



Mage World

“Help Desk Pro” User Manual

Version: 1.0
Website: <http://www.mage-world.com/>
Support: support@mage-world.com

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I. Help Desk Pro overview

Nowadays, it is time of the era of ecommerce. Trading online is a hard competition, in which every one want to take advantage. They compete against each other by all ways, from quality, price to service. Market researchers showed that “customer support” was one of the best keys to win customers’ hearts and this determining issue affects on customers purchasing behavior directly. So, no company can ignore this, then owning a system that helps their supporting activity become efficiency is a must.

Basing on the need of market, **Mage-World** determines to develop **Help Desk Pro** extension. We are sure that this extension will match all your requirements of a customer support system and push you toward your customers quickly.

II. Functionality Defining

Help Desk Pro provides an efficient and flexible mechanism of receiving and replying customers’ request. Your customer can send ticket from **Help Desk** form, Magento contact form or by their emails. For enterprise, you can manage replies easily with reasonable decentralization and have a general look of all support activities with ticket statistic. That is the reason why even with a large support system or professional supporting companies, **Help Desk Pro** is still a perfect choice.

Due to the fact that it is hard to control the vulnerability from message auto-senders that attack directly to your system via mail receiving system, **Help Desk Pro** contains a secure method, which protects your data from spam and detections.

Beside, for saving time, you can create popular questions and answers with the feature *Quick Response*.

If you are interested in our extension and wonder the ways it works, please following the next.

III. Installation.

- Copy folder app, skin, js to your Magento root folder.
- Make sure to clear cache in admin of Magento.

- Go to System/Configuration, **Help Desk Pro** is on the left side. Click on it and change the configuration as you wish. Also, you can find the tab **Help Desk Pro** on the top menu.
- Refresh the front-end and see how **Help Desk Pro** works.

Note that:

At the first time, if you login admin after installing extension, then you see message "access denied", please try to logout and login again.

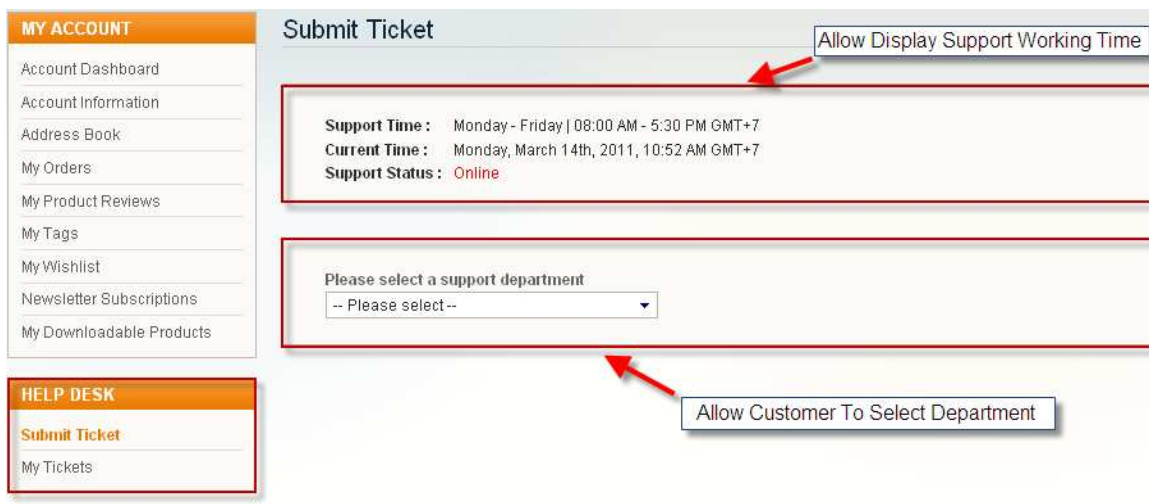
If you have any problem please email to: support@mage-world.com.

IV. Introduce *Front-end*.

Help Desk Pro is integrated with *Magento Contact Form*, so customer can send ticket from *Magento Contact Form* or *Help Desk Pro* page.

1. *Help Desk Pro* page

To access on **Help Desk Pro** page, customer have to have an account. They login their account and the **Help Desk Pro** tab can be find at left bar in *My Account* page.



