



www.voxit.co.uk

0845 862 0371

VOXIT SUPPORT SUITE

User Guide

Friday, 20 February 2009

Version 1.1

Introduction

VOXIT Support Suite is one-stop-shop for managing all your services and products with VOXIT Limited. From here you can submit support tickets, contact VOXIT staff via the internal messaging system, download invoices, view work flow reports, view your current services, and purchase additional services.

VOXIT Main Website - <http://www.voxit.co.uk>

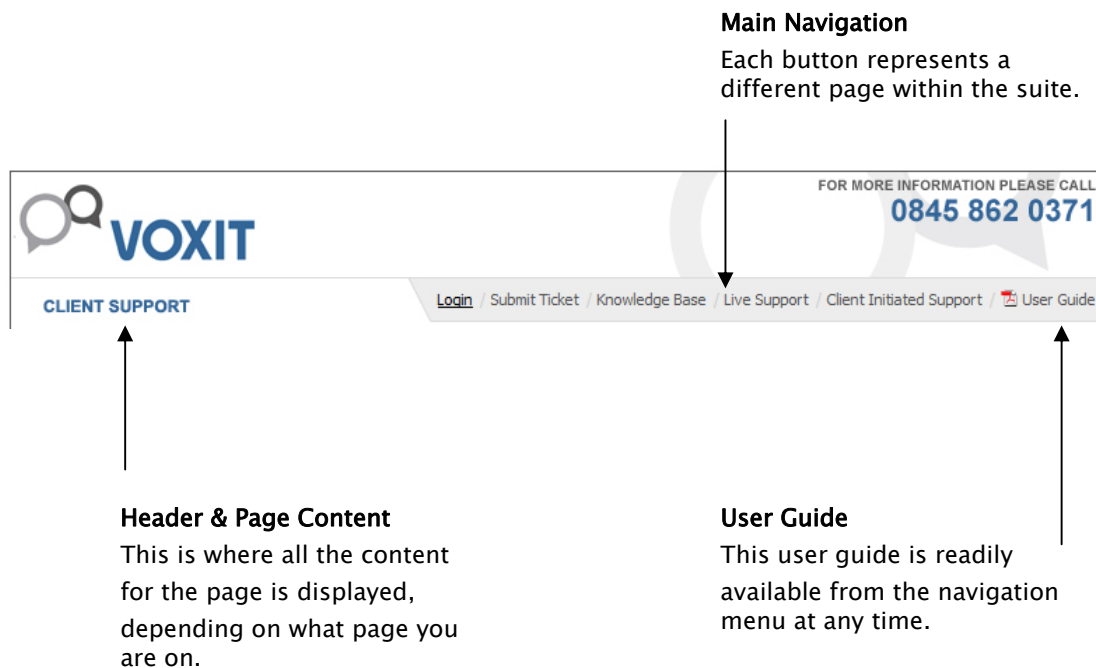
VOXIT Support Suite - <http://support.voxit.co.uk>

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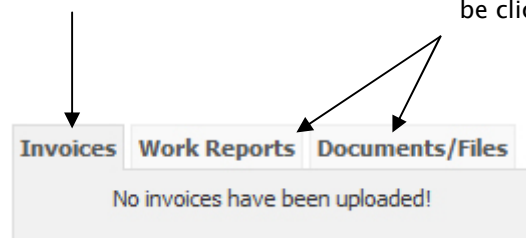
Basics Including Screen Layout

Below is a how the VOXIT Support Suite is structured. This layout of items is the same for all pages, so it is important to familiarise yourself with the below image.



