



KronoDesk® | Quick Start Guide
Inflectra Corporation

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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.

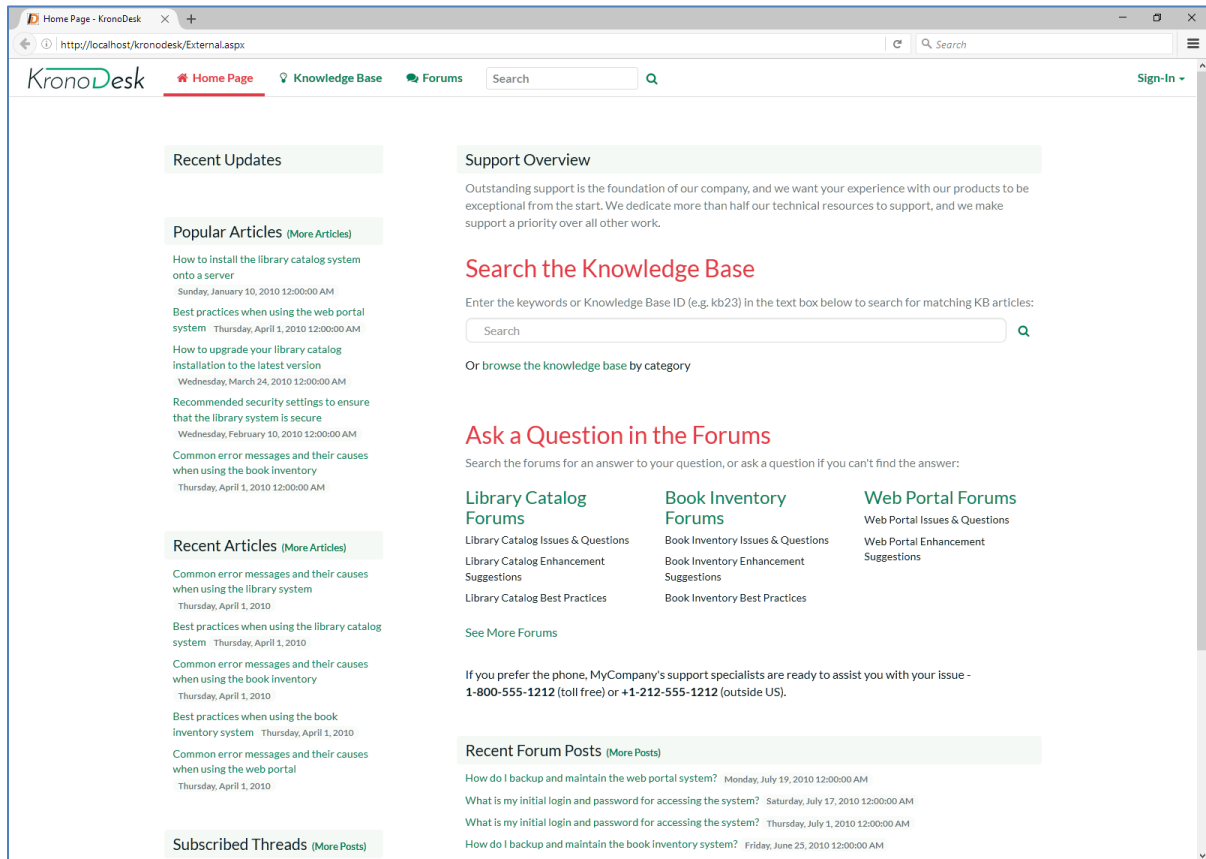
This guide provides a quick step-by-step tutorial for configuring a sample KronoDesk instance, adding some knowledge base articles, posting and replying to some forum posts and finally logging and responding to help desk tickets.

