



Support Ticket Addon Documentation

Author : Active IT zone

Software Framework : Laravel

Software Version : PHP 7.2+, MySQL 5.6+

Provided by : [codecanyon](https://www.codecanyon.com)



Documentation

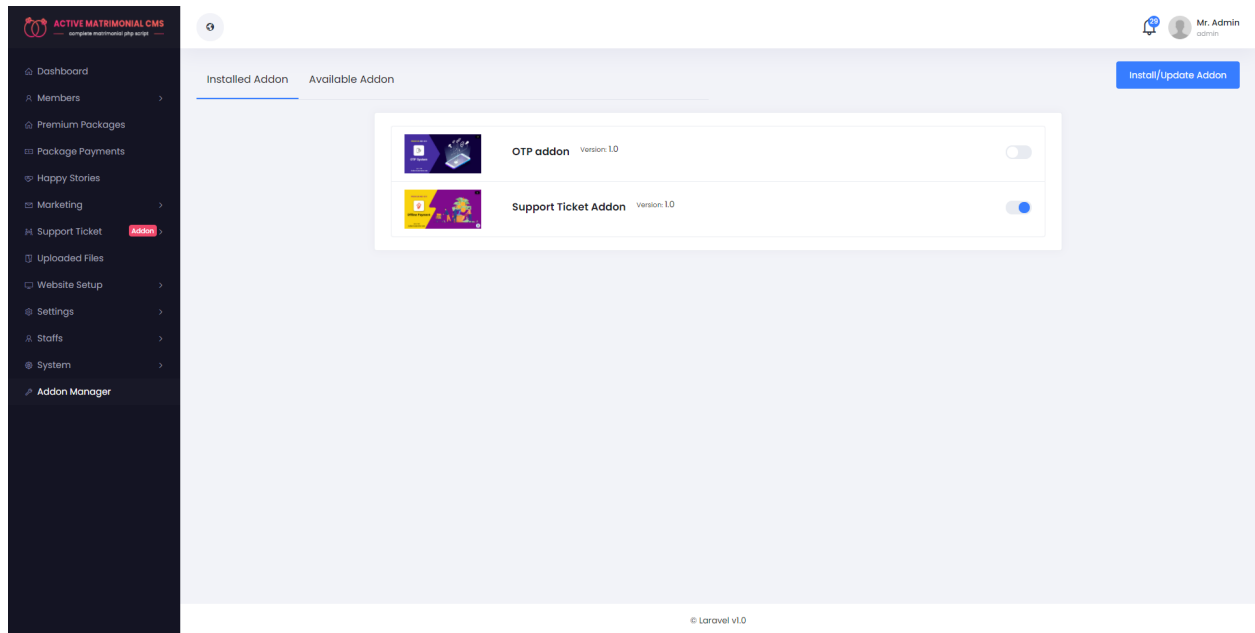
1. How to install the addon?
2. How to create a support category?
3. Which features are included in the Support Ticket Addon?
4. How to Send Support Tickets to admin?
5. How to assign a ticket to an agent?

How to in Details

1. How to install the addon?

Answer: To install Offline payment system you need to follow the below steps:

- Active Workdesk cms should be pre-installed on your server.
- Purchase and Download the Offline Payment System Addon file.
- Login into your admin panel of Active Workdesk cms the system.
- Go to Addon Manager.
- Click on Install New Addon.

