Total Support HelpDesk

What's different from previous version 5.2019

If you are or have been a previous user for our Tele-Support HelpDesk or Total Support HelpDesk, and now looking at our new version 6.2022, there are some changes we made along the way based on User feedback.

- Total Support HelpDesk v6.2022 is SQLite database format. Previous versions of HelpDesk supported ACCESS database format and SQL database format. These formats are no longer an option.
- There is no supported data conversion. We do offer a free database conversion utility. It will convert your stand-alone contacts and ALL inquiries for Stand Alone or Act! We will move the reference description so that it will appear in the LINKS tab of the new version of HelpDesk, but no actual data will convert. Due to the libraries used in the older version of HelpDesk and the new version, they are incompatible to communicate. You can refer back to your previous version of HelpDesk for reference to these links or relink the item.
- New security right. Supervisor will now have access to areas within their department. Superuser is a full user of the system and has access everywhere.
- New Inquiry Search, viewing (HD) contacts from search results. The drop- down menu for added contacts will no longer be an option. A better solution is to have you manage your alternate contacts from your contact manager and then map that field to the inquiry view. If you are using Act! CRM, create a memo field in your contact manager and then map that field to the center view tab designer and allow editing. If you are using Stand Alone CRM, use the new Contact Notes memo field to add your alternate contacts. This field is already available from the open inquiry, resolution notes area, click on Contact Notes. From the memo fields you can add/edit alternate contacts and copy/paste into the open inquiry as needed.
- No longer a 'History' queue. You can create a filter for all inquiries closed.
- Email Queue no longer has a 'Deleted' tab. Once deleted it's gone with no recovery.
- Email Queue now includes a 'Processed' tab. Emails that are received and processed will have a copy moved to this tab. You can set your range for 'Processed'. This is great for people that may call and ask 'Did you get my email', you can quickly look into the Processed tab and respond. This saving time from doing an inquiry search.
- Act! Users, the free plug-in that would add the 'helpdesk' tab is no longer available in the new version. A work around will be to use the Act! Scratchpad launched from the HelpDesk Open Inquiry, add notes that you can send back to Act! and appear in the NOTES tab on the contact record. Or add a memo field in Act! and map to Helpdesk