Active Tab
This is the tab that is currently displayed

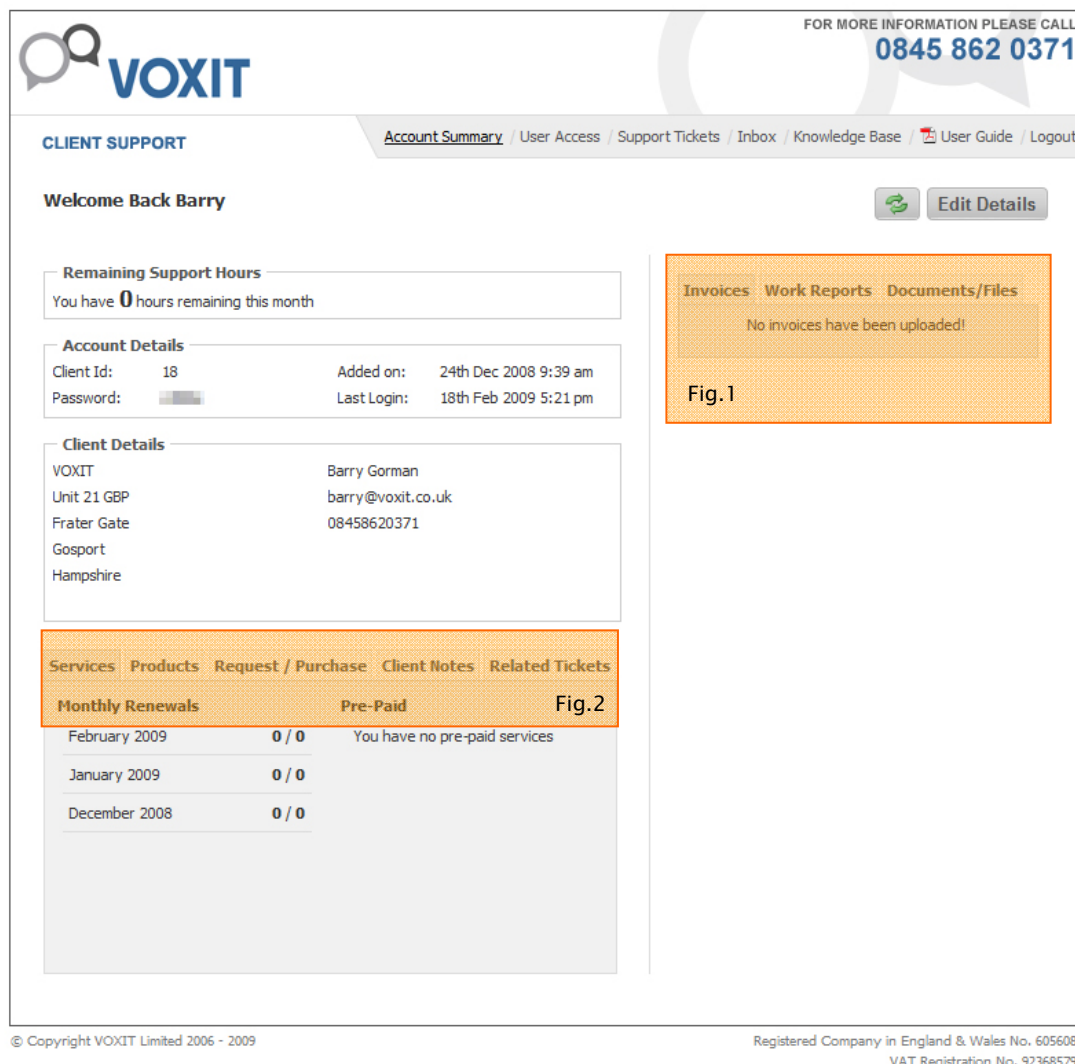
In-Active Tabs
This is a tab that is available to be clicked to display that content



NOTE: Please remember to logout when you have finished using the support suite, or during long periods of inactivity.

Account Summary

Depending on your type of access (either Main-user or Sub-user), the screenshot below shows the Account Summary page. This is shown for the main master login that VOXIT has set up for you, so therefore this screen should only be available to those who have access to the main master account, rather than an sub-user account. (See page 9 for more details on Sub-user access accounts)



FOR MORE INFORMATION PLEASE CALL
0845 862 0371

CLIENT SUPPORT [Account Summary](#) / [User Access](#) / [Support Tickets](#) / [Inbox](#) / [Knowledge Base](#) / [User Guide](#) / [Logout](#)

Welcome Back Barry [Edit Details](#)

Remaining Support Hours
You have **0** hours remaining this month

Account Details
Client Id: 18 Added on: 24th Dec 2008 9:39 am
Password: [REDACTED] Last Login: 18th Feb 2009 5:21 pm

Client Details
VOXIT Barry Gorman
Unit 21 GBP barry@voxit.co.uk
Frater Gate 08458620371
Gosport
Hampshire

Fig.1 (Callout box containing: Invoices Work Reports Documents/Files. No invoices have been uploaded!)

Fig.2 (Callout box highlighting the table below)

Monthly Renewals	Pre-Paid	
February 2009	0 / 0	You have no pre-paid services
January 2009	0 / 0	
December 2008	0 / 0	

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As you can see above, the Account Summary shows various details about your account with VOXIT.

Invoices, Work Reports and Documents/Files are shown on the top right portion of the page (fig.1), and you can easily switch between these by clicking the appropriate tabs.

This is exactly the same with the bottom tabbed area (fig.2), where you can view a summary of the services/products you have with VOXIT, request and purchase new services/products, view your client notes and also view any previous and currently open support tickets.

SUPPORT HOURS

Perhaps the most important section of the page is the **Remaining Support Hours**. This calculates how many **unused** hours you have left for the current month (this includes both prepaid and monthly services). When a member of VOXIT's staff uploads a Work Report, they state how many hours it has taken, which is then deducted from your available support hours, thus displaying an accurate result.

