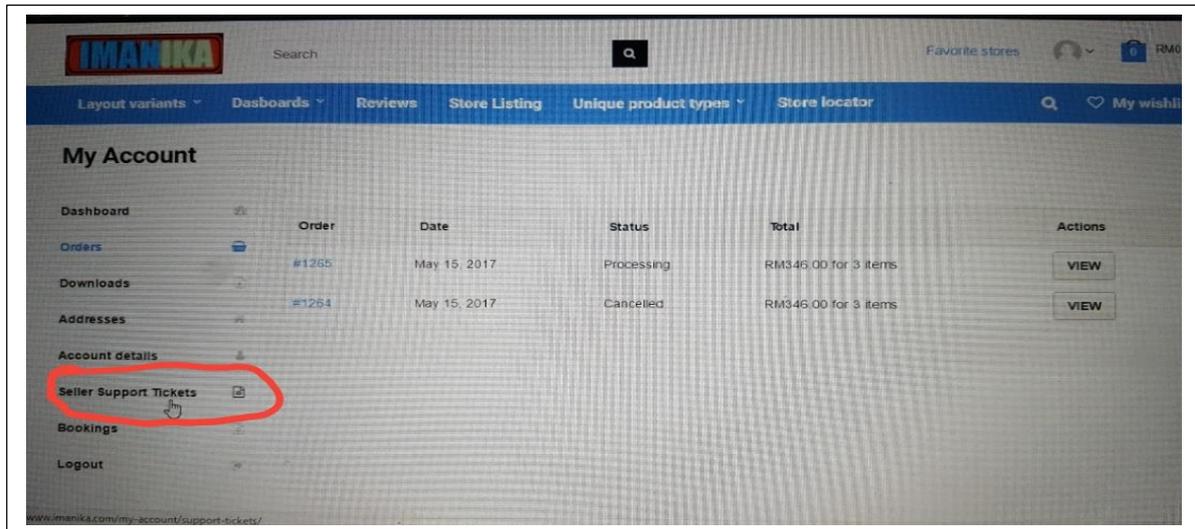


## IMANIKA Store Support

### Usage: Customer

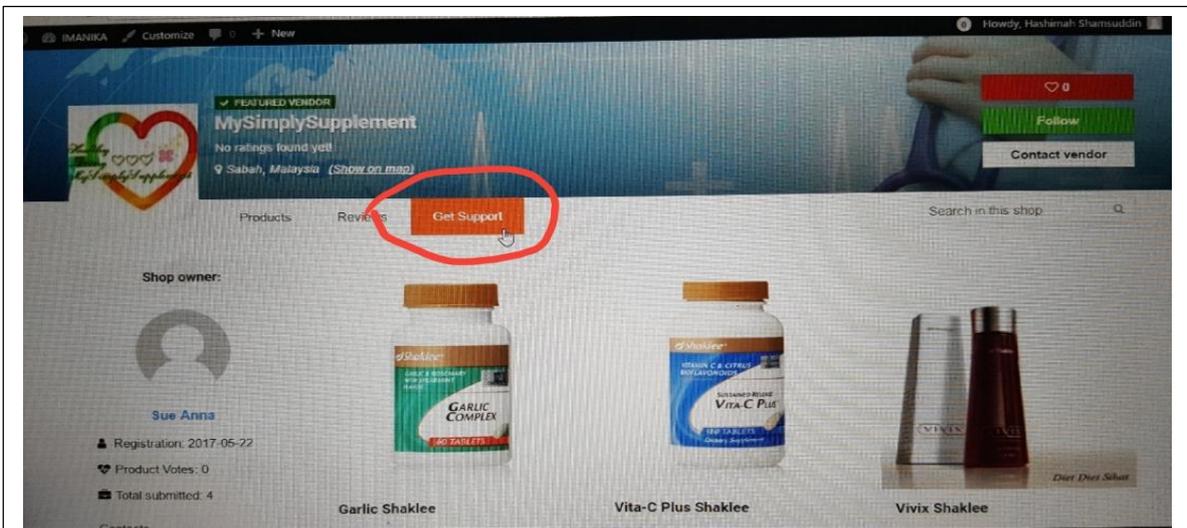
Navigate to imanika.com → Dashboards → Customer Dashboard → Seller Support Tickets. This menu is for customer to view his existing support tickets.



