

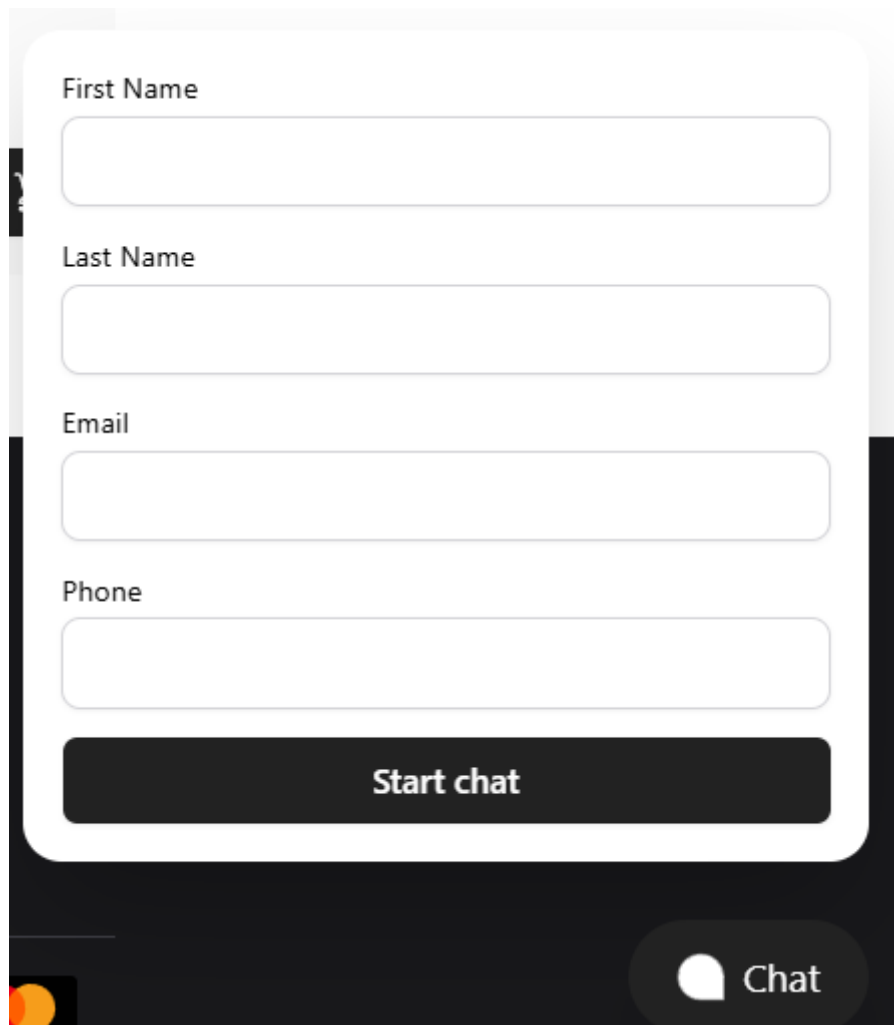
# Support & Chat System

The chat system allows system users and storefront customers to communicate, while the support tickets enable users to bring up issues with the system.