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:



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:

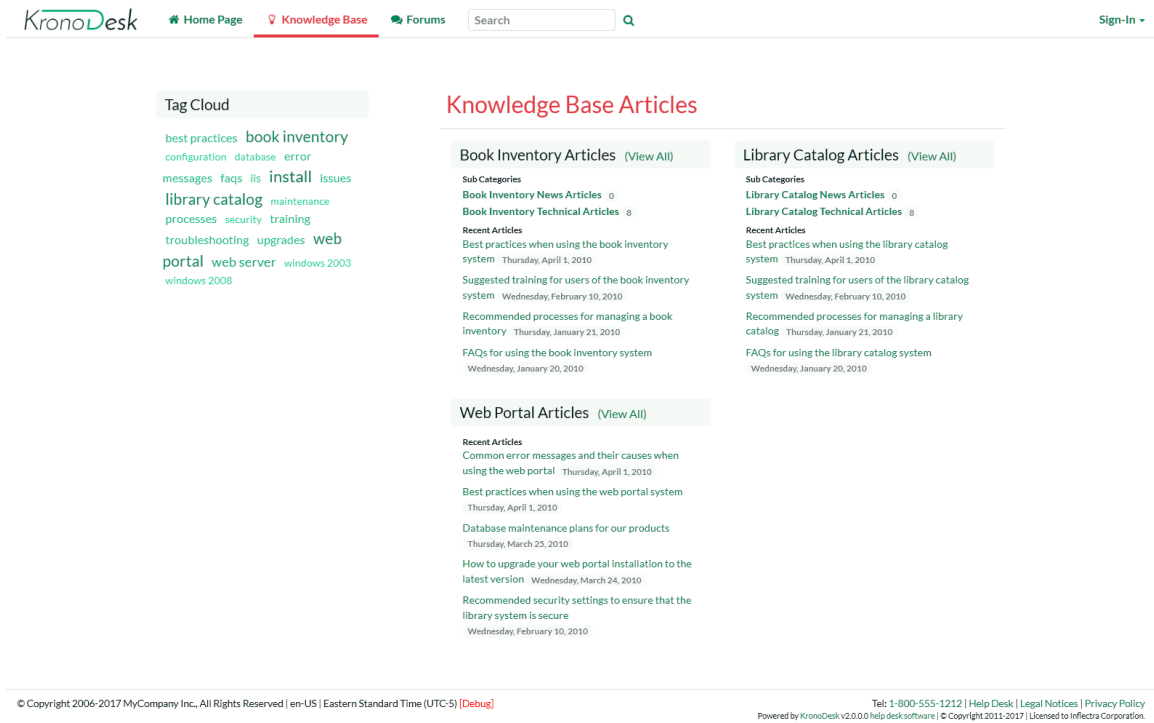
Search the Knowledge Base

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

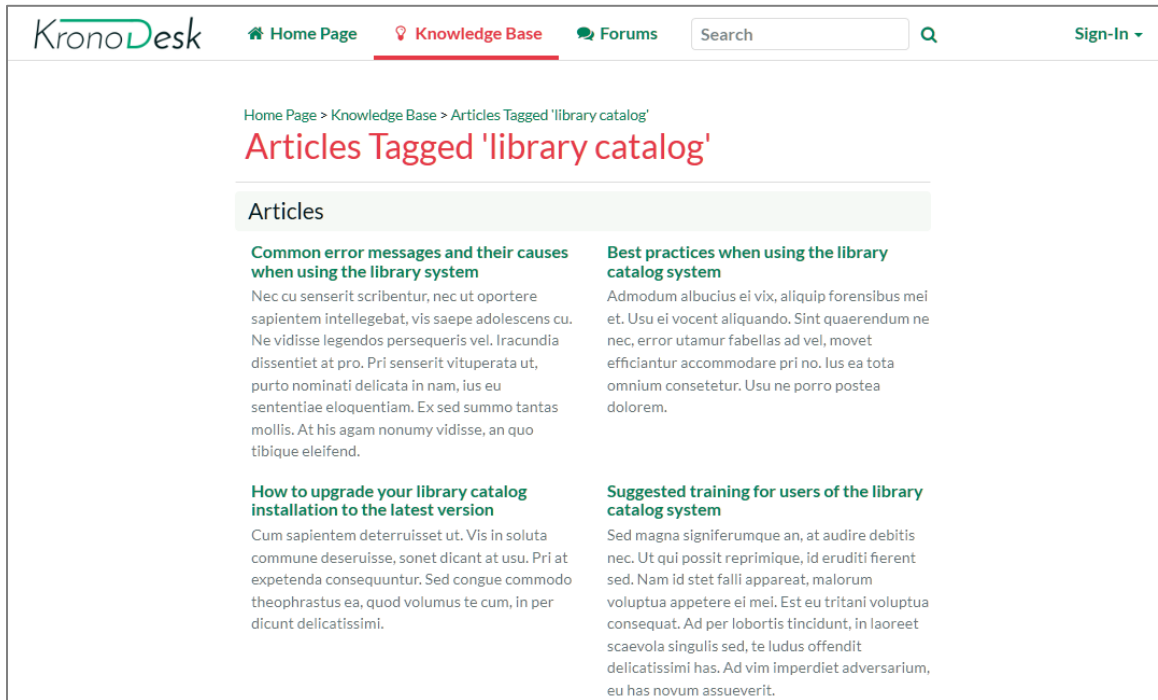
- How to install the library catalog system onto a server
- How to install the book inventory system onto a server
- How to install the web portal system onto a server

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

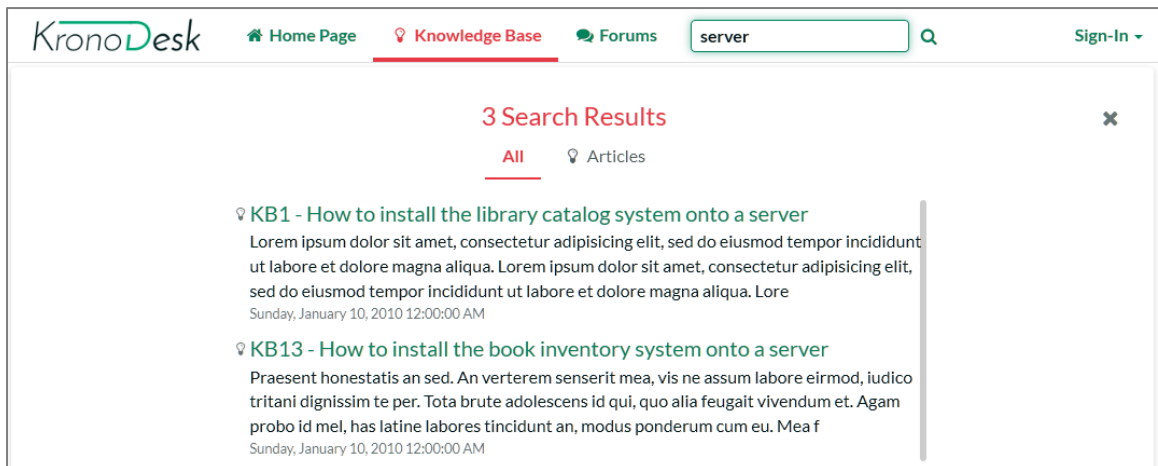


The screenshot shows the KronoDesk Knowledge Base interface. At the top, there is a navigation bar with links for Home Page, Knowledge Base (highlighted), and Forums, along with a search bar and a Sign-In link. Below the navigation bar, there is a Tag Cloud on the left and Knowledge Base Articles on the right. The Tag Cloud lists various tags such as 'best practices', 'book inventory', 'configuration', 'database', 'error', 'messages', 'faqs', 'lis', 'install', 'issues', 'library catalog', 'maintenance', 'processes', 'security', 'training', 'troubleshooting', 'upgrades', 'web', 'portal', 'web server', 'windows 2003', and 'windows 2008'. The Knowledge Base Articles section is divided into three categories: Book Inventory Articles, Library Catalog Articles, and Web Portal Articles. Each category has a 'View All' link and a list of recent articles with their titles and dates.

