



DapperDesk

Solutions That Work

Help Desk Solutions
User Groups Feature

WebSite Creations

22 W. Bryan St., Suite 220
Savannah, Georgia, USA 31401
Tel: 888.368.7873 Fax: 800.858.1536
Email: info@dapperdesk.com

<http://www.dapperdesk.com>

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Using The Dapper Desk User Groups Feature To Manage Multiple Users

Increase your support department's organization and efficiency.

As with many of the features included within Dapper Desk, the User Groups feature was a suggestion made to us by a customer. The customer related their need for their companies, which have several help desk users, to manage all of the support requests for their users. Naturally, the user groups feature was born.



Here is how it works.

Dapper Desk Before User Groups

A company has several different users whom will add tickets to Dapper Desk. Each user is an autonomous end-user. No function existed for any user to view another user's tickets nor were there any reporting features available.

The Need

A feature needs to be created that would tie all users from a single company to a user group hierarchy. The hierarchy will need to be managed by a single "super user" termed the user group manager. The user group manager would need to be able to view all tickets created by any ticket by a member of the company user group. The user group manager would need to be able to edit those tickets. The usergroup manager would need to be able to view monthly, month-to-date, and year-to-date statistics for the user groups.

The individual user still needs to maintain autonomy over their username, password, demographics, etc., when necessary.

The Solution

The user groups feature does everything defined above and more. Here is how it works. (See images below).

- A help desk user requests user group management status
- Help desk administrator defines this user as a user group manager
- The User Group Manager may then create one or more user groups

- The user group manager may add members to user groups as long as the user they add is associated with the same company name as the user group manager.
- Any ticket that a member of the user group enters will be visible to the user groups manager when they login.
- The user group manager can view and edit any ticket created by a member of his/her group(s).
- The user group manager can create/view/edit their own tickets.

Figure 1

(Shows the administrator screen as they define a user as a UG Manager)

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Company Name	Group Name	Managing Username	Name	Users	Edit	Delete
HostSonic	Baschuika	bm@hostsonic.com	asdfsadfsadfsad	Member List		
HostSonic	Fatherling	bm@hostsonic.com	asdfsadfsadfsad@edfsadf.cin	Member List		
HostSonic	Los Cabaleros	bama1@bama.com	asdfsadfsad	Member List		
HostSonic	Admin	bama1@bama.com	asdfsadfsad	Member List		
HostSonic	Farters	bm@hostsonic.com	asdfsadfsad	Member List		

Add A New User Group

Whenever you add a new user group, you will need to choose one (1) user that will belong to this group as a manager. The user whom you will make the manager of this group will have special abilities in regard to the group including the ability to edit their contact info, view their tickets, etc. If not, you will need to add the user first.

[Click here to assign user group manager](#)

Choose a member username below to assign them as a User Group manager. The user group manager is a link in their login screen that will allow them to add/edit/delete user groups and their members. This does not mean that the person you assign as a User Group Manager will see a User Groups manager the ability to do so.

User Group Manager (User Name):

This is the username of the person who will lead this group.

Figure 2

Shows the user group manager screen with new options to manage a user group.

DapperDesk
World Class CRM Software

Tele: 912-727-3242 | [home](#) | [create ticket](#) | [open tickets](#) | [closed tickets](#) | [faq](#) | [theme](#) | [tutorial](#) | [account info](#) | [User Group Manager](#) | [Log Out](#)

Hello Rowan, you have 21 open tickets that are still in progress. Your email address is being reported as [bm@hostsonic.com](#). Is this email address correct? If not, then [click here to change it](#). Last login from on Wednesday, December 31, 1969 at 07:00 PM Eastern Standard Time

[Create Ticket](#) | [Manage A User Group](#) | **Important News Alert!** [Click here to view announcement](#)

Latest News From HostSonic.com

Date	Subject	News
Jun 1, 2006 6:58 PM	New Entry	Hello Welcome to our new Customer support system. This is a demo... [more]

[Click here to view full news list](#)

Open Tickets For The HostSonic Company
User Group Names: Farters, Fatherling, Baschuika

Date	Ticket #	Subject	Company	Group	Creator	Status	CSR	View
06:38 PM, 08/29/07	10146	asdfsad	HostSonic	Baschuika	bm@hostsonic.com	Open	Not Assigned	
05:46 PM, 08/28/07	10144	Jonathan is in the house	HostSonic	Fatherling	bm@hostsonic.com	Open	Not Assigned	
02:47 PM, 08/28/07	10141	Need your help	HostSonic	Fatherling	bm@hostsonic.com	Open	Not Assigned	

[Click To View Helpful Notes](#)

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Statistical Reporting

One of the best features of the user group manager is statistical reporting. The user group manager can view statistics based on month to date, year to

date or a date range. These statistics can viewed as a web page, printed to a printer or emailed to up to 4 email addresses.

Figure 3
Statistical Reporting



Ticket Grades: 1.00-1.49=Poor | 1.50-2.49=Un-satisfactory | 2.50-3.49=Satisfactory | 3.50-4.39=Good | 4.40-5.00=Excellent

Email These Results

You may define up to three email addresses to which these results will be sent. The email will be in HTML format and will require the recipient to have their email program set to accept HTML formatted email.

By default these results will be sent to your email address as defined in your account settings (bm@hostsonic.com).

Recipient 1	bm@hostsonic.com
Recipient 2	<input type="text"/>
Recipient 3	<input type="text"/>
Recipient 4	<input type="text"/>

Summary

The user group feature can be a valuable tool for any help desk user whose company has multiple users. The help desk administrator presents a valuable resource to any user who wishes to request the ability to manager their own user group. Of course, user groups is optional for the user. They can choose not to use user groups. Additionally, the help desk administrator can turn user groups off completely.

User groups, together with the other helpful features in Dapper Desk, enable a high degree of function and efficiency for any company and its clients.

To contact us about Dapper Desk, please use the following info.

Email: info@dapperdesk.com
 Telephone: 888.368.7873 Extension 3 (U.S. and Canada)
 Telephone: 912.572.4167 (Outside U.S. and Canada)
 Web Site: <http://www.dapperdesk.com>
 Online Demo: <http://www.dapperdesk.com/hd/loginc.php>