

Support Website logging

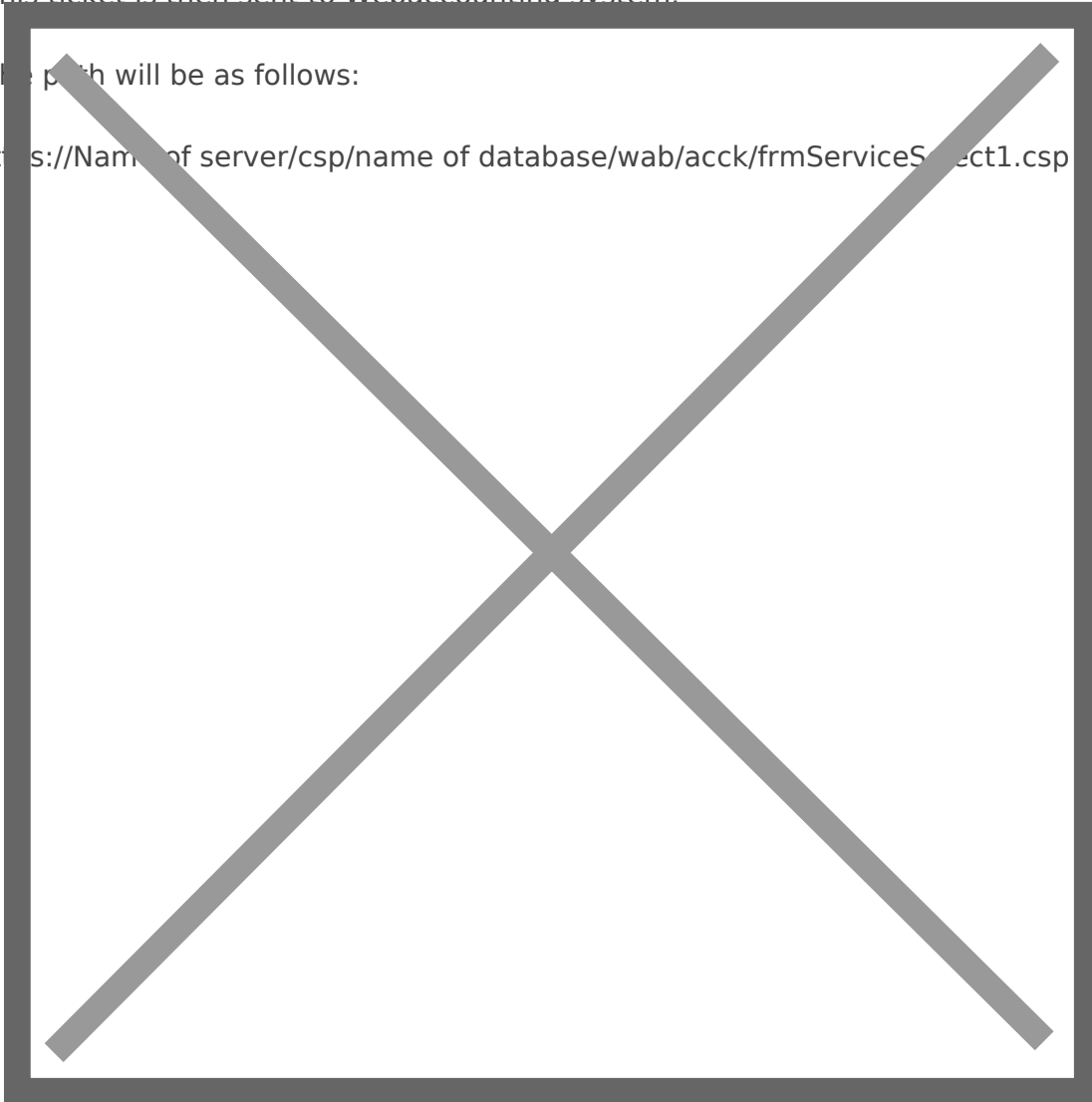
With Webaccounting we can integrate a logging system so that customers can go to your website, click on a support button and log a ticket.

This feature also allows the company to publish basic support manuals to their customers by using the Search Help files button.

This ticket is then sent to Webaccounting system.

The path will be as follows:

<https://Name of server/csp/name of database/wab/acck/frmServiceSupport1.csp>



Once the customer proceeds with the support, a new window will come up.

If the customer knows his customer code, he can enter it in the Company Code and when he clicks on tab.