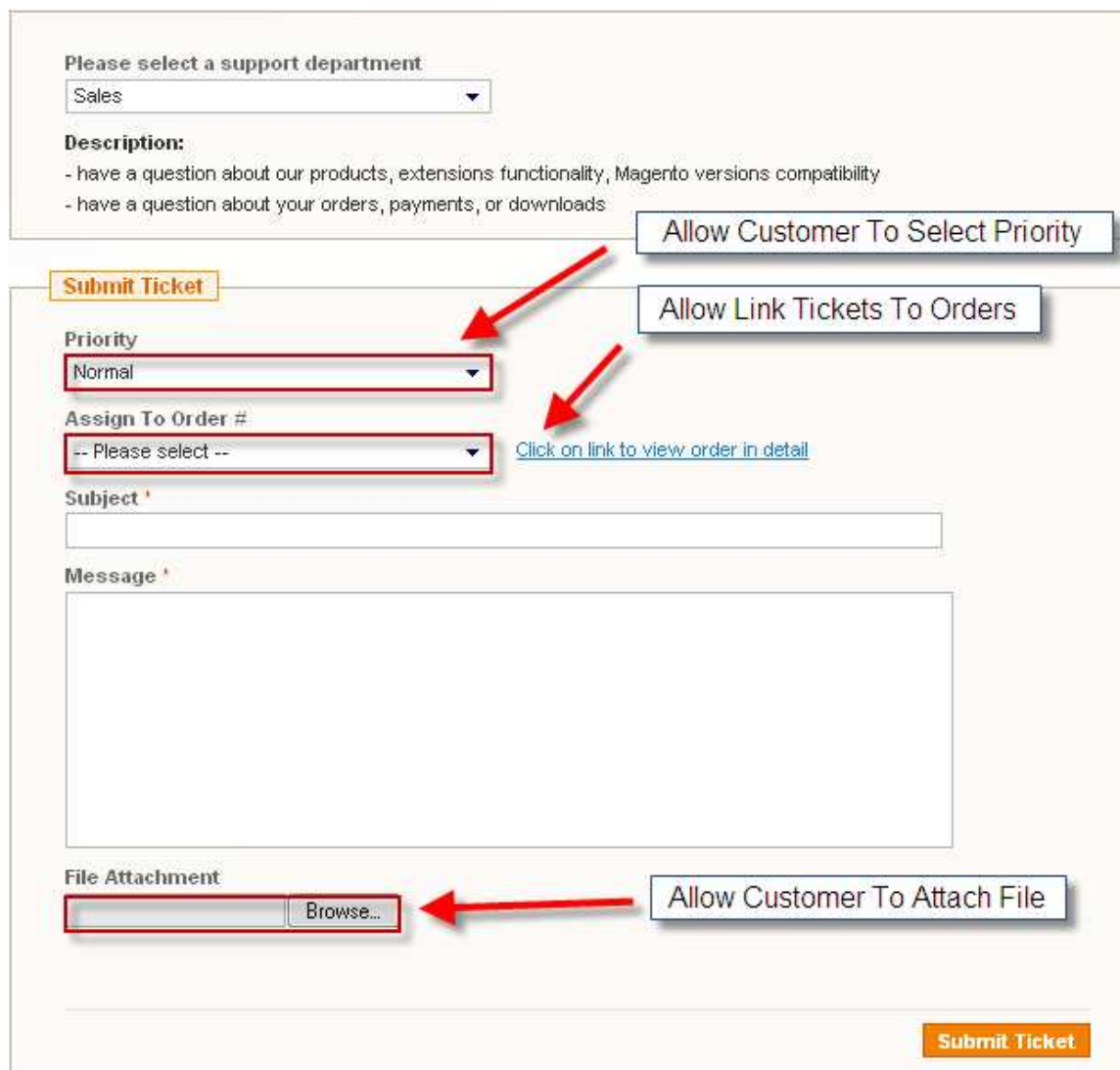
Help Desk Pro includes 2 sub-tabs, *Submit Ticket* and *My Ticket*.

My Ticket displays ticket history.

Submit Ticket is the place for customer to send their request. When customers click on the tab *Submit Ticket*, they will see a screen like the image above. The first box shows information of business time and support status. Customer chooses a department that he

wants to shoot an email to at the second box. Admin can choose to hide this box in configuration, and all ticket sent from **Help Desk Pro** page will be sent directly to the default department, which is set by admin at back-end.

After customer select a department, this box will be loaded:



The screenshot shows the 'Submit Ticket' form. At the top, there is a dropdown menu for 'Please select a support department' with 'Sales' selected. Below it is a 'Description:' section with two bullet points: '- have a question about our products, extensions functionality, Magento versions compatibility' and '- have a question about your orders, payments, or downloads'. The main form area is titled 'Submit Ticket' and contains several fields: 'Priority' (dropdown menu with 'Normal' selected), 'Assign To Order #' (dropdown menu with '-- Please select --' selected), 'Subject' (text input field), and 'Message' (large text area). Below these is a 'File Attachment' section with a 'Browse...' button. A 'Submit Ticket' button is located at the bottom right. Three red arrows point to specific elements: one to the 'Priority' dropdown, one to the 'Assign To Order #' dropdown, and one to the 'Browse...' button. Three callout boxes are present: 'Allow Customer To Select Priority' points to the 'Priority' dropdown, 'Allow Link Tickets To Orders' points to the 'Assign To Order #' dropdown and the link 'Click on link to view order in detail', and 'Allow Customer To Attach File' points to the 'Browse...' button.

Customer will see description of the selected department and the *Submit Ticket* area. This form allows customer to select ticket priority, assign related-order for his ticket, and attach file. If customer does something wrong, don't worry, alert message will direct him to correct. Max size upload notification is an example.

 Max Upload File Size is 1 (Mb)

If customer wants to assign an order for his ticket, he can choose this order in the field *Assign To Order #*. To see detail, move mouse to *Click on link to view order in detail*, all information of this order will be shown.

After customer sends a ticket successfully, system will notify him on screen and drop a notification into his email, then update history immediately. The customer can review all his tickets by clicking on *My Ticket*.



