

# Magento Help Desk – new Amasty extension

[Ksenia Dobрева](#) Dec 18, 2015



Please welcome the new Magento extension from Amasty – [Help Desk](#) module.

**Receive support requests via email, customer account, contact form or a CMS page 24/7. Efficiently take care of customers' issues in one place.**

## Why do you need this extension?

A customer service system is an integral part of almost any e-commerce store on Magento. Of course, you can deliver customer service through email. But a full-featured ticket extension for Magento is a much more convenient way of handling customer queries.

Why use a Magento customer support module, not a third-party support platform? The thing is, third party systems need a certain way of integration with your Magento store, which in most cases mean custom development, i.e. additional costs to cover. If you decided not to intergate a third party system with your store, it will work separately from your client database, admin accounts, and such.

Magento Help Desk from Amasty is easily integrated with your store, and it lets you handle customer requests gracefully.

# NEW AMASTY EXTENSIONS



**HELP DESK**

**USEFUL FOR: CUSTOMER SUPPORT**

**FEATURES:**

- SET MACROS FOR QUICK ANSWERS
- SCAN SEVERAL EMAIL ACCOUNTS AT ONCE
- CUSTOMIZE TICKETS GRID VIEW
- ATTACH FILES TO TICKETS
- BUILT IN EMAIL TEMPLATES

The image shows a 3D product box for the 'Help Desk' extension. The box is orange and white. The top part is orange with the text 'Help Desk' in white. Below the text is an illustration of a woman wearing a headset and holding a document. The bottom part of the box is white with the Amasty logo (a stylized 'A' with 'm' inside) and the text 'Amasty steps to success'. The box is shown from a three-quarter perspective.

## Main features

### Make the ticket submission form accessible

Place ticket submit form on various pages for greater availability. You can submit the ticket from:

- Contact us form
- Backend
- 'Create a ticket' CMS page
- Customer account

See how a ticket looks like:

General Information

View Ticket 'Can't apply the coupon in cart'

← Back
✓ Save
✓ Update

Ticket General Information	Ticket Status	Ticket Additional Information																						
<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px 5px;">Ticket ID</td><td style="padding: 2px 5px;">AAA-002</td></tr> <tr><td style="padding: 2px 5px;">Sent by</td><td style="padding: 2px 5px;">Haven Bangor (VIP Member)</td></tr> <tr><td style="padding: 2px 5px;">Date Create</td><td style="padding: 2px 5px;">Dec 3, 2015 4:26:29 AM</td></tr> <tr><td style="padding: 2px 5px;">Last Activity</td><td style="padding: 2px 5px;">Dec 3, 2015 4:26:29 AM</td></tr> </table>	Ticket ID	AAA-002	Sent by	Haven Bangor (VIP Member)	Date Create	Dec 3, 2015 4:26:29 AM	Last Activity	Dec 3, 2015 4:26:29 AM	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px 5px;">Title *</td><td style="padding: 2px 5px;"><input type="text" value="Can't apply the coupon in cart"/></td></tr> <tr><td style="padding: 2px 5px;">Priority *</td><td style="padding: 2px 5px;"><input type="text" value="Medium"/></td></tr> <tr><td style="padding: 2px 5px;">Status *</td><td style="padding: 2px 5px;"><input type="text" value="Open"/></td></tr> <tr><td style="padding: 2px 5px;">Department *</td><td style="padding: 2px 5px;"><input type="text" value="Support"/></td></tr> <tr><td style="padding: 2px 5px;">Assign to *</td><td style="padding: 2px 5px;"><input type="text" value="admin"/></td></tr> </table>	Title *	<input type="text" value="Can't apply the coupon in cart"/>	Priority *	<input type="text" value="Medium"/>	Status *	<input type="text" value="Open"/>	Department *	<input type="text" value="Support"/>	Assign to *	<input type="text" value="admin"/>	<table style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px 5px;">Sent From</td><td style="padding: 2px 5px;">Main Website Madison Island English</td></tr> <tr><td style="padding: 2px 5px;">Resolved?</td><td style="padding: 2px 5px;"><input type="checkbox"/></td></tr> </table>	Sent From	Main Website Madison Island English	Resolved?	<input type="checkbox"/>
Ticket ID	AAA-002																							
Sent by	Haven Bangor (VIP Member)																							
Date Create	Dec 3, 2015 4:26:29 AM																							
Last Activity	Dec 3, 2015 4:26:29 AM																							
Title *	<input type="text" value="Can't apply the coupon in cart"/>																							
Priority *	<input type="text" value="Medium"/>																							
Status *	<input type="text" value="Open"/>																							
Department *	<input type="text" value="Support"/>																							
Assign to *	<input type="text" value="admin"/>																							
Sent From	Main Website Madison Island English																							
Resolved?	<input type="checkbox"/>																							

Write Reply

CC	<input type="text"/>
Macro	<input type="text" value="Choose a Macro..."/>
Email Body	<div style="border: 1px solid #ccc; height: 40px;"></div>
Attachment	<div style="display: flex; align-items: center; gap: 10px;"> <input type="button" value="Browse..."/> <span>No file selected.</span> <input type="button" value="Add File"/> </div> <div style="margin-top: 5px;"><input type="button" value="✓ Send"/></div>

<b>Haven Bangor</b> <small>VIP members</small>	Posted on: Dec 3, 2015 4:26:29 AM <span style="float: right;">🗨</span>
	Hi. I'm trying to buy this product <a href="http://demo.amasty.com/helpdesk/men/shirts/french-twill-oxford-468.html">http://demo.amasty.com/helpdesk/men/shirts/french-twill-oxford-468.html</a> but the coupon EELS123 doesn't work, I can't apply it in cart. Please help, Thank you in advance Haven

Email: havenbangor@example.com

## Convenient customer support workflow in your Magento ticket system

- Use **ticket priority system** to distribute the requests. Color markers will help you see which tickets should be handled first.
- Save time by using **quick answer templates**. Create macros you know you'll be using often, and answer tickets with standard questions fast and easy.
- See the **ticket history** at once. All the replies within the ticket are

shown on the same page.

