



Help Buddy Introduction

Hello,

As of today «Help Buddy» is the means by which every single one of your questions will reach our customer service department and our technical support team at Existanze - #connectingdots, directly and promptly.

We have tried document as brief as possible, and each section is as self contained as possible.

First things first, the url of our Help Desk is the following.

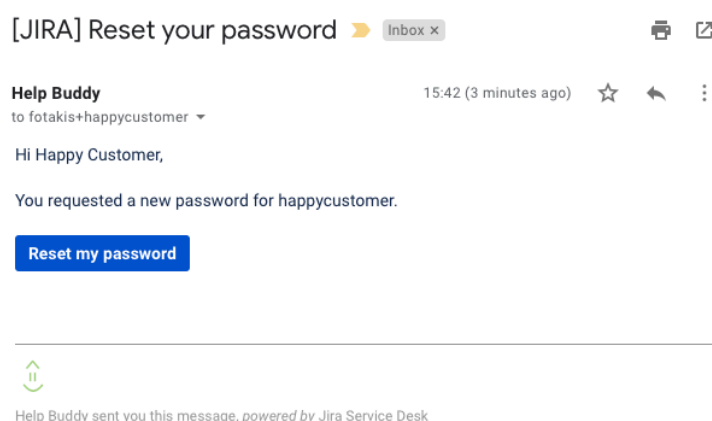
<https://helpbuddy.existanze.com>

Getting Access to Help Buddy

Just send an e-mail to support@existanze.com and report any questions or/and any issues you may be experiencing.

Automatically, our customer service department will create an account for you, through which you will be able to keep updated about the progress of your request, track your requests history, in your own personal space and finally you will have a collective list of all the official updates our company delivers regarding each of your requests.

As soon as your account is created you will receive an e-mail, where you will be prompted to activate your account, and set a password for you account, and log into the Help Desk.



Click on the link you receive, enter your chosen passcode in the field shown in **Error! Reference source not found.** and by clicking on **Confirm** you automatically complete your registration in our company's Help Desk.



Create new Password

Username **happycustomer**

New Password

Confirm

Confirm

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Congratulation, you are done! And we are glad to help!

The portal

After logging in, the portal is laid out as such.:

Help Buddy
Help Desk
Welcome! You can raise a Help Desk request from the options provided.

What do you need help with?

3 → Support Request

2 → **Requests** dropdown menu:
My requests
Super Customers
All requests

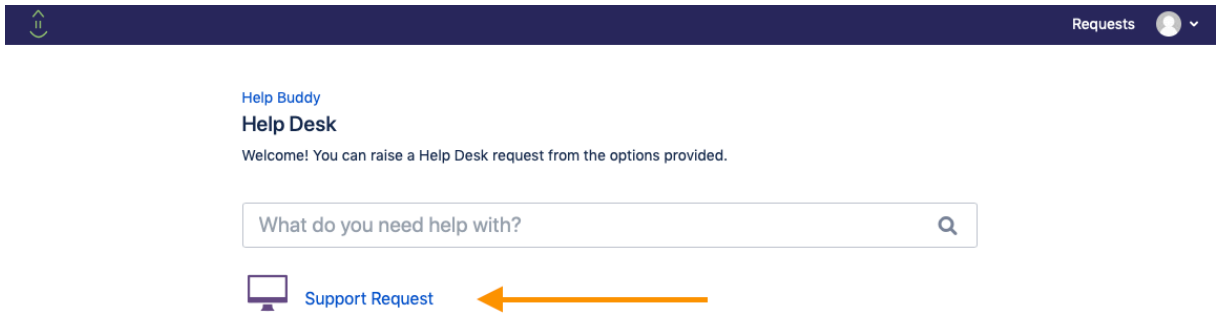
1 ↑

1. This your profile, here you have options to change your password, as well as change your notification settings.
2. This is where you can navigate your requests. You can see your requests as well as the requests that have been shared with you or the organizations you belong to, e.x. "Super Customers" in the example above.
3. This section includes the available request types available to you.



