



ManageEngine SupportCenter Plus
User Guide

ManageEngine 
SupportCenter *plus*

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Introduction

ManageEngine SupportCenter Plus is a comprehensive customer support management software that provides help desk agents and account managers, an integrated console to monitor and maintain the customer accounts and track the support requests from the customers. The customer support plays an important part in any product vendor or service vendor firm. It is very often the first contact the contacts have in their use of product / services when something does not work as expected. The customer support is a single point of contact for contacts who need help.

To make the process of reporting the issues to the customer support team easier, ManageEngine SupportCenter Plus provides you with a Customer Portal where you can log your complaints and issues online with the help of a web-based form. Once you have filed your issue, it gets listed in your request view page, where you can keep track of the logged issue. You can also update your personal information using the Customer Portal. In the Customer Portal, you will be able to access the following modules:

Requests: You can create a new request and view the same. Also all the requests that you have raised till date will be saved in your requests module for future references.

Solutions: From the solutions knowledge base that has been developed and maintained by your IT help desk team, you can search for solutions for the issue that you are currently facing. If you do not find any solution for the problem at hand, then you can post your issue as a request to the help desk team.

My Details: You can view and edit your account details including your password. This updated information will be displayed whenever your information is requested.

In addition to this, you will also be able to see check the "presence" of the customer support support reps; that is, you can know which customer support personnel is currently available for you to contact him/her immediately.

Customer Portal Welcome Page

When you access the Customer Portal, the welcome page of the Portal is displayed. You can use the Login section on the welcome page to login to the Portal and access the application. Based on the options enabled by the administrator under customer portal settings, the following are available in the Customer Portal welcome page:

You can use this page to search for solutions, submit a ticket, view announcements, recent solutions, popular solutions, register new user, and login to the portal.

- Browse Solutions
- Submit a Ticket
- Announcements
- Recent Solutions
- Popular Solutions
- Search Solutions
- Logging On to the Portal
- Register New User

The screenshot displays the ManageEngine SupportCenter Plus Customer Portal. The main content area is divided into several sections:

- Browse Solutions:** A link to explore the knowledge base for common problems.
- Submit a Ticket:** A link to raise a ticket or request to the Helpdesk.
- Announcements:** A list of recent announcements, including a webinar and a software demo.
- Recent Solutions:** A list of recently updated solutions, such as 'Notification not generated' and 'Upgrading the software'.
- Popular Solutions:** A list of frequently viewed solutions, including 'How do I reset the admin password?' and 'Upgrading the software'.
- Login:** A form with fields for Username and Password, and a 'Login' button. It also includes links for 'Forgot password?' and 'New User? Register now!'.
- Search Solutions:** A search bar with a 'Search' button.

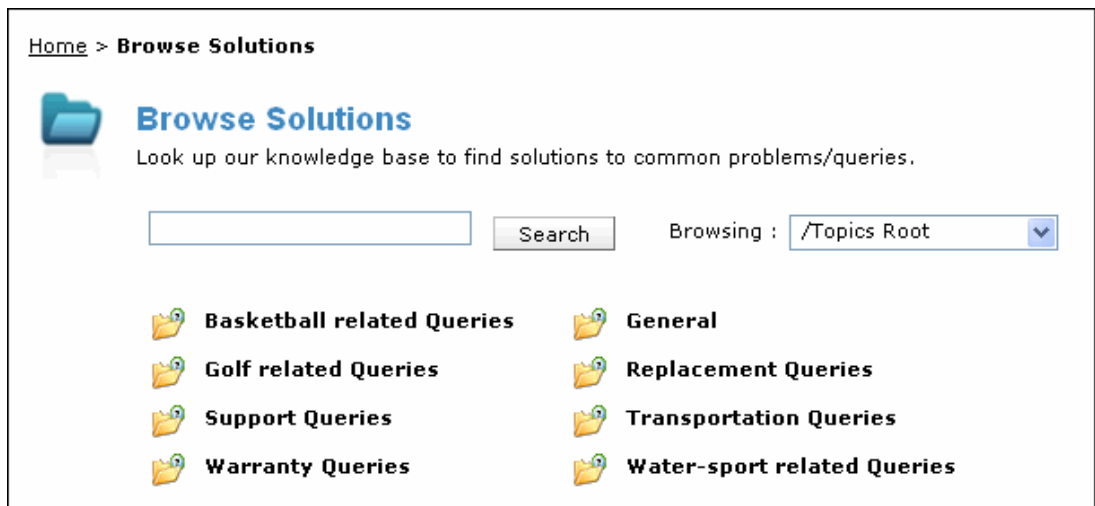
The footer of the page contains the text: Copyright © 2011 Zoho Corporation. All rights reserved. Customer Help Desk by SupportCenter Plus.

Browse Solutions

The recorded solutions in SupportCenter Plus serves as knowledge base of solutions. Browse Solutions option enables the contact to browse through the solution topics and find solutions to common queries. All the public and approved solutions under each topic of various Business Units can be searched and viewed here.

To browse through a solution topic:

1. Click **Browse Solutions** link. The Browse Solutions page opens listing all the solution topics.



2. Enter the keyword in the search field provided.
3. Click **Search**. All the solutions that match the keyword are displayed.
4. [Or] To search for solution in a particular topic, select a topic from **Browsing** drop down. The solutions of the selected topic are listed below.

Note: You can also click the name of the topic which is displayed as hyperlink to view the solutions present under it.

Submit a Ticket

A new ticket can be raised using the Customer Portal welcome page. A ticket can be submitted in a particular Business Unit or for a specific Product. The availability of Business Units or Products depends on the settings in the Customer Portal Settings page.

To submit a ticket:

1. Click **Submit a Ticket** link to open the Submit a Ticket page.

- To submit a ticket in a particular business unit, select a **Business Unit** from the drop down. This is the mandatory field.

[OR]

To submit a request for a particular product, select a **Product** from the drop down. This is the mandatory field.

Note: The **Business Unit** or **Product** drop down is displayed based on the **Portal Options** settings in the Customer Portal Settings page.

- Enter your **Name** and **E-mail** ID. The **E-mail** is the mandatory field.
- Specify the **Subject** of the ticket. This field is mandatory.

Note: If the ticket raised here has a solution already available in SupportCenter Plus, the solutions for the raised ticket will be suggested below this field. The solutions will be suggested, only when intelligent response system is enabled by the administrator.

Home > Submit a Ticket

Submit a Ticket
Please submit your ticket below by selecting the appropriate business unit

Business Unit *

Name

E-mail *

Subject *

Suggested Solutions! [Close \[X\]](#)

>> [Installation setups \(Installation setups \)](#)

>> [Installation Problem \(Installation Problem \)](#)

Message

Verification Code * < Type the sum of numbers
(To prevent automated submissions)

- Provide a brief description about the ticket in the **Message** field.

6. Enter the **Verification Code** by adding the given numbers to prevent the automated submission of the ticket.
7. Click **Submit**. The ticket is submitted in SupportCenter Plus successfully and the Ticket Details are displayed.

Announcements

In this section, you can view all the public announcements added in the SupportCenter Plus application. To view the announcement details, click the title of the announcement which is displayed as hyperlink.

Recent Solutions

The recently added solutions in the SupportCenter Plus application can be viewed in this section. Click the solution subject which is displayed as hyperlink to view the solution details.

Popular Solutions

The frequently viewed solutions in SupportCenter Plus are listed in this section. Click the solution subject which is displayed as hyperlink to view the solution details.

Search Solutions

You can search for solutions based on the keywords, from the **Search Solutions** section.

To search for solutions:

1. Enter the keyword in the search field provided.
2. Click **Search**. All the solutions that match the keyword are displayed.

