CSA Helpdesk User Guide

CSA Helpdesk User Guide

1 Creating Tickets

2 Account Management

3 Ticket Management

Creating Tickets

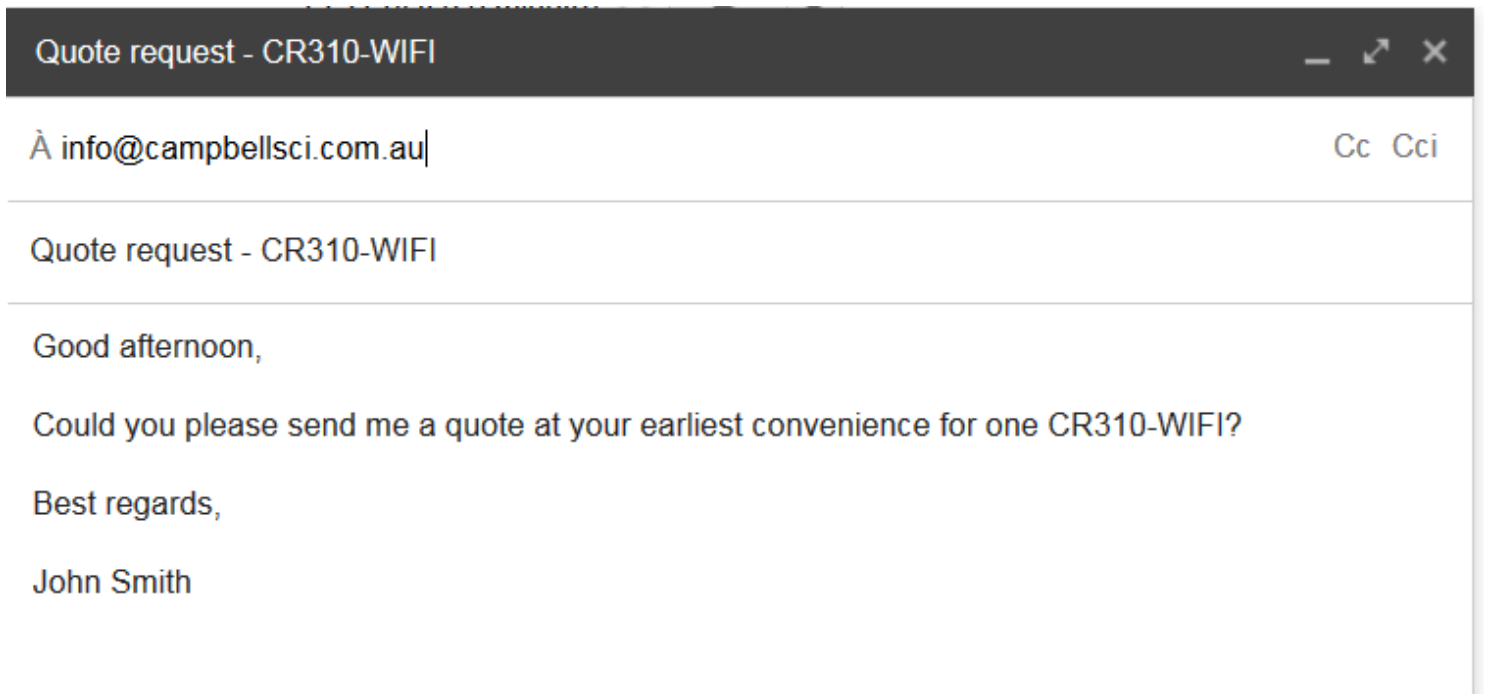# Creating a New Ticket via Email

Campbell Scientific has set up two email addresses specifically for helpdesk enquiries:

Sales: info@campbellsci.com.au
Support: helpdesk@campbellsci.com.au

Sending an email to the correct address will ensure that your enquiry is quickly forwarded to the appropriate staff member.

Email Format

There is no special format required to create a new ticket via our email system.
Enter a subject which you would like to refer to this ticket by, then enter your enquiry into the body of the email.