My Tickets

2 Item(s) Show 10 per page

Date	Subject	Department	Priority	Status	
March 11th, 2011, 01:42 AM	#1000144 - test dcode	Technical	Normal	Closed	View detail
March 7th, 2011, 02:25 PM	01#1000134 - Overborder	support	Normal	Open	View detail

2 Item(s) Show 10 per page


My Ticket shows all information of created tickets such as *date, subject, assigned department, priority, status*. To view detail and reply, click on *View Detail*, and you can see the screen below:

Post a reply

Message ^

File Attachment

Ticket Thread

 **March 11th, 2011, 01:43 AM - musonepnk@gmail.com**

This is content

2. **Magento Contact form**

As we said above, **Help Desk Pro** integrates with *Magento Contact Form*, so customer can create ticket by clicking on *Contact Us* at the footer of site.

When customer chooses department, he can see some login required departments and not-required ones. If customer chooses a department that requires to login, system will direct him to login page. Otherwise, *My Account* page is shown, customer finds the **Help Desk Pro** tab and he can start creating ticket as normal.

Support Time : Monday - Friday | 08:00 AM - 5:30 PM GMT+7
Current Time : Monday, March 14th, 2011, 11:53 AM GMT+7
Support Status : Online

Please select a support department

Sales

Description:

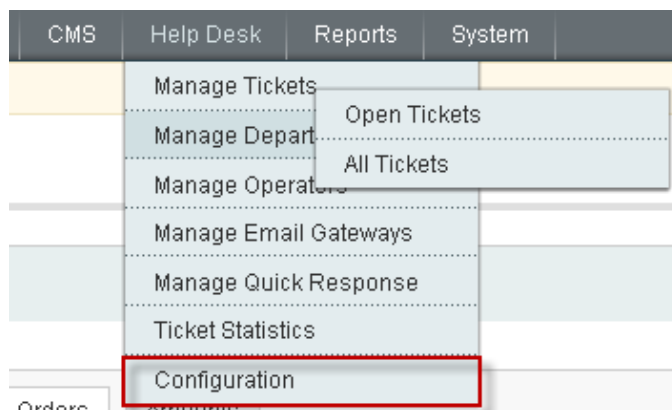
- have a question about our products, extensions functionality, Magento versions compatibility
- have a question about your orders, payments, or downloads

Please login to use this.

Login

V. Introduce Back-end

At back-end, you can find the menu **Help Desk Pro** at the top bar.



1. Software Setting step by step

To make sure the **Help Desk Pro** system works properly, you should follow steps in correct order below:

- 1/ Turn on **Help Desk Pro** by set the field *Enable* in configuration to *Yes*
- 2/ Add operators (please view **Manage Operator**)

3/ Create Department (Please view **Manage Department**)

4/ Create Gateway (Please view **Manage Gateway**)

5/ Now, you can test how **Help Desk Pro** works (create ticket at front-end or send mail, then check at **Manage Ticket**)

2. Configuration

To set a general configuration for this system, please access on *Configuration* by following the path *System/ Configuration/ Help Desk Pro* or click on *Configuration* in the menu *Help Desk Pro* at top bar.

Firstly, you can turn on/off Help Desk Pro by set the field *Enable* to Yes/No.

Enable	<input type="text" value="Yes"/>	[STORE VIEW]
--------	----------------------------------	--------------

Next, free choose the below options as you want:

Gateway Update Interval (In minutes)	<input type="text" value="1"/>	[STORE VIEW]
Notify operator of missed ticket (In hours, 0 means do not notify operator)	<input type="text" value="1"/>	[STORE VIEW]
Time To Auto-Close Ticket (In hours, 0 means not be auto-closed):	<input type="text" value="1"/>	[STORE VIEW]

▲ After a specific time that operator reply ticket and no more request is sent from customer, this ticket will be auto-closed

Gateway Update Interval: time to auto-update gateway (in minutes).

Notify operator of missed ticket: After a specific time that operator don't reply a ticket, the system will send a notification to him for warning (in hours).

Time to auto-close ticket: After a specific time that operator reply ticket and no more request is sent from customer, this ticket will be closed (in hours).

Allow Display Support Working Time	Yes	[STORE VIEW]
Default Department	support	[STORE VIEW]
	▲ If a ticket isn't assigned to any department it will be automatical assigned to default department	
Start Time (Support working time)	08 : 00 : 00	[STORE VIEW]
End Time (Support working time)	17 : 30 : 00	[STORE VIEW]
Working Days(Support working time)	<input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday	[STORE VIEW]
Allow Customer To Select Department	Yes	[STORE VIEW]

Allow Display Working Time: Choose Yes if you want to display your company's working time at front-end.

Start Time: Select Start business time for supporting customer of your company.

End Time: Select End business time for supporting customer of your company.

Working Days: Select business time of your company (multi-selected).

Allow Customer to select Department: Choose Yes if you wish to allow customer to select department at front-tend.

Default Department: Choose a department. When you set the field *Allow Customer to select Department* to No, every customers' tickets, creating from Help Desk form and Magento Contact Form will be sent directly to this default department(Note: not be applied for ticket sent from email, this will be set when creating Gateway).

Allow Customer To Select Priority	Yes	[STORE VIEW]
Allow Link Tickets To Orders	Yes	[STORE VIEW]
Allow Customer To Attach File	Yes	[STORE VIEW]
Max Upload File Size (Mb)	1	[STORE VIEW]

Allow Customer to Select Priority: Choose Yes if you wish to allow customer to assign priority for ticket.

Allow Link Tickets to Orders: Choose Yes if you wish to allow customer to assign order for ticket.

Allow Customer to Attach File: Choose Yes if you wish to allow customer to attach file.

Max Upload File Size (Mb): Insert capacity limitation for attachment file (there is alert message if customer choose an over-size file.)

