



## KronoDesk® | Quick Start Guide

Inflectra Corporation

Date: January, 2019



## Contents

---

<b>Introduction</b>	<b>2</b>
<b>1. Getting Started</b>	<b>3</b>
1.1. Viewing Knowledge Base Articles	3
1.2. Browsing the Support Forums	5
<b>2. Using the Help Desk Ticketing</b>	<b>8</b>
2.1. Submitting a New Ticket	8
2.2. Responding to a Ticket	9
2.3. View Response as Customer	12
2.4. Searching for Tickets	14
<b>3. Configuring and Customizing</b>	<b>16</b>
3.1. Configure Branding	16
3.2. Remove Sample Data & Start Using	18
<b>Appendix A- Sample Users</b>	<b>19</b>
<b>Legal Notices</b>	<b>20</b>

## Introduction

KronoDesk® is an integrated customer support system that includes help desk ticketing, customer support forums and an online knowledge base in a single user interface.

KronoDesk® includes a powerful and flexible help desk ticketing system that can be quickly and easily tailored to meet your support needs. With support for custom fields and workflows you can create different support processes for your different products.

KronoDesk® provides a knowledge base and online support forums. making your customers more self-sufficient with routine issues so that your support personnel can focus their time on the critical issues and complex enquiries.

This guide provides a quick step-by-step tutorial for configuring a sample KronoDesk instance, adding some knowledge base articles, posting and replying to some forum posts and finally logging and responding to help desk tickets.

For further information on using KronoDesk, please refer to the more comprehensive *KronoDesk User Manual*.

For information on setting up a new KronoDesk instance, creating products and users and other administration tasks, please refer to the *KronoDesk Administration Guide*.

# 1. Getting Started

Once you have either downloaded and installed a trial version of KronoDesk or signed up for a hosted trial, you should be able to see the following home page in your web browser:

The screenshot shows the KronoDesk Home Page. At the top, there's a navigation bar with links for "Home Page", "Knowledge Base", "Forums", and a search bar. A "Sign-In" link is also present. The main content area is divided into several sections:

- Recent Updates**: A list of recent articles, such as "How to install the library catalog system onto a server" (Sunday, January 10, 2010 12:00:00 AM).
- Popular Articles**: A list of popular articles, including "How to install the library catalog system onto a server", "Best practices when using the web portal system", "How to upgrade your library catalog installation to the latest version", "Recommended security settings to ensure that the library system is secure", "Common error messages and their causes when using the book inventory", and "Recent Articles".
- Support Overview**: A section about outstanding support being the foundation of the company, dedicating more than half their technical resources to support.
- Search the Knowledge Base**: A search bar and a link to browse the knowledge base by category.
- Ask a Question in the Forums**: A section for searching forums for answers or asking questions.
- Library Catalog Forums**: Topics include Library Catalog Issues & Questions, Library Catalog Enhancement Suggestions, and Library Catalog Best Practices.
- Book Inventory Forums**: Topics include Book Inventory Issues & Questions, Book Inventory Enhancement Suggestions, and Book Inventory Best Practices.
- Web Portal Forums**: Topics include Web Portal Issues & Questions, Web Portal Enhancement Suggestions, and Web Portal Best Practices.
- Recent Forum Posts**: A list of recent posts, such as "How do I backup and maintain the web portal system?" (Monday, July 19, 2010 12:00:00 AM) and "What is my initial login and password for accessing the system?" (Saturday, July 17, 2010 12:00:00 AM).
- Subscribed Threads**: A link to view subscribed forum threads.

This is the view of the system that a guest user would see of the system. As you can see it displays some general help information for them as well as a list of recent articles, forums posts, company news and popular articles.

Before logging in as an administrator and showing you how to add new articles, forum posts and help desk tickets, let's start by seeing what information a guest user can see.

## 1.1. Viewing Knowledge Base Articles

When a user has a problem and needs help, their first level of support would be to look for a pre-written knowledge base (KB) article that has been written by a support agent.

Users can find articles either by searching or by browsing the available topics. To search, enter a search term (for example, "error message") in the KB search box:

## Search the Knowledge Base

Enter the keywords or Knowledge Base ID (e.g. kb23) in the text box below to search for matching KB articles:



Or browse the knowledge base by category

This will automatically display a drop-down list of matching articles:

## Search the Knowledge Base

Enter the keywords or Knowledge Base ID (e.g. kb23) in the text box below to search for matching KB articles:



[How to install the library catalog system onto a server](#)

[How to install the book inventory system onto a server](#)

[How to install the web portal system onto a server](#)

The user can then click on an article to view it, or click on the ‘browse’ link to view articles organized by category:

The screenshot shows the KronoDesk Knowledge Base interface. At the top, there's a navigation bar with links for Home Page, Knowledge Base (which is highlighted in red), Forums, and a search bar. On the right, there's a 'Sign-In' button. Below the navigation, there's a 'Tag Cloud' section containing various tags like 'best practices', 'book inventory', 'configuration', etc. To the right, there are three main sections: 'Knowledge Base Articles', 'Book Inventory Articles' (with a 'View All' link), and 'Library Catalog Articles' (with a 'View All' link). Each section has its own sub-categories and a list of recent articles with their publication dates.

