

Evayadesk

User Manual For RocTik System

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Introduction

This Document explains the features and how to use them for Roctik – Ticketing System. Each Activity is explained with screen shots.

1. Users

Roctik Ticketing System has three user types

1. Company Admin
2. Company Agent
3. Subscriber

Company Admin, is the super user and will have full control of his company account. Admin will be able to perform many activities as super user.

- Adding Company
- Adding Agents
- Subscribing and Subscriptions up-gradation , unsubscribe
- Listing of Agents
- Delete Agents
- Listing of Tickets
- Updating Tickets
- Adding Tickets
- Assigning Tickets
- Viewing Reports at Company Level

Company Agent, has limited Access. Agent will be able to perform below activities.

- Listing of Tickets assigned to him/her
- Updating Tickets assigned to him/her
- Adding Tickets on behalf of subscriber
- Viewing Reports at Agent Level

Subscriber can do the following activities.

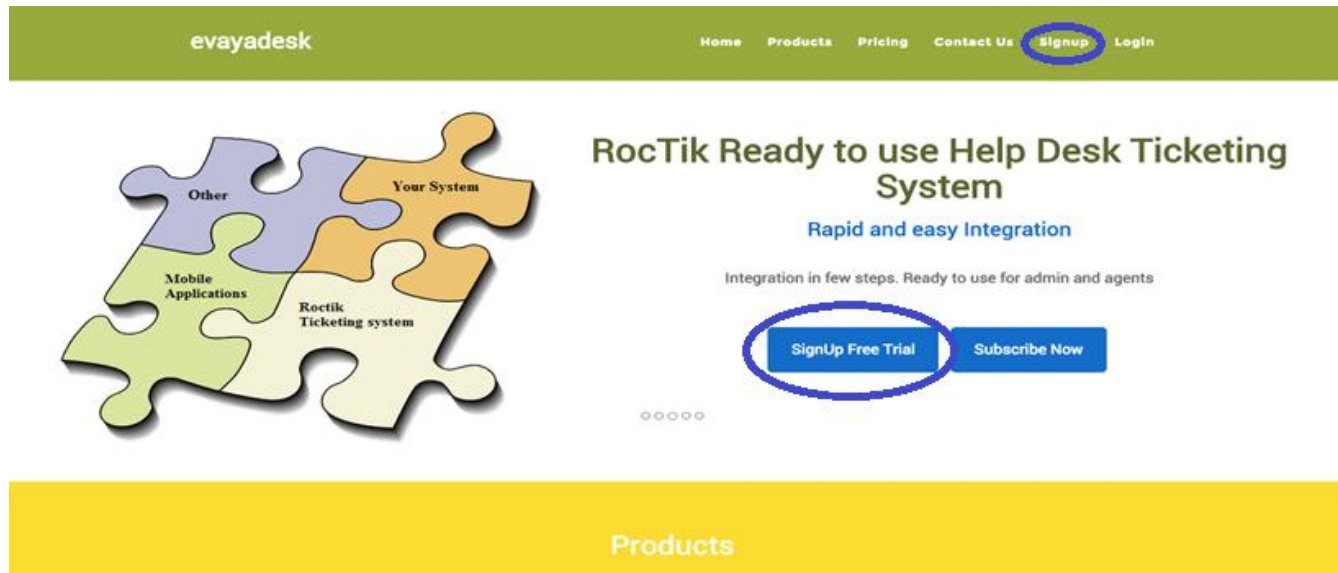
- Listing of Tickets raised by subscriber
- Updating Tickets raised by subscriber
- Adding Tickets

2. Admin Features

1. Add Company or Create Desk

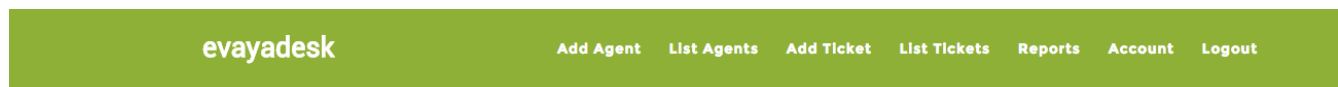
First you have to sign-up for creating a Desk or Company. A Company ID will be generated and emailed, which is very important for further accessing the System. Click on the Signup Free Trial

Button or the Signup link in the menu as shown below in the Home page.