Auto Create Ticket From Email	Yes	[STORE VIEW]
Overwrite Contact Form	Yes	[STORE VIEW]
▲ If Yes, a ticket would be created when sending a message via the contact form of magento		

Auto Create Ticket from Email: Choose Yes if you wish the system auto-creates ticket when customer send request via email.

Override Contact Form: Choose Yes to activate Magento Contact Form Integration.

The fields below allow you to choose default email template, we will provide more information at the part of **Email Template**.

Customer New Ticket Template	Customer New Ticket Template (Default Temp	[STORE VIEW]
Operator Reply Ticket Template	Operator Reply Ticket Template (Default Temp	[STORE VIEW]
Operator New Ticket Template	Operator New Ticket Template (Default Templ:	[STORE VIEW]
Customer Reply Ticket Template	Customer Reply Ticket Template (Default Tem	[STORE VIEW]
Ticket Reassign Template	Ticket Reassign Template (Default Template fi	[STORE VIEW]
Late Reply Ticket Template	Late Reply Ticket Template (Default Template :	[STORE VIEW]

3. Manage Operators

You can add and manage operators by going to *Help Desk Pro – Manage Operator*. This page display list of operators, click on the one that you want to edit or click to *Add Operator* if you want to add new.

Edit operator

Operator Information	Edit Operator 'pham ngoc khanh' Back
Operator Information	Operator Detail
	Name * <input type="text" value="pham ngoc khanh"/>
	Email * <input type="text" value="khanhpn@asia-connect.com.vn"/>
	Active <input type="text" value="Yes"/>

Add Operator

Operator Information	Add Operator
Operator Information	Operator Detail
	Name * <input type="text"/>
	Email * <input type="text"/>
	Active <input type="text" value="Yes"/>

4. Manage Departments

At backend, go to *Help Desk Pro – Manage Departments* page.

Departments Manager 

Page 1 of 1 pages | View 20 per page | Total 5 records found

Export to: CSV Export Reset Filter Search

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected Actions Submit

ID	Name	Dcode	Required Login	Active	Action
6	Sales	sale	Yes	Yes	Edit
5	Installation		No	Yes	Edit
4	Technical		Yes	Yes	Edit
2	Support 2		No	Yes	Edit
1	support	123	Yes	Yes	Edit

To create a new department, click on *Add Department*, it contains 2 sub-tabs: *Department Information* and *Department Staff*.

Department Information

Department Information

Department's Staff


Add Department

Detail Information

Department Name *

Dcode

Department Staff displays the list of all operators, tick on the ones who belong to this department.

Department Information 

Department Information

Department's Staff

Add Department

Page 1 of 1 pages | View 20 per page | Total 3 records found

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	thuy	phamthuyhanu@gmail.com
<input type="checkbox"/>	Thuy VIP ^ ^	thuypt_vip@yahoo.com.vn
<input type="checkbox"/>	pham ngoc khanh	khanhpn@asia-connect.com.vn

Department Information has all necessary fields such as *Department Name*, *Dcode*, *Active*, *Store View*, *Required Login*, *Defaut Email Gateway*, *Moderator*, *Auto-notification*, and *Description*.

Note: Pay attention to the followings

- *Dcode:* will be stick at the start of ticket id array (see image below).
- *Required Login:* This field's values (Yes/No) determine to show the required login department or non-required ones when customer create ticket at front-end.
- *Moderator:* Type email of department's moderator. When a department is assigned for a ticket, the ticket will be sent to Moderator's email address (please remember that moderator must belong to department, tick on his mail in Department's Staff).
- *Auto-Notification:* Choose Yes if you want the system send notification to this department if any ticket, sent to the department was missed.
- *Description:* will be displayed together name if customer selects this department.

Detail Information

Department Name *	<input type="text" value="Sales"/>	
Dcode	<input type="text" value="sale"/>	
Active	<input checked="" type="checkbox" value="Yes"/>	
Store View *	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #4f798c; color: white; padding: 2px;">All Store Views</div> <div style="background-color: #4f798c; color: white; padding: 2px;">Main Website</div> <div style="background-color: #4f798c; color: white; padding: 2px;">Main Store</div> <div style="padding: 2px;">English</div> <div style="padding: 2px;">French</div> <div style="padding: 2px;">German</div> </div>	
		<div style="border: 1px solid #ccc; padding: 5px;"> Please select a support department -- Please select -- -- Please select -- Support 2 Installation -- Login Required -- support <div style="background-color: #4f798c; color: white; padding: 2px;">Technical</div> <div style="background-color: #4f798c; color: white; padding: 2px;">Sales</div> </div>
Required Login	<input type="text" value="Yes"/>	
Default Email Gateway	<input type="text" value="Gateway 1"/>	
Moderator *	<input type="text" value="khanhpn@asia-connect.com"/>	
Auto-Notification	<input checked="" type="checkbox" value="Yes"/>	
Description	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Please select a support department <input type="text" value="Sales"/> Description: - have a question about our products, extensions functionality, Magento versions compatibility - have a question about your orders, payments, or downloads </div> - have a question about our products, extensions functionality, Magento versions compatibility - have a question about your orders, payments, or downloads </div>	

You can choose Email template for this department. If you choose Email template here, the system will apply these templates instead of the selected ones in configuration.