© Copyright 2006-2017 MyCompany Inc., All Rights Reserved | en-US | Eastern Standard Time (UTC-5) | [Debug](#)

Tel: 1-800-555-1212 | Help Desk | Legal Notices | Privacy Policy

Powered by KronoDesk v2.0.0 help desk software | © Copyright 2011-2017 | Licensed to Inflectra Corporation.

Users can navigate to the category they are interested in, view articles for that category, or drill down into sub-categories. They can also click one of the top tags used in the articles, to view all related articles:

KronoDesk

[Home Page](#) [Knowledge Base](#) [Forums](#)   [Sign-In ▾](#)

Home Page > Knowledge Base > Articles Tagged 'library catalog'

## Articles Tagged 'library catalog'

**Articles**

<p><b>Common error messages and their causes when using the library system</b>            Nec cu senserit scribentur, nec ut oportere sapientem intellegebat, vis saepe adolescens cu. Ne vidisse legendos persequeris vel. Iracundia dissentiet at pro. Pri senserit vituperata ut, portu nominati delicata in nam, ius eu sententiae eloquentiam. Ex sed summo tantas mollis. At his agam nonumy vidisse, an quo tibique eleifend.</p> <p><b>How to upgrade your library catalog installation to the latest version</b>            Cum sapientem deterruisset ut. Vis in soluta commune deseruisse, sonet dicat at usu. Pri at expetenda consequuntur. Sed congue commodo theophrastus ea, quod volumus te cum, in per dicunt delicatissimi.</p>	<p><b>Best practices when using the library catalog system</b>            Admodum albucius ei vix, aliquip forensibus mei et. Usu ei vocent aliquando. Sint quaerendum ne nec, error utamur fabellas ad vel, movet efficiantur accommodare pri no. Ius ea tota omnium consetetur. Usu ne porro postea dolorem.</p> <p><b>Suggested training for users of the library catalog system</b>            Sed magna signiferumque an, at audire debit is nec. Ut qui possit reprimique, id erudit fierent sed. Nam id stet falli appareat, malorum voluptua appetere ei mei. Est eu tritani voluptua consequat. Ad per lobortis tincidunt, in laoreet scaevola singulis sed, te ludus offendit delicatissimi has. Ad vim imperdiet adversarium, eu has novum assueverit.</p>
--	---

Another way to search the knowledge base is to enter your search into the global search box at the top of the screen and click the search button to the right. KronoDesk will display a list of articles (and other matching items) in the results window:

KronoDesk

[Home Page](#) [Knowledge Base](#) [Forums](#)   [Sign-In ▾](#)

**3 Search Results**

[All](#) [Articles](#)

**KB1 - How to install the library catalog system onto a server**  
 Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lore  
 Sunday, January 10, 2010 12:00:00 AM

**KB13 - How to install the book inventory system onto a server**  
 Praesent honestatis an sed. An verterem senserit mea, vis ne assum labore eirmod, iudico tritani dignissim te per. Tota brute adolescens id qui, quo alia feugait vivendum et. Agam probo id mel, has latine labores tincidunt an, modus ponderum cum eu. Mea f  
 Sunday, January 10, 2010 12:00:00 AM

Clicking on one of the articles in the search results will bring up the full text of the article.

### 1.2. Browsing the Support Forums

If you were unable to solve your problem by finding a matching article, your next option is to look into the forums to see if another user has experienced the same problem.

[KronoDesk](#)

- [Home Page](#)
- [Knowledge Base](#)
- [Forums](#)

Q

### Recent Posts

How do I backup and maintain the web portal system? - 19 July, 2010

What is my initial login and password for accessing the system? - 17 July, 2010

What is my initial login and password for accessing the system? - 1 July, 2010

### Tag Cloud

web server database iis security  
hosting cluster web portal backups  
error password extensions book  
inventory install library catalog  
accessing

## Customer Forums

10 Forums 18 Threads 90 Posts

Welcome to the MyCompany customer forums, where you can discuss MyCompany products with others and contribute to the MyCompany community. For more information on our forums, please see our [Forum Guidelines and FAQs](#)

Please note that while MyCompany employees try to maintain a presence on the forums, they are not a reliable way to contact MyCompany. If you require a timely response from MyCompany on a supported topic, please file a [help desk request](#). For sales and licensing questions, please email [sales@mycompany.com](mailto:sales@mycompany.com).

### Categories

#### Library Catalog Forums

# [Library Catalog Issues & Questions](#)  
6 threads 24 replies  
1 January, 2011  
General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community.

# [Library Catalog Enhancement Suggestions](#)  
0 threads 0 replies  
1 January, 2011  
Discuss ideas and suggestions for customising and extending the Library Catalog product.

Click on a specific forum (e.g. Library Catalog Issues & Questions):

[KronoDesk](#)

- [Home Page](#)
- [Knowledge Base](#)
- [Forums](#)

Q

[Home Page](#) > [Forums](#) > [Library Catalog Forums](#) > [Library Catalog Issues & ...](#)

## Library Catalog Issues & Questions

24 Replies 6 Threads

General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community.

[Please Sign-In to Start Thread](#)

### Threads

# [How do I install the library catalog system onto my computer?](#)  
4 views 4 replies carlcustomer ↗ carlcustomer, 1 April, 2010  
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod t...