New ticket reply

CSA Sales Copy
À

Dear John Smith,

Your ticket has been received. One of our agents will reply to you shortly.

View and manage this ticket online: http://helpdesk8.campbellsci.com.au/tickets/43424

CSA Helpdesk 8 · http://helpdesk8.campbellsci.com.au/

Whether you are a new user or an existing user, an automated response will always be sent for new tickets.

1. The reply will contain a link to your ticket on our website. Click on the link to be automatically logged in to the website and taken to your ticket.

Agent Response

Cc...

Subject: RE: CR310-Wifi

From: CSA Sales Copy [mailto:infocopy@campbellsci.com.au]
Sent: Wednesday, 8 February 2017 2:29 PM
To: Thomas Menamparampan <
Subject: RE: CR310-Wifi

Hi Thomas,
I will get back to you with further details for your query.

kind regards,
Thomas Menamparampan
IT Support
Campbell Scientific Australia
www.campbellsci.com.au
T: 07 4401 7700 F: 07 4755 0355

Was this message helpful? | Yes | | It was OK | | No |

On Wed, 8th Feb 2017 at 2:21 pm, Thomas Menamparampan <   > wrote:

> Hello,
> I would like to purchase a CR310-Wifi data logger, could you please tell me the price and availability of this item?
> Regards,
> Thomas

View and manage this ticket online: http://helpdesk8.campbellsci.com.au/tickets/43415

CSA Helpdesk 8 · http://helpdesk8.campbellsci.com.au/

Once you receive a reply from an Agent, you can just reply to the email. All correspondance will be automatically appended to the ticket.

Creating a ticket using website:

Browse to http://helpdesk.campbellsci.com.au.

If you are a new user, please register an account with our helpdesk following the lesson given by the link below.
Registering a new account with helpdesk

Click *Login*

Login using your credentials.

Get in touch

To open/create a new ticket, click on *CONTACT US* and select *GET IN TOUCH* from the drop down menu.

Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

(1)

Name *

John Smith

Email   Manage Your Email Addresses »

Company Name *

(2)

Company Pty Ltd

How did you find out about us? *

Google Search ▼

(3)

Newsletter
Would you like to receive a quarterly newsletter?

☑

Subject *

CR310-WIFI

Department *

Sales ▼

1 Enter your full name in the *Name* field.

2. Enter your Company name in the *Company Name* filed.

3. Select *How did you foud out about us?* and untick the Newsletter checkbox if you don't wish to receive our quartely newsletter.

1. Enter a subject for your ticket

2. Select an appropriate *Department*.
Choosing a *Department* ensures that the ticket will be sent to the appropriate business section immediately and reduce delays in responding to the ticket.

3. Enter your enquiry into the *Message* box.

4. If you would like to attach a file to your enquiry, click the *Choose a file* button, then browse to the

file on your local computer and click OK.

5. Finally, click the *Submit* button to send the enquiry to our staff.

Attachment

Once added, your attachment will be listed under the *Chooose a file* box.
If needed, the attachment ca be removed by clicking *Delete.*

Anotification will appear after submitting your ticket followed by an email (see below).

Dear John Smith,

Your ticket has been received. One of our agents will reply to you shortly.

On Thur, 5th Oct 2017 at 5:59 am, John Smith <⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛> wrote:

> Hello,
>
>
> I would like to purchase a CR310-WIFI datalogger, could you tell me the price and availability of this item?
>
> Regards,
>
>
> John Smith
>
>
> **Attachments**
> • b_cr300-series_5-17.pdf (3.68 MB)

Account Management

Registering a new account with helpdesk

Browse to http://helpdesk.campbellsci.com.au.

Home page:

If you are a new user, please click on the *Register* button to create an account.

Register account form:
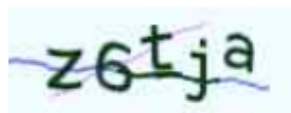
Please fill all the mandatory fields and click on *Register* for creating a new user account.

Thank you for registering. Please check your email, we have sent you a verification link.

Knowledgebase	News	Feedback	Downloads	Contact Us
Read help articles	News & updates	Custom suggestions	Browse our downloads	We are here to help

You will receive a notification and a verification email from our system.