Email Templates	
Customer New Ticket Template <i>(Notify customer of new ticket)</i>	Default Template from Locale ▼
Operator Reply Ticket Template <i>(Notify customer of the reply from operator)</i>	Default Template from Locale ▼
Operator New Ticket Template <i>(Notify operator of new ticket)</i>	Default Template from Locale ▼
Customer Reply Ticket Template <i>(Notify operator of the reply from customer)</i>	Default Template from Locale ▼
Ticket Reassign Template <i>(Notify operator of reassigning a ticket to him)</i>	Default Template from Locale ▼
Late Reply Ticket Template <i>(Notify operator of a missed ticket)</i>	Default Template from Locale ▼

5. Manage Email Gateways

Help Desk Pro allows you to create more than one email gateways. You can manage and add new gateway by go to *Help Desk Pro – Manage Email Gateways*.

Gateway Information

Gateway Information

Edit Gateway 'gate1'

Gateway information	
Gateway Name *	<input type="text" value="gate1"/>
Active	<input type="text" value="Yes"/>
Gateway Host *	<input type="text" value="mail.test15.good-demo.com"/>
Gateway Email *	<input type="text" value="maidung@test15.good-demo.com"/>
Login	<input type="text"/>
Password *	<input type="text" value="123456"/>
Port	<input type="text"/>
Type	<input type="text" value="IMAP"/>
Use SSL/TLS	<input type="text" value="Yes"/>
Default Department *	<input type="text" value="Test Department"/>
Delete Email From Host	<input type="text" value="Yes"/>

▲ Applied only with IMAP (If you choose POP3, mails are auto-deleted from host after these mails were transferred to ticket system)

There are some required fields, you must fulfill: *Gateway Name*, *Gateway Host*, *Gateway Email*, *Password* and *Default Department*.

Gateway Name: Specify a name for this gateway

Gateway Host: Specify the address of email server

Gateway Email: Specify the email address that will be used to receive mail from customer.

Login: Specify the login for server access

Password: Define password for server access

Port: Specify the port number to setup the connection with your email server (110 for POP3, 995 for POP3-SSL, 143 for IMAP-TLS, and 993 for IMAP-SSL). This is not a required field, you can pass it.

Default Department: All tickets from mail will be sent to this department.

Type: choose IMAP or POP3 (POP3 and IMAP are two different protocols used to access e-mail.) If you want to learn more about it, please visit the link <http://www.businesscreatorpro.com/articles/what-is-imap-and-pop3.php>

Use SSL/TLS: Use them for securing your data. If you want to learn about it, please visit the link

[http://technet.microsoft.com/en-us/library/cc784450\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc784450(WS.10).aspx)

Delete Email from Host: Choose value for this field when you select IMAP for the field *Type*. If you choose POP3, mails are auto-deleted from host after these mails were transferred to the system.

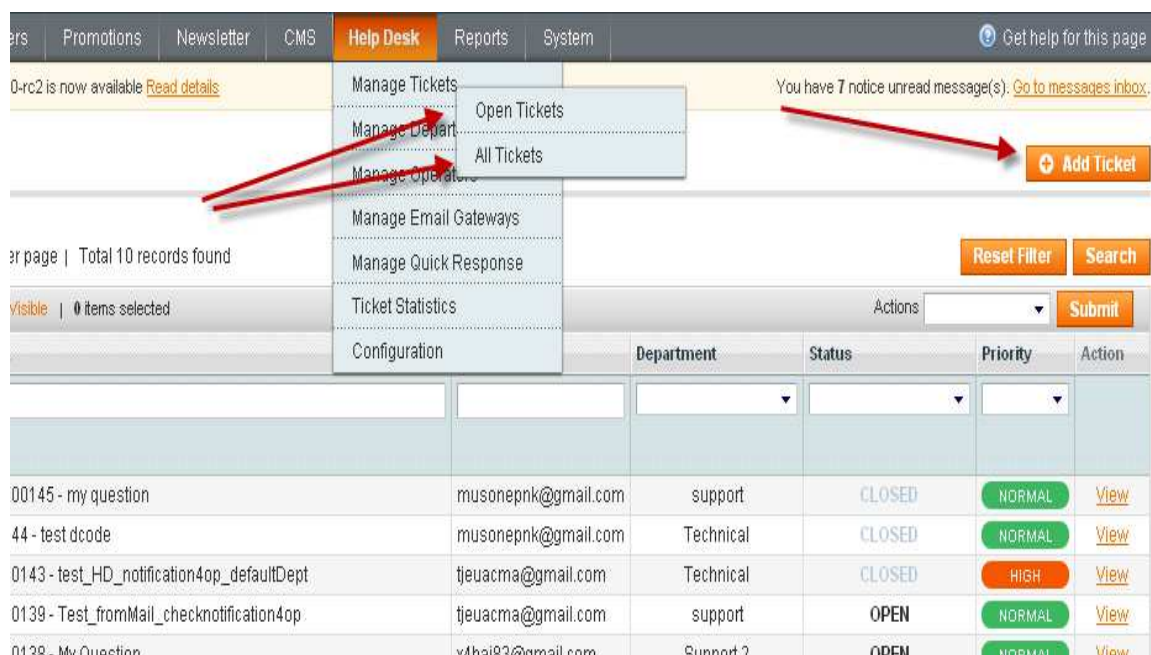
Note:

- After finishing, click on the button *Test Connect* to check. If it notifies “The Gateway connects successfully”, the system can create ticket from mail. If it notifies “The Gateway connection is fail”, it means you did something wrong, then the system can not create ticket from mail.
- You can create as many gateways as you want but must sure that not use the same Gateway Email (same Gateway Host is ok).