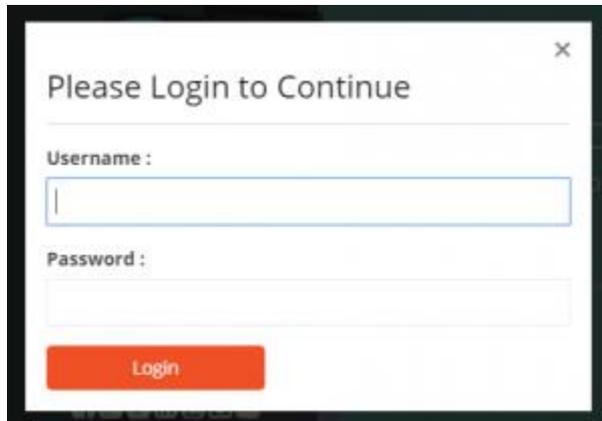
View support tickets button for customers

### Open a New Support Topic

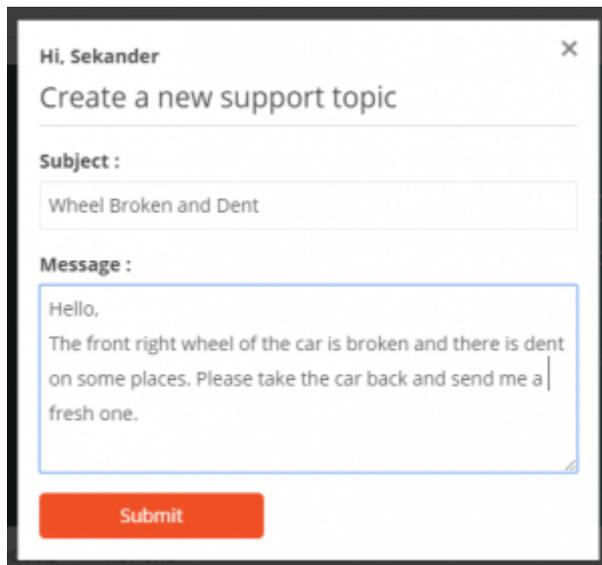
To open a new support topic, you have to navigate to the store page. Right below the store banner, you will find a button. By clicking on that button, a new modal will open with necessary input boxes.



If the user is not logged in, then the prompt box will ask the user to log in and then will let the customer use the support forum.



A modal window titled "Please Login to Continue" with a close button (X) in the top right corner. It contains a "Username :" label above a text input field, a "Password :" label above another text input field, and an orange "Login" button at the bottom.



A modal window titled "Hi, Sekander" with a close button (X) in the top right corner. Below the title is the heading "Create a new support topic". It features a "Subject :" label above a text input field containing "Wheel Broken and Dent". Below that is a "Message :" label above a larger text area containing the text: "Hello, The front right wheel of the car is broken and there is dent on some places. Please take the car back and send me a fresh one." At the bottom is an orange "Submit" button.

Send support message modal

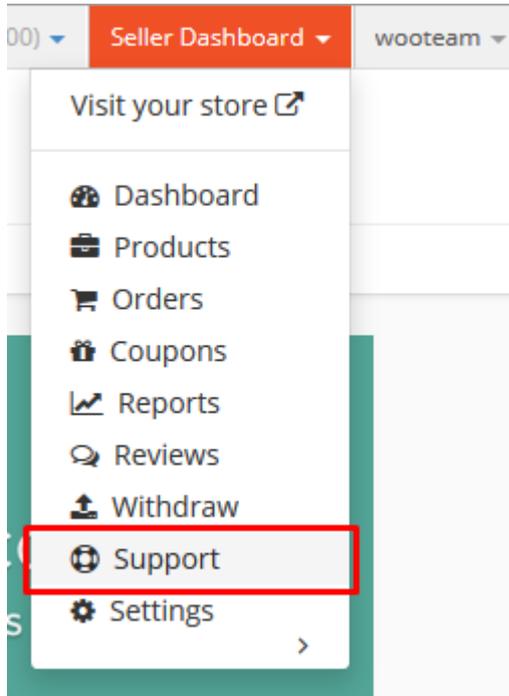
## Notification

If a customer creates a new support topic, then the seller will receive a notification email stating that he has to reply to a support topic containing the link to reply.

Similarly, when a seller replies to a topic, the customer will get a notification email stating that he has got a reply and will contain a link to view that topic.

## Usage: Seller

Navigate to imanika.com → vendor Dashboard -- > Support. Seller can see a menu item in his dashboard menu named **Support**. He can navigate to the support tickets from there easily.



