



Customer Support Handbook

Guidebook for Customer Support Services

Table of Contents

What is Zoho Desk?	4
Why do we need you to join the Zoho desk?	4
What is a ticket and where does it originate from?	4
How will you generate a ticket?	5
For generating a ticket:	9

What is Zoho Desk?

Help Desk Management

Zoho Desk is web-based help desk software that gives us the ability to manage our customer support activities efficiently. Zoho Desk allows you to raise & track help desk tickets easily.

Why do we need you to join the Zoho desk?

- With help desk management software, we have control over customer support production issues submitted to the support team via a dedicated help center.
- Improve our resolution time to resolve customer issues with the help Zoho des. This will allow us to provide timely response and resolutions with appropriate solutions for Customer support tickets effectively.

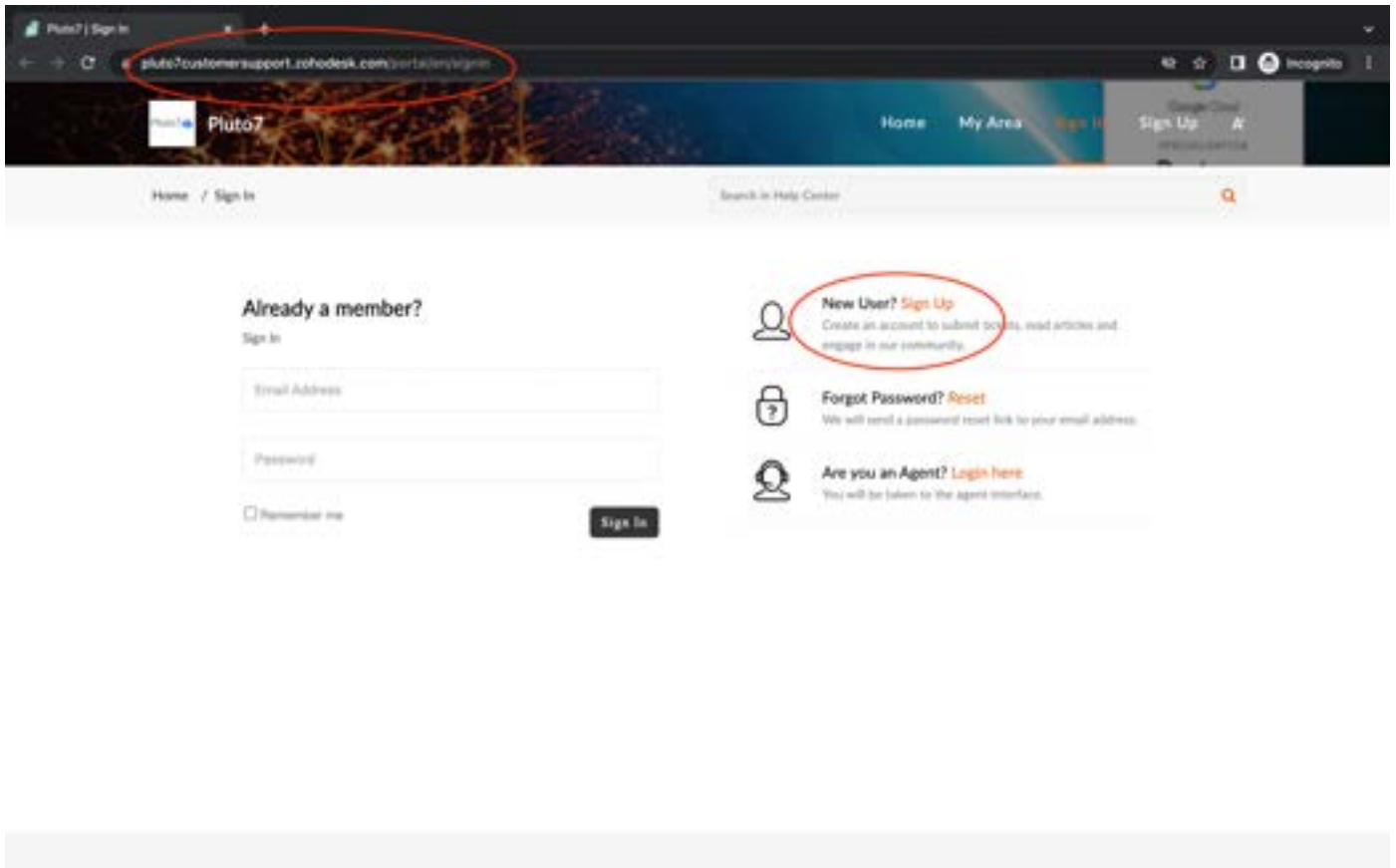
What is a ticket and where does it originate from?

Tickets are support requests that are submitted by you. They contain the support conversations, as well as other properties, such as classification/category, status etc. Tickets can be problems, feature requests, questions, or even feedback messages.