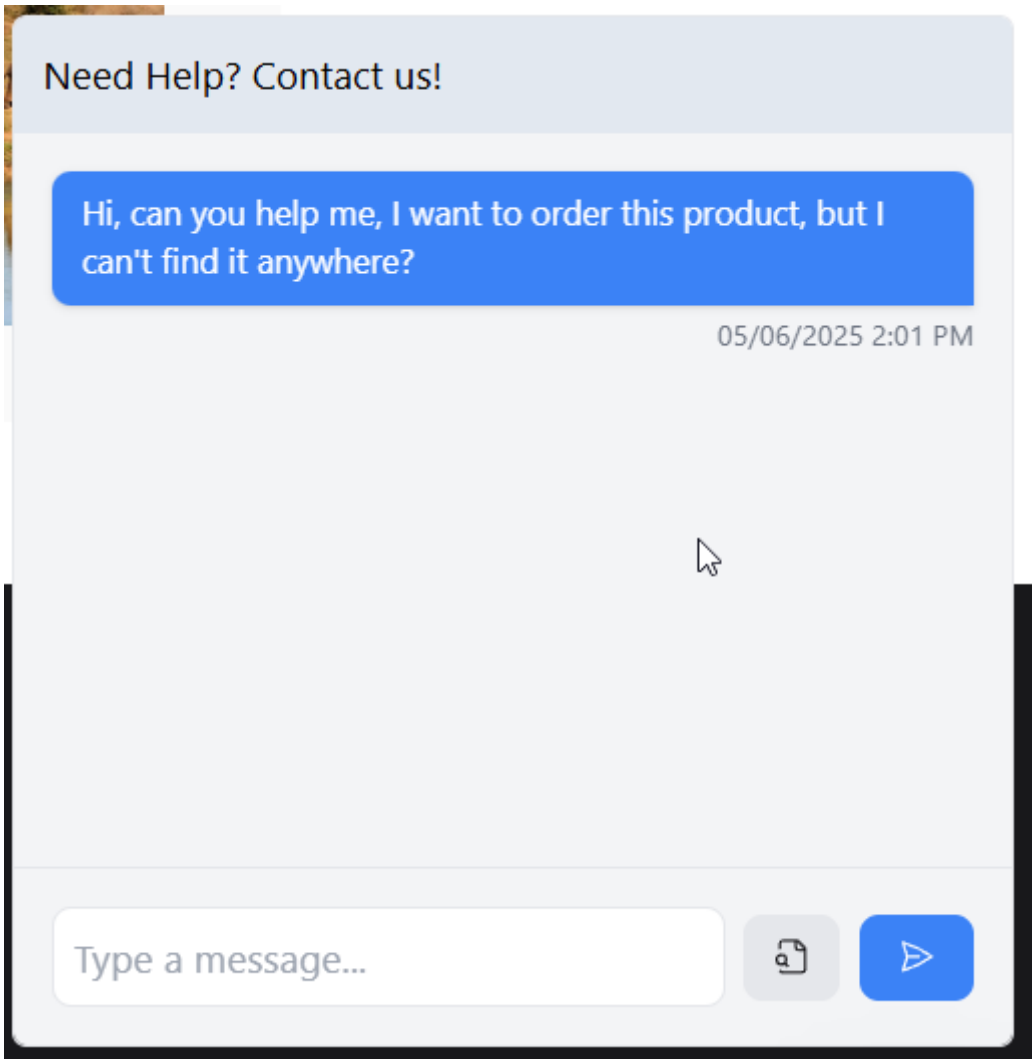
- [How to use the chat to connect with customers](#)
- [How to Submit a new Ticket](#)
- [How to resolve tickets addressed to me](#)

# How to use the chat to connect with customers

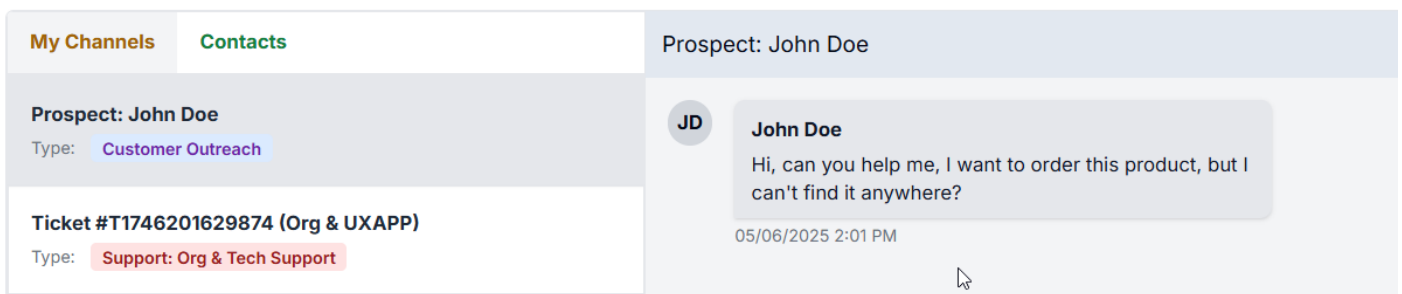
End-customers can use the **support chat widget** to reach out to staff members:



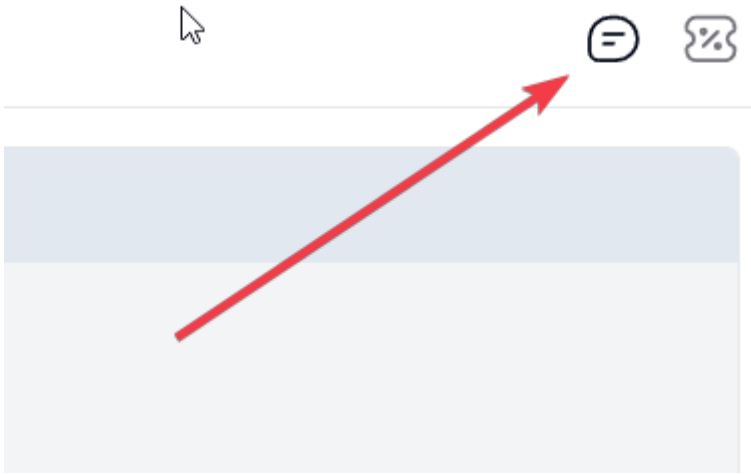
The image shows a support chat widget interface. It features a white rounded rectangle on a dark background. Inside the rectangle, there are four input fields stacked vertically, each with a label above it: "First Name", "Last Name", "Email", and "Phone". Below these fields is a black button with the text "Start chat" in white. At the bottom right of the dark background, there is a circular button with a white speech bubble icon and the text "Chat".



These messages will show up in the Chat system in your main dashboard, like so:

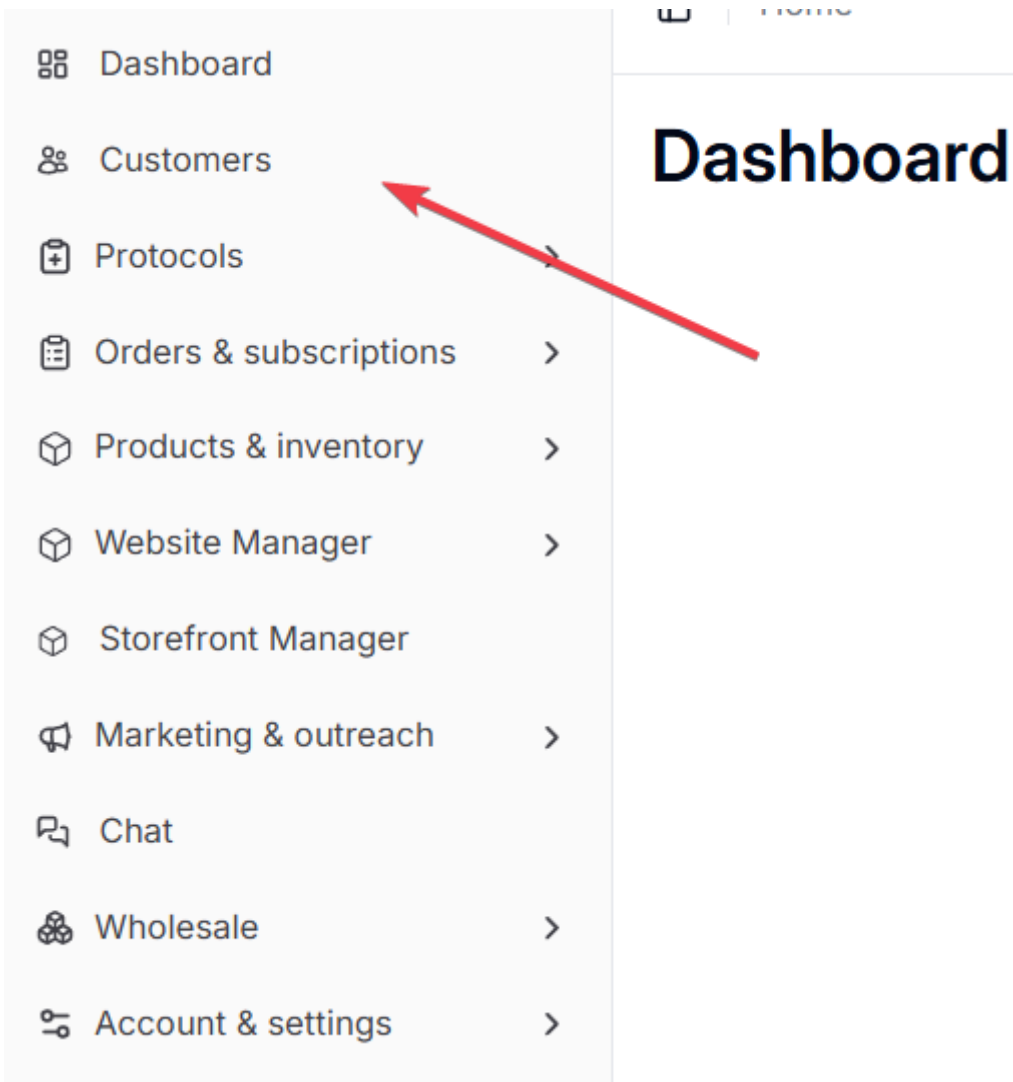


You can get to this page by clicking on the chat icon, in the upper right corner of the dashboard:



## Reach out to customers on your own

If you want to be the first one to reach out to customers you can do so by going to the list of customers:



And then on the customer details page, use the "Open Conversation" button:

Home > Customers > John Doe

## John Doe

JD

John Doe

**Contact:**

Email [john+testdoe@ux.app](mailto:john+testdoe@ux.app)

Phone number [+11123123123](tel:+11123123123)

**Type:**

PROSPECT

**Last interaction:**

[Contact Created](#) on 05/06/2025

Edit customer

Open conversation

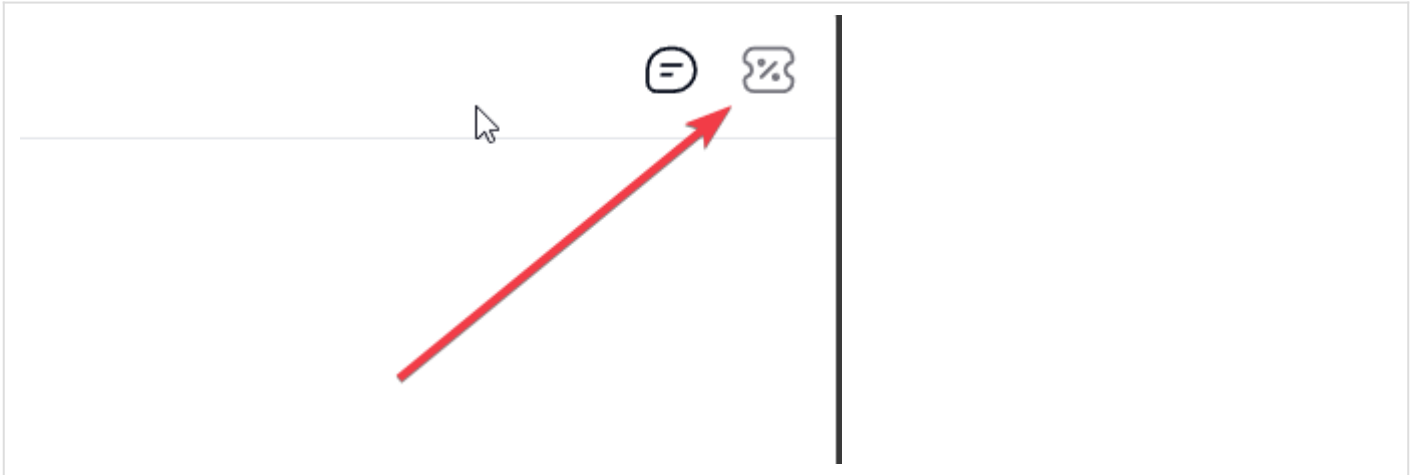
Recomm

The customer will see a new message popup on the website/app if they are logged in.

If not, we will be sending them an automatic e-mail, to let them know about your message and that they can reply to it on the website/app.