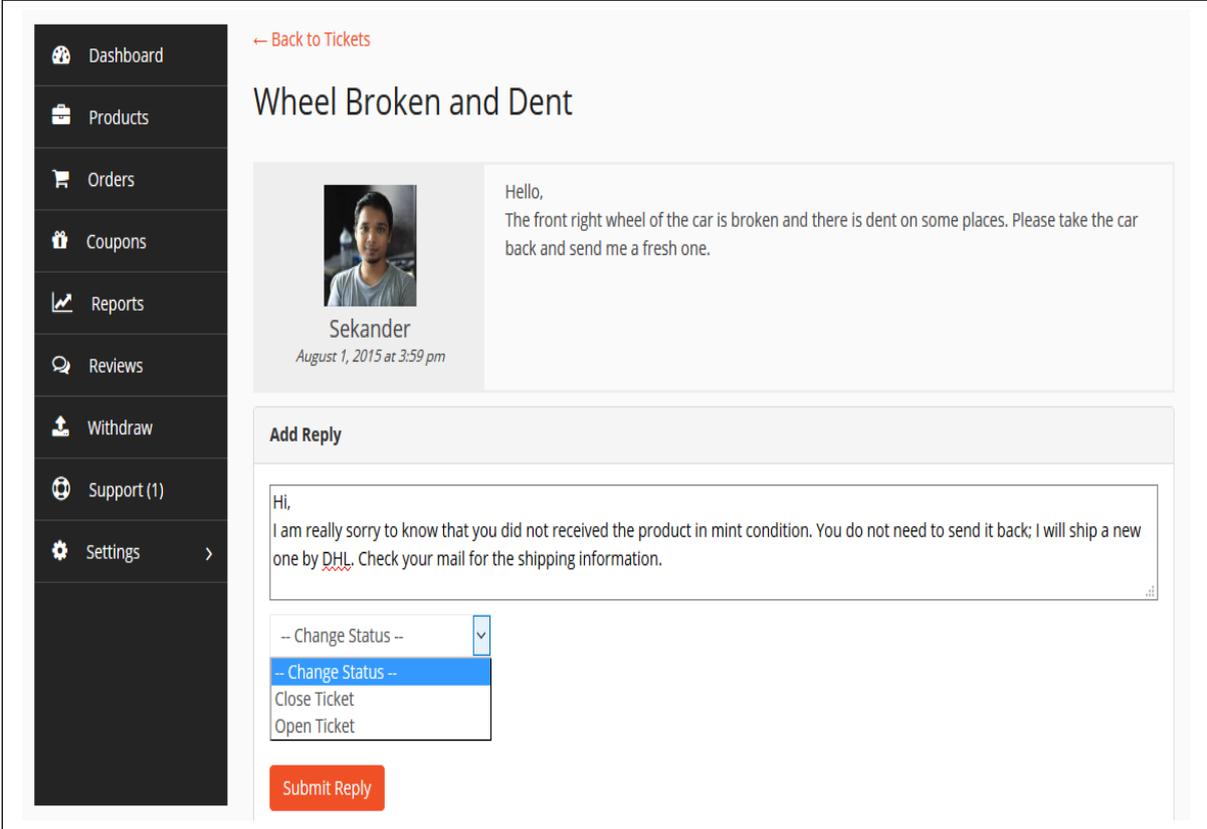
Support menu for seller.

The default tab for the support dashboard page lists all the open or new tickets. There is also two other tabs to view all the tickets in one place and closed tickets in another. The seller can close any topic without opening it from the actions column. If needed, he can re-open a topic too.

Support Tickets						
All Tickets (2)   Open Tickets (1)   Closed Tickets (1)						
Topic	Title	Customer	Status	Date	Action	
#1770	Wheel Broken and Dent	 Sekander	open	August 1, 2015 at 3:59 pm		
#1766	Gari Chole Na	 John	closed	August 1, 2015 at 2:42 pm		

## Re-open and close topic from support dashboard

Clicking on the topic hash or in the title takes the seller to the details of that ticket. The seller can reply from there and if needed he can change the status of the ticket after replying to that. Please note that, the seller cannot change the ticket status without writing anything on the box.



The screenshot displays a support dashboard interface. On the left is a dark sidebar with navigation options: Dashboard, Products, Orders, Coupons, Reports, Reviews, Withdraw, Support (1), and Settings. The main content area has a header with a red link '← Back to Tickets' and a title 'Wheel Broken and Dent'. Below the title is a user profile for 'Sekander' with a profile picture and a timestamp 'August 1, 2015 at 3:59 pm'. The user's message reads: 'Hello, The front right wheel of the car is broken and there is dent on some places. Please take the car back and send me a fresh one.' Below this is an 'Add Reply' section containing a text input field with the reply: 'Hi, I am really sorry to know that you did not received the product in mint condition. You do not need to send it back; I will ship a new one by DHL. Check your mail for the shipping information.' Under the text field is a dropdown menu for 'Change Status' with options: '-- Change Status --', 'Close Ticket', and 'Open Ticket'. A red 'Submit Reply' button is at the bottom.