Logging On to the Portal

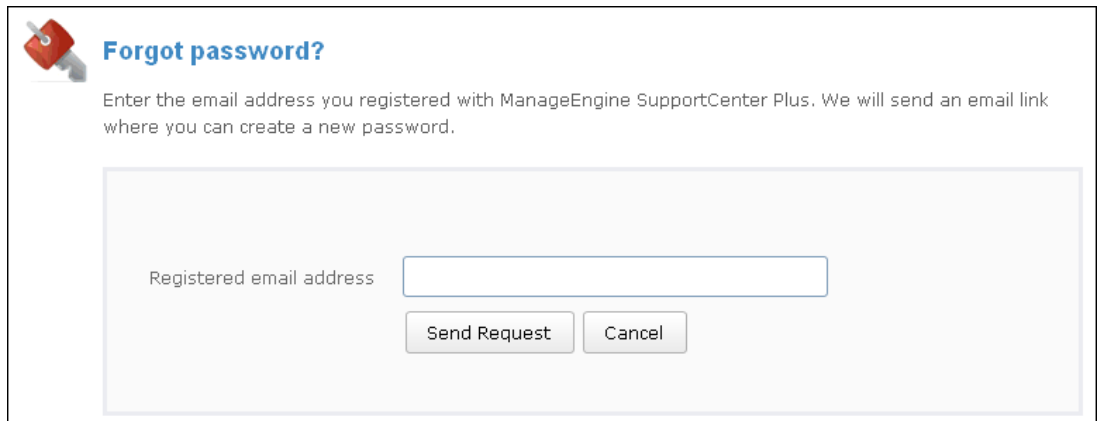
You can use the Login section on the Self-Service Portal welcome page to login to the portal. A unique user name and password are assigned to you by the administrator.

To log on to the portal:

1. Enter the **Username** and Password.
2. Click **Login**. The home page of the contact login is displayed.

If you have forgotten your login password and to retrieve your login password:

1. Click the **Forgot password?** hyperlink. The Forgot password page is displayed.



Forgot password?

Enter the email address you registered with ManageEngine SupportCenter Plus. We will send an email link where you can create a new password.

Registered email address

2. Enter the email address registered in the application in the **Registered Email Address** field
3. Click **Send Request** button. An email link will be sent to the specified address to reset the password.
4. Click on the link specified in the email. The Create a new password page appears.
5. Enter the **New Password** in the field provided.
6. Retype the password in the **Confirm New Password** field.
7. Click **Change**. A success message appears along with a link to take you back to the login screen.
8. Click **Back to Login** and enter your Username and the new Password to log into the Customer Portal.

Register New User

The new contacts should be registered in SupportCenter Plus. You can register in a particular Business Unit or for a particular Product. The availability of Business Units or Products depends on the settings in the Customer Portal Setting page. If the new contact requires a formal approval from the support rep, on registering, these contacts are listed under Registered Contacts in the Contacts module from where the contacts have to be approved and provided login permissions to the customer portal. The new contact without approval process will be directly added to the Contacts module in SupportCenter Plus upon registering and the login details will be sent to the specified mail ID of the contact.

Note: The new user to follow a approval process in SupportCenter Plus is based on the Login settings under Customer Portal Settings.

To register in SupportCenter Plus:

1. Click the **Register** hyperlink.
2. To register in a particular business unit, select a **Business Unit** from the drop down. This is the mandatory field.


[OR]

To register for a particular product, select a **Product** from the drop down. This is the mandatory field.

Note: The availability of **Business Unit** or **Product** drop down is based on the **Portal Options** settings in the Customer Portal Settings page.

3. Enter your **Name**, **E-mail** id and Phone number. The Name and E-mail are mandatory fields.
4. Enter the **Verification Code** by adding the given numbers to prevent the automated registration.

[Home](#) > **Register**



Register

You can access this portal to create, update, manage support service requests.

Business Unit *	<input type="text" value="General"/>
Name *	<input type="text" value="Mack"/>
Email *	<input type="text" value="mack@acme.com"/>
Phone	<input type="text"/>
Verification Code * <small>(To prevent automated registrations)</small>	2 + 6 = <input type="text" value="8"/>

5. Click **Submit**. An email notification will be sent to the specified email ID. Click on the link in the mail to activate your account.

Home

Home Page

The home page for customer login of SupportCenter Plus has various useful information displayed that enables a contact to take necessary action. Based on the configures enabled by the administrator under Settings, the following are available in home page,

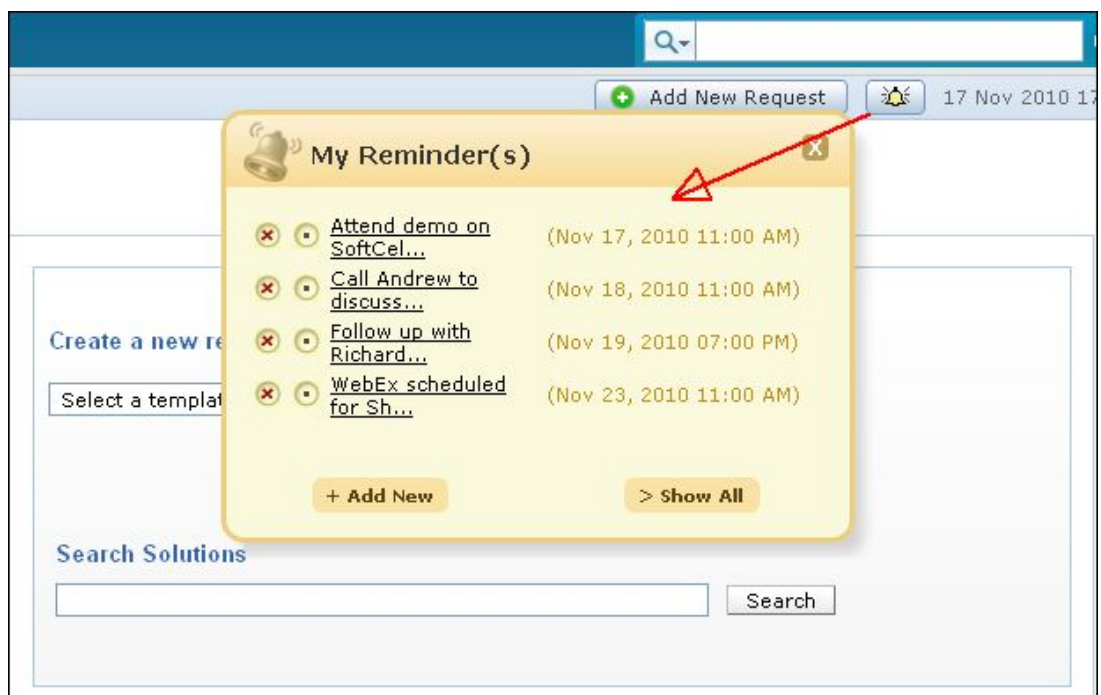
- Dashboard
- Reminders
- Add New Request button
- Search field
- Preferences

Dashboard

Dashboards in the contact login displays the Request Summary, Public Announcements and an option to raise a request using request template. Click here to know more on Dashboards.

Reminders

Reminders is a substitute for those sticky notes or post-it notes which you use to remember your tasks for the day. Click here to know more.

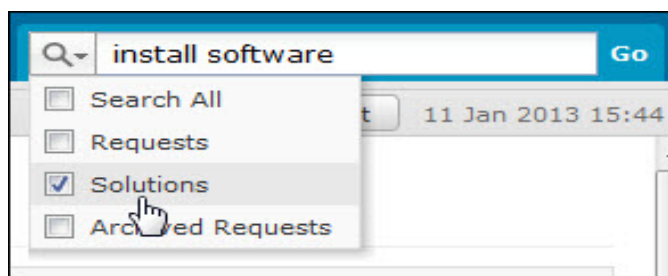


Add New Request button

The Add New Request button beside the Reminders is a quick navigator to instantly access the new request form.

