



USER GUIDE

# Call Me + Help Desk



v. 1.5

**BELVG**

OUR SUPPORT TEAM:  
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## 1. Introduction to Call Me + Help Desk

**Prestashop Call Me + Help Desk** is a useful 2-in-1 solution that helps conduct smooth and convenient customer-admin (support team, developer, merchant) communication. Help Desk tab appears in the user account. Customers can submit tickets easily there as well as view history and follow the communication progress. Call Me feature allows user fill in the required fields and send it to admin in one click.

### Key features:

- Quick ticket response
- Easy ticket managing system
- Displaying communication thread
- Showing ticket information (ID, department, last message, order ID and status)
- Front-end and back-office Prestashop integration
- Call Me feature: sending issues in one click

Solve clients' issues easily and earn their loyalty. Our tools helps create, access and save ticket threads easily so that clients could track reviewing process. Admin works with queries easily in the back-office.

Fields for the Call Me form can be customized so that the admin would receive necessary info only. The user clicks the Call Me icon and submits a ticket or asks the question in one click!

**Call Me + Help Desk** empowers customers to raise questions about store products and collect answers to their issues at one place.

## 2. How to Install and Deactivate

### How to Install

1. Set 777 or 0777 on the folders: '/modules/'

**Important! Change all permissions back after installation.**

2. Modules -> Add a module from my computer -> Choose the file (belvg\_callme.zip) -> Upload this module. Choose module in section "Front Office Features" and install module

3. Preferences -> Performance -> Smarty-> Force compile -> Yes

Preferences -> Performance -> Smarty-> Cache: No

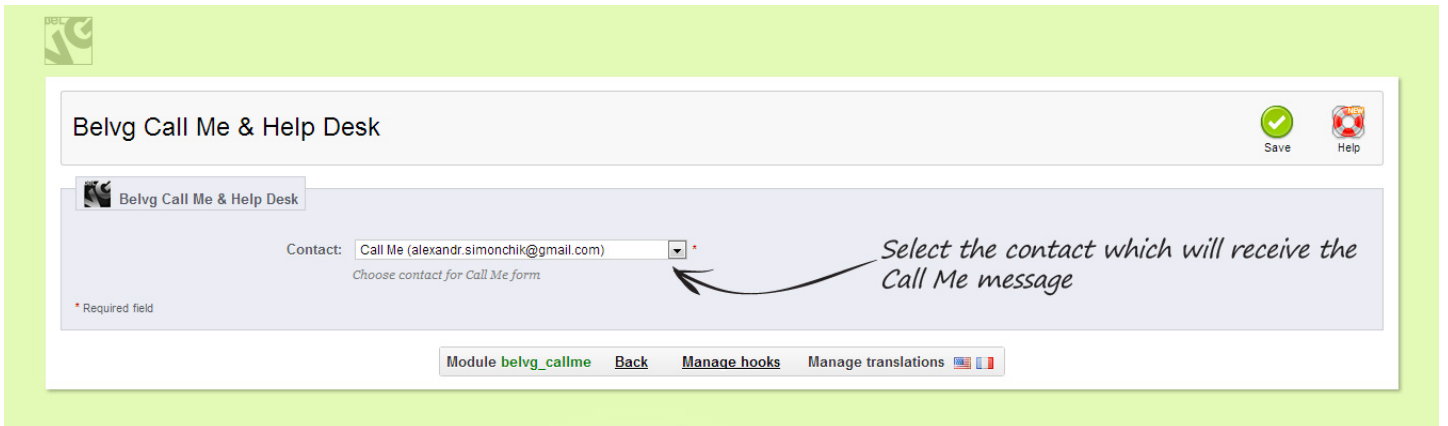
### How to Deactivate

Click the button **Disable** in Modules -> Front Office Features.