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:



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:



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](#) [Sign-In](#)

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

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.

Tag Cloud

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

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](#) [Sign-In](#)

Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ...

Most Popular

What is my initial login and password for accessing the system? - Tuesday, February 2, 2010 12:00:00 AM

How do I access the library catalog system for the first time? - Wednesday, January 20, 2010 12:00:00 AM

How do I backup and maintain the library system? - Saturday, January 30, 2010 12:00:00 AM

How do I install the library catalog system onto my computer? - Sunday, January 10, 2010 12:00:00 AM

When I access the system I get an HTTP 500 error, any ideas? - Friday, March 5, 2010 12:00:00 AM

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 [ursulauser](#) [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 the KronoDesk forum interface. At the top, there are navigation links: Home Page, Knowledge Base, and Forums (highlighted). A search bar and a Sign-In button are also present. The breadcrumb trail reads: Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I install the libr... The main heading of the thread is "How do I install the library catalog system onto my computer?". Below the heading, the post date is "Sunday, January 10, 2010 12:00:00 AM" and there are meta tags "install" and "library catalog". The first post is by "carlacustomer" with a placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua." Below this is a note: "(To Reply to this thread you first need to Sign-In)". There are "4 Replies" listed. The first reply is by "marthamanager" with a subject line "re: carlacustomer on Sunday, January 10, 2010 12:00:00 AM" and placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."

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 the KronoDesk forum interface with a tag cloud and a list of threads. The navigation bar is the same as in the previous screenshot. The breadcrumb trail is "<< Back to Forums Home". The main heading is "The following threads have been tagged with 'install'". Below this, it says "4 Threads". The first thread has the title "What is my initial login and password for accessing the system?" and a placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore...". It has meta tags "security", "install", and "password", and statistics "4 posts", "200 views", and "by chriscustomer, 2 February, 2010". The second thread has the same title and placeholder text, with meta tags "security", "install", and "password", and statistics "4 posts", "200 views", and "by chriscustomer, 1 July, 2010".

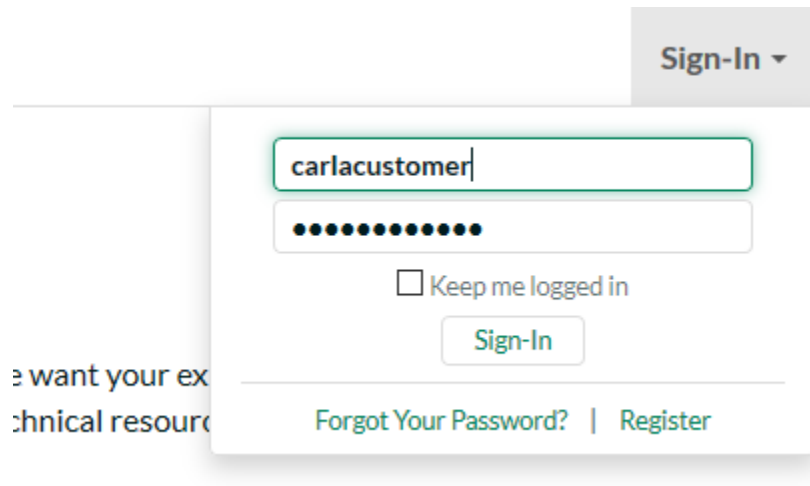
2. Using the Help Desk Ticketing System

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.