6. Manage Ticket

You can find all tickets that customer sent to by going to *Help Desk Pro – Manage Ticket*. There are 2 sub-tabs, *Open Tickets* – list the tickets in “open” status and *All Tickets* – list all ones.

Admin can create new ticket here by choosing *Add Ticket*.

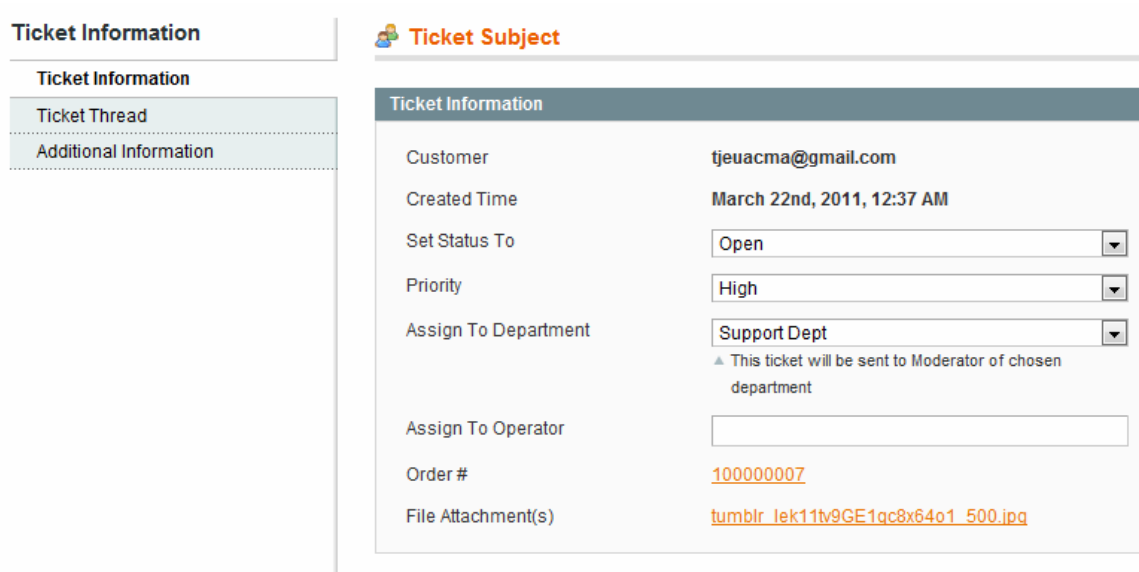


The screenshot shows the 'Help Desk' section of the application. A dropdown menu is open under 'Manage Tickets', listing options: 'Open Tickets', 'All Tickets', 'Manage Email Gateways', 'Manage Quick Response', 'Ticket Statistics', and 'Configuration'. A red arrow points from the 'Add Ticket' button to the right. Another red arrow points from the 'Open Tickets' option to the 'Add Ticket' button. The main interface shows a table of tickets with columns for Department, Status, Priority, and Action.

Department	Status	Priority	Action
support	CLOSED	NORMAL	View
Technical	CLOSED	NORMAL	View
Technical	CLOSED	HIGH	View
support	OPEN	NORMAL	View
Support ?	OPEN	NORMAL	View

Click on [View](#) to view a ticket in detail. One ticket has 3 sub-tabs: *Ticket Information*, *Ticket Thread* and *Additional Information*.

Ticket Information:



Ticket Information	
Customer	tjeuacma@gmail.com
Created Time	March 22nd, 2011, 12:37 AM
Set Status To	Open
Priority	High
Assign To Department	Support Dept <small>▲ This ticket will be sent to Moderator of chosen department</small>
Assign To Operator	
Order #	100000007
File Attachment(s)	tumblr_1ek11tv9GE1qc8x64o1_500.jpg

Ticket Information contains all information of a ticket such as *Customer Email*, *Created Time*, *Status*, *Priority*, *Assigned Department*, *Assigned Operator*, *Order link (if any)*, and *File Attachment*.

Ticket Thread: You can view history of ticket and reply in *Ticket Thread*.

Ticket Information

- Ticket Information
- Ticket Thread
- Additional Information

Ticket Subject

Reply Ticket

Use Quick Response

Content

March 18th, 2011, 01:15 AM -- phamthuyhanu@gmail.com

tra loi ne, ok chua
tra loi that dai nua ne eee eee

March 18th, 2011, 01:11 AM -- phamthuyhanu@gmail.com

operator: Ok I receive ticket from customer

Additional Information: Store 2 direct links for operator and customer (these links are stick with content in mail of operator and customer)

Ticket Information

- Ticket Information
- Ticket Thread
- Additional Information

Ticket Subject

Ticket Information

Customer Direct Link <http://test15.qood-demo.com/index.php/helpdesk/viewticket/customer/code/d0969c214d910f5385c632555bde85fa>
▲ Customer can view detail ticket thread and quick reply by click on this link

Operator Direct Link <http://test15.qood-demo.com/index.php/helpdesk/viewticket/moderator/code/6f4922f45568161a8cdf4ad2299f6d23>
▲ Operator can view detail ticket thread and quick reply by click on this link

Note

Customer Direct Link: Customers can view all information of ticket while not need to login site. Also, they can reply in direct link and choose close ticket by themselves if wish.