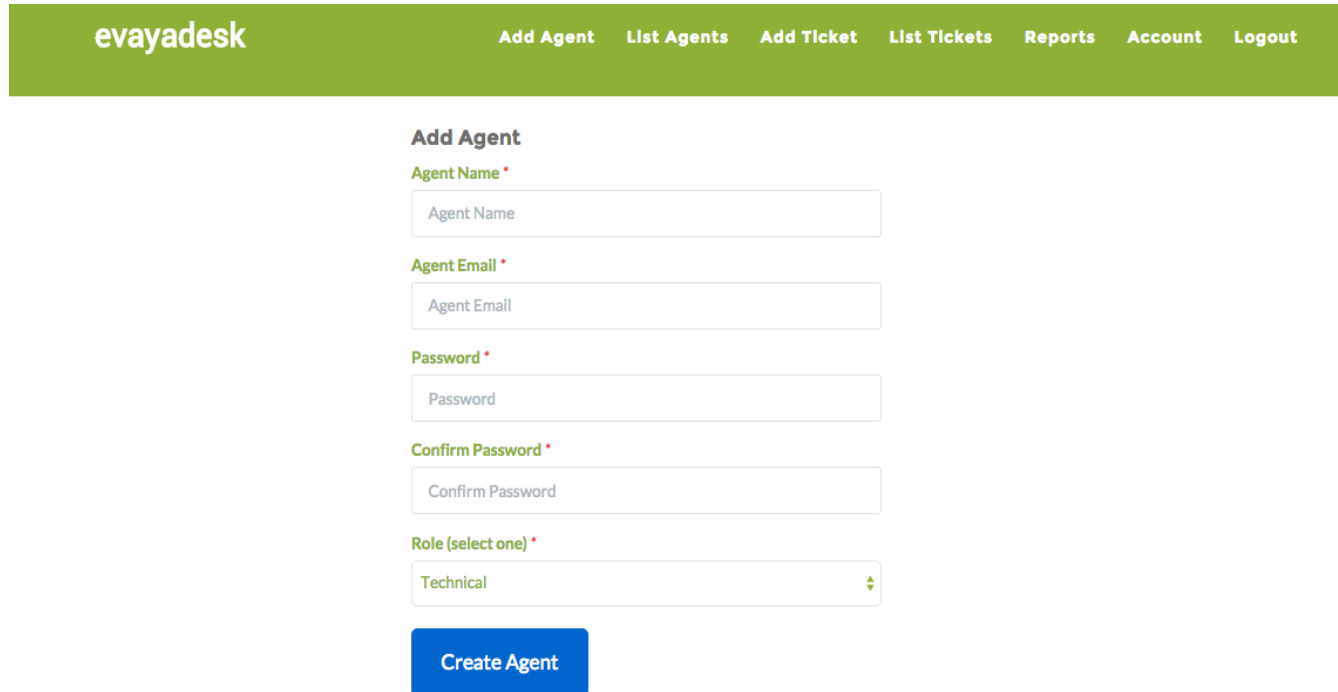
Below Screen will be displayed, enter all the values and click on Create My Desk

Desk Creation/Company Creation Success Page will get displayed and you will get the below options in the Header.



2. Add Agents

Click on Add Agent in the Header, following screen appears, enter the agent details and click on 'Add Agent' Button.



The screenshot shows the 'Add Agent' form in the Evayadesk application. The form is titled 'Add Agent' and contains the following fields:

- Agent Name *
- Agent Email *
- Password *
- Confirm Password *
- Role (select one) * (Dropdown menu showing 'Technical')

A blue 'Create Agent' button is located at the bottom of the form.

3. Listing Agents

Click on List Agents in the Header to get the List of Agents.



The screenshot shows the 'List of Agents' table in the Evayadesk application. The table has the following columns: User Name, User Email, Role, and Actions. The data is as follows:

User Name	User Email	Role	Actions
XXXXX	XXXXXXXXXX	TECHNICAL	InActivate
XXXXXX	XXXXXXXXXX	TECHNICAL	InActivate

Click on InActivate to delete the Agent, That login gets inactivated and will not be able to log into the system with that login.

