

# FranConnect Support Administration Guide

## About This Guide

The FranConnect **Support** module allows you to access Trouble Tickets, Frequently Asked Questions, and Contact Information details. You can create and submit Trouble Tickets to different departments for solving issues, or view existing tickets.

This FranConnect product manual contains a comprehensive description of the user experience and administration screens of the *FranConnect Support module*.

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## The User Experience

### Support Pages

Support Page	Description
Dashboard	The Dashboard offers a summary of support tickets in tabular format, by Department name. Tickets are separated by their status, with the ability to drill through any ticket count to see the tickets in that category.
Tickets	A list of tickets, searchable by whether they are reported, locked or archived. Includes the ability to create a new ticket.
Search	A comprehensive support ticket search form that accepts a wide range of criteria. When the search form is used, the resulting locations are presented in the Task Search page, filtered to match the search criteria.
FAQs	A list of Frequently Asked Questions, which can be organized by categories, and searched by words in the question or the answer.
Contact Info	A listing of support contacts, by department.
Reports	Get reports of tickets, by owner and status, department and status, or by timeline.

## Viewing the Dashboard

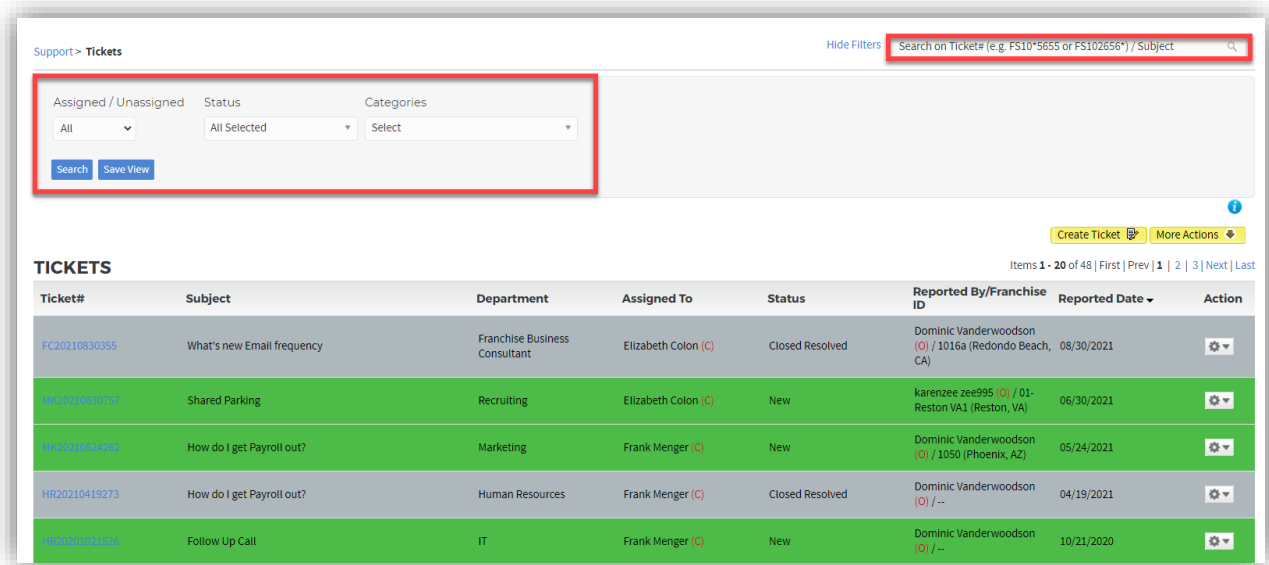
The Support Dashboard is a tabular representation of tickets by department and status. Click on the number representing the tickets in a status for a department to see a list of those tickets. Franchisee users see the tickets that they have submitted. Corporate users see all tickets submitted.

The screenshot displays the Franconnect Support Dashboard. The left sidebar contains navigation options: OPENER, INFO MGR, THE HUB, SUPPORT (selected), Dashboard, Tickets, Search, FAQs, Contact Info, Reports, TRAINING, FIELD OPS, FINANCE, and SMARTCONNECT. The main content area shows a 'WELCOME!' message with filters for Owners and Reporting Date. Below this is the 'TICKETS SUMMARY (ALL)' table.

Category Name	Status						
	NEW	PENDING	REOPEN	CLOSED	CLOSED RESOLVED	CLOSED UNRESOLVED	TOTAL
Franchise Business Consultant	0	0	0	0	2	0	2
Human Resources	1	1	1	1	0	1	11
Internal IT	1	2	0	1	0	0	5
IT	3	1	1	2	7	0	14
Marketing	1	0	1	0	2	0	4
Marketing Products	0	0	0	0	0	0	0
Marketing1	0	0	0	0	0	0	0
Recruiting	1	1	0	0	0	0	2
TEst DEpartment	0	0	0	0	0	0	0
Training	0	3	1	5	1	0	10
Total	7	7	6	8	19	1	48

## Viewing Trouble Tickets

The Tickets page lists trouble tickets, and can be filtered by assignment, status, or department. They can also be searched by ticket number or key words in the ticket subject.