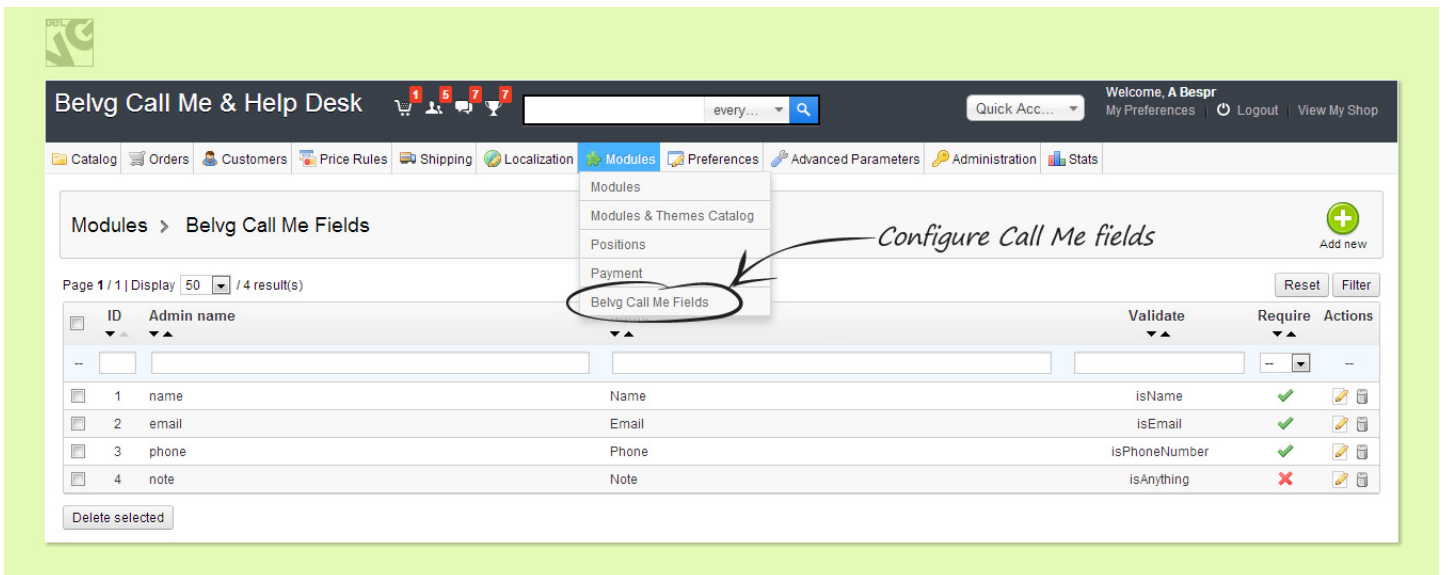
To remove the extension from the server, press **Delete** in Modules -> Front Office Features.

### 3. How to Configure

Go to **Modules -> Modules -> Belvg Call Me & Help Desk -> Configure**. In the drop-down menu, select the contact that will receive the messages submitted via the Call Me form.



Next, select the fields that will be displayed in the Call Me form. Go to **Modules -> Belvg Call Me Fields**.



Name the field and select what type of information will be entered.



The screenshot shows a web interface for configuring a field. At the top left is the BELVG logo. The main heading is "Enter the field name and select its type". Below this is a breadcrumb trail: "Modules > Belvg Call Me Fields > Edit". A "Field" folder icon is visible. The form contains the following fields:

- Admin name:** A text input field containing "name" with a red asterisk indicating it is required.
- Name:** A text input field containing "Name" with a red asterisk and a small flag icon.
- Validate type:** A dropdown menu with "isName" selected and a red asterisk. Below it is the text "Choose the type of the validate".
- Require:** Radio buttons for "Yes" (selected) and "No".

A legend at the bottom left states: "\* Required field".

## 4. How to Use

It's time to get acquainted with **Help Desk** features and its benefits. We will visually review extension options and activities related to them.

### 4.1. How to use Help desk from backend

To view ticket thread in your admin panel, navigate to **Employees ->Customer Service**.