Email verification

CSA Helpdesk ▒▒▒ <noreply@campbellsci.com.au>   Today at 12:22 ★
To John Smith

Dear John Smith,

Please confirm that this email address is yours by clicking the link below.

http://helpdesknew.campbellsci.com.au/validate/registration/RqttXTbibZUpszZStRr5iedwR

Regards,

CSA Helpdesk ▒▒▒

CSA Helpdesk ▒▒▒ · http://helpdesknew.campbellsci.com.au/

↩ Reply   ↩↩ Reply to All   ➡ Forward   ••• More

Please click on the link to verify your email.

Email Verified

You will receive a notification and a verification email.

Registration completion email

Once your account confirmed, you will be able to create tickets, change your information, browse through the knowledge base and downloads from this interface.

Password retrieval / reset

This lesson helps you to reset your password if you forget your login details

Browse to http://helpdesk.campbellsci.com.au and click on *Login*.

Resetting your password:

1. Click on *Need a password reminder?*

1. Enter your email
2. Enter the captha shown in the picture
3. Click on *Reset Password*

An email will be sent to you with the reset instructions.

Reset Password Page

Enter the new password, confirmed it and click on *Reset Password.*

Password updated

Welcome back John · [Your Account](#) | Logout

Q Search... | SEARCH | OR | ⊕ CONTACT US ▼

Your password has been updated.

🖳 Knowledgebase | 📅 News | 👍 Feedback | 🗐 Downloads | ✉ Contact Us

🏠 Portal › Your Account › Profile

Your Account

Profile | Emails

Name *

John Smith

Current password *

You will receive a notification and a verification email.

Changing your password

Browse to http://helpdesk.campbellsci.com.au

Home page

Please click on login as shown above.

Login

Enter your email and password and click on *Login*

Your account

News

Knowledgebase

Click on *Your Account*.

Edit profile

1. Click on the *Profile* tab to access your details.
2. You can update a profile picture by clicking on *Browse...* and selecting an image

If you wish to change your password, enter your current and new one the before clicking on *Update Password.*

Password changed

You will only receive a notification as shown above and please note that you won't recieve a verification email.

Ticket Management

Viewing Your Existing Tickets

Browse to http://helpdesk.campbellsci.com.au and Log In to Your Account.

Login Page

Click on the *Tickets* link shown above to access all tickets

Open tickets:

Your Tickets ①

This is the description of a list of your tickets

Open Tickets	Resolved			Search in Tickets:

Our agent will respond •

Reference	Subject	Department	Date Created	Last Action ↓
39223		Sales	Wed, 22nd Jun 2016 4:17 am	thomas menamparampan 06/22/2016, 4:17 am
28962		General	Tue, 10th Mar 2015 11:50 pm	Alex Thomas 03/11/2015, 1:01 am
24226		General	Tue, 2nd Sep 2014 5:43 am	Thomas Menamparampan 09/02/2014, 5:50 am

Select the *Open Tickets* tab to see all the list of open tickets.
Click anywhere in the box shown above to open a ticket.

Ticket Example

Quote request - CR310-WIFI

John Smith ( ) opened this ticket (Fri, 29th Sep 2017)

John Smith ( ) wrote: ①   1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR310-WIFI?

Best regards,

John Smith.

Add a reply or close the ticket

②

⬆ Drag a file in here or   Choose a file

Reply

Close this ticket   ④

Ticket info:

Assigned agent: Unassigned
An agent will be assigned

Ticket opened by: John Smith

Also on this ticket: No participants

➕ Add a CC'ed user

Ticket reference   51983

Additional ticket information: Edit ✎

Company Name
How did you find out about us?
Newsletter
Department Sales   ③

1. History of the conversation
2. To write and reply and/or add attachment
3. Ticket info such as Agent in charge of your request
4. To close your ticket if needed

Resolved ticket

Your Tickets

This is the description of a list of your tickets

Open Tickets 1 AWAITING RESPONSE	Resolved			Search in Tickets:

Resolved

Reference	Subject	Department	Date Created	Last Action ↓
26589	Campbell Scientific Website Request - Sales (Thomas Menamparampan)	Sales	Wed, 26th Nov 2014 8:34 am	Thomas Menamparampan 11/26/2014, 8:34 am
26590	Campbell Scientific Website Request - Sales (Thomas Menamparampan)	Sales	Wed, 26th Nov 2014 8:34 am	Thomas Menamparampan 11/26/2014, 8:34 am
26588	Campbell Scientific Website Request - Official Quote (Thomas Menamparampan)	Sales	Wed, 26th Nov 2014 8:33 am	Thomas Menamparampan 11/26/2014, 8:33 am

Click on the *Resolved* tab to view all resolved tickets.

Resolved tickets are marked either by the User or an Agent indicating no further action.

Complete history and contents can be viewed by clicking on a ticket.

Replying to a Ticket via the Website

Browse to http://helpdesk.campbellsci.com.au.

Home page

News

Please click on the login

Login

Login using your email address and password.

Click on the *Tickets* link shown above to access all tickets

Open ticket:

Your Tickets

This is the description of a list of your tickets

Open Tickets **1 AWAITING RESPONSE**   Resolved

Search in Tickets: [   ]

You need to respond

Reference	Subject	Department	Date Created	Last Action ↓
51984	Quick quote request - CR300-WIFI	Sales	Fri, 29th Sep 2017 5:38 am	Daniel Roebuck 10/09/2017, 12:00 am

Our agent will respond

Reference	Subject	Department	Date Created	Last Action ↓
51983	Quote request - CR310-WIFI	Sales	Fri, 29th Sep 2017 5:38 am	John Smith 09/29/2017, 5:38 am

1. Please note that your open tickets are listed by default in this page.
2. Click on the box to open the ticket you want to reply .
3. When an Agent will reply to your request, a green ribbon will appear.

Reply

John Smith ( ) opened this ticket (Fri, 29th Sep 2017)

John Smith ( ) wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

Daniel Roebuck wrote: 1 day ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

Discover our latest newsletter which is jammed packed with the latest product releases, special offers, helpful tips and plenty of stories about what we have been up to this busy quarter! Read more: https://goo.gl/Cmx7JH

Attached with this message:
- Print Price Quotation - PQ17000938.pdf 82.64 KB

Ticket info:

Assigned agent:	Daniel Roebuck
Ticket opened by:	John Smith
Also on this ticket:	No participants
	+ Add a CC'ed user
Ticket reference	51984

Media on this ticket:

Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information: Edit ✎

Company Name
How did you find out about us?
Newsletter
Department Sales

Add a reply or close the ticket

B *I* U 🔗 ☰ ☰ 🔗 </> 🧹

Hi Dan,
Thank you.
I will get back to you as soon as possible .
Regards,

John Smith.

①

⬆ Drag a file in here or   Choose a file

Reply ← ②

Enter the details for your response and click on *Reply.*

Reply Added

Your reply has been submitted. Thanks!

| Knowledgebase | News | Feedback | Downloads | Contact Us |

Portal › Tickets › Quick quote request - CR300-WIFI

You created this ticket 1 week ago.

Quick quote request - CR300-WIFI

John Smith (   ) opened this ticket (Fri, 29th Sep 2017)

John Smith (   ) wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

Daniel Roebuck wrote: 1 day ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
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Attached with this message:
- Print Price Quotation - PQ17000938.pdf 82.64 KB

John Smith (mecassepaslatete@gmail.com) wrote: 3 seconds ago

Hi Dan,

Thank you.

I will get back to you as soon as possible .

Regards,

Close this ticket

Ticket info:

Assigned agent:	Daniel Roebuck
Ticket opened by:	John Smith
Also on this ticket:	No participants
	+ Add a CC'ed user
Ticket reference	51984

Media on this ticket:

Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information: Edit

Company Name
How did you find out about us?
Newsletter
Department Sales

The Agent is notified after submitting a reply.
Please note that "reply submitted" notification is shown in green colour at the top of the page.