You can Submit a ticket from your customer-facing **web interface**.

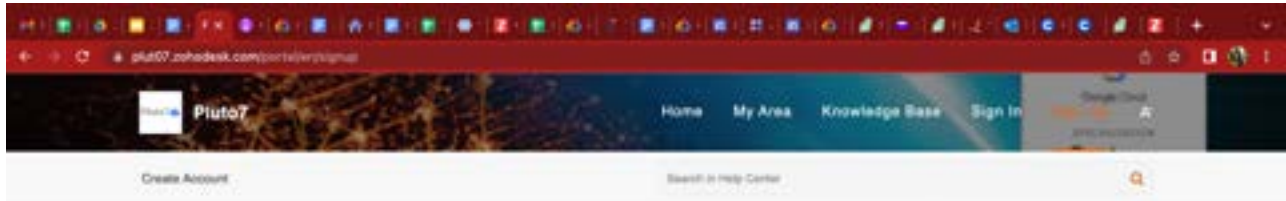
How will you generate a ticket?

1. First you have to register yourself with Pluto7 help center at <https://pluto7customersupport.zohodesk.com/>



2. Go to the above mentioned link click on “**New User? Sign Up**”.


3. It will open a sign up portal for you, Enter some of your basic contact information, i.e., your name and email address. And click on “ **Sign Up**”



Sign Up
Create an account to submit tickets, read articles and engage in our community