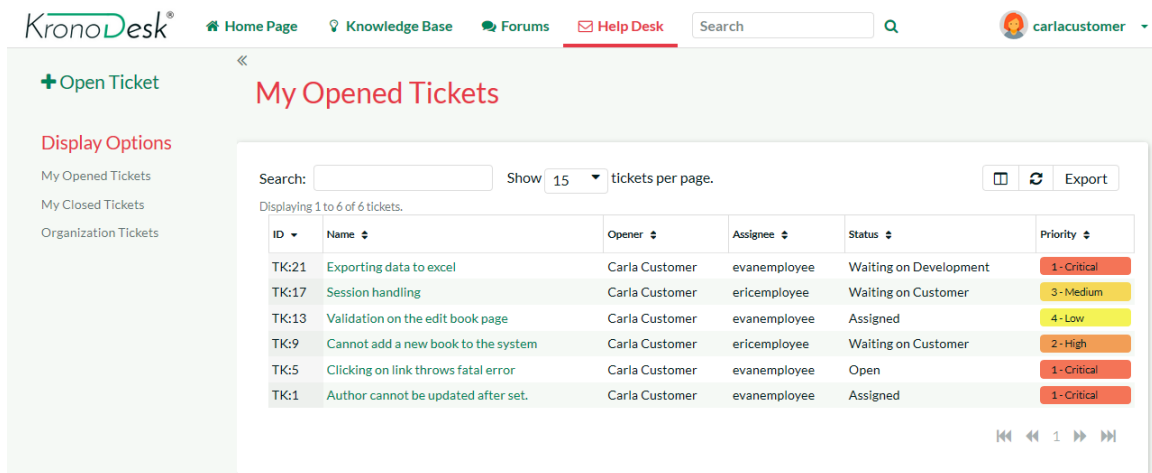
2.1. Submitting a New Ticket

First, login as a customer using the following credentials:

- Login: carlacustomer
- Password: PleaseChange



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:



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:

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

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' link highlighted in the top navigation bar. The main content area is divided into two sections: 'My Assigned Tickets' and 'Unassigned Tickets'. Both sections contain a table of tickets with columns for ID, Name, Opener, and Status.

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

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' link highlighted. The main content area is titled 'All Open Tickets' and displays a detailed table of tickets. The table includes columns for ID, Name, Opener, Assignee, Status, and Priority. The priority column uses color-coded indicators: 1-Critical (red), 2-High (orange), 3-Medium (yellow), and 4-Low (light yellow). The table is sorted by priority, with the highest priority tickets at the top. The sidebar on the left contains navigation options for ticket management and display settings.

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:

My Assigned Tickets

Search:

Displaying 1 to 9 of 9 tickets.

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

Show 15 tickets per page.

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

Assigned #9 Cannot add a new book to the system

Created On: 2/20/2018 | Last Updated: 4/15/2018

Product: Library Web Portal | Assignee: Eric W Employee | Opener: Carla Customer | Priority: 2 - High | Type: Sales | Resolution: Customer Issue - ...

Filter | Sort | Expand Comments

2 months ago

Carla T Customer

Ad mel fabulas comprehensam, atqui apparet detraxit pri ei. Id etiam oblique voluptaria vim, mel ne nisi feugiat verterem, eleifend sadpiscing 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.

2 months ago

Evan Employee An sed quis nostrum complectitur, eu his eruditi minimum complectitur. Ut mel errem sanctus salutat, ea qui mundi vituperata dissentiunt. Movet iusto option ea est...

Tuesday, February 20, 2018

Carla T Customer 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:

Waiting on Customer #9 **Cannot add a new book to the system** Created On: 2/20/2018 Last Updated: 4/15/2018

Product: Library Web Portal Assignee: Eric W Employee Opener: Carla Customer Priority: 2 - High Type: Sales Resolution: Customer Issue - ...

Filter [Icons] Sort [v] [^] Expand Comments [↶]

2 months ago

Carla T Customer

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.

Public Reply Internal note Add KB to Note

Normal Font Size B I U Ix A- A+ [Icons]

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.

Submit

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.

Filter [Icons] Sort [v] [^] Expand Comments [↶]

a few seconds ago

Eric W Employee updated Status from Assigned (#2) to Waiting on Customer (#3)

a few seconds ago

Eric W Employee

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.

2 months ago

Carla T Customer 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,...

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

Search:

Displaying 1 to 6 of 6 tickets.

