

VidyaLekha Help Portal and Help desk Ticketing System



We have integrated Freshdesk as Customer help Portal and Support Ticketing system in VidyaLekha.

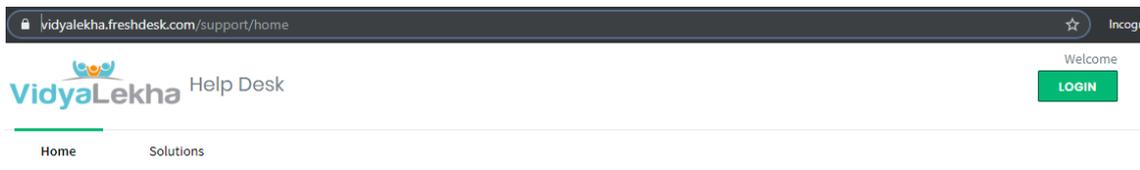
We have sent invitation to all of you on your gmail ids to join VidyaLekha.freshdesk.com. Let me know if anyone has not received it.

Henceforth all support tickets will be logged in to this system including sales team. You can login through web or freshdesk Mobile App.

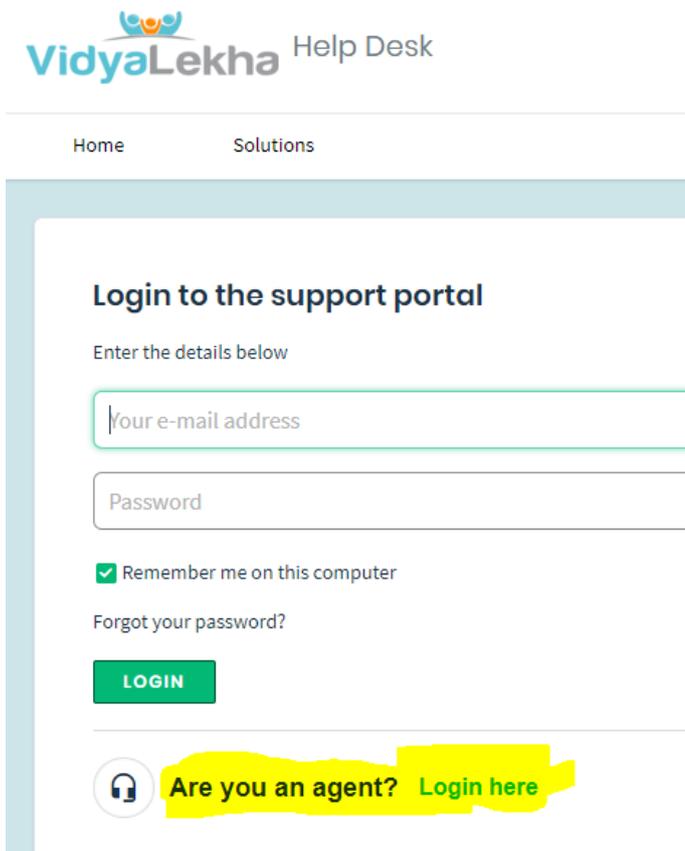
Explained login process and ticket raising process as below.