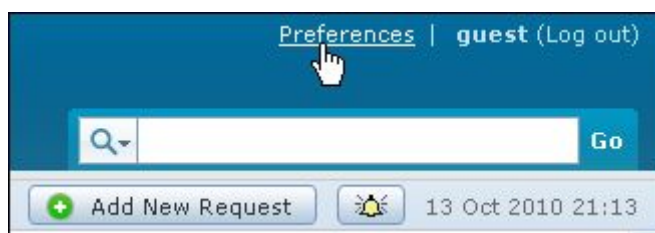
Search Field

You can conduct search operation for Requests and Solutions from the home page using the Search Field option. If you wish to search for solution to "install a software", then select Solutions from the list view and enter the key work as "install software". Click **Go**. The search result for the keyword is listed. Select your desired solution from the list.



Preference

You can change the language displayed in the application, set the data and time, change your password and lots more from the Preference link. Click here to know more.



Dashboard

The dashboard of SupportCenter Plus login home displays the following tabs,

- [My Views](#)
- [Support Team](#)

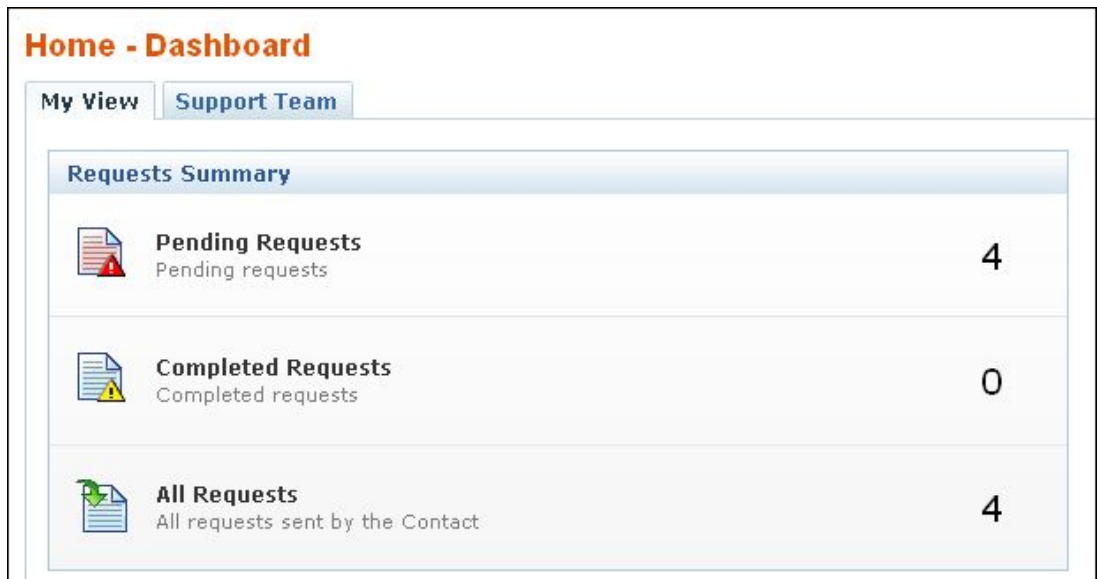
My Views

My View for a contact, displays information on summary of the requests raised by the logged in user and the Announcements published company wide.




1. Requests Summary

- **Request Overdue** - number of requests raised by the logged in contact that are overdue.
- **Requests Due Today** - number of requests raised by the logged in contact for that day.
- **Pending Requests** - number of requests raised by the logged in contact that are unresolved.

Clicking on each link opens the corresponding list view.

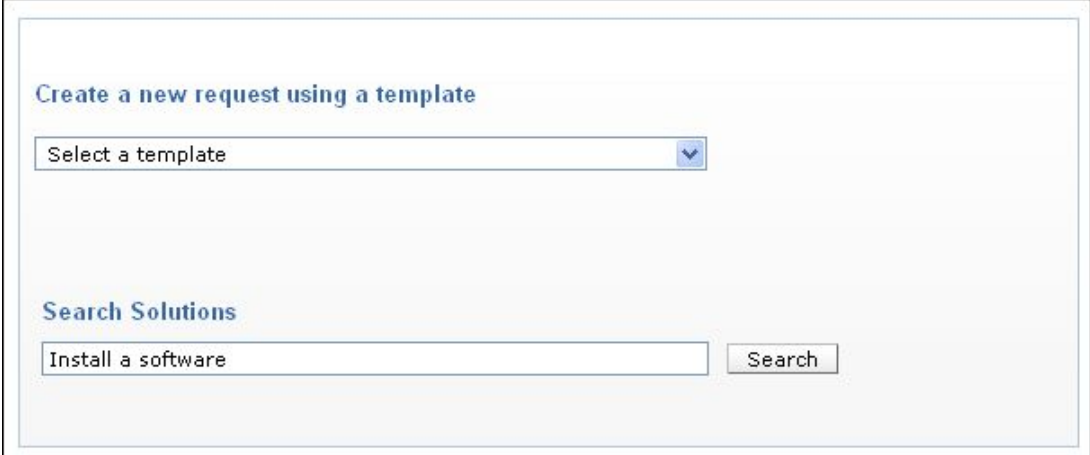


The screenshot shows the 'Home - Dashboard' interface. At the top, there are two tabs: 'My View' and 'Support Team'. Below the tabs is a section titled 'Requests Summary' which contains three rows of data:

Requests Summary		
	Pending Requests Pending requests	4
	Completed Requests Completed requests	0
	All Requests All requests sent by the Contact	4

2. Create New Request using Request Template (and) Search Solutions

"Create a new request using a template" is an instant means to access the request form for a request template. The request templates made available to contacts are listed in the drop down.

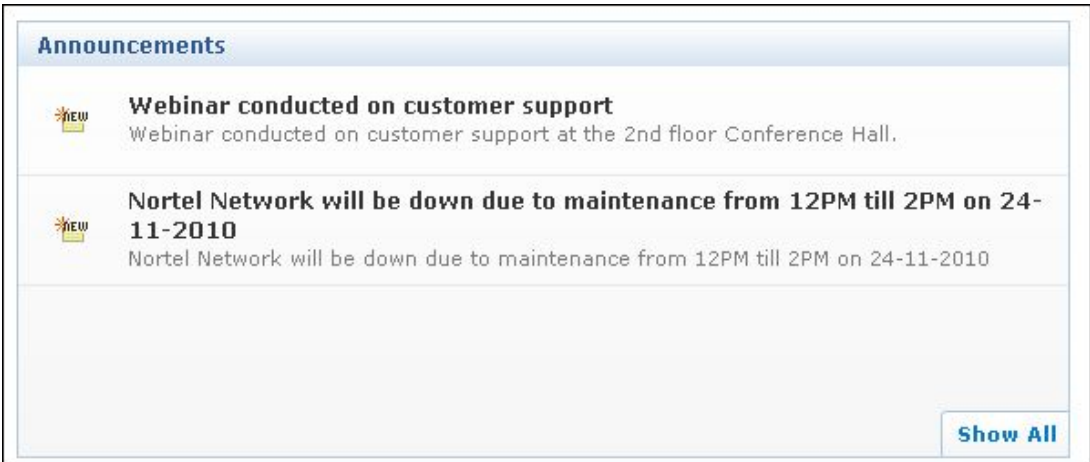


The screenshot shows a web interface for creating a new request. At the top, there is a heading "Create a new request using a template". Below this heading is a dropdown menu with the text "Select a template" and a downward arrow. Further down, there is a section titled "Search Solutions". Under this section, there is a text input field containing the text "Install a software" and a button labeled "Search".