The screenshot shows the 'Support > Tickets' interface. At the top right, there is a search bar with the placeholder text 'Search on Ticket# (e.g. FS10\*5655 or FS102656\*) / Subject'. Below this is a filter panel with three dropdown menus: 'Assigned / Unassigned' (set to 'All'), 'Status' (set to 'All Selected'), and 'Categories' (set to 'Select'). There are 'Search' and 'Save View' buttons below the filters. To the right of the filter panel is a 'Hide Filters' link. Below the filter panel, there are 'Create Ticket' and 'More Actions' buttons. The main content is a table of tickets with the following columns: Ticket#, Subject, Department, Assigned To, Status, Reported By/Franchise ID, Reported Date, and Action. The table contains five rows of ticket data.

Ticket#	Subject	Department	Assigned To	Status	Reported By/Franchise ID	Reported Date	Action
FC20210830355	What's new Email frequency	Franchise Business Consultant	Elizabeth Colon (C)	Closed Resolved	Dominic Vanderwoodson (O) / 1016a (Redondo Beach, CA)	08/30/2021	[Action Wheel]
HR20210520757	Shared Parking	Recruiting	Elizabeth Colon (C)	New	karenzee zee995 (O) / 01-Reston VA1 (Reston, VA)	06/30/2021	[Action Wheel]
HR20210520802	How do I get Payroll out?	Marketing	Frank Menger (C)	New	Dominic Vanderwoodson (O) / 1050 (Phoenix, AZ)	05/24/2021	[Action Wheel]
HR20210419273	How do I get Payroll out?	Human Resources	Frank Menger (C)	Closed Resolved	Dominic Vanderwoodson (O) / ...	04/19/2021	[Action Wheel]
HR20210215145	Follow Up Call	IT	Frank Menger (C)	New	Dominic Vanderwoodson (O) / ...	10/21/2020	[Action Wheel]

You can view tickets with only certain statuses, such as locked tickets, reported tickets, or archived tickets, through the **More Actions** button. You can sort tickets by clicking on any header in the list.

You can open a ticket and view detail by clicking on the hyperlinked ticket number, or update its status, assign an owner, archive or lock a ticket in the Action Wheel.

You can enter a new ticket by clicking on the **Create Ticket** button.

## Searching Trouble Tickets

You can search for trouble tickets by a wide range of criteria through the **Search** page of the Support tab. Set the criteria and click the Search button to view a list of tasks that meet the criteria.

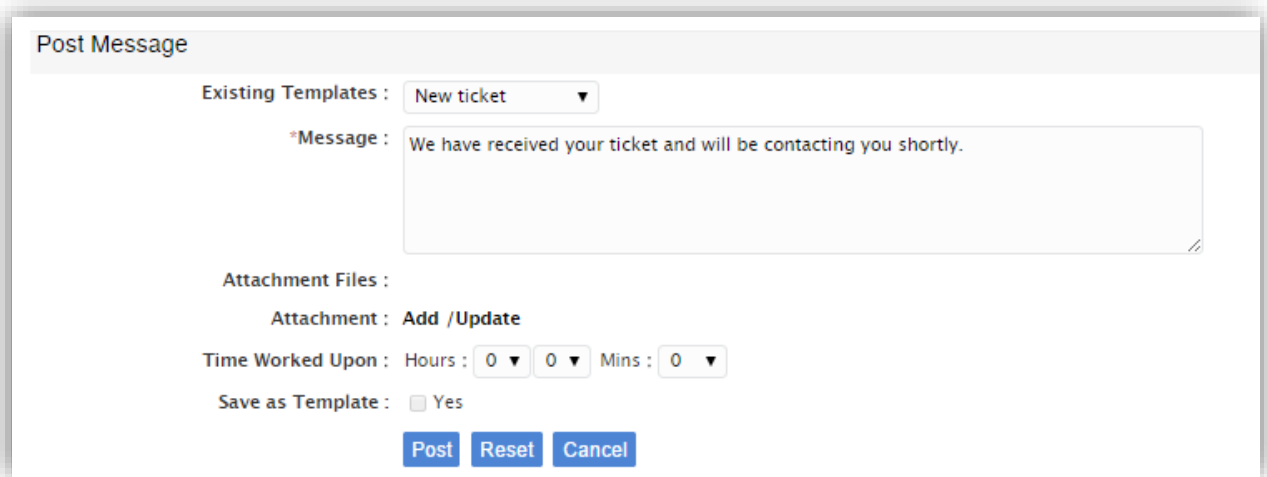
The screenshot shows the 'Search' page in the Support tab. The page title is 'Opener > Search'. In the top right corner, there is a search bar labeled 'Search by Store No. / Owner' with a magnifying glass icon. Below the title, the heading 'Please Provide Search Criteria' is displayed. The search criteria are organized into two columns. The left column includes: 'Checklist : All Selected' (dropdown), 'Brand : All Selected' (dropdown), 'Store Type : All Selected' (dropdown), 'Item Name :' (text input), 'Contact : All Selected' (dropdown), 'Group : All Selected' (dropdown), 'Schedule Start Date From :' (date input with calendar icon), 'Schedule Completion Date From :' (date input with calendar icon), 'Completion Date From :' (date input with calendar icon), and 'Search In Archived Stores Also :' (checkbox labeled 'Yes'). The right column includes: 'Store No. :' (text input), 'Status : All Selected' (dropdown), 'Project Status : All Selected' (dropdown), 'Responsibility Area : All Selected' (dropdown), and three 'To :' (date input with calendar icon) fields. At the bottom left, there are three buttons: 'Search', 'Reset', and 'Cancel'.