# [How do I access the library catalog system for the first time?](#)  
50 views 4 replies charlescustomer ↗ carlcustomer, 25 March, 2010  
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod t...

# [When I access the system I get an HTTP 500 error, any ideas?](#)  
4 views 4 replies uruslauser ↗ carlcustomer, 15 March, 2010  
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod t...

KronoDesk will display the list of threads in the forum you selected. The list is sorted with the most recent threads at the top. Click on one of the threads (for example “How do I install the library catalog system onto my computer?”) to display the full conversation:

The screenshot shows a KronoDesk interface. At the top, there's a navigation bar with links for Home Page, Knowledge Base, Forums (which is highlighted in red), and Search. A 'Sign-In' button is also present. Below the navigation, a breadcrumb trail shows the user has navigated from Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I install the library catalog system onto my computer? The main content area displays the title 'How do I install the library catalog system onto my computer?' in large red text. To the left, a 'Statistics' sidebar provides details: Started: Sunday, January 10, 2010 12:00:00 AM, Last Reply: Thursday, April 1, 2010 12:00:00 AM, Replies: 4, Views: 5. The main post by 'carlacustomer' is shown with a placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.' Below the post, a note says '(To Reply to this thread you first need to Sign-In)'. There are 4 replies listed, with the first reply by 'marthamanager' dated Sunday, January 10, 2010 12:00:00 AM.

KronoDesk displays the original message together with replies by different users. If a user wants to reply to the thread they will be prompted to login first (if they are not already logged in).

If you are interested in this topic, you can click on the breadcrumb links at the top of the page to find other threads in the same forum or category. In addition, you can click on one of the meta tags to display a list of other related threads (that may be in a different forum or category altogether):

The screenshot shows a KronoDesk interface. At the top, there's a navigation bar with links for Home Page, Knowledge Base, Forums (highlighted in red), and Search. A 'Sign-In' button is also present. Below the navigation, a 'Tag Cloud' section lists tags: install, backups, accessing, hosting, cluster, book, inventory, library catalog, extensions, web portal, error, security, web server, database, password, iis. To the right, a section titled 'The following threads have been tagged with 'install'' is displayed. It shows 4 threads. The first thread is titled 'What is my initial login and password for accessing the system?' and was posted by 'chriscustomer' on February 1, 2010. The second thread is also titled 'What is my initial login and password for accessing the system?' and was posted by 'chriscustomer' on July 1, 2010.

## 2. Using the Help Desk Ticketing System

Once a user has looked at the public information, if they still cannot find an answer to their problem they typically submit a help desk ticket to the support team. This section shows you how to use the help desk in KronoDesk.

### 2.1. Submitting a New Ticket

First, login as a customer using the following credentials:

- Login: carlacustomer
- Password: PleaseChange

The screenshot shows the KronoDesk sign-in interface. At the top right is a 'Sign-In' dropdown menu. Below it is a text input field containing 'carlacustomer' and a password input field showing a series of dots. A checkbox labeled 'Keep me logged in' is empty. Below these fields is a large blue 'Sign-In' button. To the right of the button are two smaller links: 'Forgot Your Password?' and 'Register'.

By default, his account role allows him to open support tickets, so you should now see the 'Help Desk' menu item in the top navigation bar. Clicking on it will reveal Chris's open tickets:

The screenshot shows the 'My Opened Tickets' page. At the top left is a '+ Open Ticket' button. Below it is a 'Display Options' section with links for 'My Opened Tickets', 'My Closed Tickets', and 'Organization Tickets'. The main area displays a table of 6 open tickets. The table has columns for 'ID', 'Name', 'Opener', 'Assignee', 'Status', and 'Priority'. The 'Priority' column uses color-coded boxes: red for '1 - Critical', yellow for '3 - Medium', green for '4 - Low', orange for '2 - High', and blue for 'Info'. The table rows are as follows:

ID	Name	Opener	Assignee	Status	Priority
TK:21	Exporting data to excel	Carla Customer	evanemployee	Waiting on Development	1 - Critical
TK:17	Session handling	Carla Customer	ericemployee	Waiting on Customer	3 - Medium
TK:13	Validation on the edit book page	Carla Customer	evanemployee	Assigned	4 - Low
TK:9	Cannot add a new book to the system	Carla Customer	ericemployee	Waiting on Customer	2 - High
TK:5	Clicking on link throws fatal error	Carla Customer	evanemployee	Open	1 - Critical
TK:1	Author cannot be updated after set.	Carla Customer	evanemployee	Assigned	1 - Critical

To submit a new help desk ticket, click on the 'Open Ticket' link in the left-hand sidebar. This will bring up the page where basic information can be added to a new ticket:

KronoDesk [Home Page](#) [Knowledge Base](#) [Forums](#) [Help Desk](#) Search carlacustomer

## New Ticket

Please fill out the following form and click the Submit button at the bottom of the page when you are ready to submit the ticket.