Apart from using the Search field to perform the search operation, you can search for solutions instantly using **Search Solutions**. If you wish to search for solution to "install a software", then enter key word as "install a software" and click **Search**. The search result for the keyword is listed. Select your desired solution from the list.

3. Announcement

All announcements that are published by your customer support administrator will be displayed in the announcements block in your login home page. To view an announcement, click the Announcement Title to open the complete announcement details in a pop-up. Click here to know more on announcements.



The screenshot shows an "Announcements" section. It has a header "Announcements" in blue. Below the header, there are two announcement items. Each item starts with a small yellow icon with the word "NEW" inside. The first announcement is titled "Webinar conducted on customer support" and has the text "Webinar conducted on customer support at the 2nd floor Conference Hall." below it. The second announcement is titled "Nortel Network will be down due to maintenance from 12PM till 2PM on 24-11-2010" and has the text "Nortel Network will be down due to maintenance from 12PM till 2PM on 24-11-2010" below it. At the bottom right of the announcement block, there is a button labeled "Show All".

4. Custom Widget

The custom widget added by your customer support administrator is displayed under this block. It can be the plain text, video, or the output of the html snippet whichever is provided by your administrator can be viewed in this block.

Support Team

ManageEngine SupportCenter Plus enables you to view the "presence" of the customer support rep; that is, you can check their availability status and reach the support rep who is currently available for contacting. Else, you can just send an email or submit your support query to the support team, which will be attended by them once they are available.

The technical support team's availability chart contains their contact information, such as email ID and phone number, along with the in-out status. Click the **Support Team** tab in the home page dashboard to access the availability chart.

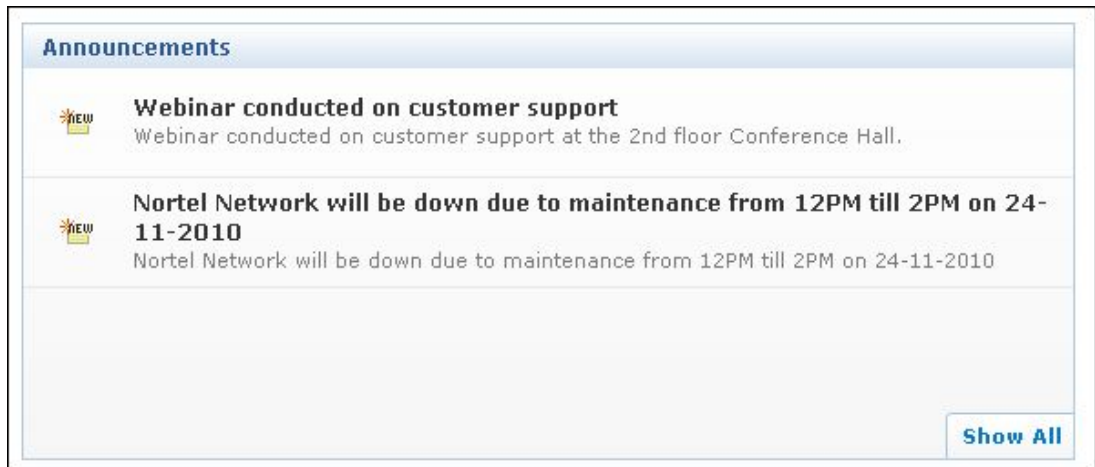
Warning





Support Team tab will be available only if the SupportDesk Plus administrator has provided you the necessary access permissions for the same.

Announcements

All announcements that are published by your customer support administrator will be displayed in the announcements block in your login home page.



Representation of icons in announcement widget:

-  - Announcement made public i.e., announcements visible to all contacts on log in.
-  - Newly added company wide announcements.

Viewing Announcements

To view an announcement, click the **Announcement Title** to open the complete announcement details in a pop-up. If there are more than one announcements, then you will notice a **Previous** and **Next** button in the pop-up. Using this you can navigate through the announcements list and view all the announcements without closing the pop-up window.

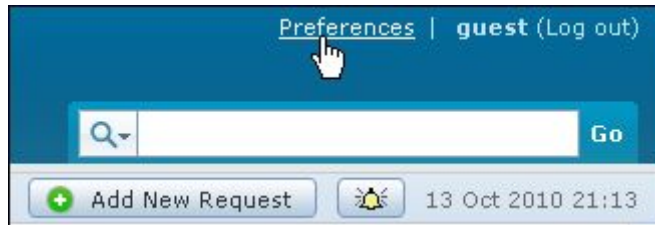
To view all the announcements that was listed in the announcement block, click **Show All** link. Using the Filter Showing drop down, you can view the currently showing announcements, already shown announcements and all public announcements.



Preferences

You can customize your personalization such as the language to be displayed, time zone, data and time format to be displayed in the application. Apart from this, you can also change your login password.

1. Click on **Preferences** link.



2. The Preference page opens to display the **Personalize** and **Change Password** tab. By default, the Personalize tab is displayed.

Personalize

The Personalize tab consists of display language, time zone, date format and time format.

- **Display Language**

You can select the language to be displayed in the application from Choose Language drop down list. say, French. All the data in the application will be displayed in French.

- **Time Zone**

You can also customize the time zone according to the site where the server is installed. The date and time will be set with respect to the time zone.

- **Date/Time Format**

Select the format of the date such as, 2009.09.10, from the **Set Date Format** drop down box. Similarly, you can also set the time format from the **Set Time Format** drop down box. The selected date and time format will be displayed where ever the date/time is mentioned.

Say, while creating a new request, the request created on and due by time will be displayed in the selected date and time format. The date and time is set accordingly to the selected time zone.

Click **Save**.

Change Password

To change your password,

1. Click on **Change Password** tab.
2. Enter the **Current Password** in the field.
3. Next, enter your **New Password**.
4. Re-enter the new password in **Confirm New Password** field.

The screenshot shows a web interface for changing a password. At the top, there's a 'Preferences' header. Below it, there are two tabs: 'Personalize' and 'Change Password'. The 'Change Password' tab is selected. Underneath the tabs, there's a sub-header 'Change Password'. There are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a masked password field (represented by dots). A 'Save' button is located at the bottom of the form.

5. Click **Save**. Your login password has been changed and will be taken into effect when you log out and log into the application.

Recent Items

When you are using the ManageEngine SupportCenter Plus application, the application tracks your last viewed items and lists them in the **Recent Items** block on the left side. This has a list of the last 10 items that you viewed in the application, with the latest viewed item appearing on the top of the list. Clicking the hyperlinked item takes you directly to the item's details.

Request

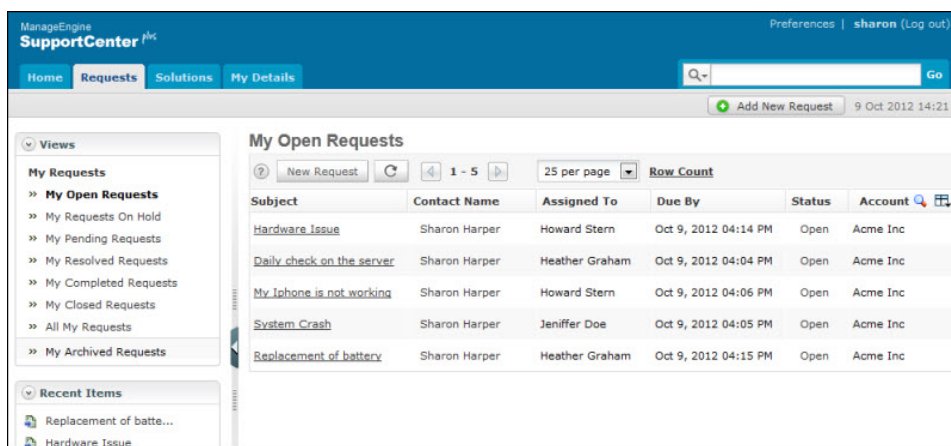
ManageEngine SupportCenter Plus provides you a Customer Portal with the request module. Here, you can create new requests to post your concerns and issues to the customer support team. You can also view the request that you have posted and keep track of its status. Once the request is closed, you can view the same in the closed requests.