## Posting a message to a Trouble Ticket

In responding to a ticket, you may need to post a message back to the submitter, and to others solving the ticket. To respond to a ticket, open that ticket from the list and go to the Post Message section of the page.

You can choose to simply type a solution message, attaching supporting docs if appropriate. If the answer is simply a status message, or is an answer to a commonly-asked question, you can begin with an **Existing Template**. Select the template, and text associated with it will fill the Message field. You can then alter the message field to customize the remainder of the reply.

If no template exists, and you would like to re-use this answer, check the **Save as Template** box before clicking **Post**.



Post Message

Existing Templates : New ticket ▼

\*Message : We have received your ticket and will be contacting you shortly.

Attachment Files :

Attachment : Add /Update

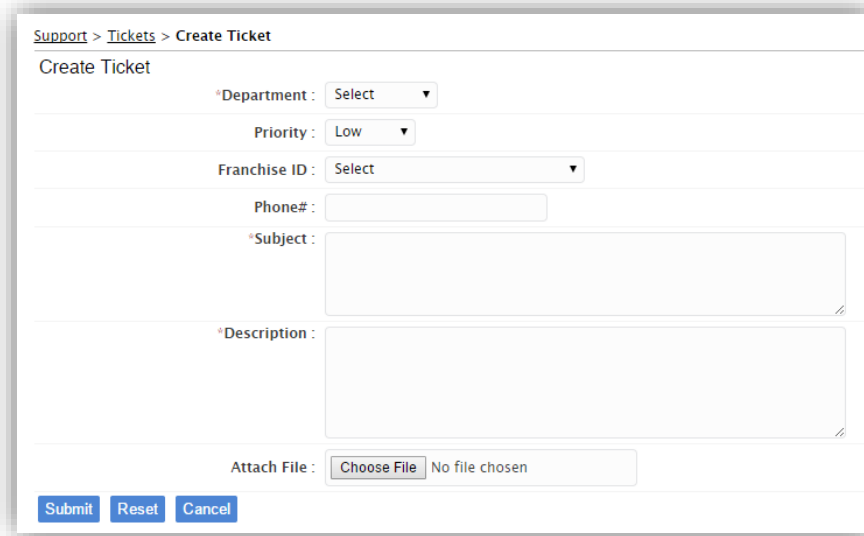
Time Worked Upon : Hours : 0 ▼ 0 ▼ Mins : 0 ▼

Save as Template :  Yes

Post Reset Cancel

## Entering a New Trouble Ticket

To enter a new trouble ticket, click the **Create Ticket** button.



The screenshot shows a web form titled "Create Ticket" under the navigation path "Support > Tickets > Create Ticket". The form contains the following fields and controls:

- Department:** A dropdown menu with "Select" as the current value.
- Priority:** A dropdown menu with "Low" as the current value.
- Franchise ID:** A dropdown menu with "Select" as the current value.
- Phone#:** A text input field.
- Subject:** A text area for summarizing the problem.
- Description:** A larger text area for providing a full description of the problem and requested action.
- Attach File:** A button labeled "Choose File" next to the text "No file chosen".
- Buttons:** Three buttons at the bottom: "Submit", "Reset", and "Cancel".

**Department:** select the department that should take action on the ticket.

**Priority:** Choose from low, medium or high priority.

**Franchise ID:** choose the franchise that is submitting the trouble ticket.

**Phone #:** enter the phone number that the respondent to the ticket should call you at.

**Subject:** Enter one sentence that summarizes the problem.

**Description:** Enter a full description of the problem, and if appropriate, the requested action from the respondent.

**Attach file:** If you have a supporting document or screen shot, you can upload it here.

## Closing an Existing Trouble Ticket

From the Action Wheel corresponding to the trouble ticket that you want to close, Select the **Update Status** option from the Action menu. Chose Close to close the ticket. A confirmation message box appears. Click **Save**.

Click the **OK** button to close the confirmation message.



## Publishing a ticket to the FAQ list

When a ticket contains a question and answer that might benefit others than the reporting party, you can choose to publish it to the FAQ screen. To publish a question and answer to the FAQ section:

From the Action Wheel corresponding to the ticket, choose **Publish to FAQ**. Choose the FAQ category it should be published in, and edit the question and answer, if necessary, to be clearer than the original question/answer might have been.

### Publish Ticket As FAQ

\*Category :

\*FAQ Question :

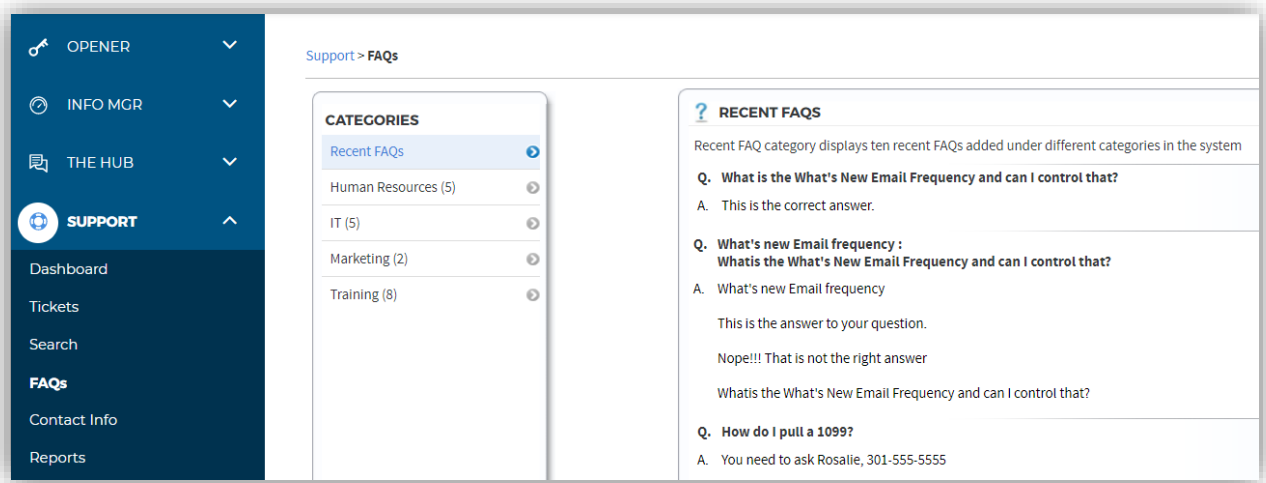
\*FAQ Answer :