**Product**  
--- Please Select ---

**Subject**  
Please enter the title of this ticket.

**Description**

Format Font Size

Please fill in all required fields

Select files to upload  
Or drag and drop files here

When you enter the title for the ticket, a list of potentially helpful KB articles will be displayed:

**Subject**  
install on server

These articles may have the information you need:

- 💡 How to install the library catalog system onto a server
- 💡 How to install the book inventory system onto a server
- 💡 How to install the web portal system onto a server
- 💡 How to configure and install IIS on Windows 2003 and Windows XP
- 💡 How to configure and install IIS on Windows 2008 and Windows Vista/7

If you see an article that may help you, you can click on it to open the article in a new tab or window to review. If none of the KB articles help, you can continue filling out the fields to submit a new support ticket. Make sure you fill in all the required fields (the name and description as well as those marked with an asterisk and shown in bold – Product, Operating System, Browsers Affected).

Go ahead and complete the support ticket and click “Submit”. Once the ticket is submitted, switch roles so you can simulate being the customer service agent, responding to the ticket.

## 2.2. Responding to a Ticket

You can create a ticket as an internal user or as a customer. Let's see the experience from the customer's perspective. Click the 'Sign Out' link and login as an employee using the following credentials:

- Login: ericemployee
- Password: PleaseChange

Once you have logged in you will see the employee dashboard. If you don't see it right away, click on the 'Employee Home Page' link.

The screenshot shows the KronoDesk interface with the 'Help Desk' tab selected. On the left, there's a sidebar with 'Recent Updates' and 'Subscribed Articles'. The main content area has two sections: 'My Assigned Tickets' and 'Unassigned Tickets'. Both sections have a table with columns: ID, Name, Opener, and Status.

**My Assigned Tickets (View All)**

ID	Name	Opener	Status
TK:4	Not able to add new author	Cathy P Customer	Open
TK:6	Database not backing up correctly	Chris Customer	Assigned
TK:8	The book listing screen doesn't sort	Cathy P Customer	Assigned
TK:9	Cannot add a new book to the system	Carla T Customer	Assigned
TK:10	Editing the date on a book is clunky	Chris Customer	Assigned
TK:11	Editing the date on an author is clunky	Charles Customer	Assigned
TK:18	The homepage hangs whilst loading	Chris Customer	Waiting on Development
TK:19	Cannot log into the application	Charles Customer	Waiting on Development
TK:20	User expectations from old client app	Cathy P Customer	Waiting on Development

**Unassigned Tickets (View All)**

ID	Name	Opener	Status
TK:2	Book title is always marked as 'deactivated'.	Chris Customer	Open
TK:12	Doesn't let me add a new category	Cathy P Customer	Open

This view lets you see all of the help desk tickets assigned to you, as well as any tickets that are not currently assigned to any support agent, as well as other items you may have subscribed to or written.

Click on the main 'Help Desk' link and KronoDesk will provide you with a filterable, sortable list of help desk tickets:

The screenshot shows the KronoDesk interface with the 'Help Desk' tab selected. On the left, there's a sidebar with 'Operations' (Assign Tickets to Me, Assign Tickets to User, Unassign Tickets) and 'Display Options' (My Assigned Tickets, Unassigned Tickets, All Open Tickets, All Closed Tickets, All Tickets). The main content area shows a table of 'All Open Tickets' with columns: ID, Name, Opener, Assignee, Status, and Priority. The table includes a search bar, sorting icons, and a download button.

**All Open Tickets**

ID	Name	Opener	Assignee	Status	Priority
TK:1	Author cannot be updated after set.	Carla T Customer	Evan Employee	Assigned	1 - Critical
TK:2	Book title is always marked as 'deactivated'.	Chris Customer		Open	2 - High
TK:9	Cannot add a new book to the system	Carla T Customer	Eric W Employee	Assigned	2 - High
TK:7	Cannot install system on Oracle 9i	Charles Customer	Evan Employee	Assigned	1 - Critical
TK:3	Cannot log into the application	Charles Customer	Evan Employee	Open	3 - Medium
TK:19	Cannot log into the application	Charles Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:5	Clicking on link throws fatal error	Carla T Customer	Evan Employee	Open	1 - Critical
TK:6	Database not backing up correctly	Chris Customer	Eric W Employee	Assigned	2 - High
TK:12	Doesn't let me add a new category	Cathy P Customer		Open	2 - High
TK:10	Editing the date on a book is clunky	Chris Customer	Eric W Employee	Assigned	4 - Low
TK:11	Editing the date on an author is clunky	Charles Customer	Eric W Employee	Assigned	1 - Critical
TK:21	Exporting data to excel	Carla T Customer	Evan Employee	Waiting on Development	1 - Critical
TK:4	Not able to add new author	Cathy P Customer	Eric W Employee	Open	2 - High
TK:14	Quote handling issues throughout	Chris Customer	Evan Employee	Assigned	2 - High
TK:8	The book listing screen doesn't sort	Cathy P Customer	Eric W Employee	Assigned	3 - Medium

Make sure you have the list set to the 'Unassigned Tickets' view and then select the new help desk ticket that you just submitted. Now choose the option from the left sidebar menu 'Assign Ticket to Me'.

Alternatively, you can right-click on the ticket (long press on mobile devices) and select 'Assign Ticket to Me'. Once you have done that, switch the view to 'My Assigned Tickets' and verify that the new ticket has been assigned:

The screenshot shows the KronoDesk Help Desk interface. At the top, there are navigation links: Home Page, Knowledge Base, Forums, Help Desk (which is highlighted in red), and a search bar. On the right, there's a user profile for 'ericemployee'. Below the navigation, there's a 'Create New Ticket' button and a sidebar with 'Operations' and 'Display Options' sections. The main area is titled 'My Assigned Tickets' and displays a table of 9 tickets. The table columns are ID, Name, Opener, Assignee, Status, and Priority. Each ticket row contains a link to its details page. At the bottom of the table, there's a 'Show' dropdown set to 15 tickets per page.