Submitting a request

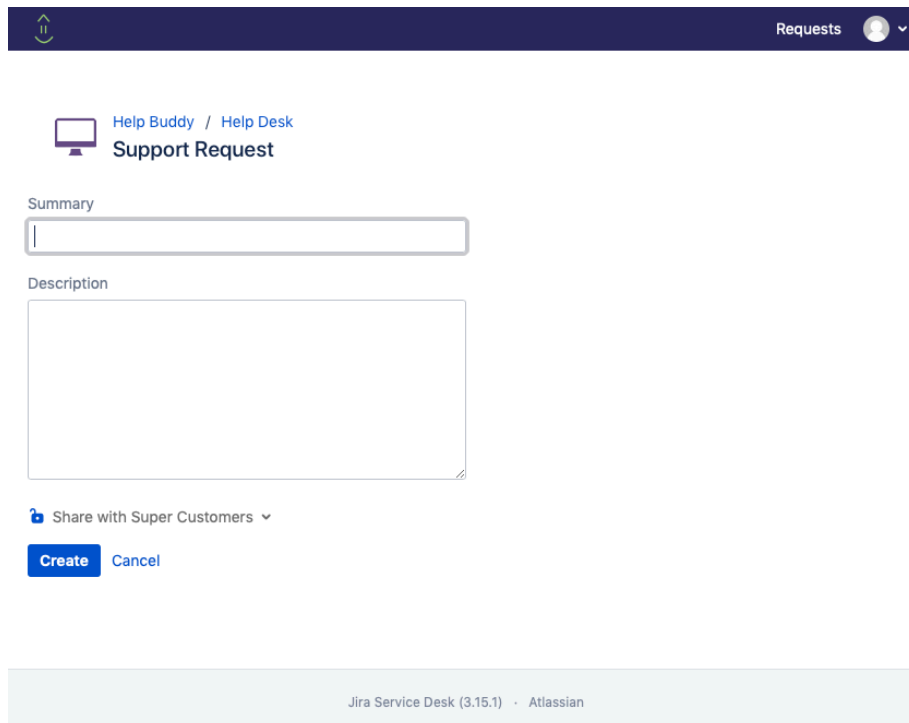
Once you log in into the help desk you can create the request by selecting the type of request.



Upon selecting your request type you will be provided with a form. The form will contain the necessary fields depending the *request type*. In order to successfully open a request, you need to enter the following *required* fields.

- 1) Summary
- 2) Description

You can also *optionally* add attachments to the request.



Once you create your request, our team will be notified, and you will be provided with the following request screen, from which you can use to manage the request.



Help Buddy / Help Desk / THD-12
This is my urgent issue **WAITING FOR SUPPORT** ← 1

Comment on this request...

Details Just now
Description
Please, pretty please.
Help me out, with this something which is wrong.
Thank you,
Happy Customer

Don't notify me
Share ← 2
Resolve this issue ← 2
Cancel request

Shared with
Happy Customer Creator ← 3
Super Customers Remove

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1. The status of the request
2. The request toolbar, from here you will be able to change the status of the requests as well as change the sharing settings of the request
3. Shows who you have shared the request with
4. A detailed overview of the request.

Sharing your request

Depending on your internal processes you may wish to share your request. A request can be:

Private

That means that only you see the request, and only you are notified of comments and request status changes

Shared with Person

You are able to include any person of your organization on a task. Upon doing so, they will be able to see the request in the "All Requests" section. They can comment, as well as change the status of the request.

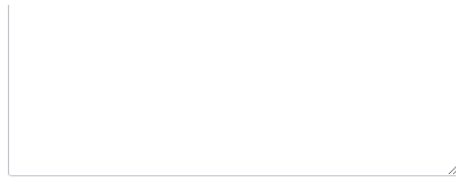
Share with Organization

Upon sharing a request with your organization any member of the organization will be able to comment, change the status of the request, as well as get notified on all changes.

You can share your request upon creating the request.



Last Update: 01/02/2019



Share with Super Customers ▾
Private request
Share with Super Customers




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Request Communication

You can handle request communication, either by login into the Help Desk and commenting on the request, or by continuing an e-mail thread which is generated as soon as you or someone who has shared with you a request.

Once you create a request you will be receiving an e-mail like this, on the e-mail you have specified.

 **Help Desk** 16:25 (1 minute ago) ☆ ↶ ⋮
to fotakis+happycustomer ▾

Reply above this line.

Hello **Happy Customer**,

We have received your request (**THD-12 - This is my urgent issue**) and we are working on it.

⋮

Request Management

Like afore mentioned you can view all the requests you have opened or any requests shared with you using your toolbar (See **The Portal**). For example selecting "All Requests" will provide you with the following screen.



Help Buddy
Requests

Export

Open requests Created by anyone Any request type

Type	Reference	Summary	Service desk	Status	Requester
	THD-12	This is my urgent issue	Help Desk	WAITING FOR SUPPORT	Happy Customer

1-1 of 1

Right about here ends our brief presentation of **Help Buddy**.

We invite you to explore its various features, and most importantly help us enrich it with further information you consider useful.

Respectfully,



Existanze - #connectingdots