Name
Name cannot be blank

Email
Email cannot be blank

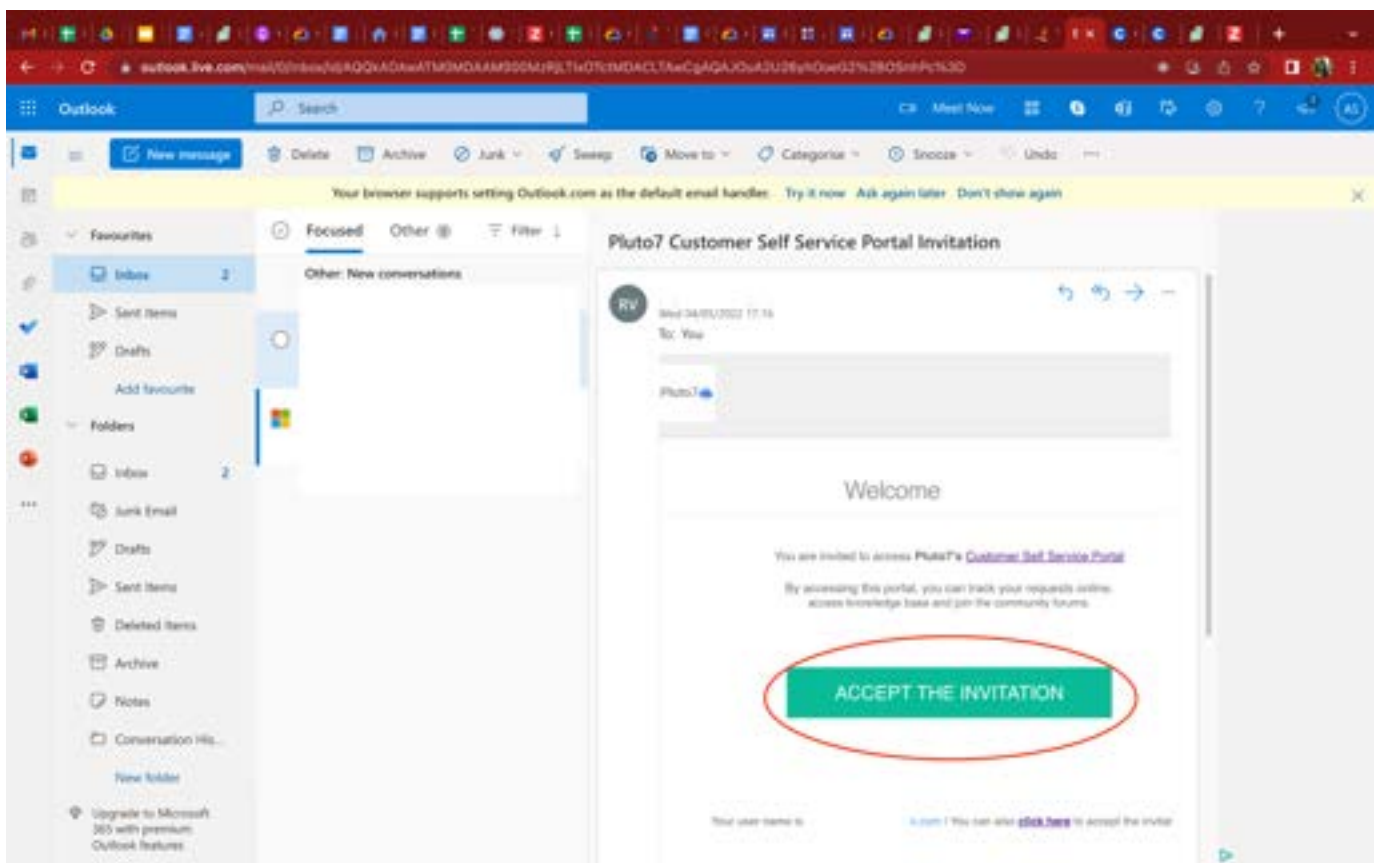
 Enter the text you see in the captcha

Enter the text you see in the captcha image. cannot be blank

Already a member? [Sign In](#)
To submit tickets, browse through articles and participate in the community

Are you an Agent? [Login here](#)
You will be taken to the agent interface.

4. You will receive an email from our end at your mentioned email address, which contains a link where you can generate your password for the help desk. Click on the **“Accept the Invitation”** tab in your email.



5. Now a window will open which allows you to choose your password for the help center, Enter a strong password, Our User Interface will help you here.

The screenshot shows a web browser window with the URL pluto7.zohodesk.com/portal/pluto7/PortalLoginPage.do?mode=initAndRegister&user=shamsher-ZohuSupport&contact=elbhai1987&storeId=79533082125820dc7ee.... The page features a navigation bar with links for Home, My Area, Knowledge Base, Sign In, and Sign Up. The main content area contains a registration form with the following elements:

- Email Address:** A text input field containing the email address `shu_sai@pluto7.com`.
- Password:** A text input field.
- Confirm Password:** A text input field.
- Register:** A button with a red circle around it, indicating the registration action.
- Password Strength Indicator:** A section titled "Your password," with a lock icon and the following rules:
 - Password cannot be the same as your User Name.
 - Be a minimum of eight (8) characters in length.
 - Password length must not exceed 250 characters.

At the bottom of the page, there is a footer section with the text "Still can't find an answer?" and a "Submit a ticket" button.

6. After completion of the registration process, you will be able to sign in at our help desk, where you can generate a ticket and check the status of your previous tickets (if any).

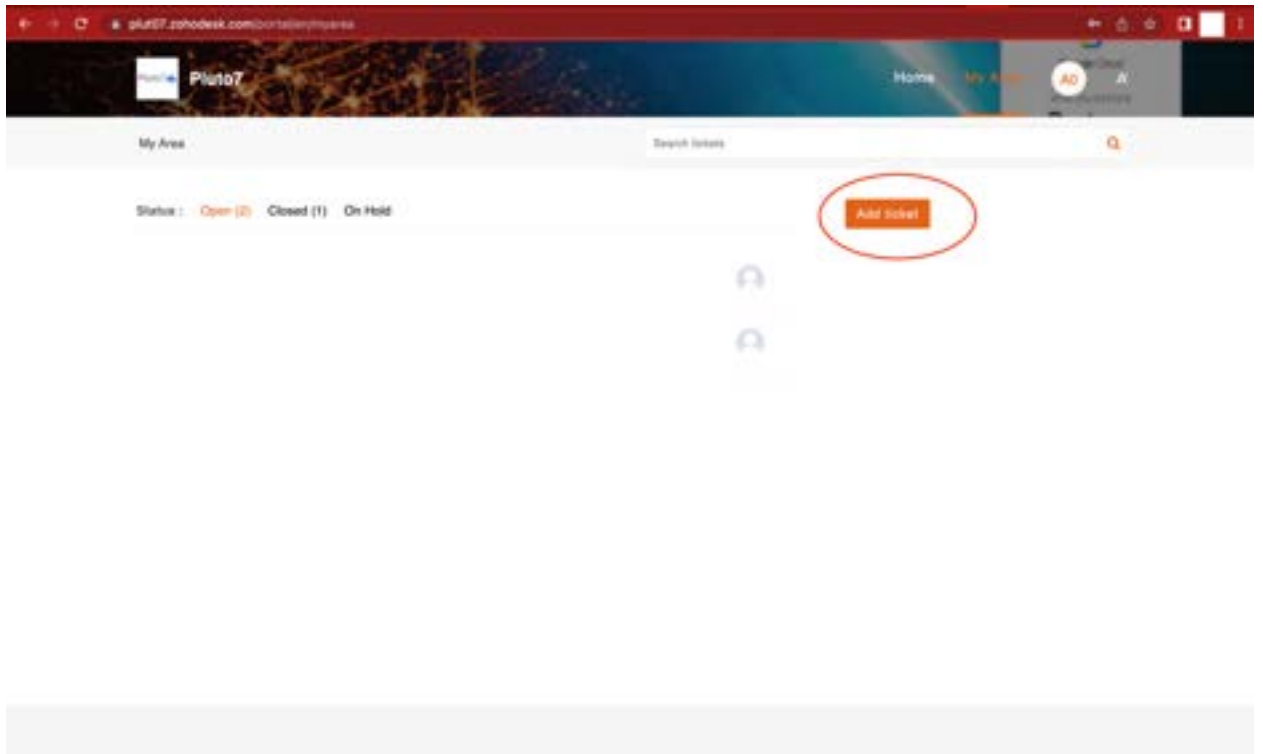
For generating a ticket:

1. Go to the “Tickets” tab and click on it.

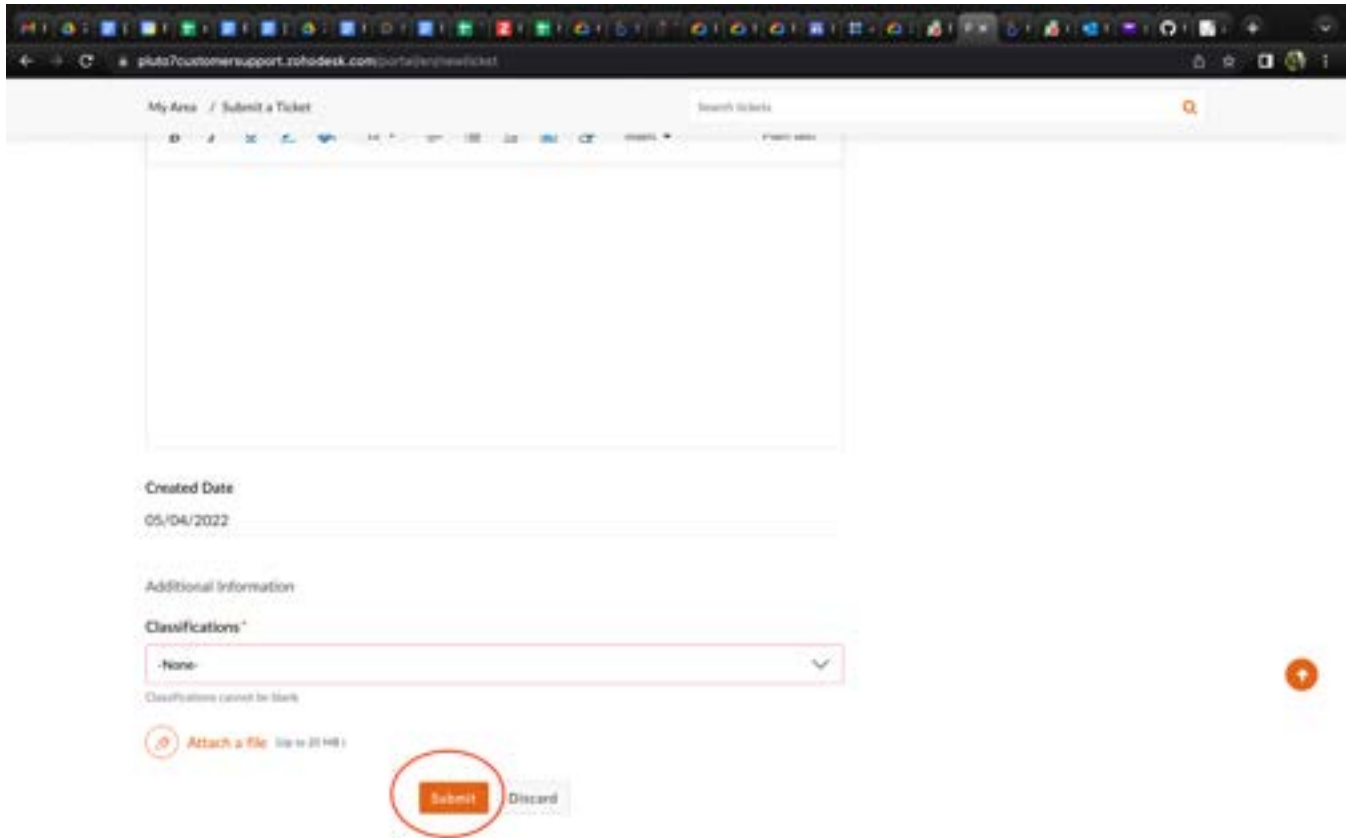


View your previous tickets; know their statuses and solutions.

2. Now click on the “Add Ticket” tab and fill the form.



3. In the form some fields are mandatory and some not, we suggest you fill the maximum possible fields, it will help us to resolve your query in minimum time.



4. Click on **“Submit”**.

5. Now sit back and relax. Our team will take care of your query, meanwhile you can check the status of your generated ticket anytime, in this same portal.

6. Just click on the **“Tickets”** tab, here you can see all the activity and status of your generated tickets.