Replying to a Ticket via Email

Agent Reply

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

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Attachments
• Print Price Quotation - PQ17000938.pdf (82.64 KB)

Was this message helpful? [Yes] [It was OK] [No]

When an agent replies to one of your enquiries, you will be sent an email using the format shown above.

Reply

To reply to the Agent, simply reply to the email with ouy response.

Reply added:

John Smith (mecassepaslatete@gmail.com) wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

Daniel Roebuck wrote: 2 days ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

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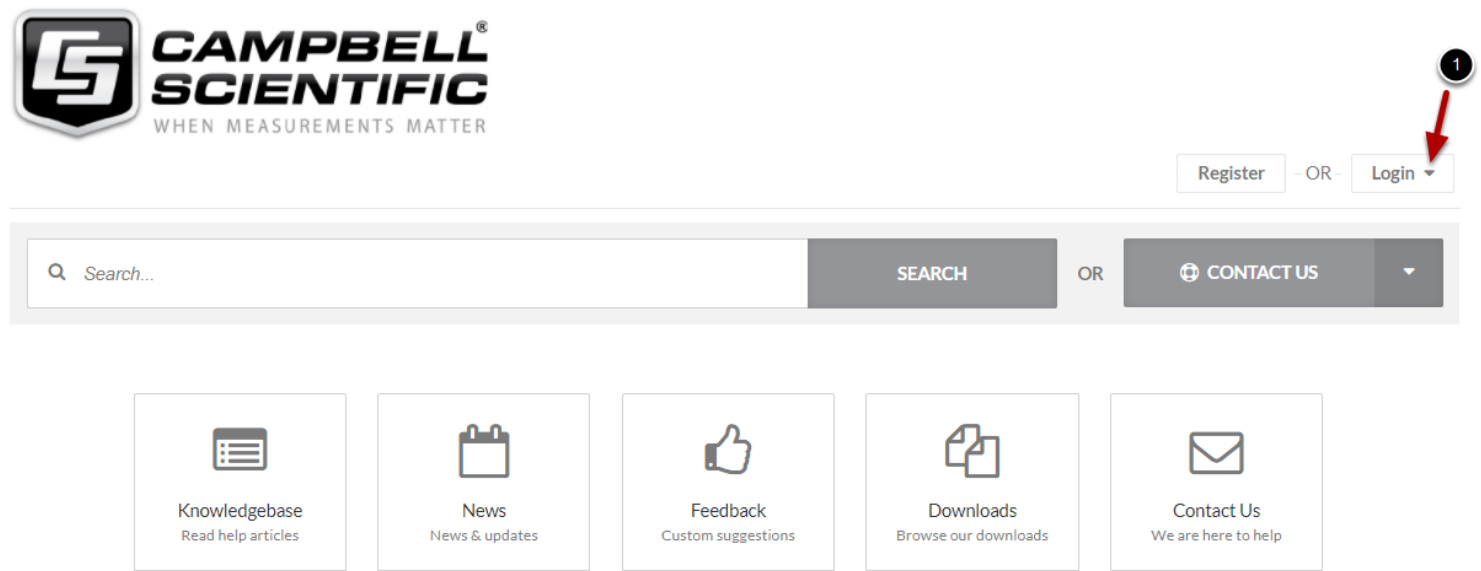
Attached with this message:
  • Print Price Quotation - PQ17000938.pdf 82.64 KB

Your reply will be automatically added to the ticket history avaialable from the *View and manage this ticket online* section.

Add multiple users via Website

Browse to http://helpdesk.campbellsci.com.au and log in to Your Account.

Home page

Please click on login

Login

News

Select the ticket you want user to be added from your ticket list.
Click anywhere in the box to open the ticket.

In the Ticket info box, click on *+ Add a CC'ed user* to add a participant.

Add user details

Please note that both name and email are required fields for adding a participant (CCed user).
Click *Add To Ticket* to add the user.