ID	Name	Opener	Assignee	Status	Priority
TK:9	Cannot add a new book to the system	Carla T Customer	Eric W Employee	Assigned	2 - High
TK:19	Cannot log into the application	Charles Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:6	Database not backing up correctly	Chris Customer	Eric W Employee	Assigned	2 - High
TK:10	Editing the date on a book is clunky	Chris Customer	Eric W Employee	Assigned	4 - Low
TK:11	Editing the date on an author is clunky	Charles Customer	Eric W Employee	Assigned	1 - Critical
TK:4	Not able to add new author	Cathy P Customer	Eric W Employee	Open	2 - High
TK:8	The book listing screen doesn't sort	Cathy P Customer	Eric W Employee	Assigned	3 - Medium
TK:18	The homepage hangs whilst loading	Chris Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:20	User expectations from old client app	Cathy P Customer	Eric W Employee	Waiting on Development	3 - Medium

Now click on the hyperlink for the new ticket and you will see the ticket details page:

The screenshot shows the ticket details page for ticket TK:9. The top header includes the KronoDesk logo, navigation links, and a search bar. The ticket title is 'Cannot add a new book to the system'. The ticket details panel shows the following fields: Product (Library Web Portal), Assignee (Eric W Employee), Opener (Carla Customer), Priority (2 - High), Type (Sales), and Resolution (Customer Issue). Below the ticket details, there are two comments. The first comment is from 'Carla T Customer' (2 months ago) stating: 'Ad mel fabulas comprehensam, atqui appareat detraxit pri ei. Id etiam oblique voluptaria vim, mel ne nisi feugiat verterem, eleifend sadipscing ad qui. Ea erat ridens vix, cu est dicunt eirmod, an saepe latine bonorum sit. Appetere philosophia eam et, nec falli efficiendi eloquentiam et. El debet vivendum consequuntur est, pri dicat summo invenire at. Eum nullam mnesarchum ad, sit choro perpetua ad.'. The second comment is from 'Evan Employee' (2 months ago) stating: 'An sed quis nostrum complectitur, eu his eruditii minimum complectitur. Ut mel errerem sanctus salutatus, ea qui mundi vituperata dissentient. Movet iusto option ea est....'. A note at the bottom of the ticket details panel says: 'When I click on the button to add a book, enter the new information and click submit, I get a subscript out of range error'.

This page lets you see all the details of the submitted ticket, including custom fields (shown in the sidebar on the left). KronoDesk is customizable to require different fields for each product and each stage the ticket goes through.

Click on the status dropdown highlighted at the top where it says "Assigned". Assigned is the current status. Change the status to 'Propose Solution'. The options will vary depending on the current status of the ticket, as defined in the application's Workflow. Add comment that describes your proposed solution by clicking on any of the reply buttons:

The screenshot shows a help desk ticket interface. At the top, there's a header with fields: Product (Library Web Portal), Assignee (Eric W Employee), Opener (Carla Customer), Priority (2 - High), Type (Sales), and Resolution (Customer Issue - ...). The ticket number is #9 and the subject is "Cannot add a new book to the system". The status is "Waiting on Customer". On the right, there are buttons for Created On: 2/20/2018 and Last Updated: 4/15/2018.

Below the header, there are filter, sort, and expand comments buttons. A message from "Carla T Customer" is shown, dated 2 months ago. The message content is a long Latin text: "Ad mel fabulas comprehensam, atqui appareat detraxit pri ei. Id etiam oblique voluptaria vim, mel ne nisl feugiat verterem, eleifend sadipscing ad qui. Ea erat ridens vix, cu est dicunt eirmod, an saepe latine bonorum sit. Appetere philosophia eam et, nec falli efficiendi eloquentiam et. Ei debet vivendum consequuntur est, pri dicat summo invenire at. Eum nullam mnesarchum ad, sit choro perpetua ad."

Below the message, there are options to Public Reply, Internal note, or Add KB to Note. A rich text editor toolbar is visible. A note below the toolbar states: "To add a new book, you must first make sure the author of the book is defined. If there is no author defined, the application will not let you save the book to the system." A "Submit" button is located at the bottom left of the message area.

Once you are finished updating the ticket, click “Submit” and the ticket will be returned to the customer (the status changes to ‘Waiting on Customer’) and an email will be sent, notifying them of the change and proposed solution.

The screenshot shows a help desk ticket interface. At the top, there's a header with fields: Product (Library Web Portal), Assignee (Eric W Employee), Opener (Carla Customer), Priority (2 - High), Type (Sales), and Resolution (Customer Issue - ...). The ticket number is #9 and the subject is "Cannot add a new book to the system". The status is "Waiting on Customer". On the right, there are buttons for Created On: 2/20/2018 and Last Updated: 4/15/2018.

Below the header, there are filter, sort, and expand comments buttons. A message from "Eric W Employee" is shown, dated a few seconds ago. The message content is: "Eric W Employee updated Status from Assigned (#2) to Waiting on Customer (#3)".