Attach File :  No file chosen

## About FAQs

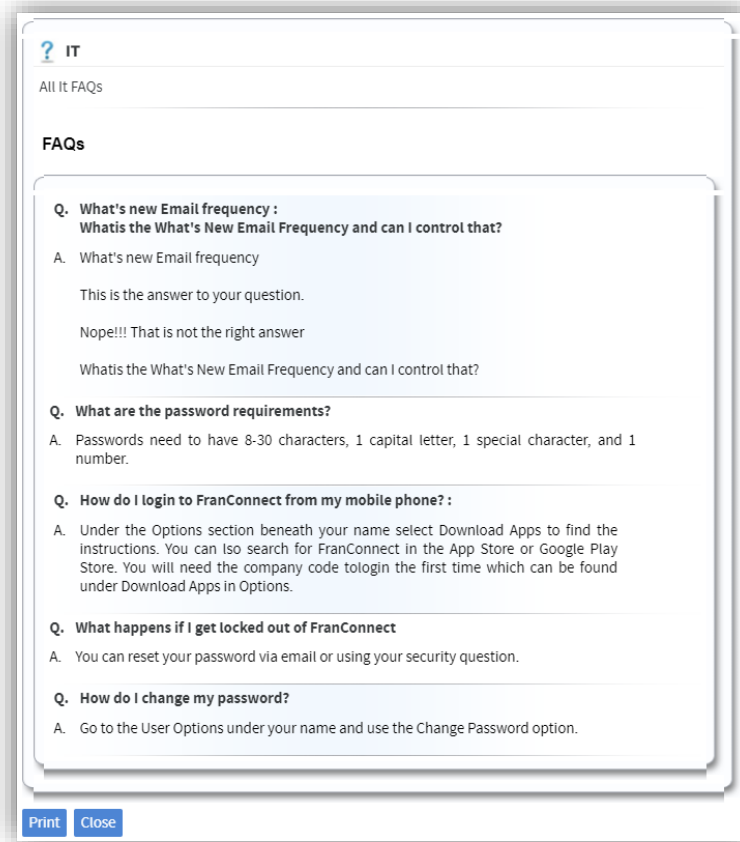
The FAQs (Frequently Asked Questions) feature allows you to view the questions and answers related to trouble tickets. This section lists various Categories of FAQs and their corresponding FAQs. By default, the FAQs page opens up with Recent FAQs posted by the administrator. You can click the Category hyperlink to view the associated FAQs.

Click the **FAQs** link in the section header to open the FAQs homepage as shown below:



Click the hyperlinked category under the **Categories** column to view the associated FAQ(s) and the answer(s).

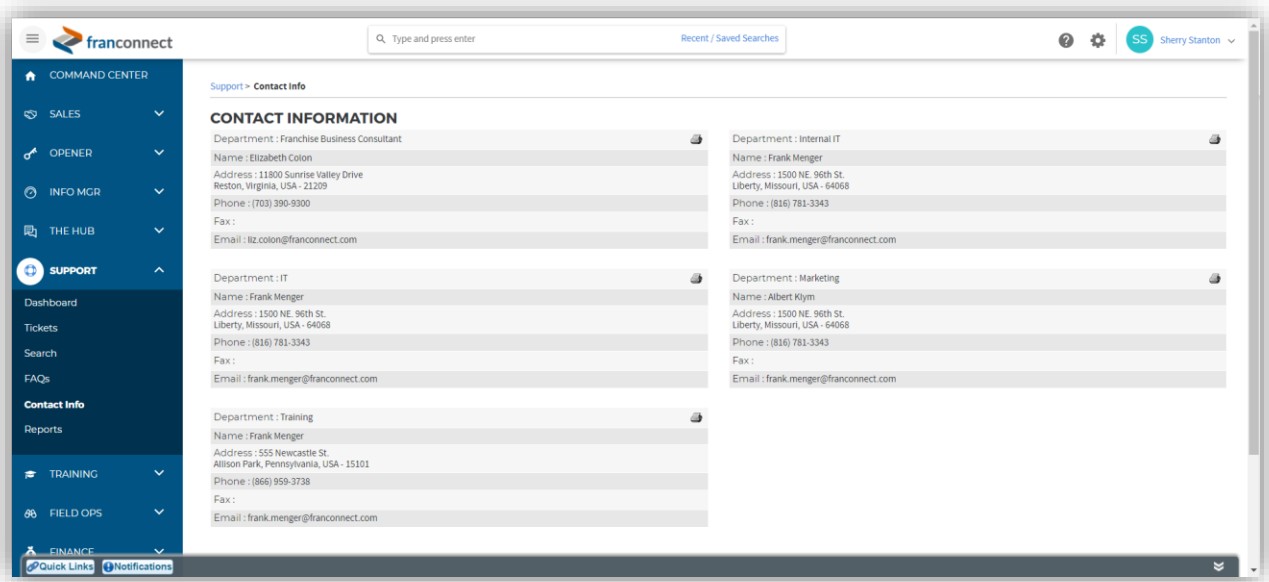
Click the (📄) icon to view details as shown in the figure below:



Click the **Print** button to print the details of the frequently asked question. Click the **Close** button to close the window.

