



## Enterpristore Helpdesk

Enterpristore Helpdesk is an all-encompassing ticketing and support system tailored to enhance customer service operations on the Enterpristore Ecommerce platform.

The **Email & Communication Management** module automates ticket creation from incoming emails, offering priority classification and customizable email templates for efficient communication. The **Ticket Management System** centralizes inquiries, supports attachment uploads, and enables advanced tracking and categorization of tickets based on priority and status.

**User & Team Management** allows for role-based access and performance monitoring, ensuring optimal workload distribution among agents. Furthermore, **Automation & Workflows** enhance operational efficiency through intelligent workflows and integration capabilities with other business systems. Customization options enable branding and personalized communications, while **Reporting & Analytics** provide insights into performance metrics and customer satisfaction.

Additional features include mobile accessibility, security compliance, and integration with social media and live chat. Overall, Enterpristore Helpdesk transforms customer support into a proactive service that fosters stronger customer relationships, reduces operational costs, and enhances overall efficiency.



Admin Us

- Dashboard
- Tickets
- Users
- Email Template
- Ticket Logs
- Categories
- Labels
- Email Setting

### Tickets

Search by email, company, title, or ID...

Create

-- SELECT DATE --

-- ASSIGNED TO --

-- SELECT PRIORITY --

-- SELECT CATEGORY --

TITLE	AUTHOR	EMAIL	COMPANY	STATUS	PRIORITY	TICKET DURATION	DATE/TIME	ASSIGNED TO	
<a href="#">Signup Error</a>	Without Login User	m.bilal@nexttech-solutions.com	Company name	open	normal	1 day 3 hours 3 minutes	Aug 15, 2025, 3:47 PM	Jason Borne	Edit
<a href="#">Test Ticket</a>	Without Login User	muhammadnadee18@gmail.com	nadeem	open	normal	1 day 12 hours 3 minutes	Aug 15, 2025, 6:48 AM	Jason Borne	Edit
<a href="#">Test</a>	Enterpristore Ticket	a@a.com	N/A	closed	normal	1 day 23 hours 51 minutes	Aug 14, 2025, 7:00 PM	Jason Borne	Edit
<a href="#">Upload Document</a>	Without Login User	muhammadbilalbsse027@gmail.com	Company name	open	normal	2 days 1 hour 30 minutes	Aug 14, 2025, 5:21 PM	Jason Borne	Edit



## Enterpristore Helpdesk

### Email & Communication Management

#### Email Management & Conversion

- **Automatic Ticket Creation:** Convert all incoming support emails into organized tickets
- **Email Threading:** Maintain conversation history and context across multiple exchanges
- **Priority Classification:** Automatically categorize emails based on keywords and sender importance

#### Mailbox Configuration

- **Multiple Email Channels:** Configure unlimited support email addresses (sales@, support@, billing@, etc.)
- **Department Routing:** Automatically route emails to appropriate teams based on recipient address
- **Email Templates:** Professional email formatting with company branding
- **Delivery Confirmation:** Track email delivery and read receipts

#### Saved Replies & Templates

- **Pre-written Responses:** Create standardized responses for common inquiries
- **Personalization Variables:** Include customer names, order details, and custom fields automatically
- **Team Libraries:** Share effective responses across your support team
- **Version Control:** Track and update template performance over time

The screenshot shows the 'Submit Request' form. On the left is a sidebar menu with options like 'Home', 'Submit Request', 'Edit Profile', 'My Addresses', 'Manage Users', 'Manage My Lists', 'Login As Sub-Account', 'View Quotes', 'View Orders', 'Open Invoices', 'Paid Invoices', 'View Recent Data', 'Request List (0)', 'Product List (0)', 'Add New Item', 'New Item Later / Notify Me', 'My Orders', 'Recently Viewed Items', 'Recently Viewed Items', 'Buy Again', 'Product List', 'Locality Program', 'Track My Order', 'Contact Us', 'Feedback', 'Help/FAQ', 'Privacy Policy', 'Terms of Service', 'Refund Policy', 'Contact Us', 'Feedback', 'Help/FAQ', 'Privacy Policy', 'Terms of Service', 'Refund Policy'. The main form area is titled 'Please Provide Us With Your Contact Information:'. It contains fields for 'Ticket Type' (dropdown), 'Ticket Subject' (text), 'Ticket Description' (text area), 'Select Order' (dropdown), and 'Attachments' (file upload). A 'Submit' button is at the bottom.

The screenshot shows the 'View Request' page. On the left is a sidebar menu with options like 'Home', 'View Request', 'Settings', 'Edit Profile', 'My Addresses', 'Manage Users', 'Manage My Lists', 'Login As Sub-Account', 'View Quotes', 'View Orders', 'Open Invoices', 'Paid Invoices', 'Tools'. The main content area is titled 'View Request' and contains a table of tickets.

