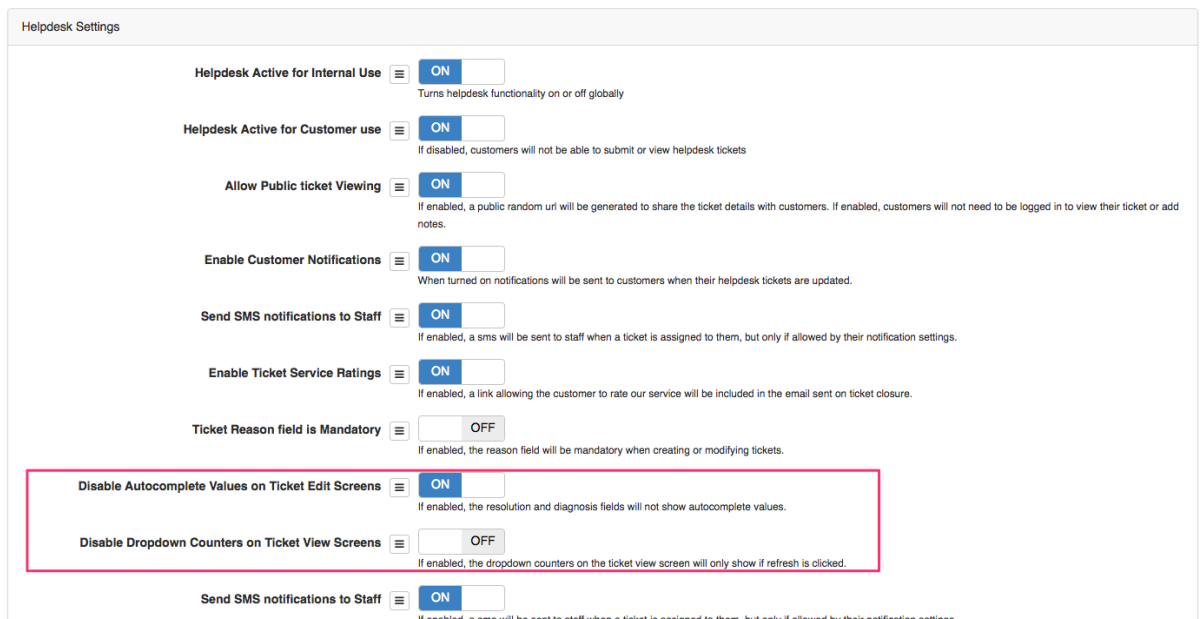


Helpdesk Changes which Improve System Performance

Two changes have been introduced to the Helpdesk module which improve system performance:

Helpdesk Setup



Helpdesk Settings

- Helpdesk Active for Internal Use ON
Turns helpdesk functionality on or off globally
- Helpdesk Active for Customer use ON
If disabled, customers will not be able to submit or view helpdesk tickets
- Allow Public ticket Viewing ON
If enabled, a public random url will be generated to share the ticket details with customers. If enabled, customers will not need to be logged in to view their ticket or add notes.
- Enable Customer Notifications ON
When turned on notifications will be sent to customers when their helpdesk tickets are updated.
- Send SMS notifications to Staff ON
If enabled, a sms will be sent to staff when a ticket is assigned to them, but only if allowed by their notification settings.
- Enable Ticket Service Ratings ON
If enabled, a link allowing the customer to rate our service will be included in the email sent on ticket closure.
- Ticket Reason field is Mandatory OFF
If enabled, the reason field will be mandatory when creating or modifying tickets.
- Disable Autocomplete Values on Ticket Edit Screens ON**
If enabled, the resolution and diagnosis fields will not show autocomplete values.
- Disable Dropdown Counters on Ticket View Screens OFF
If enabled, the dropdown counters on the ticket view screen will only show if refresh is clicked.
- Send SMS notifications to Staff ON
If enabled, a sms will be sent to staff when a ticket is assigned to them, but only if allowed by their notification settings.

1. Disable Auto complete values on Ticket Edit Screens

HeroTill ordinarily saves the previously entered values to a list to suggest as values for future Diagnosis / Resolutions. A new feature to disable this was introduced to speed up performance, as those lists can become very long and take time to load.

Setting Enabled:

Ticket Diagnoses

Ticket Resolution

Setting Disabled:

Ticket Diagnoses

Call

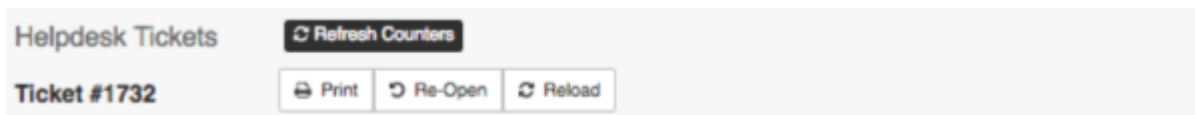
Ticket Resolution

Ticket Resolution

2. Disable dropdown counters on Ticket View Screen

A new feature to disable this was introduced to speed up performance, as those counters take time to load.

Setting Enabled:



Setting Disabled:



Setting Default: Disabled

Setting type: Global Setting

URL: <https://{Company name}.com/settings/helpdesk>

Version: 1.4.00.01