## Viewing Contact Info

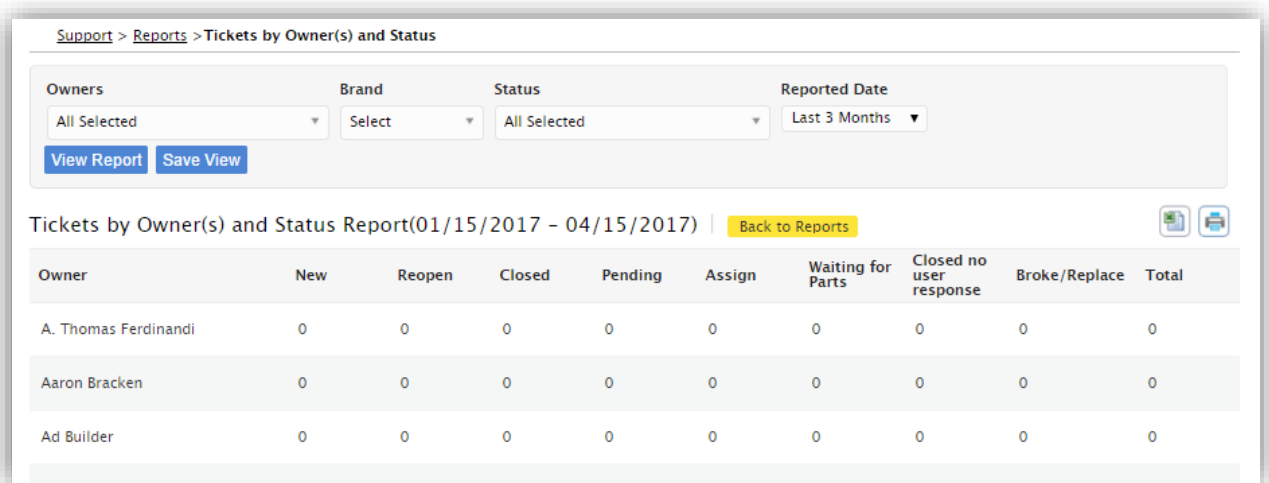
The **Contact Info** page shows the contact information of the designated individuals who handle tickets from various responding departments. Your FranConnect Administrator maintains this information.



## Viewing Reports in the Support Module

There are three different ways to report tickets from the **Reports** page of the Support Module.

**Tickets by Owners and Status** lets you view tickets for each ticket owner, broken down by status. Click through the count to see the details of tickets in a status for an owner.



Tickets by Departments and Status lets you view tickets for each department providing solutions, broken down by status. Click through the count to see the details of tickets in a status for a department.

Support > Reports > Tickets by Owner(s) and Status

Owners: All Selected | Brand: Select | Status: All Selected | Reported Date: Last 3 Months

[View Report](#) [Save View](#)

Tickets by Owner(s) and Status Report(01/15/2017 - 04/15/2017) | [Back to Reports](#)

Owner	New	Reopen	Closed	Pending	Assign	Waiting for Parts	Closed no user response	Broke/Replace	Total
A. Thomas Ferdinandi	0	0	0	0	0	0	0	0	0
Aaron Bracken	0	0	0	0	0	0	0	0	0
Ad Builder	0	0	0	0	0	0	0	0	0

The Ticket Timeline Report gives a listing of tickets grouped by department, and sorted by reported date. Also listed is the amount of time it took to close a ticket.

Support > Reports > Ticket Timeline Report

Departments: All Selected | Brand: Select | Reported Date: All

[View Report](#) [Save View](#)

Ticket Timeline Report(All) | [Back to Reports](#)

