: Low Change priority to [Change](#)
Archived: NO [Add to archive](#)
Owner: Admin Assign to [Assign](#)

Notes: [+ Add note](#)

When you click on the +add note a text box opens for you to add your notes to the ticket.

[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

✓ **Success:** Reply submitted

Test Ticket

Tracking ID: RSWDSMZ5R
Ticket status: [Waiting reply from customer](#) [Close ticket](#)
Created on: 2010-07-21 18:25:47
Last update: 2010-07-21 18:48:18
Last repplier: Admin
Category: General Support Move ticket to [Move](#)
Replies: 1
Priority: Low Change priority to [Change](#)
Archived: NO [Add to archive](#)
Owner: Admin Assign to [Assign](#)

Notes: [+ Add note](#)

Add notes here that can only be read by staff members not the customer who sent in the ticket

[Submit](#) Notes are hidden from customers!

Once you have opened the ticket, there are a number of options available to you.

24hourhelpdeskguru

Inside the Ticket Desk

When your customers submit tickets to the desk, they have the option to choose which department they are sending it to and to assign a priority to it.

☐	Tracking ID	Last update	Name	Subject	Status	Last replier	Flag
☐	FAW31AW77J	2010-07-23 12:07:30	24hourplrguru	* Admin Added Email	New	24hourplrguru	Red
☐	3D892TT6L7	2010-07-23 11:54:13	24hourplrguru	* Original email subject	New	24hourplrguru	Yellow
☐	RSWDSMZRSR	2010-07-21 18:48:18	24hourhelpdeskguru	* Test Ticket	Replied	Admin	Green

* Assigned to you
* Assigned to other staff

Mark selected tickets Resolved

The priority of the ticket is defined by the color of the flag, green = low, yellow = medium and red= high.

To open up a ticket, you simply click on the tracking ID a new menu will then open where you can change the priority, the department and you can assign the ticket to another member of staff.

Another unique feature is the ability to add a note to the ticket, your customer does not see this, but other staff members can.

When a ticket has been closed by either admin or the customer, you can archive the ticket. Archived tickets are kept in the database should you need to refer to them at a later date for any reason.

There are a lot of functions available within the admin dashboard you can search for tickets using differing selections; you can choose how you would like your tickets to be displayed to you. You can search for tickets using a number of variables.

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The admin panel with options to show tickets.

» Show tickets

Status:

☐ New

☐ Replied

☐ Resolved

☐ Waiting reply

☒ All but closed

☐ Any status

Sort by:

☐ Priority

☐ Name

☒ Status

☐ Last update

☐ Subject

Category:

Any category

Any category

General Support

Download Problems

Assigned to others

Show:

☒ Unassigned tickets

☐ Only archived tickets

Display:

10

tickets per page

Order:

☒ ascending

☐ descending

Show tickets

The admin panel with options to find tickets

» Find a ticket

Search for:

Search in:

Tracking ID

Tracking ID

Name

Subject

Message

Website URL

Category:

Date:

Search within:

☒ Assigned to me

☒ Assigned to others

☒ Unassigned tickets

☐ Only archived tickets

Display:

10

results per page

Find ticket

There are also a whole variety of reports you can access from within the admin panel by clicking on the reports icon on the menu.

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[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

Reports

The reports section lets you run several reports and see ticket statistics in a chosen date range.

Choose date range:
☒ This month (July) ☐ From 06/23/2010 to 07/23/2010

Choose report type:
Tickets per category

Display Report

July 1, 2010 - July 23, 2010

Category	Tickets	Replies (All)	Replies (Staff)
General Support	2	1	1
Download Problems	1	0	0
Totals	3	1	1

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The reports section is a very powerful tool that allows you to view and search for information by category, and time, by date, month, year or if you want, all tickets that have been submitted.

[Home](#) [Users](#) [Categories](#) [Canned](#) [Knowledgebase](#) [Reports](#) [Settings](#) [Profile](#) [Mail \(1\)](#) [Logout](#)

Reports

The reports section lets you run several reports and see ticket statistics in a chosen date range.

Choose date range:
☒ This month (July) ☐ From 06/23/2010 to 07/23/2010

Choose report type:
Tickets per day
Tickets per day
Tickets per month
Tickets per user
Tickets per category