MESSAGE SYSTEM

You have the ability to send messages directly to VOXIT technical help via the support suite (useful should experience a problem with your email). If you have any unread internal messages, then an information panel will be displayed stating that you have X new messages. This will appear at the top of the page, but under the main headings.

CONTACT DETAILS

If you need to change or update your contact details, please click on the **Edit** button at the top of the page, once clicked it will show a form for you to update any details that you have permission to change. You are also able to select the type of email alerts that you would like to receive to your provided contact email address. Remember to select **Save Details** once you have completed you changes.

PASSWORDS

Should you wish to change your password for whatever reason, you can choose from the randomly generated prefilled password or delete and enter one of your own. Once you have provided a password please ensure you tick the checkbox labelled **Change Password?** otherwise your password will not be changed.

If you wish to send an email to yourself for reference purposes, please tick the **Send Email?** checkbox, which after saving will send an email notifying you of your new password. Once completed, simply click on the **Save Details** button at the bottom of the form.

NOTE: The account summary page displays your password for the account, so remember to log out when not using the support suite or when using a shared computer.

Support Tickets

A support ticket can be defined as a means of immediately sending information relating to an issue you are experiencing for which you require support. VOXIT technical staff can then use this information to investigate and attempt to resolve the problem. VOXIT technical staff are instantly alerted every time a ticket is created and/or updated by you, so the ticket can be effectively directed to a member of our team to and resolved as quickly as possible.

Please note: if selected, you will also receive an email when VOXIT staff update one of your support tickets.

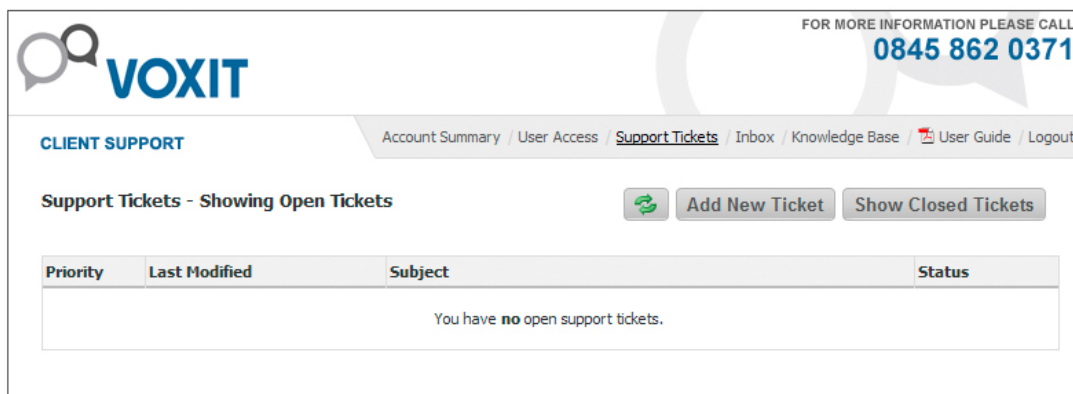
There are two main ways to submit a support ticket to VOXIT:

1. Via Email

All emails sent to support@voxit.co.uk will automatically create a support ticket and link this ticket to your account providing the email was sent from the contact email address provided in your account.

2. Via Support Suite

Once logged in, you can create a new support ticket within the **Support Tickets** section by clicking the **Add New Ticket** button from the sub-navigation menu. From here you simply enter the subject of your ticket and a description of the issue for which you require support. From here you can also change the priority from Medium (Default) to either Low, High, or Urgent. Once the form is completed, just click the **Add Ticket** button to submit you ticket.



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Support Tickets - Showing Open Tickets ➕ Add New Ticket Show Closed Tickets

Priority	Last Modified	Subject	Status
You have no open support tickets.			

Please Note: Always selecting an appropriate priority, allows our team to deal with urgent problems as a priority.

Once you have created and submitted a ticket, you can check its progress at anytime by logging into the support suite and navigating to the **Support Tickets** section. This page will list all current support tickets, including their statuses as well as when it was last modified. There are 3 difference statuses which are as follows:

1. Unanswered

This is when your support ticket has not yet received a response from VOXIT.

2. In Progress

This is when VOXIT have begun working on the ticket and lets you know that VOXIT are currently dealing with your support request.

3. On Hold

Sometimes a ticket requires you to check to see if the problem has been resolved or requires more information from you. When this happens the status of the ticket is set to **On Hold** to indicate that your input is required in order to take further action.

SUPPORT TICKET DETAILS

To view any support ticket in more detail, simply click on the subject link for that ticket. The page will show all the information related to that ticket, including the ticket code (used to reference), creation date, last update, priority, status, source (Website or Email), original message and any replies from either you or VOXIT staff.