A message from "Carla T Customer" is shown, dated a few seconds ago. The message content is: "To add a new book, you must first make sure the author of the book is defined. If there is no author defined, the application will not let you save the book to the system."

Below the messages, there are filter, sort, and expand comments buttons. A message from "Carla T Customer" is shown, dated 2 months ago. The message content is a long Latin text: "Ad mel fabulas comprehensam, atqui appareat detraxit pri ei. Id etiam oblique voluptaria vim, mel ne nisl feugiat verterem, eleifend sadipscing ad qui. Ea erat ridens vix, cu est dicunt eirmod, an saepe latine bonorum sit. Appetere philosophia eam et, nec falli efficiendi eloquentiam et. Ei debet vivendum consequuntur est, pri dicat summo invenire at. Eum nullam mnesarchum ad, sit choro perpetua ad..."

Now that you have responded to the customer, you can log back in as a customer to see how the response would be received.

### 2.3. View Response as Customer

You need to click the ‘Sign Out’ link and login as the customer using the original credentials:

- Login: carlacustomer
- Password: PleaseChange

This will then return you to the customer home page that displays a list of your open help desk tickets:

## My Opened Tickets

My Opened Tickets					
Search: <input type="text"/> <span style="float: right;">Print </span> <span style="float: right;">Refresh </span> <span style="float: right;">Excel</span>					
ID	Name	Opener	Assignee	Status	Priority
TK:9	Cannot add a new book to the system	Carla T Customer	Eric W Employee	Waiting on Customer	2 - High
TK:13	Validation on the edit book page	Carla T Customer	Evan Employee	Assigned	4 - Low
TK:1	Author cannot be updated after set.	Carla T Customer	Evan Employee	Assigned	1 - Critical
TK:17	Session handling	Carla T Customer	Eric W Employee	Waiting on Customer	3 - Medium
TK:5	Clicking on link throws fatal error	Carla T Customer	Evan Employee	Open	1 - Critical
TK:21	Exporting data to excel	Carla T Customer	Evan Employee	Waiting on Development	1 - Critical

Show  tickets per page. First Previous Next Last

You will see the ticket you had submitted is now 'Waiting on Customer'. That means it is has either a clarifying question or a potential solution from the support agent.

Click on the ticket title to display the response from the agent:

The screenshot shows the KronoDesk Help Desk interface. At the top, there's a navigation bar with Home Page, Knowledge Base, Forums, Help Desk (which is highlighted in red), and a search bar. On the right, there's a user profile for 'carlacustomer'. Below the navigation, there's a sidebar for 'Carla Customer' with an upload section and dropdown menus for Operating System and Browsers Affected. The main area displays a ticket details page for ticket #9, titled 'Waiting on Customer' with the subject 'Cannot add a new book to the system'. The ticket includes fields for Product (Library Web Portal), Assignee (ericemployee), Opener (Carla Customer), Priority (2 - High), Type (Sales), and Resolution (Customer Issu...). Below the ticket details, there are two recent comments. The first comment from 'ericemployee' says: '10 minutes ago ericemployee updated Status from Assigned (#2) to Waiting on Customer (#3)'. The second comment from 'ericemployee' says: '10 minutes ago ericemployee To add a new book, you must first make sure the author of the book is defined. If there is no author defined, the application will not let you save the book to the system.'.

You can see on this page the original question / problem and the most recent response, together with the complete contact history from the customer and all the support personnel who have worked on this ticket.

Let's pretend that the solution worked and we want to close the ticket. Click on the 'Change Status' dropdown, and select 'Close Ticket'. Enter a note back to the agent, and then click 'Save'. The ticket will now be closed.

The screenshot shows a help desk ticket interface. At the top, there is a red header bar with the word 'Closed'. Below it, the ticket details are listed in a table:

Product: Library Web Portal	Assignee: ericemployee	Opener: Carla Customer	Priority: 2 - High	Type: Sales	Resolution: Customer Issu...
-----------------------------	------------------------	------------------------	--------------------	-------------	------------------------------

On the right side of the ticket details, there are two status indicators: 'Created On: 2/20/2018' and 'Last Updated: a few seconds ago'.

Below the ticket details, there is a toolbar with buttons for 'Filter', 'Sort', 'Expand Comments', and other actions.

The ticket body contains several messages:

- a few seconds ago**: Carla T Customer set Closed Date to Wednesday, December 19, 2018 updated Status from Waiting on Customer (#3) to Closed (#5)
- a few seconds ago**: Carla T Customer Thanks very much that explains the issue.
- 11 minutes ago**: ericemployee updated Status from Assigned (#2) to Waiting on Customer (#3)
- 11 minutes ago**: ericemployee To add a new book, you must first make sure the author of the book is defined. If there is no author defined, the application will not let you save the b...

Congratulations! You have submitted a help desk ticket, responded to it as a support agent and then closed the ticket.

The last thing to demonstrate, is to see how a manager would log-in and view/ triage all the open help desk tickets.

## 2.4. Searching for Tickets

You need to click the 'Sign Out' link and login as a manager using the following credentials:

- Login: marthamanager
- Password: PleaseChange

Once you have correctly logged in you will see the employee dashboard. Click on the main 'Help Desk' menu entry to display the manager-view.