Request List View

The request list view page organises and displays all your tickets raised into SupportCenter Plus. This page includes various useful functionality such as,

- option to view requests based on filters.
- customize columns to be displayed in the list view.
- set the number of requests to be displayed per page.

On clicking the Request tab in the header pane, the page redirects to the request list view page.

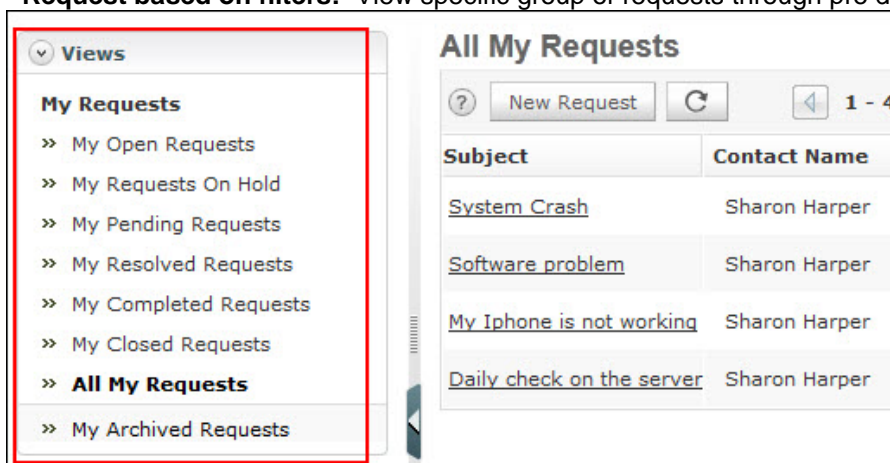


Representation of Icon in the list view:

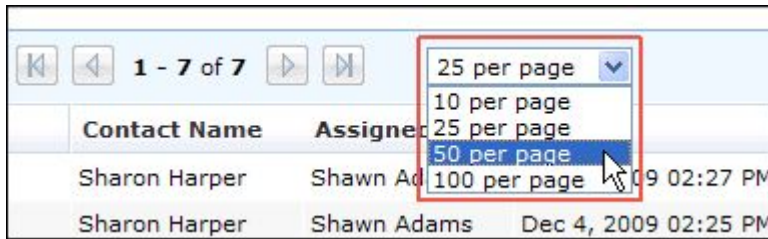
- - Search for requests on entering the request id, subject, support rep and so on.
- - select the columns to be displayed in the list view.

From the list view page you can:

1. **Request based on filters:** View specific group of requests through pre defined filters.



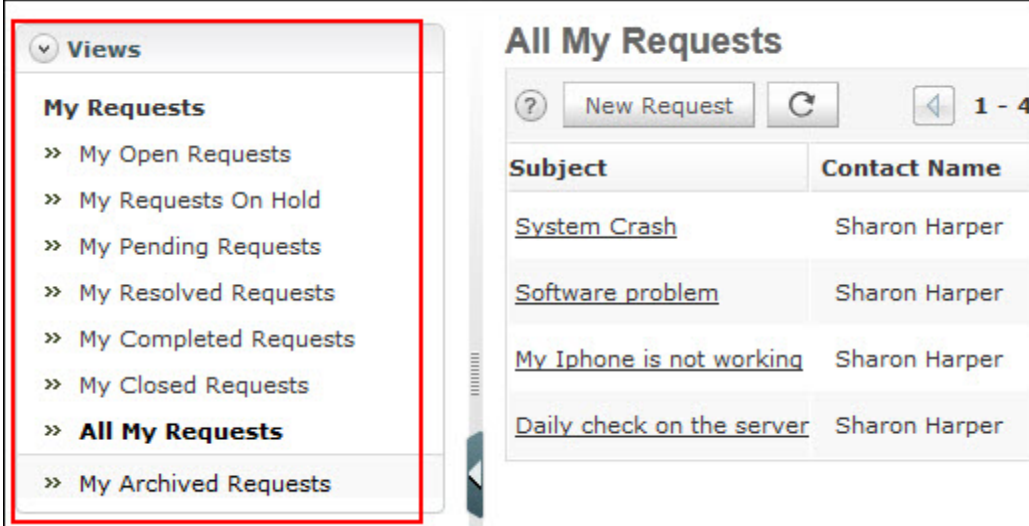
2. **Set the number of requests per page and navigation buttons:** You can set the number of requests to be displayed in the request list view page.



3. **New Request:** Create new requests on specifying information such as, priority, category, sub category and items. [Refer New Request to know more].

Requests based on Filters

You can view requests based on filters from the request list view page. There are some pre defined filters in SupportCenter Plus that sorts and groups requests based on your requirements.



The screenshot shows the 'Views' sidebar on the left, which is highlighted with a red box. It contains the following options:

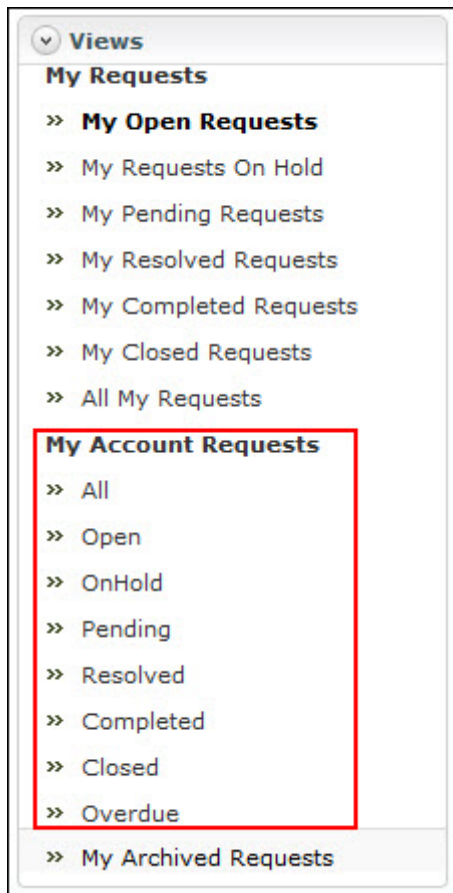
- My Requests
 - My Open Requests
 - My Requests On Hold
 - My Pending Requests
 - My Resolved Requests
 - My Completed Requests
 - My Closed Requests
 - All My Requests**
 - My Archived Requests

The main content area displays 'All My Requests' with a table of request details:

Subject	Contact Name
System Crash	Sharon Harper
Software problem	Sharon Harper
My Iphone is not working	Sharon Harper
Daily check on the server	Sharon Harper

- **My Open Requests**
All your created requests which are in the Open State.
- **My Requests On Hold**
Lists all your created requests that is On Hold.
- **My Pending Requests**
Lists all your created requests that is unfinished and incomplete.
- **My Completed Requests**
Lists all the requests created by you which is completed and closed.
- **My Closed Requests**
Lists all the requests created by you which is closed.
- **All My Requests**
Lists all the requests created by you irrespective of the status.
- **My Archived Requests**
Lists all the requests created by you which is Archived.

If the contact has the permission to view "**All requests from their account (Primary Contact)**" or "**All requests from their account and sub account**", the following options is available for the contact.