4. Add Tickets

Now to add a ticket, Click on Add Ticket in Menu and enter the details in the resultant screen and click on Create Ticket Button.

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New Ticket

Subscriber ID *

Subscriber ID

Title *

Title

Message *

Ticket Message

Category

Complaint

Priority

Low

Create Ticket

5. List Tickets

List Tickets link will display the List of Tickets and by clicking on Edit Link next to the Ticket you will be able to edit the ticket.

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List of Tickets

Title	Subscriber	Assignee	Request Status	ID	Category	Priority	Created	Closed	Actions
XXXXXXXX	XXXXXXXX	NOT ASSIGNED	CREATED	izSbWpR6ILcDxJnMHSei	Complaint	Low	2015-09-01 11:25:14		Edit
XXXXXXXX	XXXXXXXX	NOT ASSIGNED	CREATED	V81O4cFhkrOwNOBoisYg	Complaint	Low	2015-09-01 11:24:48		Edit

Enter the Message to change and Click on Update Ticket.

Update Ticket Close Ticket Back to Ticket List

6. Close a Ticket

Select a ticket by clicking on Edit In the List of Tickets. The above shown buttons appear, To Close a Ticket, Click on Close Ticket Button.

7. Subscription and Account Details

For Subscribing, Upgrading or Unsubscribing click on the Account in main Menu. You can find the Company Details along with Upgrade and Unsubscribe buttons in the Account Page.

8. Admin Login

Click on Login Link in the Home Page and select the Role as Admin, enter the login details, all are mandatory and click on Login Button.

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Please provide Login Details

Company Key *

Company Key

Email *

Email

Password *

Password

Pass Phrase (required for Admin)

Pass Phrase

Role * Agent/Support Team Admin

Login

9. Subscribing to the RocTik System

In the Home page, you can see Subscribe Now button, Clicking on that will take you to the Subscribe page

Click on Subscribe Now button

Enter the Company ID Provided to you when you have signed-up and Click on Next Button.

In the Next Page select the plan to which you want to subscribe, selection will take you to 2checkout payment gateway.

Please enter all the values required. This is required to be given only once.

Now you can use all the features of the selected plan.

10. Upgrading Subscriptions

After Logging into the application, Click on the Account link in the header.

You will get the option to upgrade the plan.

Click on the upgrade button and follow the steps of the 2checkout payment gateway.

3. Agent Features

1. Agent Login

For Agent Login Select the Role as Agent/Support. Enter all fields (all are mandatory) and click on Login.

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Please provide Login Details

Company Key *

Company Key

Email *

Email

Password *

Password

Role * Agent/Support Team Admin

Login

2. List of Tickets

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List of Tickets

Title	Subscriber	Assignee	Request Status	ID	Category	Priority	Created	Closed	Actions
XXXXX	XXXX	XXXXXXXXXX	ASSIGNED	5kGuajZHQrZ9DvmKgqmu	Complaint	Low	2015-08-24 13:46:40		Edit

Previous Next

After Agent Logs in, Ticket List will get displayed and Agent can edit the ticket message by clicking on the Edit Button next to each Ticket.

3. Add Ticket

Add Ticket Link on the Header bar will take the Agent to adding Tickets.

New Ticket

Subscriber ID *

Title *

Message *

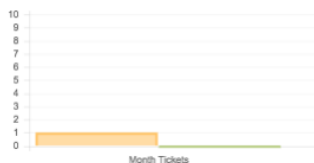
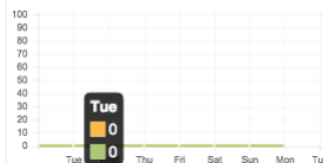
Category

Priority

Enter all details and click on Create Ticket.

4. Reports

Clicking on Reports Link in the Header will take Agent to have a look at the reports and facilitates to plan the activities accordingly.

Month Ticketsopened
closed**Daily Status**opened
closed**Average Closure Time**month
week