Help Desk module is integrated into Presta back office


Page 1 / 1 | Display 50 / 7 result(s)
Reset Filter


ID	Customer	Email	Type	Language	Status	Employee	Messages	Last message	Actions
1	Alexandr Simonchik	alexandr.simonchik@gmail.com	Call Me	English (United States)	●	A. Simonchik	'CALL ME' MODULE: Name: Email:...	2013-07-23 09:56:12	
2	--	ghfn@erer.ty	Call Me	English (United States)	●	--	'CALL ME' MODULE: Name: ghfn Email:...	2013-07-05 04:20:32	
3	Ivan gh	belvg_test1@tut.by	Call Me	English (United States)	●	--	мии	2013-07-05 04:24:23	
4	Alexandr Simonchik	alexandr.simonchik@gmail.com	Call Me	English (United States)	●	A. Simonchik	'CALL ME' MODULE: Name: Александр...	2013-07-23 09:56:44	
5	Alexandr Simonchik	sadasd@sdsdf.asd	Call Me	English (United States)	●	--	'CALL ME' MODULE: Name: FyIntq Email:...	2013-07-23 09:59:41	
6	John Doe	john doe@example.com	Call Me	English (United States)	●	A. Bespr	Dear Customer Support team,  ...	2013-07-23 11:01:37	

All essential information such as customer name, e-mail, ticket status, message text and last message date, is provided in the grid. To view more details, click the **View** button in the ticket line.

You can view all customer messages and your replies to their issues. You can write your reply.

 *Send a reply*

 **John Doe**

Customer ID: 5 

Sent on: 2013-07-23 10:53:37

Browser: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/28.0.1500.72 Safari/537.36

Subject:

Thread ID: 6

Message ID: 10

Message: Dear Customer Support team,<br /><br />Do you currently have black iPod in stock? I can't find it in your store.<br /><br />Best regards,<br /><br />John.

Please type your reply below:

Dear Customer,

It's out of stock now. We expect to receive it in a few days. Would you like us to notify you via email?

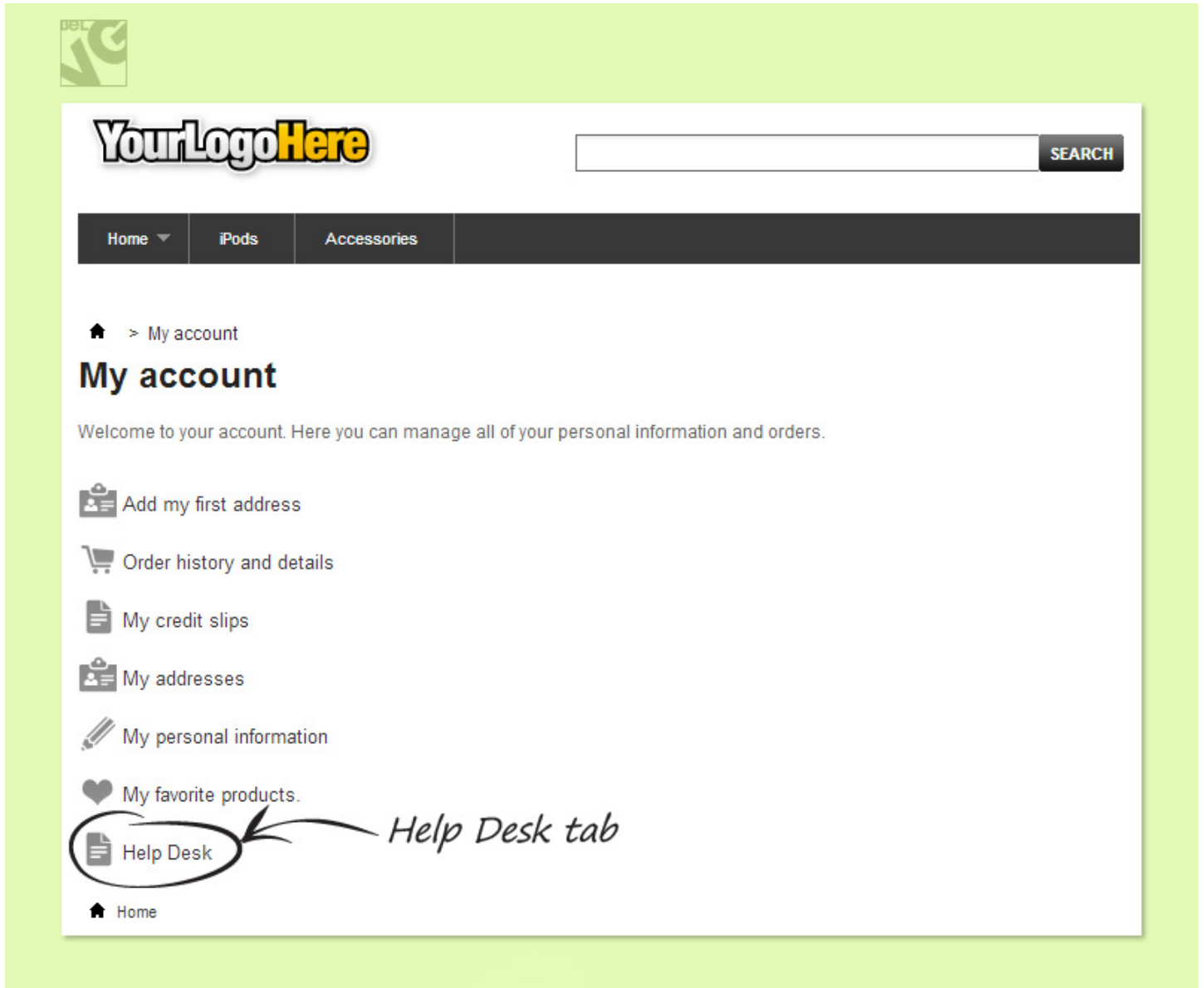
Regards,  
Customer service.