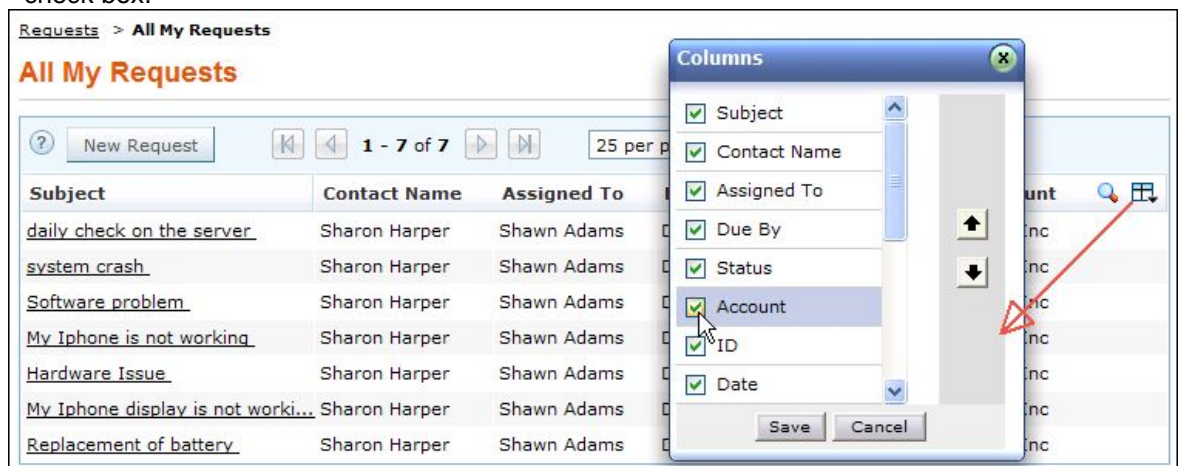
- **All**
Lists all your account requests.
- **Open**
Lists all your account requests that is in the open state.
- **OnHold**
All your account request that is On Hold.
- **Pending**
All your account requests that is yet to be completed.
- **Completed**
All your account requests that are completed and closed.
- **Closed**
Lists all your account requests that are in the Closed state.
- **Overdue**
Lists all the account requests for which the due by time has exceeded.

Customizing Request List View

ManageEngine SupportCenter Plus gives you an option to customize the request list view page by including columns of your choice.

To customize columns displayed in the list view,

1. Click on the **Request** tab in the header pane to open the request list view page.
2. Click on **Column Chooser** icon . The available columns that can be displayed in the list view pops up. The columns that are currently visible in the list view is indicated with selected check box.




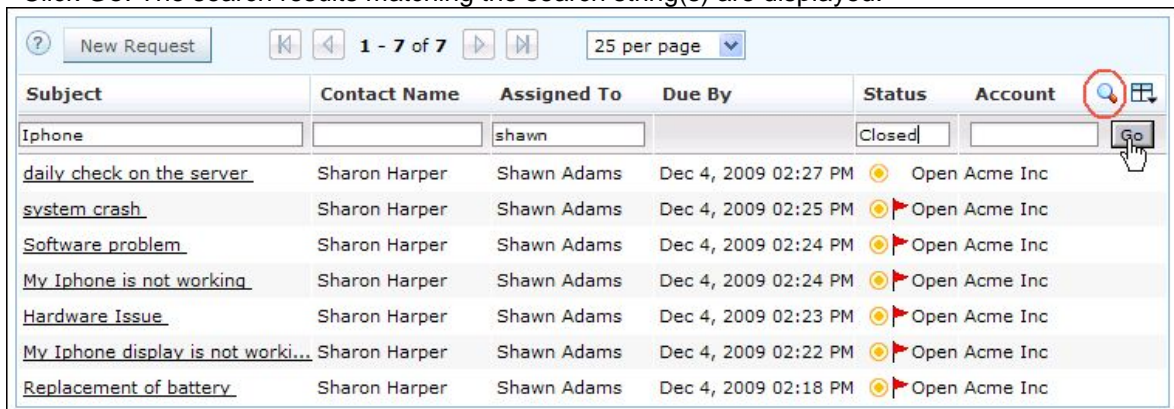
3. To remove a column, de-select the check box and click Save.
4. To add a column to the list view, select the check box beside the column you wish to add. Click Save.
5. To change the column order, click the up and down arrow after selecting the column that you wish to move.
6. Click **Save**. Only the selected columns are added in the request list view.

Search Request

Apart from using the Search Field to perform search operations, you can also perform column-wise search from the requests list view page, if you know any of the request detail such as subject, support rep assigned to the request and so on.

To perform a column-wise search,

1. From the request list view page, click on **Search** icon . The search field opens just below every column that is visible in the list view.
2. Enter the search string in the column of your choice.
3. Click **Go**. The search results matching the search string(s) are displayed.



Subject	Contact Name	Assigned To	Due By	Status	Account
iphone		shawn		Closed	
daily check on the server	Sharon Harper	Shawn Adams	Dec 4, 2009 02:27 PM		Open Acme Inc
system crash	Sharon Harper	Shawn Adams	Dec 4, 2009 02:25 PM		Open Acme Inc
Software problem	Sharon Harper	Shawn Adams	Dec 4, 2009 02:24 PM		Open Acme Inc
My Iphone is not working	Sharon Harper	Shawn Adams	Dec 4, 2009 02:24 PM		Open Acme Inc
Hardware Issue	Sharon Harper	Shawn Adams	Dec 4, 2009 02:23 PM		Open Acme Inc
My Iphone display is not worki...	Sharon Harper	Shawn Adams	Dec 4, 2009 02:22 PM		Open Acme Inc
Replacement of battery	Sharon Harper	Shawn Adams	Dec 4, 2009 02:18 PM		Open Acme Inc

Note



1. The search would return the results for any of the text fields of the request.
2. You cannot search for a request based on any of the date fields of the request.

Creating New Request

Any incident, request for service or request for information can be sent as requests to the supportdesk team in many different ways. Some of the most common modes are,

1. You can call the helpdesk reporting their problem or requirement and he in turn will file it as a request.
2. You can submit your query by logging into the customer portal and filing a request.
3. Or, you can send an Email to the support team, which will automatically get logged as a service request in SupportCenter Plus.

Creating a new request from the application

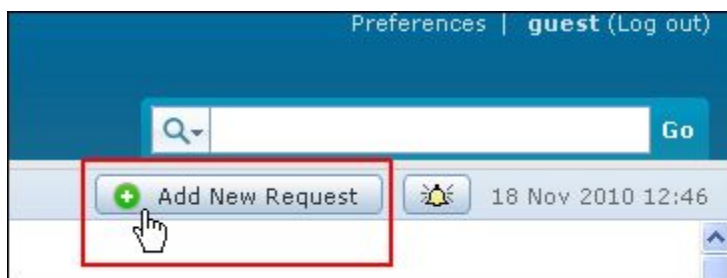
The new request form can be accessed by two ways in SupportCenter Plus application.

Add New Request

Request tab

Add New Request

Clicking on the **Add New Request** takes you directly to the new request form.