We have added Bob Smith ( ) as a participant to this ticket.

| 📰 Knowledgebase | 📅 News | 👍 Feedback | 📑 Downloads | ✉ Contact Us |

🏠 Portal › Tickets › Quick quote request - CR300-WIFI

Your last message was received 1 day ago.

Quick quote request - CR300-WIFI

John Smith ( )
opened this ticket (Fri, 29th Sep 2017)

John Smith (n) 1 week ago
wrote:

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Close this ticket

Ticket info:

Assigned agent: Daniel Roebuck

Ticket opened by: John Smith

Also on this ticket:

Bob Smith

Once the *CCed user* has been added an email will be sent to the Agent and the new CCed user. A notification will be displayed at the top of the page.

Email example of CCed user notification

Dear Bob Smith,

John Smith, , has added you to the ticket Quick quote request - CR300-WIFI.

View and manage this ticket online: http://helpdesknew.campbellsci.com.au/tickets/51984

Regards,

CSA Helpdesk

A similar email will be sent to the CC'ed user from helpdesk.

Adding multiple users via Email

This lesson teaches you how to add another user as a participant or "CC".

Select the email for the user that you would like to be added to the *Cc...* section. They will automatically be added to the ticket.

Closing a Ticket

If you feel your issue has been resolved by our agent, or if the issue has been solved independently you can close your ticket using the website.

Browse to http://helpdesk.campbellsci.com.au and Login to Your Account

Click on your tickets

Click on *Tickets* to view opended tickets.

Click on the ticket you want to close by clicking anywhere on the box.

Quick quote request - CR300-WIFI

Close this ticket

John Smith (mecassepaslatete@gmail.com) opened this ticket (Fri, 29th Sep 2017)

John Smith (mecassepaslatete@gmail.com) wrote: 1 week ago

Good afternoon,

Could you please send me a quote at your earliest convenience for one CR300-WIFI?

Best regards,

John Smith

Daniel Roebuck wrote: 2 days ago

John,

G'day mate, I'm Dan Roebuck from Campbell Scientific Australia.
Thank you for your enquiry, see attached for the quote you've requested.

If there's anything else I can assist you with, please let me know.

Regards,

Daniel Roebuck
Application Engineer - Communications Specialist
Campbell Scientific Australia
T: 07 4401 7700 F: 07 4755 0355

Discover our latest newsletter which is jammed packed with the latest product releases, special offers, helpful tips and plenty of stories about what we have been up to this busy quarter! Read more: https://goo.gl/Cmx7JH

> Attached with this message:
> * 📄 Print Price Quotation - PQ17000938.pdf 82.64 KB

John Smith (mecassepaslatete@gmail.com) wrote: 1 day ago

Hi Dan,

Thank you.

I will get back to you as soon as possible .

Regards,

John Smith.

Add a reply or **close the ticket**

Ticket info:

Assigned agent:	Daniel Roebuck
Ticket opened by:	John Smith mecassepaslatete@gmail.com
Also on this ticket:	Natacha Ripaud
	Bob Smith natacha.vendola@free.fr
	➕ Add a CC'ed user
Ticket reference	51984

Media on this ticket:

📄 Print Price Quotation - PQ17000938.pdf 82.64 KB

Additional ticket information: Edit ✎

Company Name
How did you find out about us?
Newsletter
Department Sales

The ticket can be closed from the reply section (*close the ticket)* or from the *Close this ticket* button.

Confirm the ticket has been resolved

Quick quote request - CR300-WIFI

Are you sure you want to resolve your ticket? Once your ticket is resolved, our agents will no longer respond.

Resolve my ticket   Cancel

You will have to confirm the closure, by clicking on *Resolve my ticket.*

Rate our support

Your ticket is now marked as resolved. Thank you.

Knowledgebase | News | Feedback | Downloads | Contact Us

Portal › Tickets › Quick quote request - CR300-WIFI

Rate your support

Daniel Roebuck helped you with your ticket "Quick quote request - CR300-WIFI"

How would you rate the support you received?

○ It was great   ● It was OK   ○ It was not good

Optionally leave a comment

Submit feedback

Please select one of the checkbox, write a comment if needed and click submit feedback button for our continuous improvement.