As a manager-level user, you can view:

- All the open tickets
- All of the closed tickets
- All tickets (open and closed)

In any of these three views you can sort and filter the list of tickets by any of the columns displayed in the ticket list:

## All Open Tickets

All Open Tickets					
Search: <input type="text"/>		Operations			
ID	Name	Opener	Assignee	Status	Priority
TK:4	Not able to add new author	Cathy P Customer	Eric W Employee	Open	2 - High
TK:13	Validation on the edit book page	Carla T Customer	Evan Employee	Assigned	4 - Low
TK:2	Book title is always marked as 'deactivated'.	Chris Customer		Open	2 - High
TK:20	User expectations from old client app	Cathy P Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:19	Cannot log into the application	Charles Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:1	Author cannot be updated after set.	Carla T Customer	Evan Employee	Assigned	1 - Critical
TK:6	Database not backing up correctly	Chris Customer	Eric W Employee	Assigned	2 - High
TK:18	The homepage hangs whilst loading	Chris Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:12	Doesn't let me add a new category	Cathy P Customer		Open	2 - High
TK:3	Cannot log into the application	Charles Customer	Evan Employee	Open	3 - Medium
TK:5	Clicking on link throws fatal error	Carla T Customer	Evan Employee	Open	1 - Critical
TK:11	Editing the date on an author is clunky	Charles Customer	Eric W Employee	Assigned	1 - Critical
TK:10	Editing the date on a book is clunky	Chris Customer	Eric W Employee	Assigned	4 - Low
TK:7	Cannot install system on Oracle 9i	Charles Customer	Evan Employee	Assigned	1 - Critical
TK:8	The book listing screen doesn't sort	Cathy P Customer	Eric W Employee	Assigned	3 - Medium

You can use the operations in the sidebar to bulk assign help desk tickets to specific users, delete bad or duplicate tickets or merge tickets together. Tickets can be selected by clicking on the row. To select a range of tickets, click on the first ticket, then shift-click on the last ticket. Control-Click to add or remove a ticket from the selection.

## 3. Configuring and Customizing

You have now tried out KronoDesk both as a user viewing the knowledge base and forums, as a customer submitting a help desk ticket, and as a manager. This section describes the steps needed to configure the system for real use by your organization.

To perform the configuration, you will need to login as the Administration using these credentials:

- Login: administrator
- Password: PleaseChange

Once you have successfully logged-in, click on the Administration menu item to bring up the Administration home page:

The screenshot shows the 'System Settings: General Settings' page. The left sidebar has links for System Settings, Users, Forum Settings, Knowledge Base Settings, and Help Desk Settings. The main content area is titled 'System Settings: General Settings' and contains a message: 'This page allows you to modify the general KronoDesk system settings:'. It includes the following configuration fields:

Default Culture:	Invariant Language (Invariant Country)
Default Timezone:	--- Server Default ---
Attachments Folder*:	C:\Subversion\Projects\KronoDesk\Trunk\Web\Attachments
Application Base Url*:	http://localhost/KronoDesk
Require SSL*:	<input type="checkbox"/>
Default Role:	User
Maximum # Invalid Password Attempts*	5
Minimum Required Password Length*	6
Minimum Required Special Characters*	0
Password Attempt Time Window*:	10 minutes
Authentication Expiration*:	30 minutes
Keep Me Logged-In Expiration*:	20160 minutes
Days before Auto-Purge*:	90 Days
Use SQL Server Free Text Indexing*:	<input checked="" type="checkbox"/>
Allowed Domains:	-
Authoritative Domain:	
Authoritative Protocol:	(None)

A 'Save' button is located at the bottom right of the form.

There are many different areas you can configure in the Administration section. For example, you can customize the different ticket types, statuses, and priorities, you can enter the various products, forums and article categories you will need.

You can also disable sections of KronoDesk that you won't be using (for example, some of our customers don't need a public forum). These are all described in more detail in the *KronoDesk Administration Guide*.

The next sections will illustrate a couple of important setup steps that you will need to perform before you start using KronoDesk for real.

### 3.1. Configure Branding

Under System Settings > Appearance, you will have two tabs. The first tab, 'Appearance', will let you select one of the pre-installed themes, or edit a theme to customize the applications appearance to match your

company color scheme. The edit theme page will let you set various colors for different parts of the application:

Pick different theme options to see a live preview. When ready, click Save.

**Monokai**

**Themng Options**

**Background Colors and Borders**

- Background Main
- Navbar
- Border Color
- Selecting from a List
- Highlight Items
- Error and Warning Messages
- Tabs and Active Buttons
- Rounded Corners

**Text**

- Standard Text
- Headings
- Links (and primary buttons)

**Previews**

**Falli**  
Usu ea graece hendrerit  
07/06/2008  
Populo essent vix  
07/20/1969  
Eros labore queaque ius te  
11/05/1955

**Efficiendi**  
Alii definitionem te duo. Mei in justo laudem. Dicat appareat recteque vix id, mel ut elitr definiebas, erat nominati eos eu.