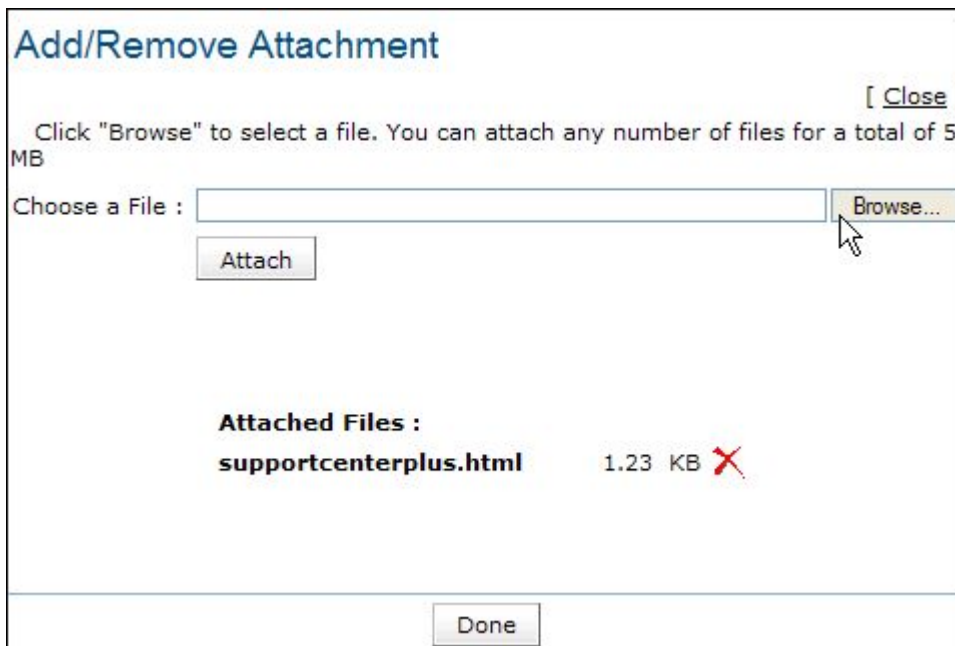


You can also click on **New request** button from the Home tab. To configure the New Request form, go to Step 3 in Request tab.

Request Tab

1. Click on the **Request** tab in the header pane to open the request list view page.
2. Select **New Request** button. The New Request form opens.
3. If the administrator has configured Request Templates, then the same is populated in the Template drop down. Select the **Template** from the list, to raise a request instantly.
4. If the administrator has selected certain fields as mandatory or the fields which the contacts can set while creating the Request Template, then the same is populated in the New Request form.

5. If the administrator has specified Request Default Values for fields such as Category and Priority to be displayed in the New Request form, then the same gets populated.
6. If the administrator has not configured the Request Default Values or the Request Template, select the **Priority** that can be assigned to the request from the drop down.
7. By default, the contact logged into the application is displayed as the **Contact Name**. This field is non editable.
8. Select the **Product** to be associated with the request.
9. You can also classify the request category by selecting the **Category**, **Sub-Category** and **Item**.
10. Specify the **Subject** of the request. This field is mandatory.
11. Provide a brief description about the request in the **Description** field.
12. If you wish to attach any relevant files to the request then click **Attach a file** link. The Add/Remove Attachment window pops up.



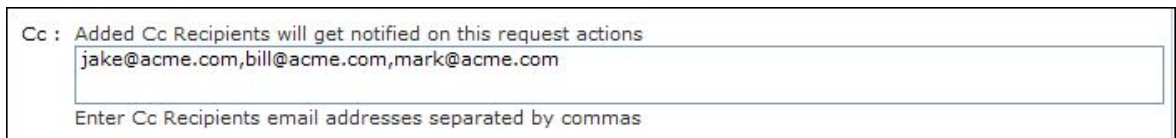
1. Click **Browse** button and select the file to be attached from the file chooser window. Click **Open** button.
 2. Click **Attach** button. The selected file is listed under **Attached Files** along with size of the file.
 3. If you have more than one file to attach repeat steps 1 and 2. Ensure that the total size of the attachments does not exceed 5 MB. Click **Done**. The selected files are attached to the request.
12. Enter the email address of the **CC recipients** in the field provided. The CC recipient will receive email on the conversation between the contact and support rep. You can add more than one CC recipient separating each email ID with a comma. Click here to know more on Auto CC.
 13. Click **Add request** button. The request is added to the request list.

Auto CC Recipient

For crucial requests, it becomes utmost import to inform your higher officials on the progress and development of the request. The Auto CC recipient feature is a one time addition of the CC'ed recipients, after which, the conversations between the contact and support rep are notified to the CC recipients. The Auto CC recipient option is available while creating a new request and while replying to a request via the application. The CC recipients added by the contact can be viewed and modified by the support rep.

Adding CC Recipient

The CC recipient field is available in the new request form of the contact login. Enter the email address of the CC recipients to be notified. If more than one email ID is specified, use comma as a separator as shown in the image.



Cc : Added Cc Recipients will get notified on this request actions
jake@acme.com,bill@acme.com,mark@acme.com
Enter Cc Recipients email addresses separated by commas

The entered CC recipients will be notified of the conversation between the contact and support rep via email.

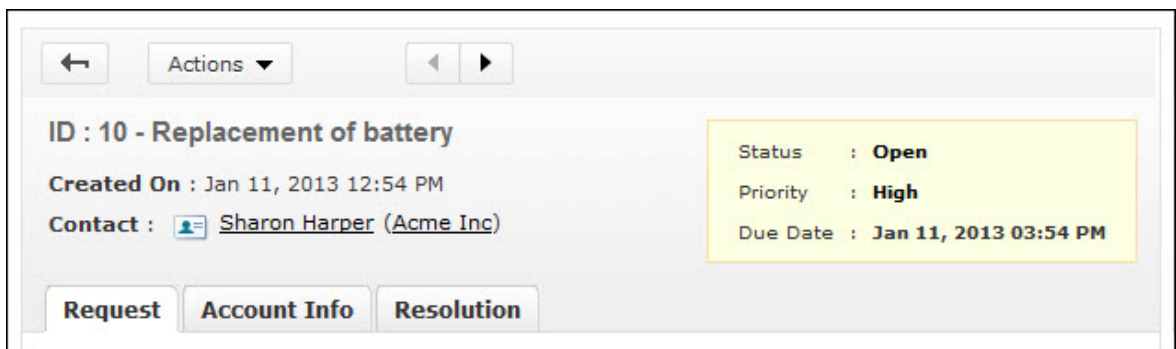
Request Details Page

The **View Request** page organizes the details of the request in a logical manner. To view the details of a request,

1. Click on the **Request** tab in the header pane to open the request list view page.
2. Click on the **Subject** link of the request to be viewed. The View Request page opens.

Contact Details

This block displays the Request id and Subject of the request, Contact details such as the Contact Name, the Account, Status, Priority and Due Date for the request. You can also Add Notes and Print the request from the Actions drop down.



You can view the contact details such as name, account to which the contact belongs, email address, phone and mobile number by clicking on the contact name link.

The block contains tabs to view **Request** details, **Account Information**, View **Resolution**, View **Time Entry** of the request.

Viewing Request Details

The request tab displays the **Subject** and **Description** of the request. The **Conversation** button appears if there are any conversation threads to the request. Clicking on Conversation button scrolls down to view the conversation threads.

In addition, the request details block also displays request properties like Status, Group, Category, Sub Category, Item, Support Rep, Priority, Mode, Level, Created Date, Due Date, Product, Created By and additional fields (if available).

If you have added any Notes to the request then the same can be viewed under **Discussion Notes** block. The notes are displayed in descending order of their date of creation.

Viewing Account Information

The account info tab displays the **Contact Details** along with the **Contract Details** associated with the Account. Contract details such as Support Type, Support Plan, Contract Covered and cost per hour is listed under this block.

Request	Account Info	Resolution	
Contact Details			
Contact Name	Sharon Harper	Email Address	sharon@acme.com
Contact number	982-682-9762	Mobile number	345-793-4793
Twitter Screen Name	sharon	Account	Acme Inc
Sub Account	-		
Contract Details			
Contract Covered	Replacement Contract	Support Plan	Gold
Support Type	Incident Based		

Viewing Resolution

Resolution is a documented information on how the issue was resolved. You can view the resolution entered by the Support Rep from this tab.