Your reply will be sent to: johndoe@example.com

## 4.2. How to use Help Desk from frontend

Customer sees new **Help Desk** tab that appears in customer account.





Customer may view ticket thread with all necessary information, including ticket ID, department ticket is sent to, last message, order ID and ticket status (red means open, green means closed).

*Ticket thread with all necessary information*

contact | sitemap Currency: \$

**YourLogoHere**  **SEARCH** Cart (empty)

Welcome John Doe | Log out

Home ▾ iPods Accessories

**TAGS**  
ipod apple ipod touch  
nano shuffle superdrive

**CATEGORIES**  
▸ iPods  
▸ Accessories  
▸ Laptops

**MANUFACTURERS**  
▸ Apple Computer, Inc  
▸ Shure Incorporated  
All manufacturers ▾

★ > My account > Help Desk

### My Support Tickets

ID	DEPARTMENT	LAST MESSAGE	ORDER ID	STATUS
7	Call Me	Dear Customer Support team, Do you currently have black iPod in stock? I can't find it in your store. Best regards, John.	--	
6	Call Me	Dear Customer, It's out of stock now. We expect to receive it in a few days. Would you like us to notify you via email? Regards, Customer service.	--	

**SPECIALS**  
 iPod Nano **-5%**  
~~\$166.99~~  
**\$158.07**  
» All specials

**OUR STORE(S)!**  
 **Discover our store(s)!**

Customer can keep track of the entire thread as well as of every ticket message.

Form to post a reply is available for user above all previous ticket messages.



## *Prestashop integrated ticket form*

### SEND A MESSAGE

Subject Heading

Our team will contact you soon

E-mail address

Order ID

Product

Attach File

Message









Do you have questions about extension configurations?

[Contact us](#) and we will help you in a moment.



**Our Office:** *M.Bogdanovicha 130, Minsk, Belarus*

We look forward to your feedback. Comments, opinions and suggestions are largely appreciated. Read our **blog** and follow us on [Facebook](#), [Twitter](#), [Google+](#) and [LinkedIn](#) to know BelVG latest news, analytics and discount offers. See you online!

- |  |               |   |   |              |   |
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|  | Facebook page | <a href="http://facebook.com/BelVGcom">http://facebook.com/BelVGcom</a> |  | In page      | <a href="http://linkedin.com/company/belvg">http://linkedin.com/company/belvg</a> |
|  | Twitter page  | <a href="http://twitter.com/BelVG_com">http://twitter.com/BelVG_com</a> |  | Skype        | <a href="http://store.belvg">store.belvg</a>                                      |
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