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.

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 interface. At the top, there are navigation links for Home Page, Knowledge Base, Forums, and Help Desk. A search bar and a user profile for 'carlacustomer' are also visible. The main content area displays a ticket titled 'Cannot add a new book to the system' with a status of 'Waiting on Customer'. The ticket details include Product (Library Web Portal), Assignee (ericemployee), Opener (Carla Customer), Priority (2 - High), Type (Sales), and Resolution (Customer Issu...). Below the ticket details, there is a comment from 'ericemployee' stating: '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.

Closed		#9	Cannot add a new book to the system		Created On: 2/20/2018	▼
Product	Assignee	Opener	Priority	Type	Resolution	
Library Web Portal	ericemployee	Carla Customer	2 - High	Sales	Customer Issu...	

Filter [✉] [🔗] [🕒] Sort [▼] [▲] Expand Comments [↶]

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

Search:

  Auto  Excel

Displaying 1 to 15 of 17 tickets.

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

Show tickets per page.

« « 1 2 » »

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.

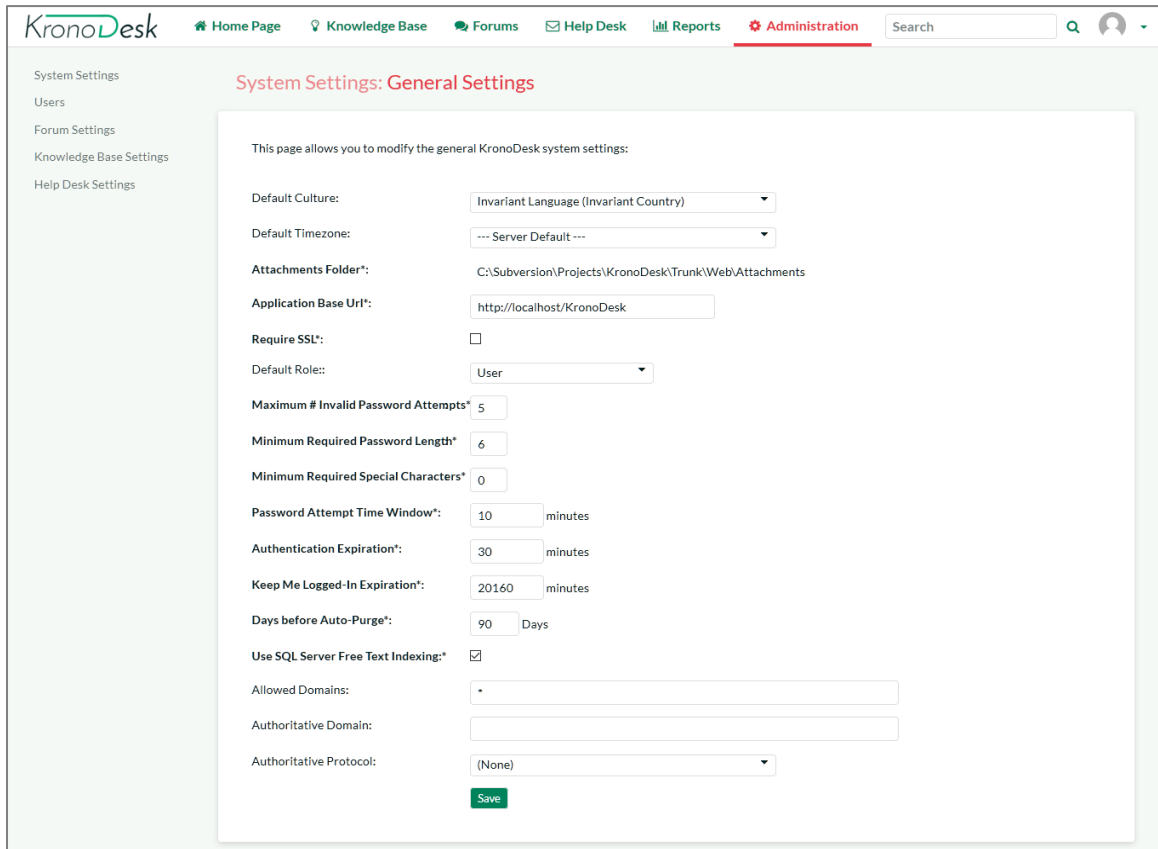
3. Configuring and Customizing

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 KronoDesk Administration interface. The top navigation bar includes Home Page, Knowledge Base, Forums, Help Desk, Reports, and Administration (highlighted). A search bar and user profile icon are also present. The left sidebar lists 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 form for configuring system settings. The form includes fields for Default Culture, Default Timezone, Attachments Folder, Application Base Url, Require SSL, Default Role, Maximum # Invalid Password Attempts, Minimum Required Password Length, Minimum Required Special Characters, Password Attempt Time Window, Authentication Expiration, Keep Me Logged-In Expiration, Days before Auto-Purge, Use SQL Server Free Text Indexing, Allowed Domains, Authoritative Domain, and Authoritative Protocol. A Save button is located at the bottom 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.

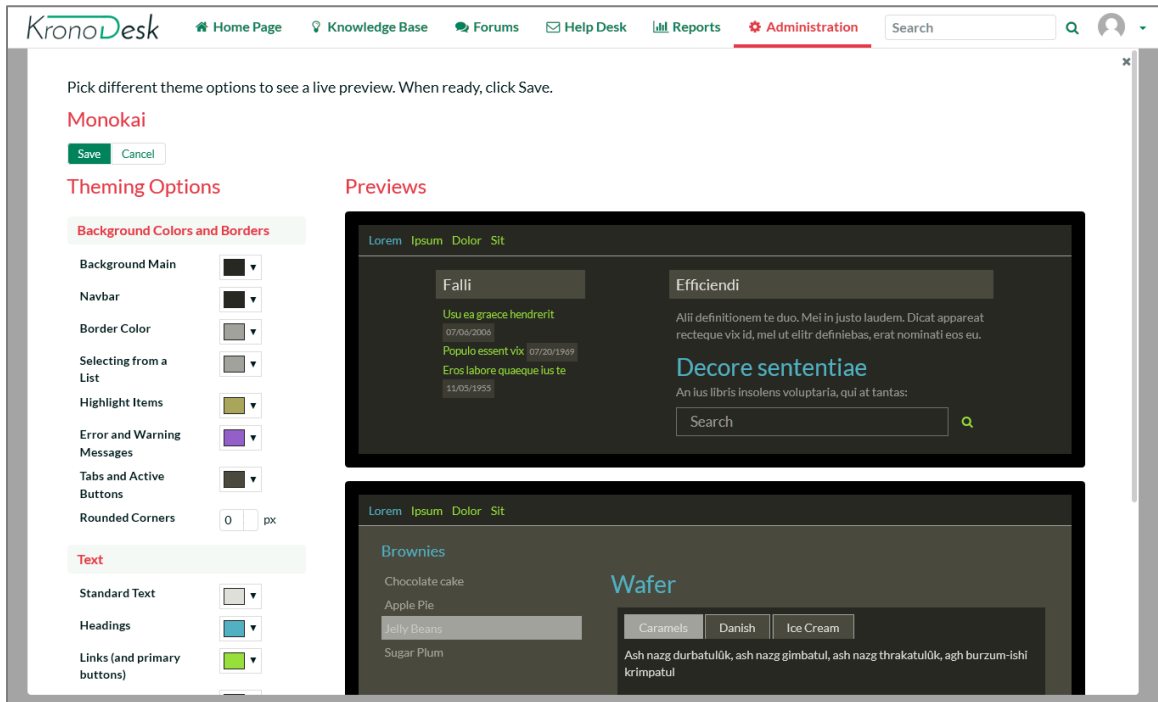
You can also disable sections of KronoDesk that you won't be using (for example, some of our customers don't need a public forum). These are all described in more detail in the *KronoDesk Administration Guide*.

