

Customer Hub Guide

Our Customer Hub is a self-service tool that allows us to provide you with exceptional customer support. On the Customer Hub, you will be able to:

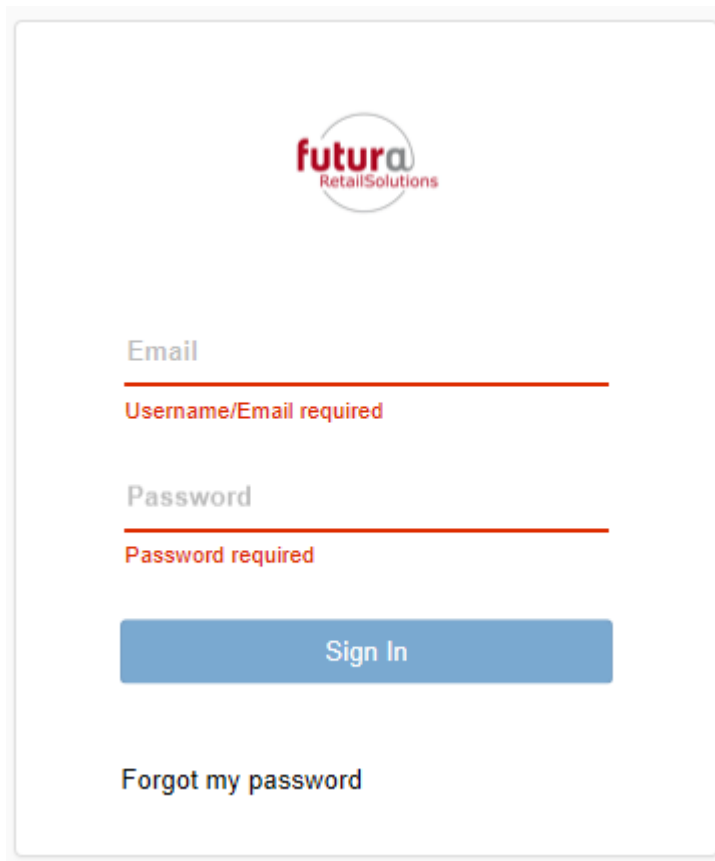
- Open new tickets
- View your open/closed tickets
- View open/closed tickets for your organization
- Post Screen Recordings and Video Recordings to tickets
- View Knowledge Base

Here are some basic guidelines for using the Customer Hub:

Sign in to Customer Hub

Browse to the login page: <https://helpdesk.futurauk.com>

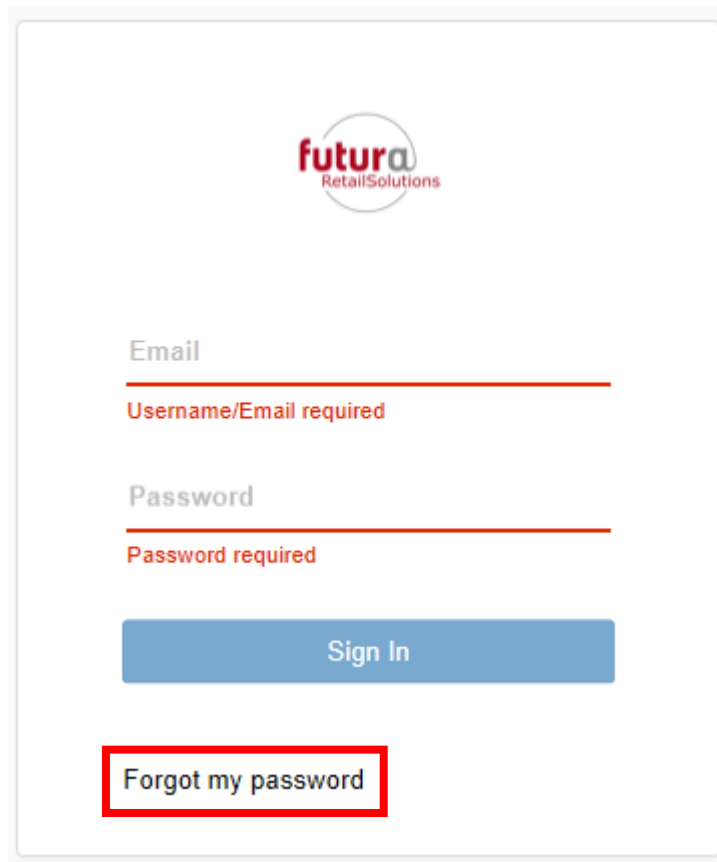
Log in using your e-mail address and password supplied.