1. **Web login:** <https://vidyalekha.freshdesk.com>

Click on LOGIN



Then Click on Agent Login



2. App: Download Freshdesk app from playstore

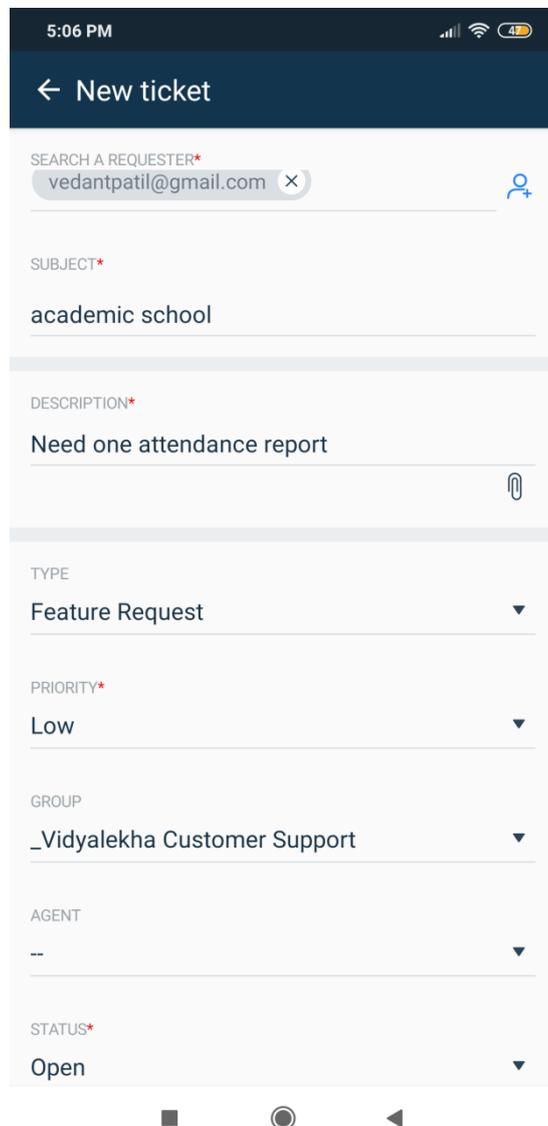
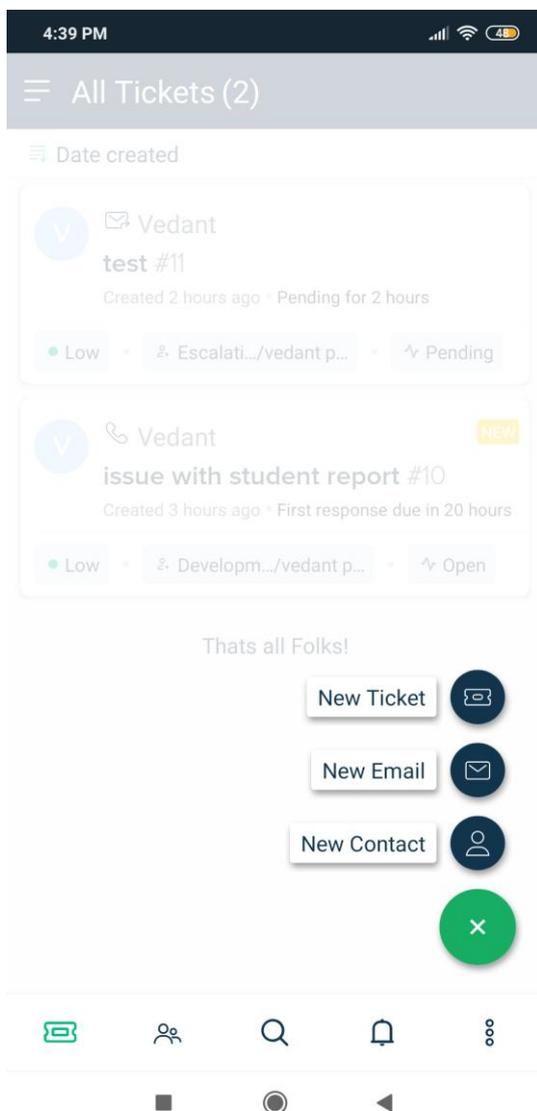
https://play.google.com/store/apps/details?id=com.freshdesk.helpdesk&hl=en_IN

Login with your gmail id and password provided.