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

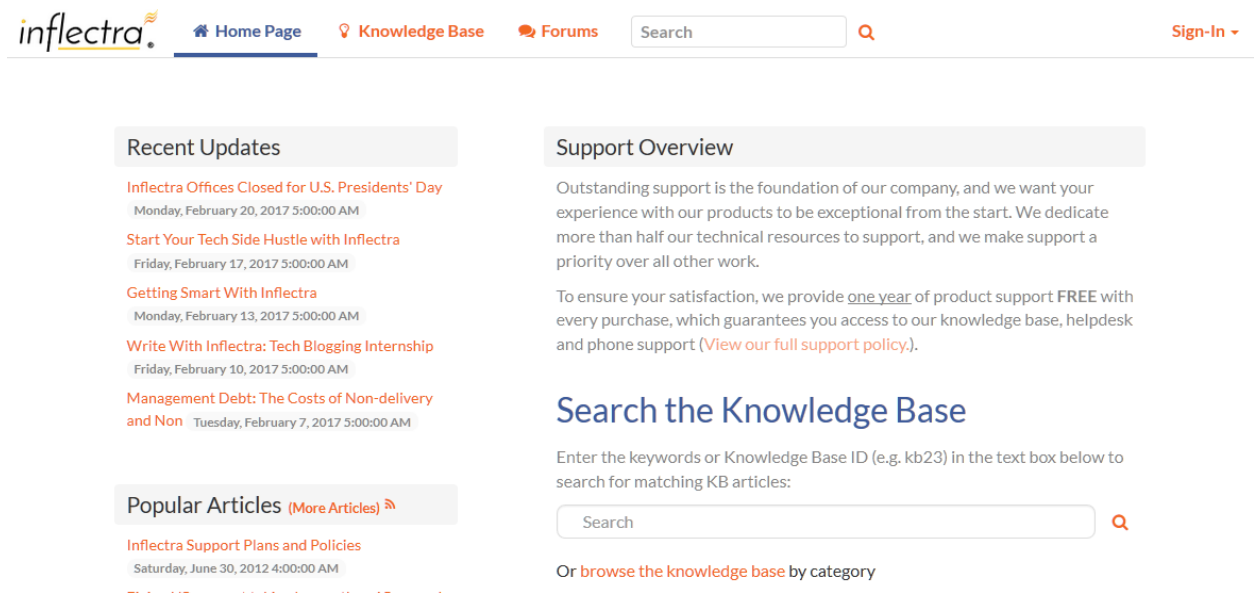
company color scheme. The edit theme page will let you set various colors for different parts of the application:



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.

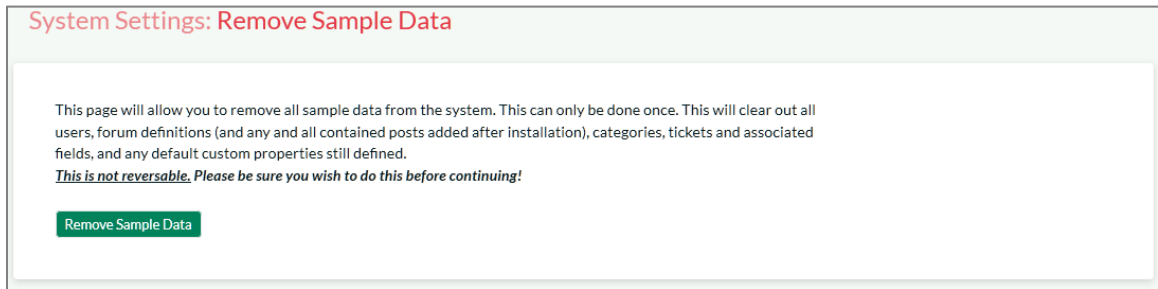
For example, we use KronoDesk ourselves and we have rebranded it as follows:



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

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