Ticket ID	Ticket Type	Ticket Subject	Ticket description	Ticket Created Date	
86	Question	Unable to access account	Unable to access account...	13 Aug 2025, 14:09:44	<a href="#">Detail</a>
76	Question	Signup failed	Signup failed. Please check yo...	13 Aug 2025, 12:26:19	<a href="#">Detail</a>
65	Question	Is the Api working	Verifying API connections...	11 Aug 2025, 17:10:22	<a href="#">Detail</a>
61	Incident	Unable to access account	Hi, I am unable to log into my...	11 Aug 2025, 15:17:11	<a href="#">Detail</a>
59	Question	login error	login error...	11 Aug 2025, 14:24:27	<a href="#">Detail</a>



## Enterpristore Helpdesk

### Ticket Management System

#### Ticket Formation & Processing

- **Unified Inbox:** Centralize all customer inquiries from multiple channels
- **Automatic Classification:** Smart categorization based on content analysis
- **Unique Ticket IDs:** Easy tracking and reference system for customers and agents
- **Attachment Support:** Handle file uploads, screenshots, and documents

#### Advanced Ticket Management

- **Priority Levels:** Set urgent, high, medium, and low priority classifications
- **Status Tracking:** Monitor tickets through stages (Open, In Progress, Pending, Resolved, Closed)
- **Assignment Rules:** Intelligent distribution based on agent expertise and workload
- **Escalation Procedures:** Automatic escalation for overdue or high-priority tickets
- **SLA Management:** Set and monitor service level agreements with automatic alerts

#### Ticket Tags & Organization

- **Custom Tagging System:** Create tags for products, issues, customers, or any relevant category
- **Advanced Filtering:** Find tickets quickly using multiple search criteria
- **Bulk Operations:** Update multiple tickets simultaneously
- **Reporting Integration:** Generate reports based on tag analytics

### User & Team Management

#### Agent Management

- **Role-Based Access:** Define permissions for agents, supervisors, and administrators
- **Skill-Based Routing:** Assign tickets based on agent expertise and specializations
- **Performance Monitoring:** Track response times, resolution rates, and customer satisfaction
- **Shift Management:** Schedule coverage and manage agent availability

#### Team Organization

- **Department Structure:** Organize agents into teams (Technical, Billing, Sales, etc.)
- **Workload Distribution:** Balance ticket assignments across team members
- **Collaboration Tools:** Internal notes and team communication features
- **Training & Onboarding:** Built-in resources for new agent training

### Customization & Branding

#### Brand Customization

- **Visual Identity:** Apply your company colors, logos, and styling
- **Custom Domain:** Use your own domain for the helpdesk portal
- **Personalized Communications:** Brand all customer-facing emails and notifications
- **White-Label Options:** Remove Enterpristore branding for enterprise clients

## Enterpristore Helpdesk

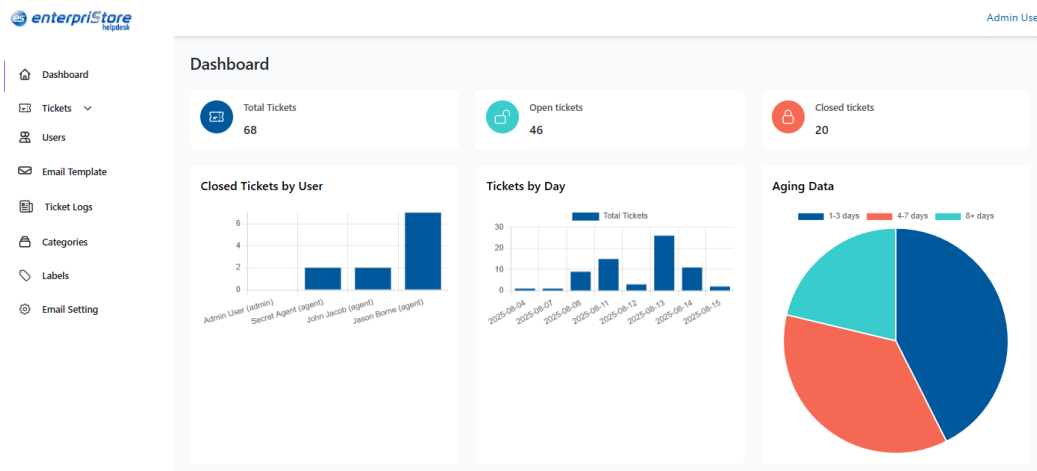
### Reporting & Analytics

#### Performance Metrics

- **Response Time Analytics:** Track first response and resolution times
- **Customer Satisfaction Scores:** Built-in CSAT and NPS surveys
- **Agent Performance Reports:** Individual and team productivity metrics
- **Trend Analysis:** Identify patterns in ticket volume and types

#### Business Intelligence

- **Custom Dashboards:** Create personalized views for different stakeholders
- **Export Capabilities:** Generate reports in multiple formats (PDF, Excel, CSV)
- **Real-Time Monitoring:** Live updates on ticket queues and agent status



### Advanced Features

#### Integration Capabilities

- **Ecommerce Integration:** Deep integration with Enterpristore platform
- **Third-Party Connections:** API support for popular business tools
- **Social Media Monitoring:** Track and respond to social media mentions
- **Live Chat Integration:** Seamlessly convert chat conversations to tickets

#### Mobile & Accessibility

- **Mobile-Responsive Design:** Access helpdesk from any device

- **Mobile Apps:** Dedicated apps for agents and customers
- **Accessibility Compliance:** WCAG guidelines for inclusive design

#### Security & Compliance

- **Data Encryption:** End-to-end security for all communications
- **GDPR Compliance:** Built-in privacy controls and data management
- **Audit Trails:** Complete logging of all system activities



## Enterpristore Helpdesk

- **Regular Security Updates:** Continuous security monitoring and updates

### Benefits Summary

- **Improved Efficiency:** Reduce response times by up to 50%
- **Cost Reduction:** Lower support costs through automation and self-service

- **Better Customer Experience:** Consistent, professional support across all channels
- **Scalability:** Grow your support team without losing quality
- **Data-Driven Decisions:** Make informed improvements based on analytics
- **24/7 Availability:** Automated responses and knowledge base provide round-the-clock support

This comprehensive helpdesk solution transforms customer support from a reactive cost center into a proactive customer success driver, helping businesses build stronger relationships while reducing operational overhead.