The screenshot shows the login interface for Futura Retail Solutions. At the top center is the logo, which consists of the word "futura" in a bold, lowercase, sans-serif font, with "RetailSolutions" in a smaller, uppercase, sans-serif font directly below it. The logo is enclosed in a thin, light gray circular border. Below the logo, there are two input fields. The first field is labeled "Email" in a light gray font. Below the input line, the text "Username/Email required" is displayed in a red font. The second field is labeled "Password" in a light gray font. Below its input line, the text "Password required" is displayed in a red font. At the bottom of the form is a blue rectangular button with the text "Sign In" in white. Below the button, there is a link that says "Forgot my password" in a dark gray font.

Password Reset

Enter your email address, then the click 'Forgot my password' link. A temporary password will be sent to you. Enter this temporary password, and you will then be prompted to create a new password.

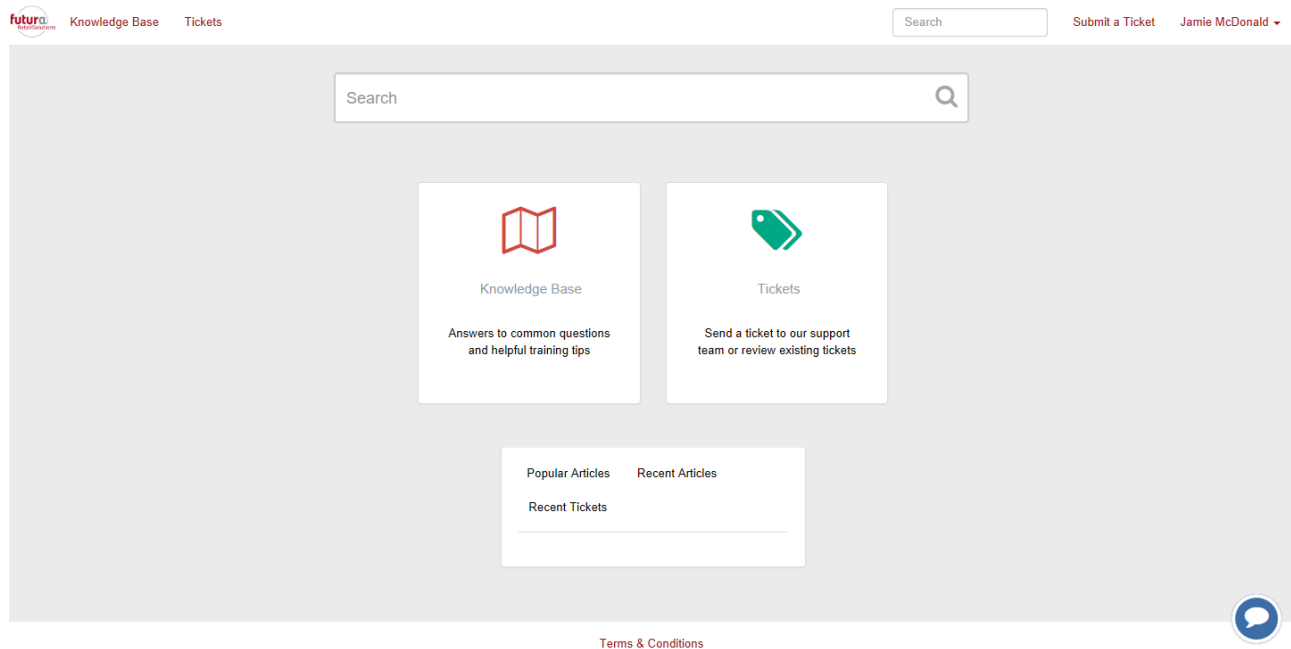


The screenshot shows a login form for Futura Retail Solutions. At the top center is the logo, which consists of the word "futura" in a bold, lowercase font with a red underline, and "RetailSolutions" in a smaller, uppercase font below it. Below the logo are two input fields. The first is labeled "Email" and has a red horizontal line underneath it with the text "Username/Email required" in red. The second is labeled "Password" and also has a red horizontal line underneath it with the text "Password required" in red. Below these fields is a blue button with the text "Sign In" in white. At the bottom left of the form is a red-bordered box containing the text "Forgot my password".