Subject :	Sale#1000009 - Test_CT_notlogin
Department :	Sale Department
Status :	Closed
Priority :	Normal

Post a reply

Message *

File Attachment
 No file chosen

Ticket Thread

Operator Direct Link: Operators can view, reply (quick response included) and manage ticket while not need to login site. At this step, operator can reassign this ticket to the others and close the ticket if wish.

Subject :	Sale#1000009 - Test_CT_notlogin
Department :	Sale Department
Status :	Closed
Priority :	Normal

Update Ticket

Assign To Department
 Test Department

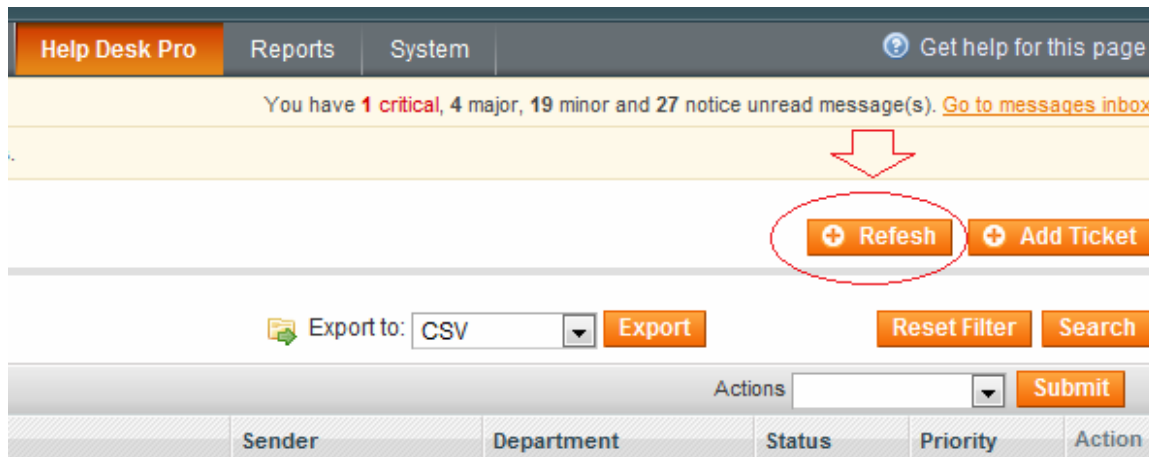
Assign To Operator
 thuy
 thuy <phamthuyhanu@gmail.com>
 Thuy VIP ^^ <thuypt_vip@yahoo.com.vn>

Post a reply

Use Quick Response
 -- Select Quick Response --

Message *

In *Open Ticket* page, you can see the button *Refresh* on top. Click on this button to run Cron, the system will get mails from host. Refresh page to update the list of open tickets, you might see new tickets if any.



Help Desk Pro Reports System [Get help for this page](#)

You have **1 critical**, **4 major**, **19 minor** and **27 notice** unread message(s). [Go to messages inbox](#)

Refresh **Add Ticket**

Export to: **Export** **Reset Filter** **Search**

Actions **Submit**

Sender	Department	Status	Priority	Action
--------	------------	--------	----------	--------

Note:

If you meet the problem that can not receive ticket from mail, and when click on the button *Refresh*, it shows alert message “System have not got any email from gateway”, please check at Manage Gateways. If you created multi-gateways, you must sure email gateways of them are not the same.

The system also displays the alert message above when there is no mail, being sent to host. Therefore, don't worry.

7. **Manage Quick Response**

You can build a question bank and answers, which are interested by most of your customer by using Quick Response. This helps operator save time. Instead of having to answer the same questions more than one time, they select quick response.

Go to *Help Desk Pro – Manage Quick Response* to create new by your own.

Manage Quick Response

 Add Quick Response

Page 1 of 1 pages | View 20 per page | Total 4 records found

Export to: CSV

Export

Reset Filter

Search

Select All Unselect All Select Visible Unselect Visible 0 items selected				Actions	Submit
ID	Response Title	Active (Yes/No)	Action		
Any					
<input type="checkbox"/>	4 Câu đồ nè??? Bà đồ chết, bà bay lên trời? Hỏi: vì sao bà ta chết, chết năm bi nhiêu tuổi. Trả lời coi ^^	Yes	Edit		
<input type="checkbox"/>	3 cau hoi thuong gap	Yes	Edit		
<input type="checkbox"/>	2 ko hien thi	No	Edit		
<input type="checkbox"/>	1 Huong dan nhanh cai dat extension	Yes	Edit		

Add Quick Response

Back

Reset

Save Quick Response

Save And Continue Edit

Quick Response Information

Response Title *

Active

 Yes

Response Message *

Use Quick Response
 -- Select Quick Response --

8. Ticket statistics

Ticket statistics provide general view of ticket (status) by departments and operators. Thank to it, you can see your works' efficiency.

Go to *Help Desk Pro – Ticket statistic*.


