Dynamic EPoS and IT solutions

EMPORIO
UK Ltd

Emporio Helpdesk UserGuide

Updated 8/03/13
Applicable to Microsoft Dynamics RMS & Microsoft Dynamics POS2009

1.0 Helpdesk Overview

The Emporio Client Helpdesk is the simple way for you to log and track all your support issues with the Emporio Support Team. All non-emergency should be logged through the Emporio Helpdesk, which is accessible from your Tills and Backoffice machines.

This guide has been designed as a quick and simple reference on how to access and use the helpdesk, including how to create support tickets, track ticket progress, request EPoS system enhancements and review closed tickets.

1.1   Understanding The Helpdesk Interface

Active Page Tab:
Create Tickets

Current Page:
Helpdesk Tickets

Page Menu:
Helpdesk Tickets, Closed Tickets and Unread Messages

Your Customer Name

http://helpdesk.emporiouk.com/tickets

Helpdesk Tickets | Emporio ...

EMPORIO
Client Helpdesk

Helpdesk Tickets   Closed Tickets   Unread Messages   Logged in as: 100% Health

Open Tickets   Create Ticket

Customer: 100% Health
Department: Support
Contact Name: *
Contact Email: Optional (you will receive an email notification when we respond)
Subject: *
Attach File: Browse...
Priority: Normal
                 Minor, non-urgent problems
                 Response Time: 3 Days   **Resolution Time:** 2 Weeks

Message:*

Open New Ticket

Emporio Helpdesk v2.1 - Client Edition
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New Ticket Form and Fields

Description of Issue

Create New Ticket Button

2.1 From a Microsoft Retail Management System Till

1. Open **Store Operations POS.**

2. Click on the appropriate button on the right to launch the appropriate section of the helpdesk.

2.2 From a Microsoft POS 2009 Till

1. Open **Microsoft Dynamics POS 2009** and select **Tools Menu.**

2. Click on the appropriate button in the Tools Menu to launch the appropriate section of the helpdesk.

2.3 From a BackOffice PC

1. Simply double click the **Emporio Helpdesk** shortcut on your desktop.
2. You can navigate around the helpdesk using the page menus and tabs.

   Please Note: If you do not have a link to the Emporio Helpdesk on your backoffice or laptop desktop, please contact the Emporio Support Team.

If you have a general support enquiry, including requiring assistance with generating a report or placing purchase orders, you can create a ticket within the helpdesk.

Please Note: For any Emergency Support, please call: 0845 0940 198

1. To create a support ticket, open your POS software and press the **Support Request** button.

2. Your web browser will automatically log into your helpdesk, and you will be presented with the **Helpdesk Tickets > Create Ticket** page.

Fill in all the required details, including selecting the priority level and providing a detailed description of the problem in the message field. You can also attach an image, and you can enter your email address to receive email updates on the status of the ticket. Please provide as much detail as possible, as this will enable the support team to resolve your issue quickly.