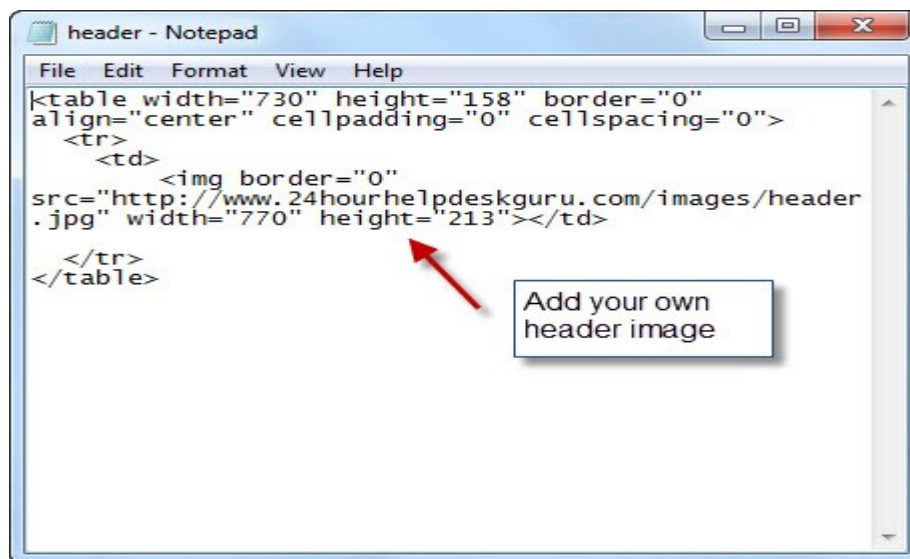
Display Report

24hourhelpdeskguru

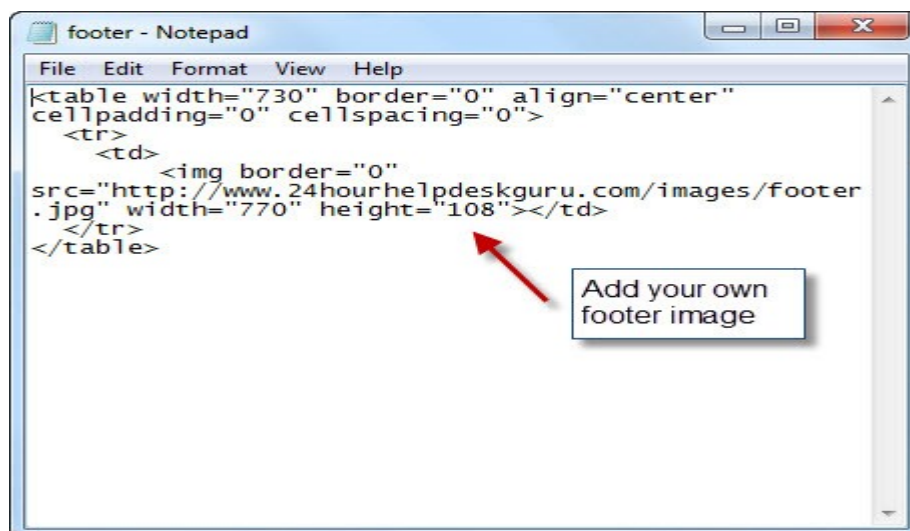
Customising Your Help Desk

Whilst the design of Hesk is very neat and modern looking, you may want your help desk to match the design of your own site. Hesk is easy to customise.

To add your own header graphic you simply open up the file header.txt and add your sites information for the header graphic you want to be displayed. The default width is 770 pixels.

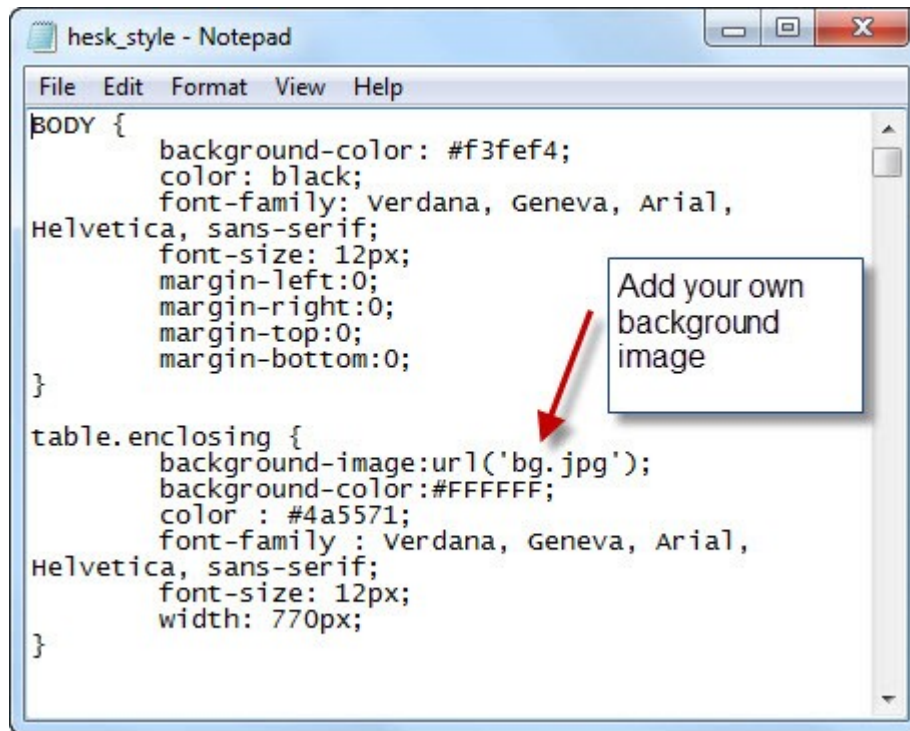


To add your own footer graphic you simply open up the file footer.txt and add your sites information for the footer graphic you want to be displayed. The default width is 770 pixels.



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To add your own background image, make sure that the width of the image is 770 pixels wide. The background image information is set within the style sheet. Open up the file `hesk_style.css` in notepad and edit the following line to add your background image.



Make sure that all the images are uploaded to the correct folders on your hosting or they will not display correctly.

Taking the time to add your own images will give your help desk a more professional appearance.

The only limitation is that you cannot remove the powered by link unless you purchase a licence to do so.

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Adding a help desk system to your site will save you time and energy and eliminate those nightmare email support problems leaving you more time to get on with the money making side of your business.