Using the Customer Hub

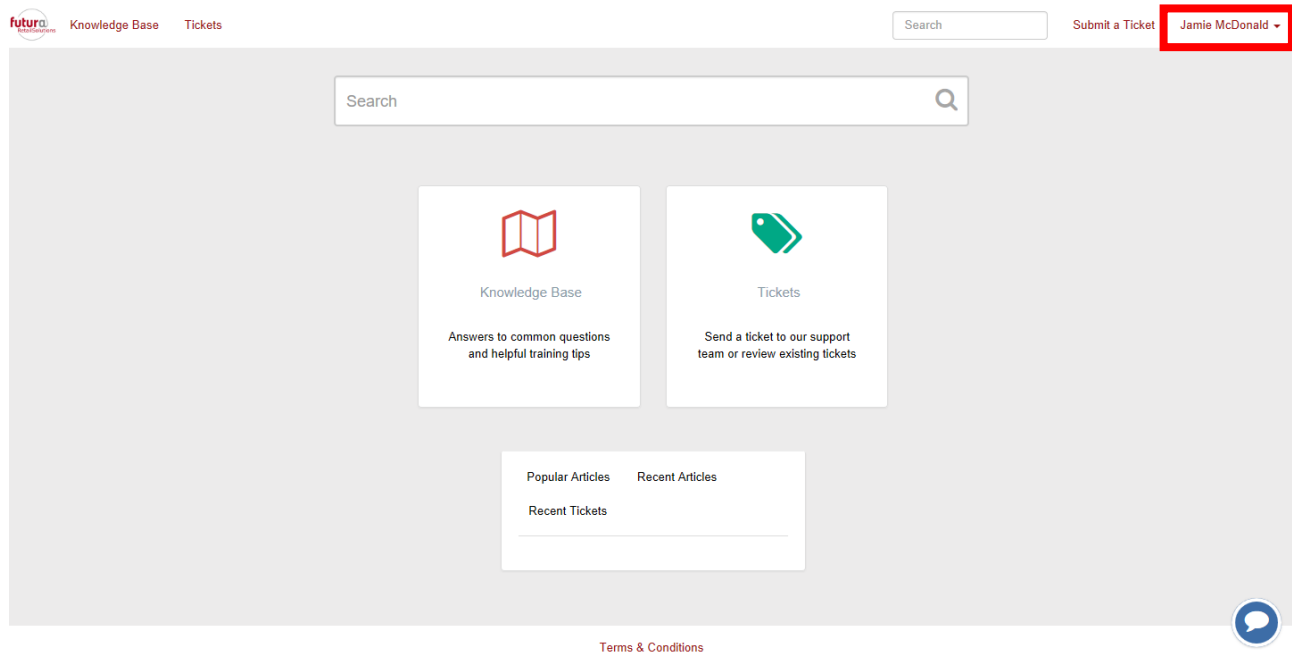
Landing Page

Once you're signed into the Hub you will be taken to the landing page which includes recent and popular activity.



Personal Options

Click on your name in the upper right hand corner of the screen. From here you may view your profile, or Sign Out. Under Profile you can update your Name, Title, Email Address, and LinkedIn profile URL.



Search

If you know the ticket number for a ticket, or you want to search your tickets for a specific word or phrase you can enter that into a Search Box and click 'Search'. Depending on which page you are on, you may see more than one Search Box.

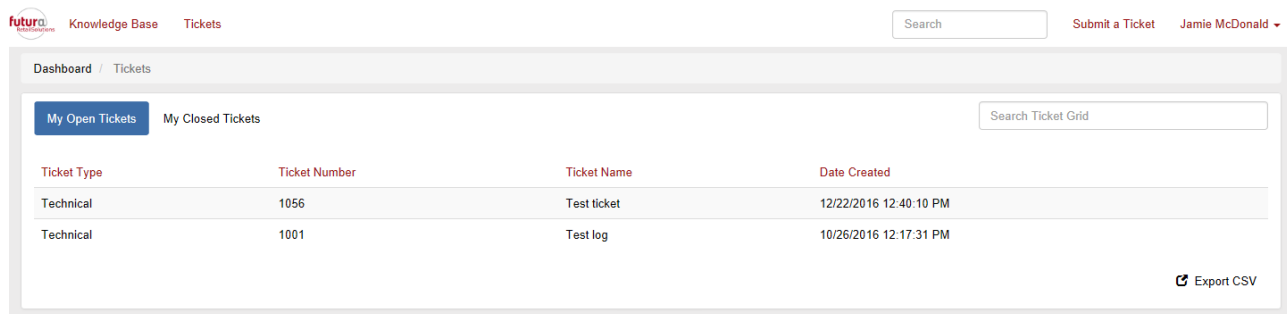
Optional: Searching will also return results for Knowledge base articles.