Help Desk - Tickets Statistics

Operators Statistics				
Operator Name	Open	Wait For Customer	Closed	Total
Khanh asia	3	0	1	4
khanh yahoo	1	0	0	1
Thuy VIP.AA	1	0	3	4
pthuy	0	0	1	1

Departments Statistics				
Department Name	Open	Wait For Customer	Closed	Total
support	3	0	1	4
Support 2	1	0	0	1
Technical	1	0	4	5

VI. Cron Configuration

You can read the following instructions on cron job setting for your Magento store:

http://www.magentocommerce.com/wiki/1installation_and_configuration/how_to_setup_a_cron_job

Generally it would be enough to run in SSH console of your server:

```
crontab -e
```

And insert the following line:

```
*/3 * * * * php /<path-to-your-installation>/cron.php
```

or

```
*/3 * * * * wget -O - 'http://yourstore.com/cron.php' > /dev/null
```

Then exit having the "Save" request confirmed.

VII. Email Templates

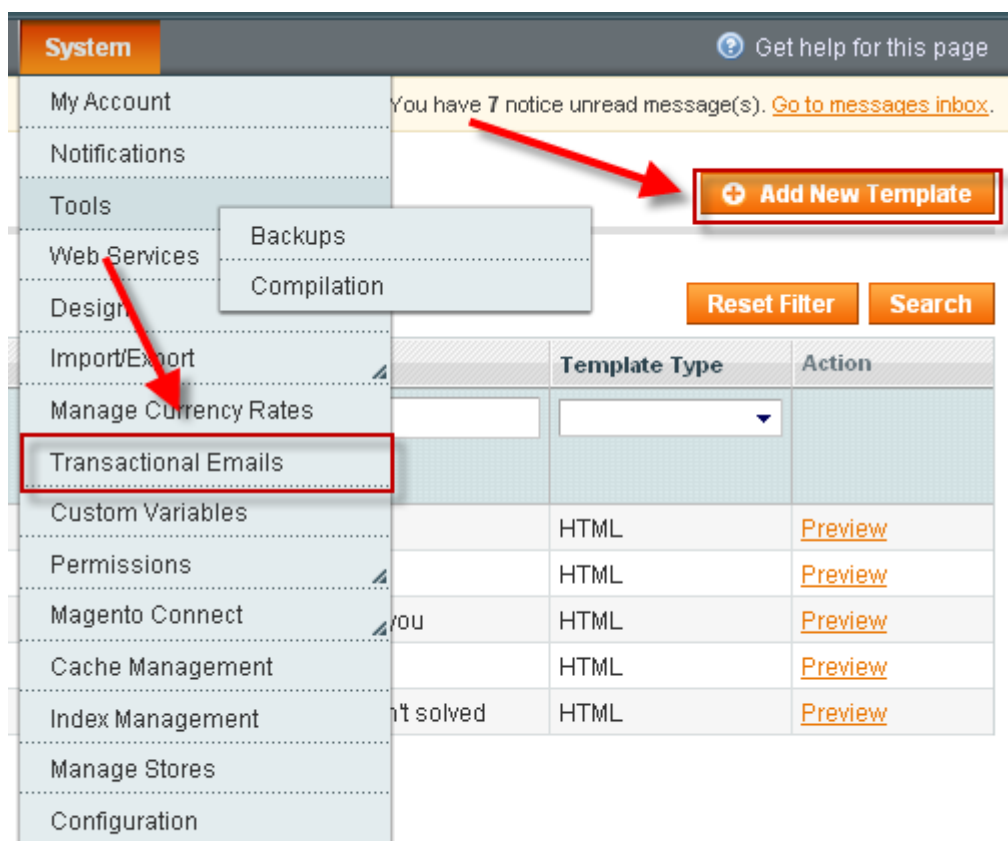
Email templates will be sent together with content when the system sends mail.

We provide some samples in the folder **mw_helpdesk**, you can access it by following the path **app/locale/en_US/template/email/mw_helpdesk**.

When you choose email templates in configuration or for one department, choose the ones having the term "Default Template from Locale" in title.

Customer New Ticket Template	Customer New Ticket Template (Default Temp	[STORE VIEW]
Operator Reply Ticket Template	Operator Reply Ticket Template (Default Temp	[STORE VIEW]
Operator New Ticket Template	Operator New Ticket Template (Default Templ	[STORE VIEW]
Customer Reply Ticket Template	Customer Reply Ticket Template (Default Tem	[STORE VIEW]
Ticket Reassign Template	Ticket Reassign Template (Default Template fi	[STORE VIEW]
Late Reply Ticket Template	Late Reply Ticket Template (Default Template	[STORE VIEW]
	Late Reply Ticket Template (Default Template from Locale)	
Author Information	Notify operator of new ticket	
	Reply ticket for customer	
	Notify reassigned operator of new ticket	
	Notify customer that he has sent a ticket.	
	Notify operator about an indisposed ticket	

If don't want to use available templates, you can create your own email templates by going to *System – Transactional Emails*.



The screenshot shows the Magento System configuration page. The 'Transactional Emails' menu item is highlighted with a red box. A red arrow points from the 'Add New Template' button to the 'Transactional Emails' menu item. The page also displays a notification for 7 unread messages and a table of existing templates.

	Template Type	Action
Custom Variables	HTML	Preview
Permissions	HTML	Preview
Magento Connect	HTML	Preview
Cache Management	HTML	Preview
Index Management	HTML	Preview

Note that:

- Templates are chosen in configuration will be applied for all departments.

- In case of you choose other templates for a department; these templates will be applied for this department only.
- Please be aware of this line in our templates:

===== Please enter your reply ABOVE this line =====

The system will get the part of content that is above that line, any below will be discard.