TICKET PRIORITY AND STATUS

You can update the status and priority at any time by selecting the new status and priority from the drop-down select box and clicking **Update**.

REPLYING TO SUPPORT TICKET MESSAGES

To post a reply, simply scroll down to the bottom of the messages and enter your message in the **Post a Reply** section. You can change the status of the ticket from here too. Once done, click the **Post Reply** button to submit the ticket and notify VOXIT Staff.

ON HOLD

An example of when you may wish to change the status when posting a reply would be when VOXIT staff have posted a reply stating that the problem is now fixed and has set the status to **On Hold**. You would then check the problem, and post a reply to confirm it has been fixed and change the status to **Closed**.




CLOSED TICKETS

When a ticket has been **Closed** it will not appear in the main support ticket list as it is not currently active. To view previous tickets that have been closed, simply click on the **Show Closed Tickets** button in the sub-navigation and click **Show Open Tickets** to return to the active ticket list.

Internal Messaging

The internal messaging system can be accessed by clicking on the **Inbox** button, this will display your current message inbox including the message sender, date received, subject and ability to delete an individual message or mass delete messages. To delete messages simply tick the corresponding boxes, and click the **Delete Selected** button at the bottom of the page. To tick all the boxes on that page, simply tick the box next to the **Remove** column heading.

Each message has an icon associated to it, which is displayed on the left side of the row. The icons and their meanings are explained below:

Icon	Description
	Unread message
	Message that has been read / viewed
	Message that has been read and replied to

To view a message, just click on the subject and the message will appear in full, with the ability to reply or go back to the inbox. Clicking **Reply** takes you to the 'compose new message' page, but will have the details of the original message and sender attached.

To compose a new message (which is sent to all VOXIT staff to ensure a speedy response), simply click on the Compose sub-navigation button at the top or click on the Reply button whilst viewing a message.

From there, you just need to enter the subject and message and click **Send Message**.

Sometimes the sender will require an acknowledgement that you have read a certain message. When this happens an alert box will appear stating that this message has been tagged as requiring acknowledgement. Just click **OK** and ensure you have read and fully understood the message.

Multiple User Access

Within larger organisations, you may need the ability to create logins for staff within your company that allow them to submit support tickets and use the internal messaging system **only**.

To set up a new sub-user, simply click on the **User Access** button in the main navigation. You will now see a list of all your sub-users including their name, email address, password, their last login date and the ability to delete a sub-user. In the sub-navigation click on the **Add New Sub-User** button and simply enter the details of your staff user and remember to use their email address.

This user will get an email (if the **Send Email?** box is ticked) and will include their username and password, and the web address to login to.

NOTE: Please remember to remove any inactive sub-users that are not used anymore, as they may still be able to login if they are no longer with the company for example.

Purchasing Services

You may wish to upgrade your services or purchase additional services from VOXIT. This can be done at any time easily and hassle free. Please note that in order to purchase a service you must be logged in with the **main master account**.

There are two main types of service:

1. Pre-Paid non expiring service

This is where the service includes a set number of hours and once they are exhausted you have to make a purchase to maintain that service. These hours do not expire or reset every month.

2. Monthly renewal service

This is where the service is based on a set number of hours per month, and you pay a monthly retainer fee and at the beginning of the month the hours used are reset. Hours not used within this service type will **not** be carried over to the next month.

In order to purchase a service, you need to be in the **Account Summary** page, and click on the **Request Services** tab at the bottom of the page. This will show all available services, however, if you require a service that is not listed there please call VOXIT on 0845 862 0371 to discuss your specific requirements.

To add a service to your shopping basket, simply click on the **Request this Service** link next to the service you want. This will take you to your shopping basket where you can change the quantity of the services you want. If you want to add another service, just navigate back to the **Account Summary** page and select the additional service.

Once you are happy with your order, you can proceed to the payment page by clicking on the **PayPal Buy Now** button. You will be redirected to the secure payment page with PayPal, where you can either enter your PayPal account details and pay directly via PayPal, or if you don't have or want a PayPal account just click **Continue** and enter your credit / debit card details to proceed the purchase.

Upon confirmation of payment you will be taken to the success page with a button to go back to the VOXIT Support Suite, which will display a thank you message and your confirmation of payment.

When you purchase a service, an automatically invoice will be generated that is downloadable from your **Account Summary**. You requested service(s) will also be added onto your account for immediate use.

You're Suggestions...

As a company VOXIT are always looking for ways to improve the quality of our systems and our services and products. Should you have a suggestion that you feel would improve your Support Suite or any of our products/services please forward details along with your contact information to suggestions@voxit.co.uk

For further assistance with any aspect of your Support Suite, please contact us on 0845 862 0371 to speak to one of our representatives.