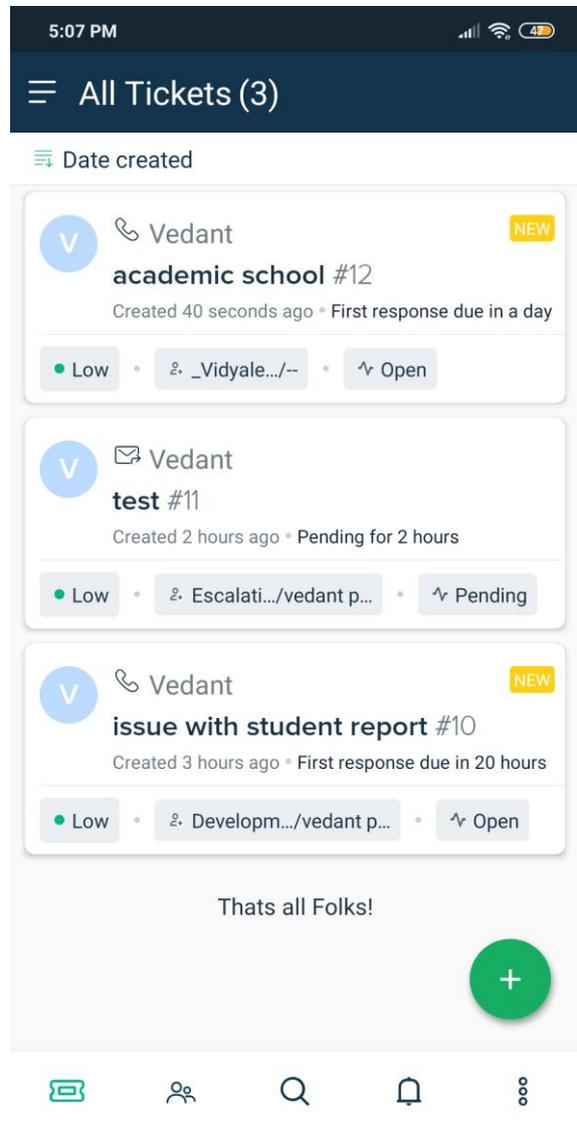
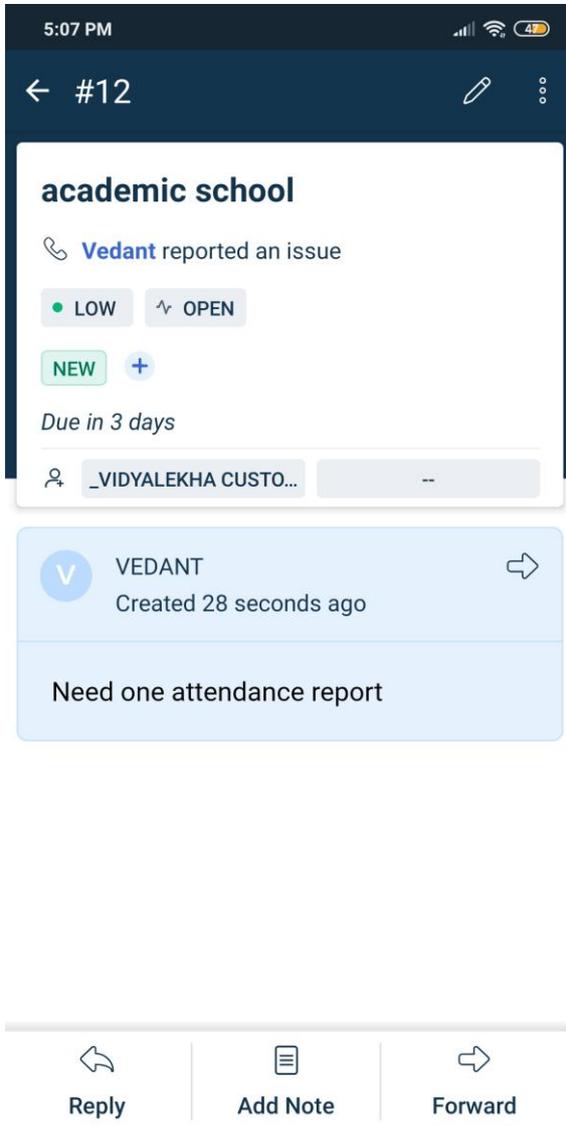
Ticket Creation process:

1. Click on + Plus button in All tickets Dashboard window. Click New Ticket

2. Enter Ticket Information click Submit



3. Ticket will be added in the system you can check current status on dashboard.



4. Once Ticket is added to the system, Operation team will TAG ticket with the "School Name" and "Inst_ID" for further tracking.
5. You can mark Ticket status as resolved once issue is fixed.



New Help Portal and Help Desk Chat

Operations team will have FreshChat app / Web open to support direct customers queries. Separate communication has been sent to all members with installation procedure.

The screenshot shows the VidyaLekha Help Desk website interface. At the top, the URL is vidyalekha.freshdesk.com/support/home. The page features the VidyaLekha logo and a 'Help Desk' title. A search bar asks 'How can we help you today?' with a placeholder 'Enter your search term here...'. Below the search bar are three buttons: 'New Support Ticket', 'Check Ticket Status', and a phone icon with the number '+91 9370916764'. The main content area is divided into sections: 'Knowledge base' with sub-sections 'General FAQ', 'Getting Started (2)' (containing 'How to register to VidyaLekha Parent or Staff App?' and 'Dashboard Summary'), and 'Parent Modules' with sub-sections 'Registration & Login (1)' (containing 'How to register & login to Parent App?') and 'Parent Dashboard (1)' (containing 'Parent Module Web Portal Q1'). A 'LOGIN' button is visible in the top right corner. A FreshChat chat window is overlaid on the right side, titled 'Message Us' with the greeting 'Hi there! We'd love to help you out!'. The chat window lists four categories: 'Teachers Help Desk' (with a 'hi' message and a timestamp of 1:02 PM), 'Admin Help Desk' (with the instruction 'Post your queries here if you are an ad...'), 'Parents & Students Help Desk' (with the instruction 'Post your queries here if you are a pare...'), and 'Vidyalekha App Feedback' (with the instruction 'Post your feedback regarding Vidyalekh...'). At the bottom of the chat window, there is a 'Solve Problem' button and a Windows activation watermark.