3. After you have filled in all the required fields, simply click the **Open New Ticket** button to create the ticket.

4. A new ticket number will be issued, and you will receive confirmation that the support ticket has been created. If you have provided an email address, you will also receive email updates when progress is made on your ticket.
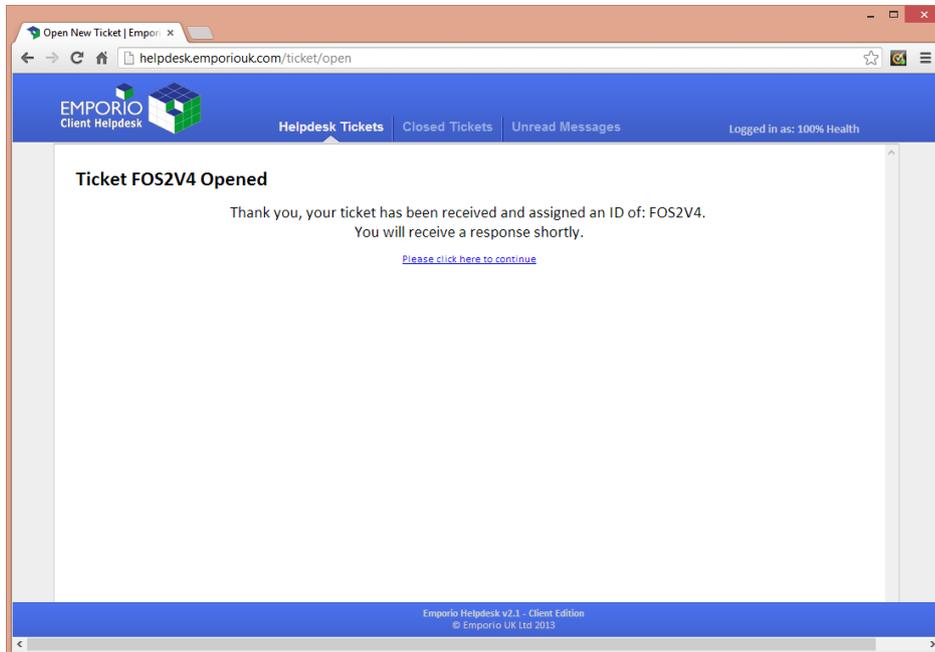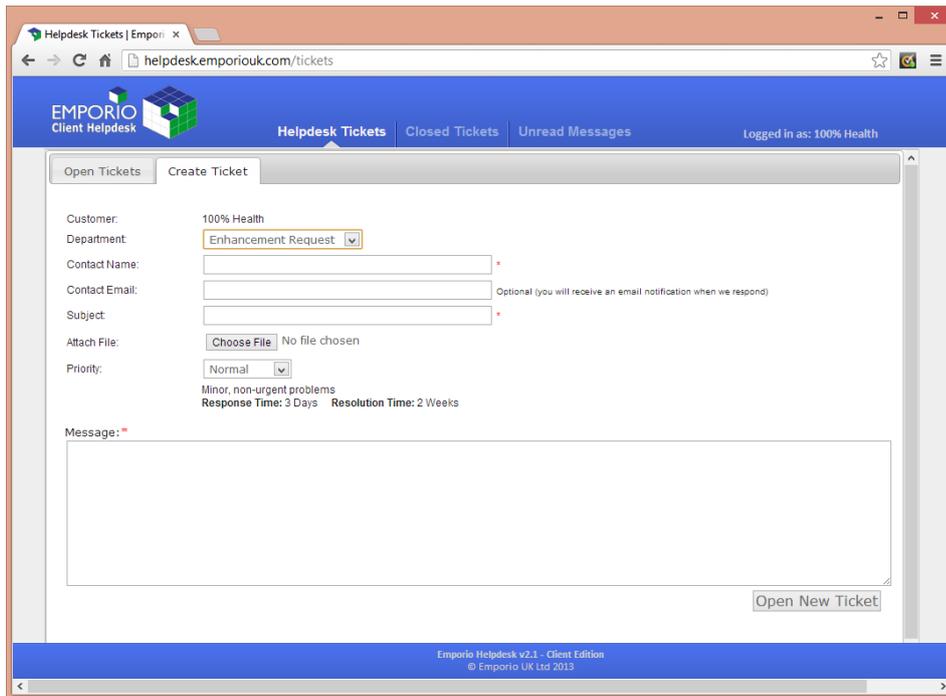

5. A member of the support team will be in touch shortly. You can now either click the link to view the ticket and make changes, or simply close the browser window.

If you'd like some additional customisation to your EPoS system, or other changes that are not considered a support request i.e. Additional Reporting, you can submit an enhancement request.

1. To create a support ticket, open your POS software and press the **Enhancement Request** button.

2. Your web browser will be logged into your helpdesk, and you will see the **Helpdesk Tickets > Create Ticket** page.

3. The Department field will be set to **Enhancement Request.**
Please fill in all the required fields. It is especially important that you provide as much detail as possible in the **Message** field. Once all the fields have been filled in, click **Open New Ticket.**

4. A support representative will be in touch to discuss your enhancement request.

5.0 Viewing Messages and Updating your Tickets

As your support request is worked on and updated, you will receive updates to the ticket which you can view from within your helpdesk.