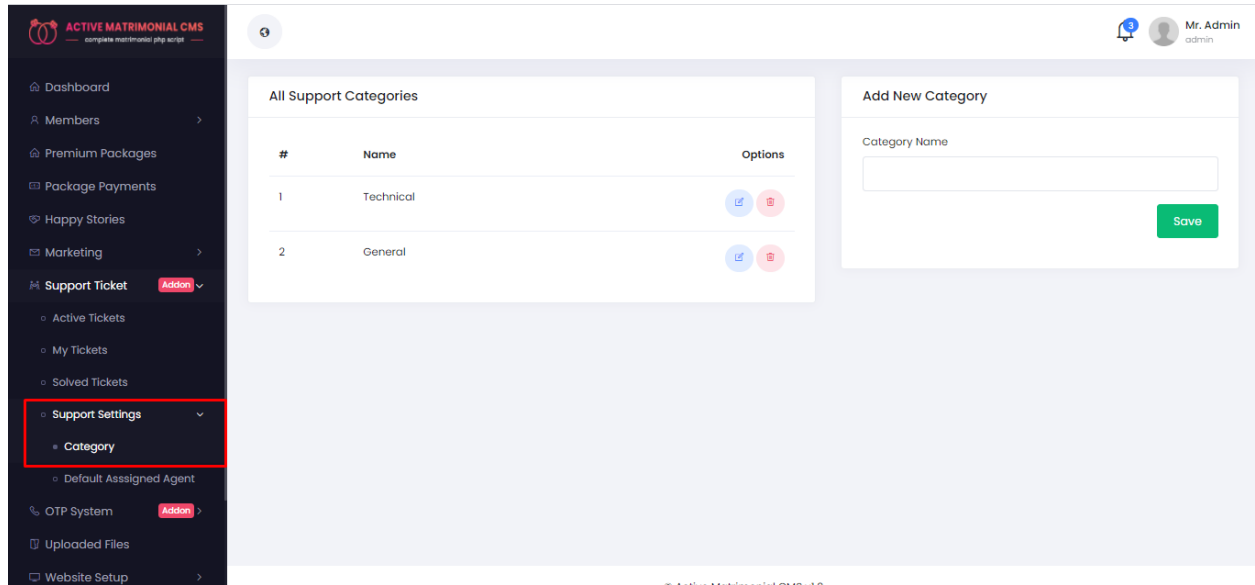


- Choose the downloaded zipped file and click on Install.
- After Installation, you will find the Offline Payment System Menu in your left sidebar of the admin panel.
- Now you need to create your custom payment methods to use this Addon.

2. How to create a support category?

Answer:

- Login into the Admin panel.
- Go to Support Ticket > Support Settings > category.
- From here you can add, edit and delete the support category.



3. Which features are included in the Support Ticket Addon?

Answer: Below features are included in the Support Ticket addon:

- Members can send support tickets to the admin.
- Admin can reply to the member's support ticket.

4. How to Send Support Tickets to admin?

Answer:

Step 1:

- Log in to the Member account.
- Go to the navigation > Support Ticket.
- Click on the "Create New ticket" button to create a new ticket and click on the view details to see the old ticket and reply on that ticket.

Welcome to Active Matrimonial CMS

Help Line +01 112 352 666

Hi, Donna

Logout

ACTIVE MATRIMONIAL CMS

complete matrimonial php script

HOME

ACTIVE MEMBERS

PREMIUM PLANS

HAPPY STORIES

Dashboard

My Profile

My Interest

Shortlist

Messaging

Ignored User List

Donna J. Perryman

Public Profile

Dashboard

Gallery

Happy Story

Packages

Message

Support Ticket

Picture Privacy

Change Password

Manage Profile

Deactive Account

Logout

Support Tickets

Create New Ticket

All Tickets

All

#	ID	Status	Subject	Category	Created at	New Reply	Action
1	20210410-013924	Pending	Cupiditate qui aut p	Marketing	2021-04-10 13:39:24	0	View Details
2	20210410-013905	Pending	Cupiditate qui aut p	Report	2021-04-10 13:39:05	0	View Details

ACTIVE MATRIMONIAL CMS

complete matrimonial php script

But I must explain to you how all this mistaken idea of denouncing pleasure and praising pain was born and I will give you a complete account of the system, and expound the actual teachings of the great explorer of the truth, the master-builder of human happiness. No one rejects, dislikes, or avoids pleasure itself, because it is pleasure.

CONTACTS

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Step 2:

- Log in to the Admin/ Staff account.
- Go to the Support Ticket > My ticket.
- Click on the reply button to reply to the ticket.