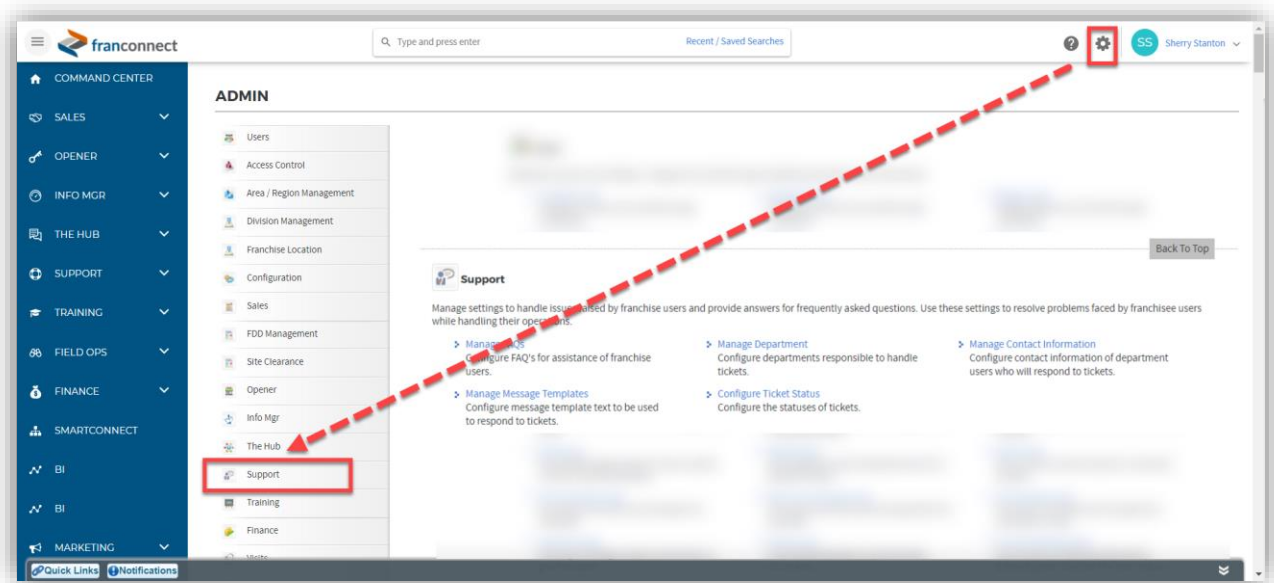
Department	Ticket	Reported Date	Closed Date	Time Taken To Close Ticket
Accounting	AC20170220818	02/20/2017 09:07:12	04/15/2017 17:24:59	358:52:48
	AC20160405153	04/05/2016 10:20:46	05/11/2016 04:49:40	231:39:14
	OP20150109741	01/09/2015 12:47:29	01/09/2015 12:50:16	00:02:47
<b>Average Time</b>				<b>196:51:36</b>
IT Support	IT20150713314	07/13/2015 10:32:39	07/13/2015 10:42:50	00:10:11
	IT20150415272	04/15/2015 14:02:53	04/15/2015 14:52:32	00:49:39
	IT20141120029	11/20/2014 13:47:00	12/05/2014 13:24:23	98:37:23



# Support Module Administration

## Configuring the Support Module

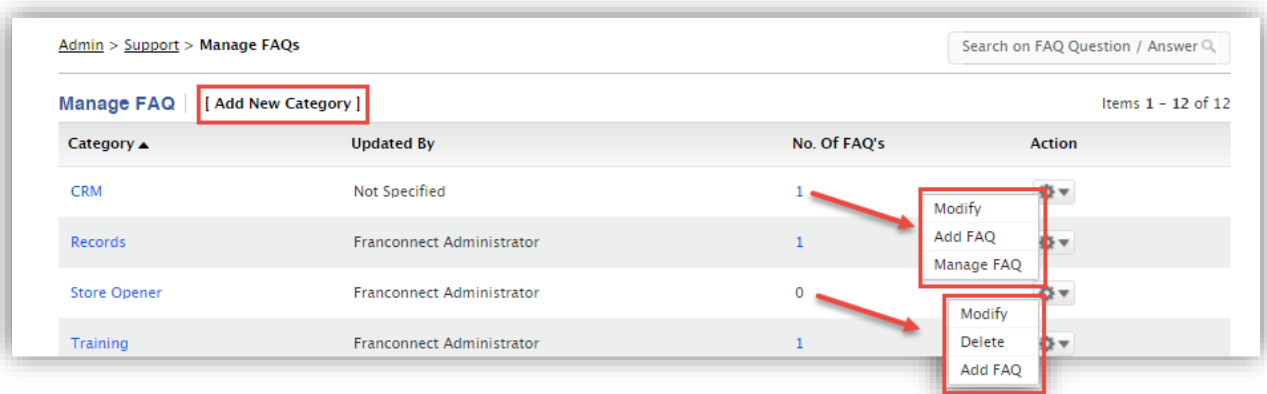
To configure the Support Module for your franchise needs, go to Admin > Support, as shown. Note you must have Corporate Admin privileges to access this area.



## Managing FAQs

### FAQ Categories

For easier reference, FAQs are grouped into Categories, for example, by department, by module of software, by business use, etc. This is a single-level hierarchy, so for example you can't have departments and sub-departments. When you open the **Admin > Support > Manage FAQs** page, the default page displayed is the list of categories.



You can Add a new category by clicking the **[Add New Category]** link at the top of the list, and entering the new category's name, and a brief description, and clicking **Add**.

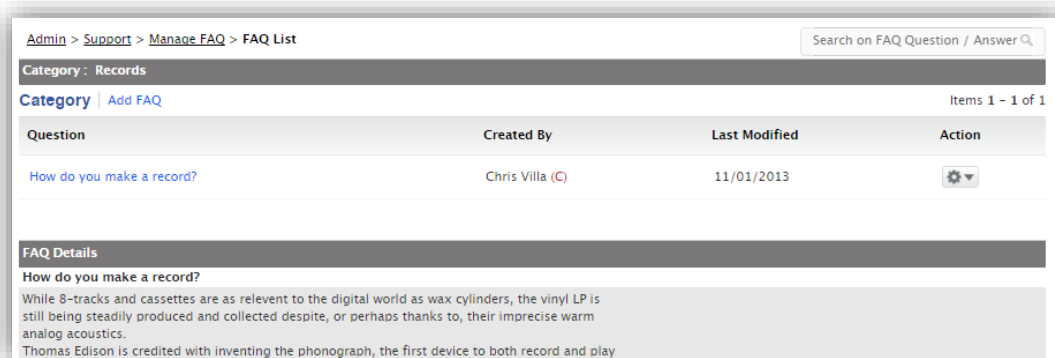
You can **Delete** a category that has no FAQs from the Action Wheel next to the Category name.