Viewing Time Entry

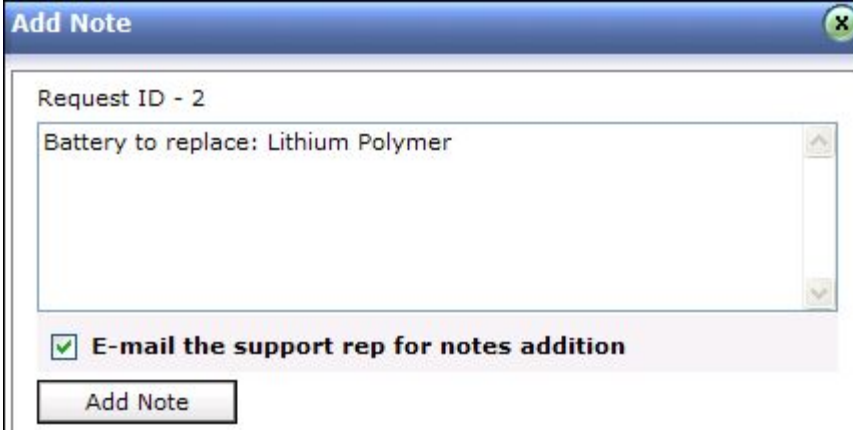
If you have the permission to view the **Request Cost** information then the Time Entry tab appears where you can view the Execution Time, Time Spent on the request and the total cost information.

Request	Account Info	Resolution	Time Entry		
Support Rep	Description	Executed Time	Billing Status	Time Spent	Charges (\$)
			Cost per Incident		100.00
Shawn Adams	The battery is replaced and the request is closed.	Jan 11, 2013 12:55 PM	Billable	2 Hrs 00 Mins	0.00
				Total :	2 Hrs 00 Mins \$ 100.00

Adding Notes


You can add additional information which includes technical information based on your observations or information to support reps for a particular request using the Add Notes option.

1. Click on the **Request** tab in the header pane to open the request list view page.
2. Click the **Subject** of the request to which you would like to add a note.
3. From the request details page, select **Actions drop down** menu -> **Add Notes** option. The **Add Note** window pops up displaying the Request Id.



1. Enter the content in the text box as shown above.
2. You can also notify the support rep assigned to the request about the addition of note on selecting **E-mail the support rep for notes addition** check box.
3. Click **Add Note** button. The note is added at the bottom of the request along with a date and time stamp. The name of the person who added the note is also displayed.

You can add any number of notes to a request. The added notes are displayed in the descending order with recently added note first.

 <p>Note</p>	<ol style="list-style-type: none"> 1. Once the notes are added, you will not be able to edit and delete the notes. 2. Only support reps can delete the notes added to a request.
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Printing Request

You can print and preview the entire request content using Print Preview option. To print a request,

1. Click on the **Request** tab in the header pane to open the request list view page.
2. Click the **Subject** link of the request to be printed.
3. From the request details page, select **Actions drop down** menu -> **Print Preview** option.
The pop up of the request in printable format opens. The page displays request details, contact details, contract details and resolution.
4. Click Ctrl + p to print the request.

Viewing Survey Results

Once the contact completes the survey, the administrator and the contact who took the survey can view the survey results.

To view the survey results,

1. Click the **Requests** tab.
2. In the Requests list view select the **My Completed Requests** filter.
3. Click the request **Title** for which you wish to see the survey results.
4. Click **View Survey Results** link available under the **Tasks** block. The survey results opens in a pop-up window.
5. Once you have viewed the results, click the **Close** button.

Note

1. The View Survey Results link appears only if the you have completed taking the survey. Else this link will not be present.
2. Once the survey is submitted, the responses cannot be changed.

Solutions

ManageEngine SupportCenter Plus gives a provision for the customer support personnel to add resolutions for all the requests that have been posted. These resolutions can be directly converted to knowledge base articles that are grouped under the solutions head. If your help desk team has already added such knowledge base articles to the solutions section, then you can search for solutions, specific to your problem and fix it. Thus, the solutions module serves as a knowledge base to find solutions for known problems using the keyword-based search.

You can access the solutions even without logging in to the application, but will be able to view only those solutions that are published in the Self Service Portal. To access the knowledge base directly without having to login to the application, type the URL provided below in the address bar of the browser:

`http://<server name>:<port number>/sd/SolutionsHome.sd`

(OR)

`http://<server name>:<port number>/portal`

where,

<server name> is the name of the server where SupportCenter Plus is installed and

<port number> is the port where the application is running.

Browsing Solutions by Topic

You can view the list of solutions for a topic using this option. To browse solutions under individual topics,

1. Click the **Solutions** tab in the header pane.
2. Click on **Browse by Topics** drop down. The **Topics** window drops down listing all the available topics and their sub topics.
3. To view all the sub topics, click **>> Show All** link. This lists out the topics and sub topics in logical manner.
4. On clicking the topic, the solutions of the topics and its corresponding sub-topics gets listed.
5. To view solutions under a sub-topic, click on the sub-topic.
6. Click the solution's title to view the complete solution.

Search Solutions

You can search for solutions based on the keywords, solution ID and column wise search based on solution parameters such as subject, topic name, view status and so on from the solutions list view.

Search Solutions based on

- Keywords and Search Strings
- Column-wise search

Search solutions based on Keywords and Search String

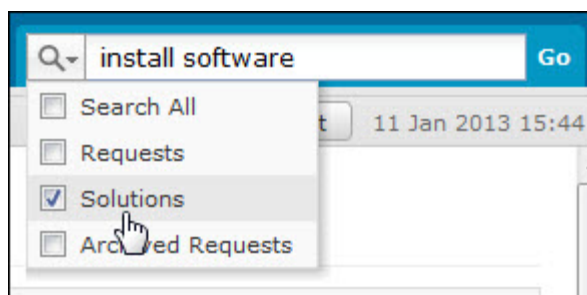
Solutions tab

1. Click **Solutions** tab in the header pane to open the solution list view page.
2. Enter the keyword in the search field provided.
3. Click **Search**. All solutions that match the keyword provided by you in the search field is displayed.




Performing a Global Search

You can also perform a **Global Search** that searches the keyword in every module at one go. Advance search options such as, Wildcard search, phrase search, boolean search, field specific search and much more, can be used to make the search effective.



Column-wise search of solutions

You can also perform column-wise search of solutions if you know any of the solution detail such as subject, topic name and so on. To perform a column-wise search,

1. From the solution list view page, click on **Search** icon . The search field opens just below every column that is visible in the list view.
2. Enter the search string in the column of your choice. You can enter keywords in more than one column to perform a combined column search.
3. Click **Go**. The search results matching the search string(s) are displayed.

Note

1. The search would return the results for any of the text fields of the solution.

2. You cannot search for a solution based on any of the date fields of the solution.

My Details

When creating your login details in the SupportCenter Plus application, your profile would have some default information. In the **My Details** section of the Customer Portal of SupportCenter Plus, you are allowed to modify the information relating to your profile, including the password. This helps you maintain your profile updated with the latest changes. It also gives you the freedom to edit your profile at your will.

Editing My Details

You can edit your details through the Self-Service Portal and need not depend on your customer support team to do the same for you. It enables you to modify your own profile whenever you want and saves considerable time.

To edit your profile

1. Click the **My Details** tab on the header pane.
2. Click the **Edit Contact** button in the center pane. The next page displays your user profile as created/edited last time in an editable form.
3. All the fields except the **Login Name** and **Account Name** in this form are editable. Your **name** is a mandatory field in the form. You can choose to leave the other fields blank. You can also change your password using the **Change Password** link. Click here to know how to change password.
4. When you are done with the modifications, click **Update My details**.