Working with Tickets

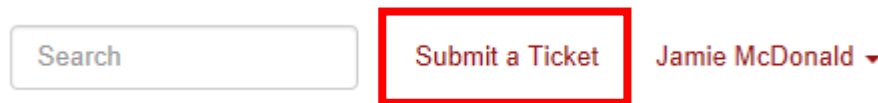
Please note that you may always create a ticket by sending an email to: helpdesk@futurauk.com.

From the Dashboard Tickets section, you view your Open and Closed Tickets. If you have Manager permissions, you can also view tickets for your Organization. You can sort on any of the columns, and you can export your list to a CSV file to view in Excel.

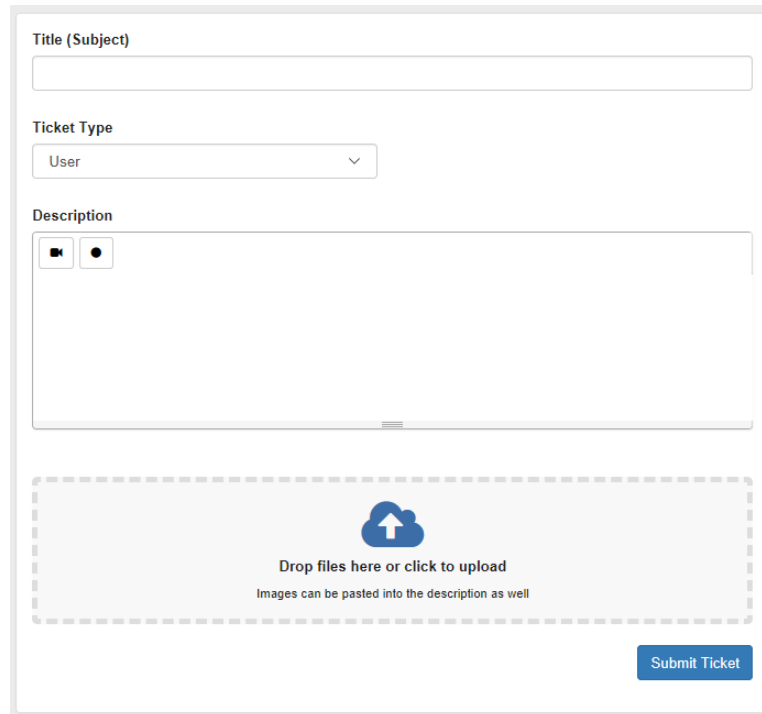


Ticket Type	Ticket Number	Ticket Name	Date Created
Technical	1056	Test ticket	12/22/2016 12:40:10 PM
Technical	1001	Test log	10/26/2016 12:17:31 PM

To submit a ticket, select 'Submit a Ticket' from the upper right hand corner.



- The Subject field should contain relevant information briefly describing the issue or request.
- The description should contain detailed, pertinent information describing the nature of the request, to enable our Support staff to quickly evaluate your request.
- You may add a screen recording to your ticket by clicking the circle "Record" button. This will allow you to record your screen, as well as to optionally narrate with your voice, to show exactly what questions or issues you may have. The recording will be embedded directly in the ticket, and has a maximum of 5 minutes. The first time you use screen recording, you will be prompted to install a browser extension.
- You may also include a video recording to your ticket by clicking the video camera shaped button. This will activate the webcam on your computer and allows you to show a physical product that you need support with. There is also a mute button if you choose not to narrate with your voice. The first time you use video recording, you will be prompted to install a browser extension.
- To add attachments, just click on 'Drop files here or click to upload' button and navigate to the required file and upload it into the ticket. You may drag and drop to this space as well, and attach multiple files.
- There may be required fields on this form.



The screenshot shows a ticket submission form with the following fields:

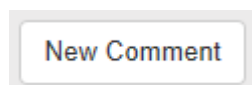
- Title (Subject)**: A text input field.
- Ticket Type**: A dropdown menu with "User" selected.
- Description**: A large text area with a rich text editor toolbar (bold, bullet point) and a dashed box for file upload. The upload box contains a cloud icon with an upward arrow and the text "Drop files here or click to upload" and "Images can be pasted into the description as well".
- Submit Ticket**: A blue button at the bottom right.

Once you have completed filling out the ticket fields, click 'Submit Ticket' and the ticket will be entered into the system. Your new ticket will display on your screen showing the Ticket Details on the left side and the description on the right hand side. You will also receive a confirmation email regarding your ticket submission. The email subject will be the Ticket Name, and the body will contain the body of the ticket.