**Decore sententiae**  
An ius libris insolens voluptaria, qui at tantas:  
Search

**Brownies**  
Chocolate cake  
Apple Pie  
Jelly Beans  
Sugar Plum

**Wafer**  
Caramels Danish Ice Cream  
Ash nazg durbatulûk, ash nazg gimbatul, ash nazg thrakatulûk, agh burzum-ishi krimpatul

The second tab, 'Branding', will let you set certain text and page names. In this section you should change the name of the site from 'KronoDesk' to your company name, enter in the email address, phone number and other information that you'd like to describe your support site.

This page lets you change the color scheme of KronoDesk, upload your company logo (full size image for desktop devices and a smaller icon for use on the mobile version) and generally change how it will look.

For example, we use KronoDesk ourselves and we have rebranded it as follows:

**inflectra.**

**Home Page** **Knowledge Base** **Forums** **Search** **Sign-In**

**Recent Updates**

- Inflectra Offices Closed for U.S. Presidents' Day  
Monday, February 20, 2017 5:00:00 AM
- Start Your Tech Side Hustle with Inflectra  
Friday, February 17, 2017 5:00:00 AM
- Getting Smart With Inflectra  
Monday, February 13, 2017 5:00:00 AM
- Write With Inflectra: Tech Blogging Internship  
Friday, February 10, 2017 5:00:00 AM
- Management Debt: The Costs of Non-delivery and Non  
Tuesday, February 7, 2017 5:00:00 AM

**Support Overview**

Outstanding support is the foundation of our company, and we want your experience with our products to be exceptional from the start. We dedicate more than half our technical resources to support, and we make support a priority over all other work.

To ensure your satisfaction, we provide one year of product support FREE with every purchase, which guarantees you access to our knowledge base, helpdesk and phone support ([View our full support policy](#)).

**Search the Knowledge Base**

Enter the keywords or Knowledge Base ID (e.g. kb23) in the text box below to search for matching KB articles:

Search

Or [browse the knowledge base](#) by category

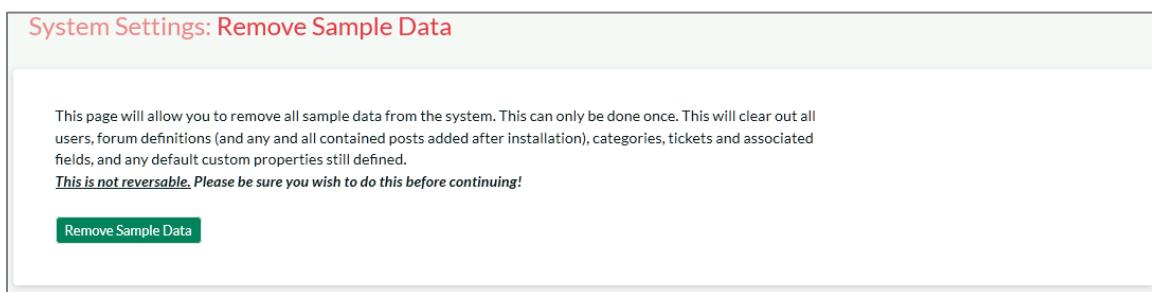
**Popular Articles** ([More Articles](#))

- Inflectra Support Plans and Policies  
Saturday, June 30, 2012 4:00:00 AM

### **3.2. Remove Sample Data & Start Using**

Finally, once you are ready to start using KronoDesk, you will want to delete all of the sample categories, products, forums, threads, articles, help desk tickets and users, and then create your own categories and settings.

To do that, go to 'System Settings > Remove Sample Data'. Click on the 'Remove Sample Data' button to confirm your decision:



Congratulations, you are now ready to use KronoDesk. You can now add users, products and forums.

For more information about any of the features, please refer to the [KronoDesk User Manual](#) or the [KronoDesk Administration & Install Guide](#).

## **Appendix A- Sample Users**

Here are the users and roles we used during the demonstration:

- Administrator = administrator
- Customer = chriscustomer
- Employee = ericemployee
- Manager = marthamanager

## Legal Notices

This publication is provided as is without warranty of any kind, either express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

This publication could include technical inaccuracies or typographical errors. Changes are periodically added to the information contained herein; these changes will be incorporated in new editions of the publication. Inflectra® Corporation may make improvements and/or changes in the product(s) and/or program(s) and/or service(s) described in this publication at any time.

The sections in this guide that discuss internet web security are provided as suggestions and guidelines. Internet security is constantly evolving field, and our suggestions are no substitute for an up-to-date understanding of the vulnerabilities inherent in deploying internet or web applications, and Inflectra® cannot be held liable for any losses due to breaches of security, compromise of data or other cyber-attacks that may result from following our recommendations.

The section of the manual that describes modifying the Windows System Registry ("Registry") should only be attempted by experienced Windows administrators who are familiar with its organization and contents. Inflectra® cannot be held liable for any losses due to damage to the system registry made by inexperienced personnel.

KronoDesk® and Inflectra® are registered trademarks of Inflectra Corporation in the United States of America and other countries. Microsoft®, Windows®, Explorer® and Microsoft Project® are registered trademarks of Microsoft Corporation. All other trademarks and product names are property of their respective holders.

Please send comments and questions to:

Technical Publications

Inflectra Corporation

8121 Georgia Ave

Suite 504

Silver Spring, MD 20910

U.S.A.

[support@inflectra.com](mailto:support@inflectra.com)