ACTIVE MATRIMONIAL CMS
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Mr. Admin
admin

Dashboard
Members
Premium Packages
Package Payments
Happy Stories
Marketing
Support Ticket **Active**

- Active Tickets
- My Tickets
- Solved Tickets
- Support Settings
- Uploaded Files
- Website Setup
- Settings
- Staffs
- System
- Addon Manager

All Active Tickets

#	Ticket	Subject	Member	Priority	Category	Support Agent	Submitted Date	New Reply	Options
1	2020410-013924	Cupiditate qui out p	Donna J. Perryman	Low	Marketing	Mr. Admin John Doe	2021-04-10 13:39:24	0	
2	2020410-013905	New Cupiditate qui out p	Donna J. Perryman		Report	Mr. Admin John Doe	2021-04-10 13:39:05	0	

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- While replying to the ticket you can mark that ticket to as Pending or Solved.

ACTIVE MATRIMONIAL CMS
complete matrimonial cms script

Mr. Admin
admin

Dashboard
Members
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Package Payments
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Support Ticket **Active**

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- Website Setup
- Settings
- Staffs
- System
- Addon Manager

Cupiditate qui out p

2020410-013924 • 2020-04-10 13:39:24 • **Pending**

B **U** **I**

But I must explain to you how all this mistaken idea of denouncing pleasure and praising pain was born and I will give you a complete account of the system, and expound the actual teachings of the great explorer of the truth, the master-builder of human happiness.

2 minutes ago
But I must explain to you how all this mistaken idea of denouncing pleasure and praising pain was born and I will give you a complete account of the system, and expound the actual teachings of the great explorer of the truth, the master-builder of human happiness.

Submit as Pending **Submit as Solved**

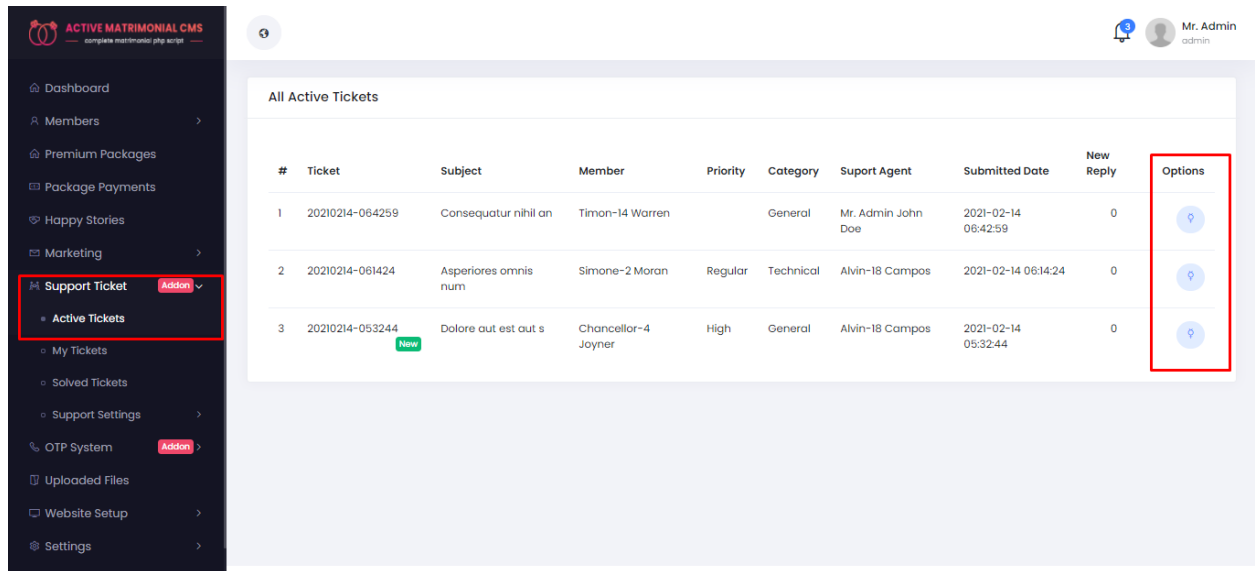
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5. How to assign a ticket to an agent?

Answer:

- Log in to the Admin/ Staff account.
- Go to the Support Ticket > Active Tickets.