- Each ticket has a **unique name**, which consists of the ticket ID (numbers and letters) and the subject specified by a customer.
- Allow customers to **attach screenshots, text documents and any other files** which may be useful for solving the ticket. For doing this, go to Magento Help Desk settings and specify the file formats and max file size for attachments. To let users upload any files of any size, leave the fields blank.
- Specify after how many days tickets go to archive. You can also **archive tickets** with a particular status at once or set an archivation frequency. View archived tickets on the grid after switching the chart.

Magento Admin Panel  Logged in as admin | Friday, December 4, 2015 | [Try Magento Go for Free](#) | [Log Out](#)

Dashboard | Sales | Catalog | Mobile | Customers | Promotions | Newsletter | CMS | Reports | System | HelpDesk

Manage Tickets

[+ Create New Ticket](#)

Ticket From:

Page  of 1 pages | View  per page | Total 3 records found

[Manage Columns](#) [Reset Filter](#) [Search](#)

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions  [Submit](#)

	Ticket ID	Title	Sender Name	Status	Department	Customer	Priority	Date	Last Activity	Action
Any	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	
<input type="checkbox"/>	AAA-003	Product doesn't work	Robert Nurbar (General)	Open	Support	Robert Ngia	Normal	Dec 4, 2015 4:42:33 AM	Dec 4, 2015 4:42:33 AM	<a href="#">View Ticket</a>
<input type="checkbox"/>	AAA-002	Can't apply the coupon in cart	Haven Bangor (VIP Member)	Open	Support	Haven Bangor	Medium	Dec 3, 2015 4:26:29 AM	Dec 3, 2015 4:26:29 AM	<a href="#">View Ticket</a>
<input type="checkbox"/>	AAA-001	When will my order be shipped?	Kate Williams (General)	Open	Support	Kate Williams	High	Dec 2, 2015 7:18:48 AM	Dec 2, 2015 7:18:48 AM	<a href="#">View Ticket</a>

Tickets grid on which you can manage columns. You can also use mass actions.

### Convenient tickets grid

⇒ Manage tickets grid columns to see the info you need

⇒ New tickets are highlighted with bold; you'll see the new queries right away

⇒ Apply mass actions to selected tickets

## Magento Help Desk Email settings

### Collect queries from several accounts

Magento Help Desk extension allows you to collect customer questions from several emails. It allows you to handle requests from all contact emails in one place.

### Force email check

You can specify time period to check inbox (say, every 5 minutes), but you can also manually check emails to collect customer queries right now.

HOME / CREATE NEW TICKET

## CREATE TICKET

### TICKET INFORMATION

**Title \***

**Sender Name \***

**Email \***

**Order #**

**Department \***

**Priority \***

*\* Required Fields*

Let guest visitors create tickets from any location on your Magento front end. Create a CMS page and place it on a noticeable place

---

### POST REPLY

**Write Message \***

Hi  
 I'm trying to buy this product <http://example.com/men/shirts/oxford.html> ,  
 but the coupon EELS123 doesn't work, I can't apply it in cart.  
 Please, check if it is working.

**Attachment**  No file selected.

**Copy to my Email**

**Mark as Resolve**

## Use ready-made email templates

We included email templates for various email notifications, so you can install the ticket system on your Magento store and start working right away. The following templates are available:

- Ticket Reply
- New Ticket Created by Customer to Customer
- New Ticket created from Customer to Support
- New Ticket Created from Admin Panel to Customer
- New Ticket Created from Admin Panel to Admin
- Status Update for Customer
- Department Update for Customer
- Autoclose in for Customer

The screenshot shows the 'Edit Department' interface for a department named 'Support'. At the top, there are navigation buttons: Back, Reset, Delete, Save, and Save and Continue Edit. The main form is titled 'Department Information' and contains the following fields:

- Title \***: Text input containing 'Support'.
- Agents**: A multi-select field containing 'admin' and 'Tim Johnson'.
- Available on \***: A multi-select field with options: 'All Store Views', 'Main Website', 'Madison Island', 'English', 'French', and 'German'.
- Status**: A dropdown menu set to 'Enabled'.

A green callout box on the left side of the form contains the text: 'Select users for each department, Specify user names and set availability on store views'.

## Additional features

- **divide staff into departments** to properly address help desk tickets
- transform **Magento admins into user agents** by giving them

permissions at 'System > Permissions'

- you can **CC the ticket reply** to the recipient which needs to be aware of the query
- let customers **receive a copy** of the created ticket via email
- you can see **additional information in the ticket: order number** (the customer can enter it while submitting the ticket form. It will be shown automatically if the logged in user submitted the ticket from the order view page in the account), **store view, sender and customer** (the latter will be shown if the customer was logged in when submitting the ticket), **date and time** indicating when the ticket was received, and more.