1. To view your tickets and updates, open your POS software and press the **View Messages** button.

2. You will be taken to the **Unread Messages** page where you can see ticket updates and unread messages.
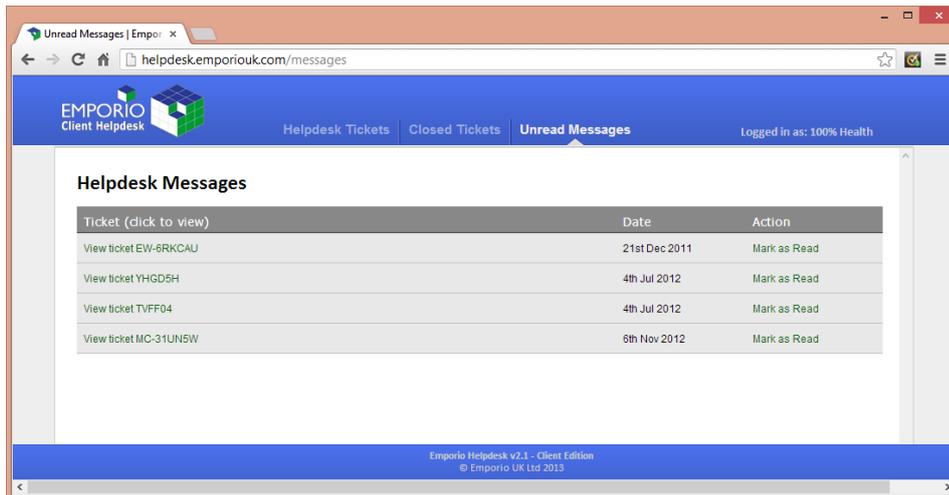
3. If you have already seen the update (e.g. email notification), click **Mark as Read** otherwise, click on the link to view the **Ticket** page and see all ticket details.

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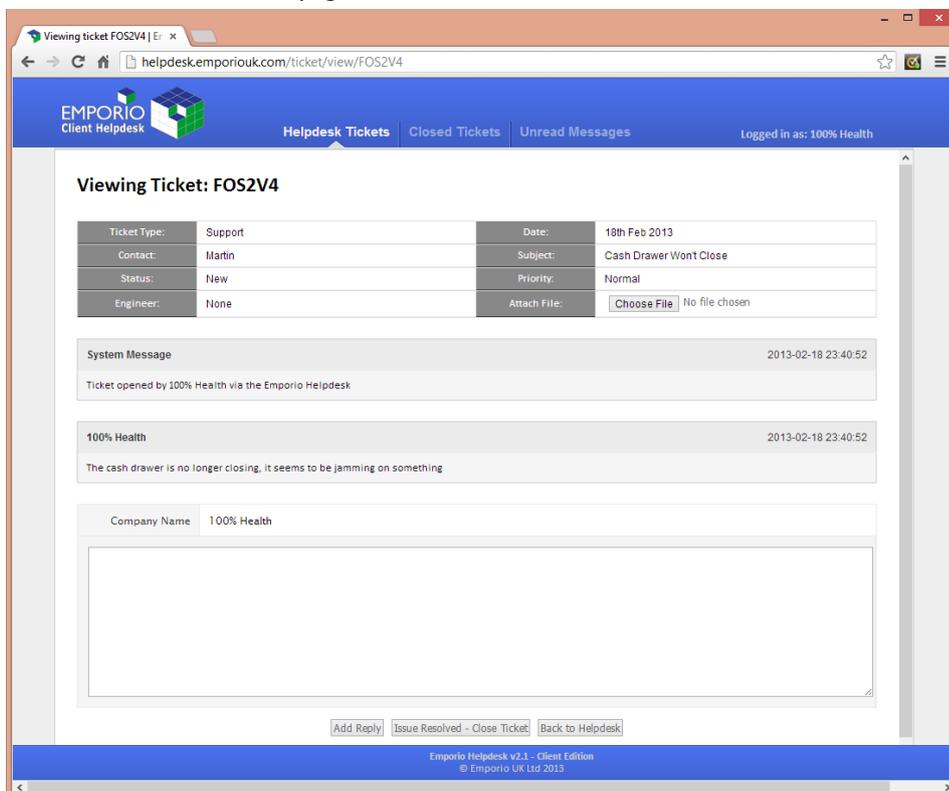
4. On the **Ticket** page, you can view all the updates to the ticket, including when the ticket was opened, which Emporio engineers have been working on your ticket, and the tickets current status.

5. Additionally, from the **Ticket** page you can also perform the following functions:

Attach a File/Image

Click on **Choose File** to attach your file or image, then click **Add Reply** to submit the image

Add Comments

Fill in extra comments or notes in the blank window, then click **Add Reply** to submit your changes

Close a Ticket

If your problem is resolved, fill in any additional notes or updates in the blank window then click the **Issue Resolved – Close Ticket** button to submit the notes and close the ticket

Return to Other Tickets

If you don't need to make any changes, simply click **Back to Helpdesk** to return to your full list of tickets

6.0 Viewing and Re-Opening Closed Tickets

If you would like to review or re-open closed tickets, you can do this from the closed tickets page.