You can **Add FAQ** to a category from the Action Wheel next to the Category name. Enter the FAQ question and answer information, and attach any supporting documents that may help answer the question, and click **Add**.

You can modify or delete FAQ entries from a category by choosing **Manage FAQ** from the Action Wheel next to the category.

### FAQ Entries

When you choose to Manage FAQ in a category, the question list for that category is displayed, and any existing questions are displayed in a list.





You can add an FAQ entry by clicking **Add FAQ** at the top of the list, entering the question and answer information and any supporting docs, and clicking **Add**.

You can edit an FAQ entry by choosing **Modify** from the Action Wheel next to the category, entering the new question and answer information and any supporting docs, and clicking **Save**.

You can remove an FAQ entry by choosing **Delete** from the Action Wheel next to the category.

## Managing Departments (Categories)

The **Admin > Support > Manage Department** interface lets you associate users to departments that are responsible for responding to tickets. The information is organized into Departments and Users. The default view in the interface is the list of departments.

You can add a department from the **[Add Department]** link at the top of the list. You can change the department information for any department by clicking **Modify** from the Action Wheel next to any department. For departments not yet associated with support tickets, you can remove the department by clicking **Delete** from the Action Wheel next to the department.

Admin > Support > Manage Department

Departments marked with \* are associated with Ticket(s) and cannot be deleted.

Department Users View | **[ Add Department ]** | User-Departments View | Items 1 – 20 of 20

Department	User(s)	Date Created ▼	Action
*Idea Box (IB)	Natalie Walkley; Nick Mecozzi	05/16/2014	[Action Wheel]
*Marketing (TS)	Dale McCrary; Franconnect Administrator	11/13/2013	[Action Wheel]
Social Media (TD)	Dale McCrary; Franconnect Administrator	11/13/2013	[Action Wheel]
*Tech Support (TS)	Adam Valdez; Dale McCrary	06/14/2013	[Action Wheel] Modify Delete
*Corporate (CO)	Alicia Alam; Amber Hawkes; Amy Freeman; Dale McCrary; Rick Arevalo	11/16/2011	[Action Wheel]
*Equipment (IC)	Dale McCrary	11/08/2011	[Action Wheel]

## Editing Department Information

Each department must have a name, a two-letter abbreviation, users, and a contact email address. The name, abbreviation, and email information can be entered by typing the information. User information, for the fields “Assign Users” and “Default Owner”, is chosen from drop-down information provided from the FranConnect User list. Using the search pane, locate the users who are in this department and check the boxes associated with them.

Once users exist in the department, you can choose from that shorter list to assign a default owner.

When finished entering department information, click **Save**.

**Modify Department** Fields marked with \* are mandatory.

\*Name :

\*Abbreviation (Two Chars) :

\*Assign Users :

Default Owner :

\*Email :

### The User-Department View

This view lists all users with the departments they belong to. You can assign a listed user to one or more departments using the **Assign Departments** link to the right of the user record. Click **Save** to save these assignments. The departments associated will now appear in the user's record in the link.

**Modify Department** Fields marked with \* are mandatory.

\*Name :

\*Abbreviation (Two Chars) :

\*Assign Users :

Default Owner :

\*Email :

**Note:** You cannot add or delete users from this screen – add users from the **Admin > Users > Corporate User** interface.

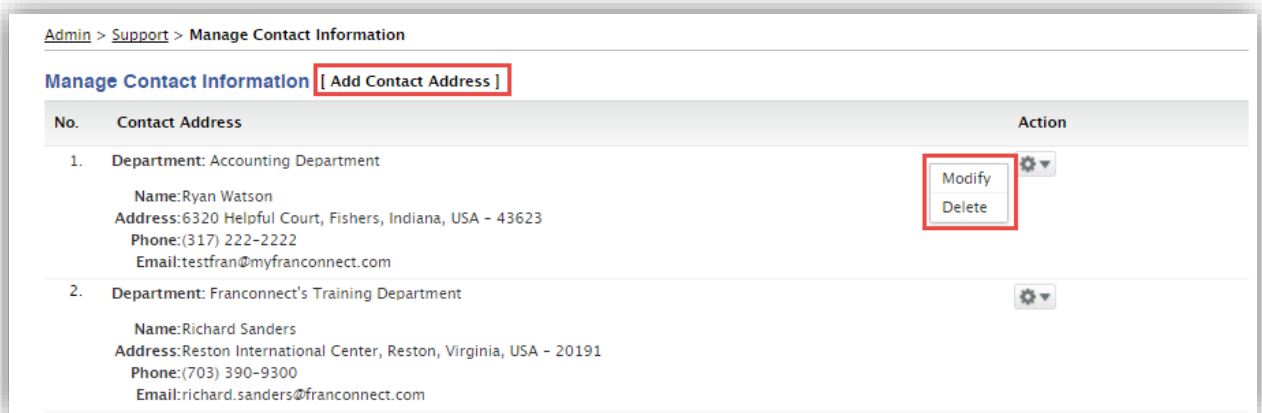
## Managing Contact Information

The **Contact Info** page shows the contact information of the designated individuals who handle tickets from various responding departments. This information is maintained in the **Admin > Support > Manage Contact Information** interface.