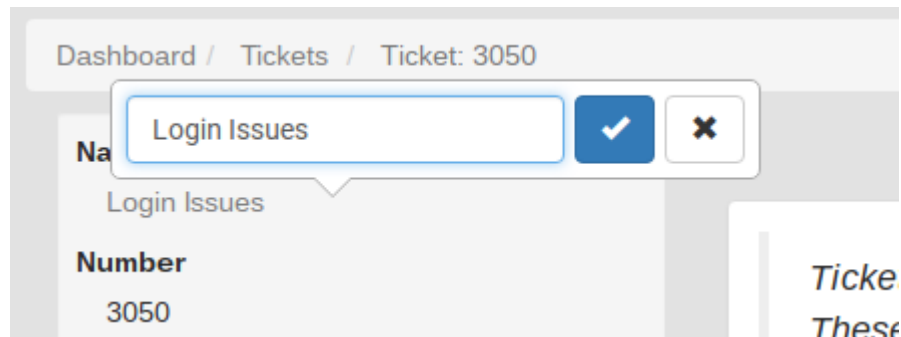
Once your ticket has been completed to your satisfaction, you can click the 'close ticket' button.

Updating a Ticket

Once your ticket has been reviewed and updated by a member of our Support Team, you will receive an email notification. You can update the ticket by replying directly to the email, this will update the ticket without needing to sign into the Hub. Be sure your update is above the '--- Please reply above this line ---' text and the subject of the email is not altered. The ticket number in the subject is used to associate your update with the correct ticket.



To add a new comment to your ticket from the Hub, from the ticket detail window, click 'New Message' to display the description box. While the ticket is open, you may click on the ticket name to update it.



Satisfaction Survey

Please tell us how we did!



If your ticket is closed by a member of our team, either after you've updated it signing off or due to inactivity, you will receive an email notification. At the bottom of the email, you'll have an opportunity to leave feedback on how you feel your request was handled. Please take a moment and click on one of the face icons - Happy, Neutral, or Unhappy. A new page will load in your web browser where you can leave an optional comment. We encourage and value your feedback.

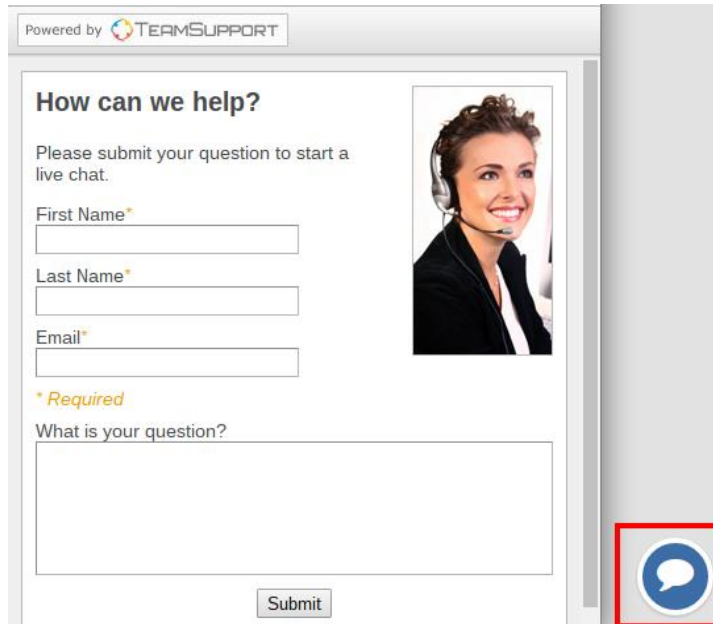
Knowledge Base


Our Knowledge Base is meant to provide you with announcements, tips and tricks, new features, usage instructions, and anything else that will be helpful resource to you. The Knowledge Base can be found on the Landing Page or on the top navigation. We encourage you to browse Knowledge Base to stay informed and up to date on our offerings.

Currently there is no information in the knowledge base as the system is brand new, this information will accumulate over time.

Customer Chat

During business hours we offer Customer Chat, which allows you to initiate a chat with one of our customer support representatives. If a representative is not available, or is unable to answer after 90 seconds, we will make a ticket for your question and will get back with you ASAP via the ticket.



Powered by  TEAMSUPPORT

How can we help?

Please submit your question to start a live chat.


First Name*

Last Name*

Email*

* Required

What is your question?



We hope that your experience with your Customer Hub gives you the self-service that you require regarding our offerings. Please do not hesitate to reach out to us if you have any questions or issues. We are always available at +44(0)1189 841925.

Thank you for using our Customer Hub.