1. To view closed tickets, open your POS software and press the any of the helpdesk buttons.

2. Select the **Closed Tickets** page from the page menu at the top of the helpdesk.
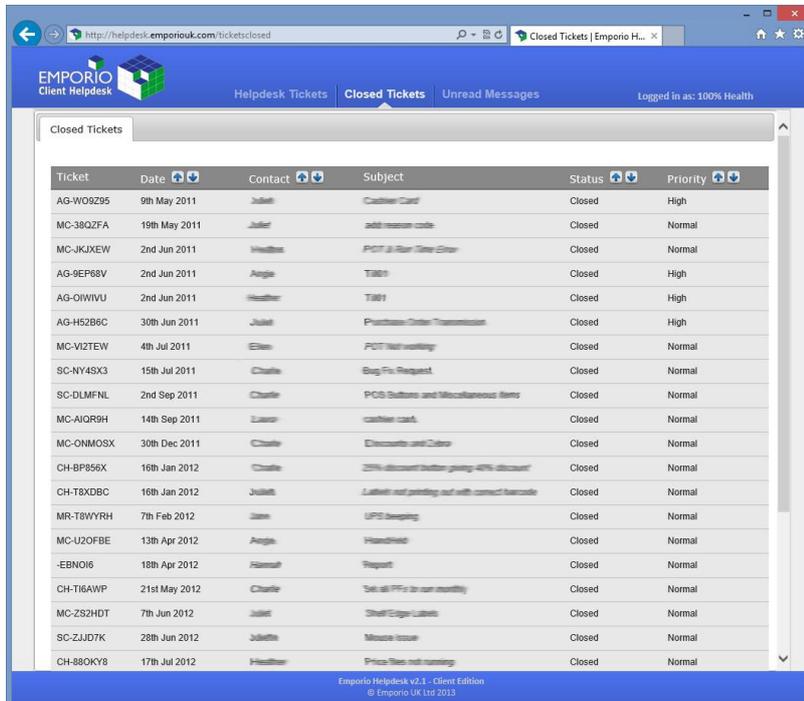
3. You will see a list of all your closed tickets, ordered by date. You can change the sort order by clicking one of the arrows beside the column headers.

4. To open a ticket, simply click on the **Ticket Line.**
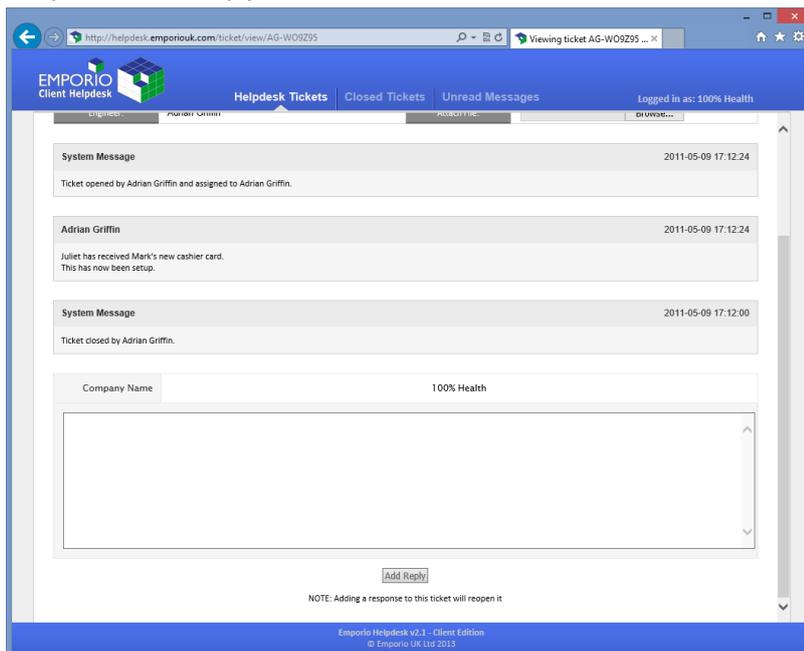
5. You can review all ticket details here. To re-open a ticket, simply add the reason you would like to open the ticket in the text field, then click the **Add Reply** button.