The default display of this interface is the Manage Contact Information contact list. You can add new contacts to the display by clicking **[Add Contact Address]** at the top of the list, entering the appropriate contact information in the pop-up dialog, and clicking **Add**.

You can change a contact's information from the Action Wheel next to the contact record, by choosing **Modify**, entering the appropriate contact information in the pop-up dialog, and clicking **Save**.

You can remove a contact from the display by choosing **Delete** from the Action Wheel next to the contact record.



The screenshot displays the 'Manage Contact Information' page. At the top, there is a breadcrumb trail: 'Admin > Support > Manage Contact Information'. Below this, the page title 'Manage Contact Information' is followed by a button labeled 'Add Contact Address'. The main content is a table with three columns: 'No.', 'Contact Address', and 'Action'. The first row (No. 1) lists contact information for the Accounting Department: Name: Ryan Watson, Address: 6320 Helpful Court, Fishers, Indiana, USA - 43623, Phone: (317) 222-2222, and Email: testfran@myfranconnect.com. The second row (No. 2) lists contact information for Franconnect's Training Department: Name: Richard Sanders, Address: Reston International Center, Reston, Virginia, USA - 20191, Phone: (703) 390-9300, and Email: richard.sanders@franconnect.com. The 'Action' column for the first row contains a gear icon with a dropdown arrow, and a red box highlights the 'Modify' and 'Delete' options. The second row also has a gear icon with a dropdown arrow.

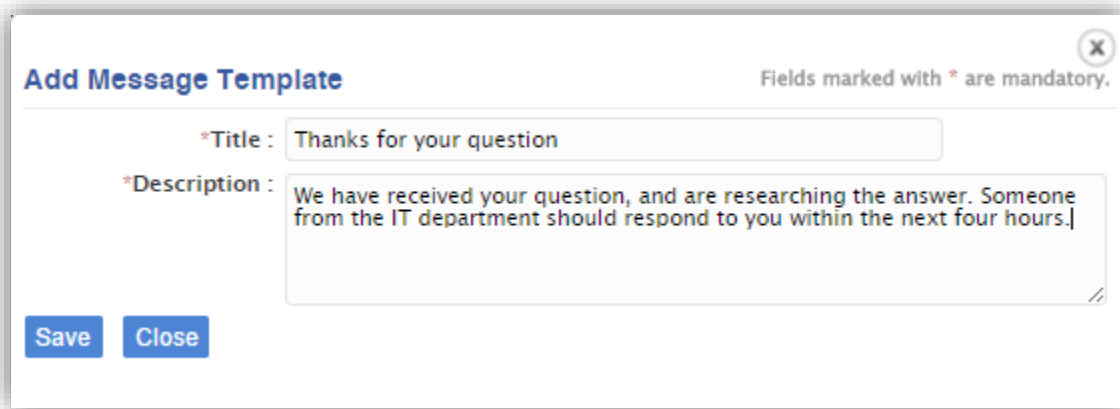
No.	Contact Address	Action
1.	<b>Department:</b> Accounting Department <b>Name:</b> Ryan Watson <b>Address:</b> 6320 Helpful Court, Fishers, Indiana, USA - 43623 <b>Phone:</b> (317) 222-2222 <b>Email:</b> testfran@myfranconnect.com	 Modify Delete
2.	<b>Department:</b> Franconnect's Training Department <b>Name:</b> Richard Sanders <b>Address:</b> Reston International Center, Reston, Virginia, USA - 20191 <b>Phone:</b> (703) 390-9300 <b>Email:</b> richard.sanders@franconnect.com	

## Managing Message Templates

There are some common responses to support tickets that will be used frequently, such as instructions for resetting a password, or the message that you have received and are researching a ticket.

In **Admin > Support > Manage Message Templates**, you can compose pre-written text for use in posting messages to a trouble ticket.

The default display is the list of templates. To add a preset response, click **[Add Message Template]**. Enter the title of the template – short but representative of the content, it's for your reference in the selection menu – and the actual text that should appear in the post when you select this. **Note:** during the post, you will have the opportunity to add to/edit this text, so it doesn't have to be comprehensive – it can be a framework for what you will say in the post.



The screenshot shows a modal window titled "Add Message Template" with a close button (X) in the top right corner. Below the title, a note states "Fields marked with \* are mandatory." The form contains two fields: a text input for "\*Title :" with the value "Thanks for your question", and a text area for "\*Description :" containing the text "We have received your question, and are researching the answer. Someone from the IT department should respond to you within the next four hours." At the bottom left of the form are two buttons: "Save" and "Close".

## Configuring Ticket Status

As a ticket travels through the process of submission and solution, it may have several statuses. To customize those statuses, use the **Configure Ticket Status**. In the Ticket Status Details dialog, you can **Add Ticket Status** listings from the link at the top right. For existing statuses, you can modify or delete the status by clicking on it to highlight it, and clicking the **Modify** or **Delete** button – note, the only status that cannot be deleted is the mandatory “Closed” status. To change the order that statuses are displayed in the drop-down menu in user ticket screens, move statuses up and down the list using the up and down arrows to the right of the listing. To make the order permanent, click **Change Status Sequence**.