It will bring up the companies list of contact persons. If the person logging the call is on the system then they can select their name.

The person can also update their information.

If you don't know your company code then skip the first line and go and enter your company name and details to log a support log.

For the company codes, we suggest putting random four digit numbers after the code. (like a bank code)

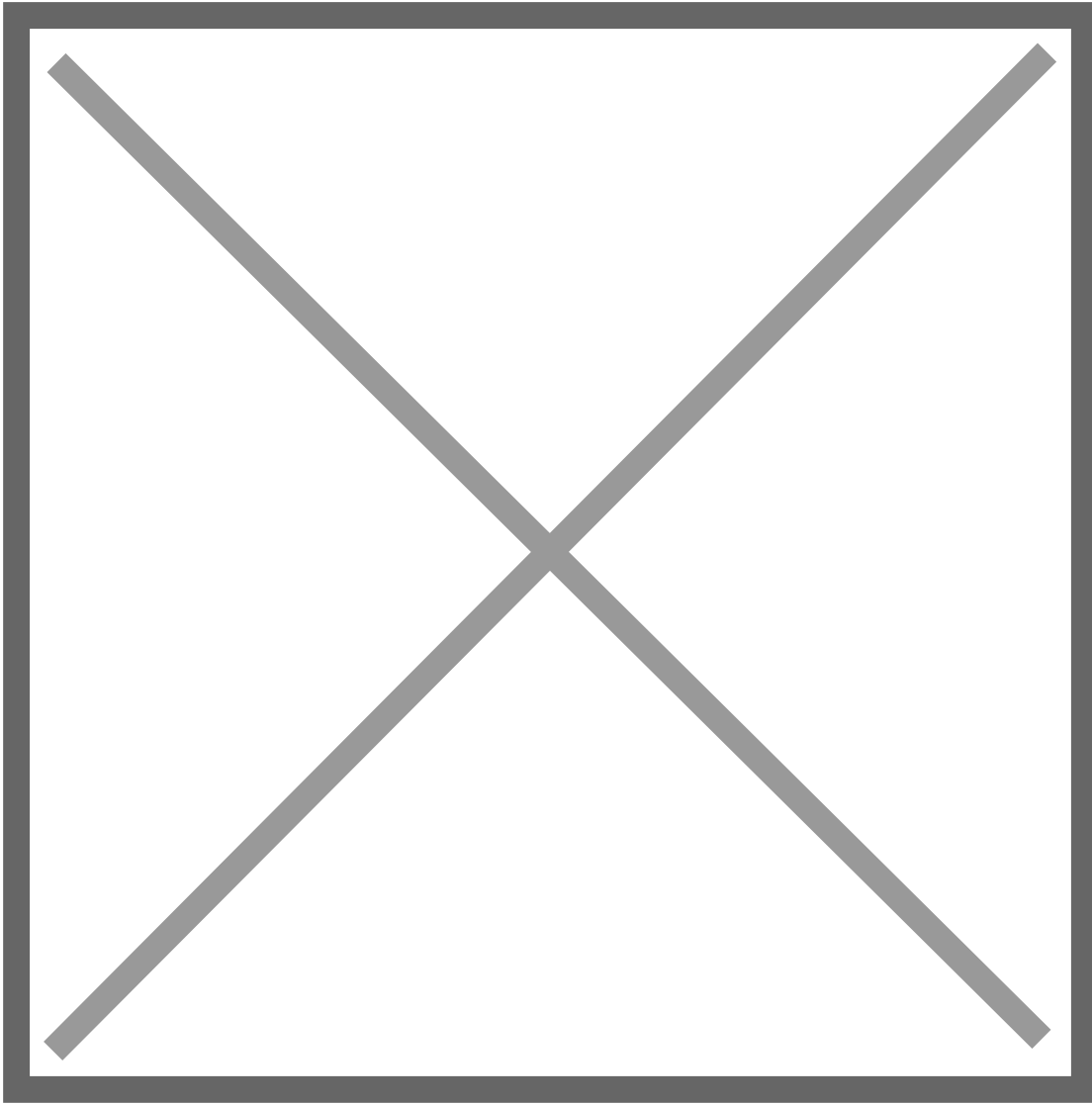
Example

ABC company code is usually ABC001

But this is easy for people to guess your code and therefore read the users.

So we suggest doing your code as usual but with a code after - ABC001-2681

The company Code enter, must be an exact match inorder for information to be displayed.



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