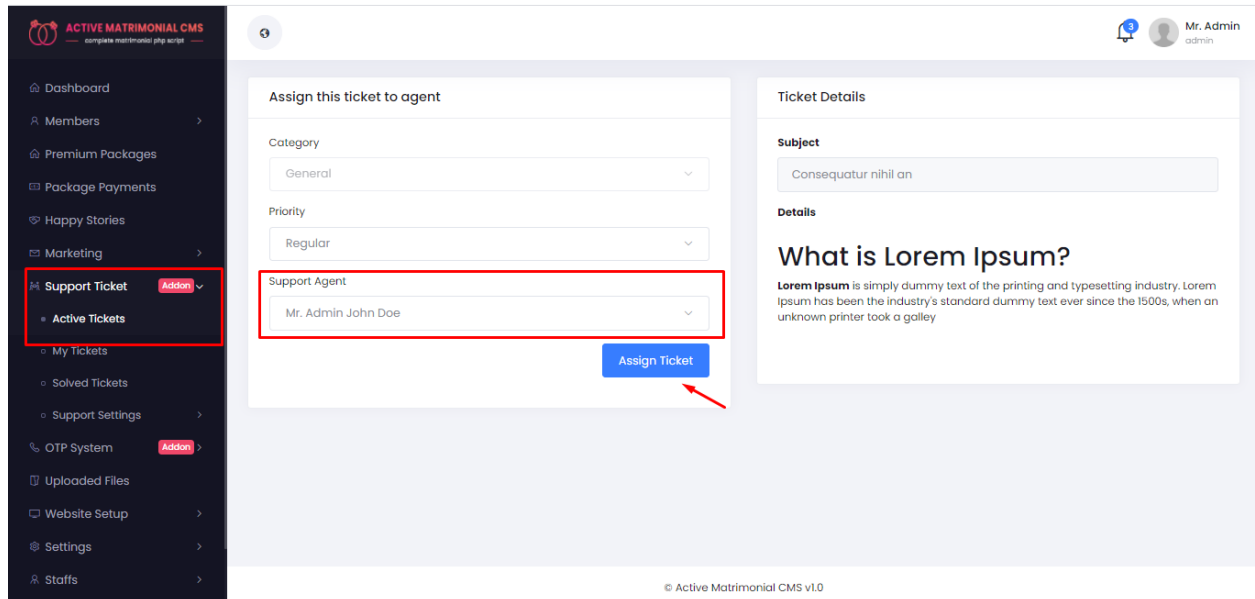
- From the list click on the “Assign an Agent” button.



The screenshot shows the 'Support Ticket' section of the Active Matrimonial CMS dashboard. The left sidebar contains a menu with 'Support Ticket' and 'Active Tickets' highlighted. The main content area displays a table titled 'All Active Tickets' with the following data:

#	Ticket	Subject	Member	Priority	Category	Support Agent	Submitted Date	New Reply	Options
1	20210214-064259	Consequatur nihil an	Timon-14 Warren		General	Mr. Admin John Doe	2021-02-14 06:42:59	0	[Options]
2	20210214-061424	Asperiores omnis num	Simone-2 Moran	Regular	Technical	Alvin-18 Campos	2021-02-14 06:14:24	0	[Options]
3	20210214-053244	Dolore aut est aut s	Chancellor-4 Joyner	High	General	Alvin-18 Campos	2021-02-14 05:32:44	0	[Options]

- Now you can see the ticket details from here and can choose the support priority and assign this ticket to an agent.



The screenshot shows the 'Assign this ticket to agent' form in the Active Matrimonial CMS dashboard. The left sidebar contains a menu with 'Support Ticket' and 'Active Tickets' highlighted. The main content area displays the 'Assign this ticket to agent' form with the following fields:

- Category: General
- Priority: Regular
- Support Agent: Mr. Admin John Doe

The 'Support Agent' dropdown is highlighted with a red box, and the 'Assign Ticket' button is indicated by a red arrow. To the right of the form is a 'Ticket Details' section showing the subject 'Consequatur nihil an' and the details 'What is Lorem Ipsum?'. The details section includes a paragraph of Lorem Ipsum text.