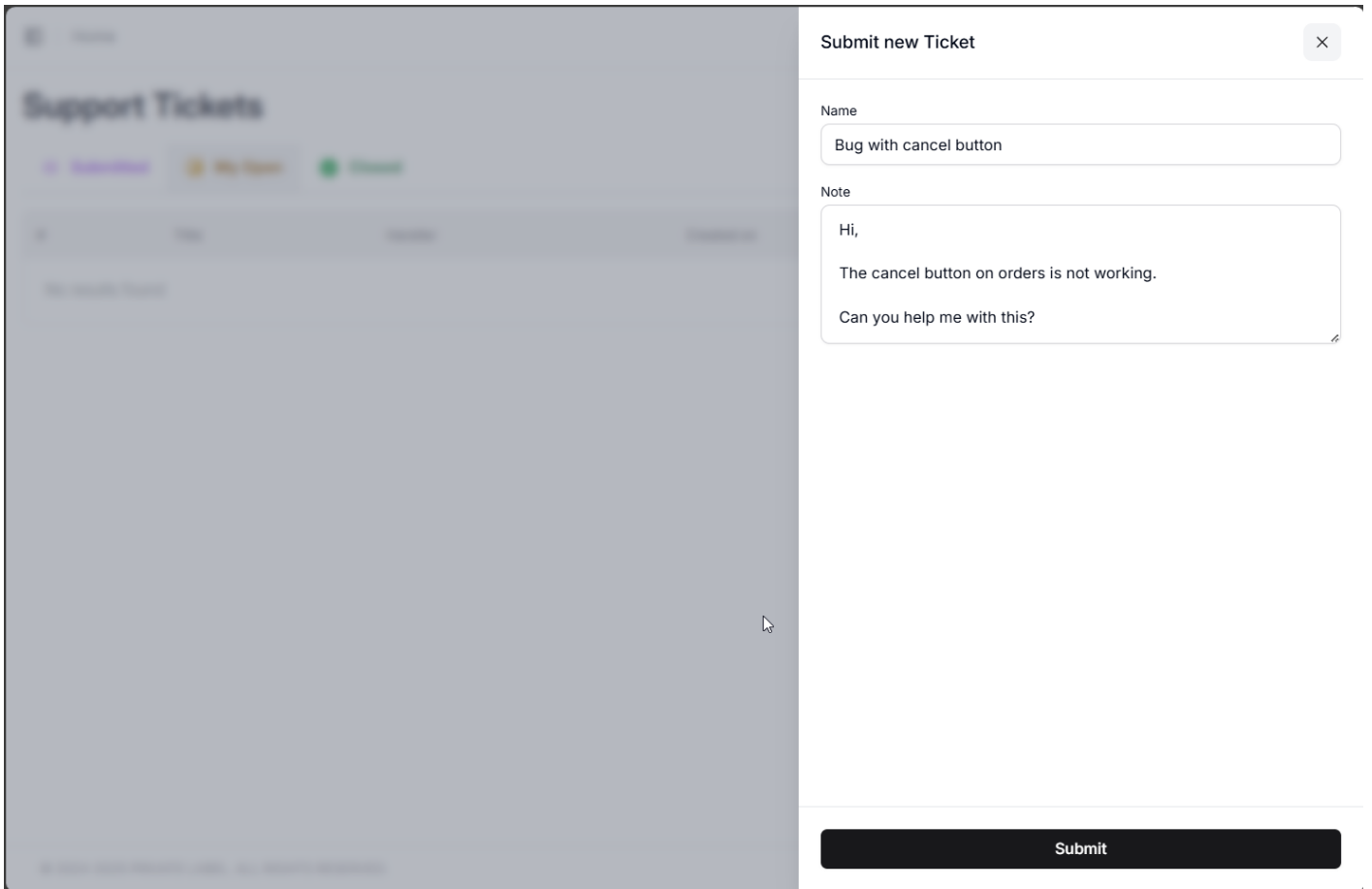
# How to Submit a new Ticket

You can submit a new ticket in the dashboard, by going to the support tickets module. It is the ticket icon in the top right corner of the dashboard.

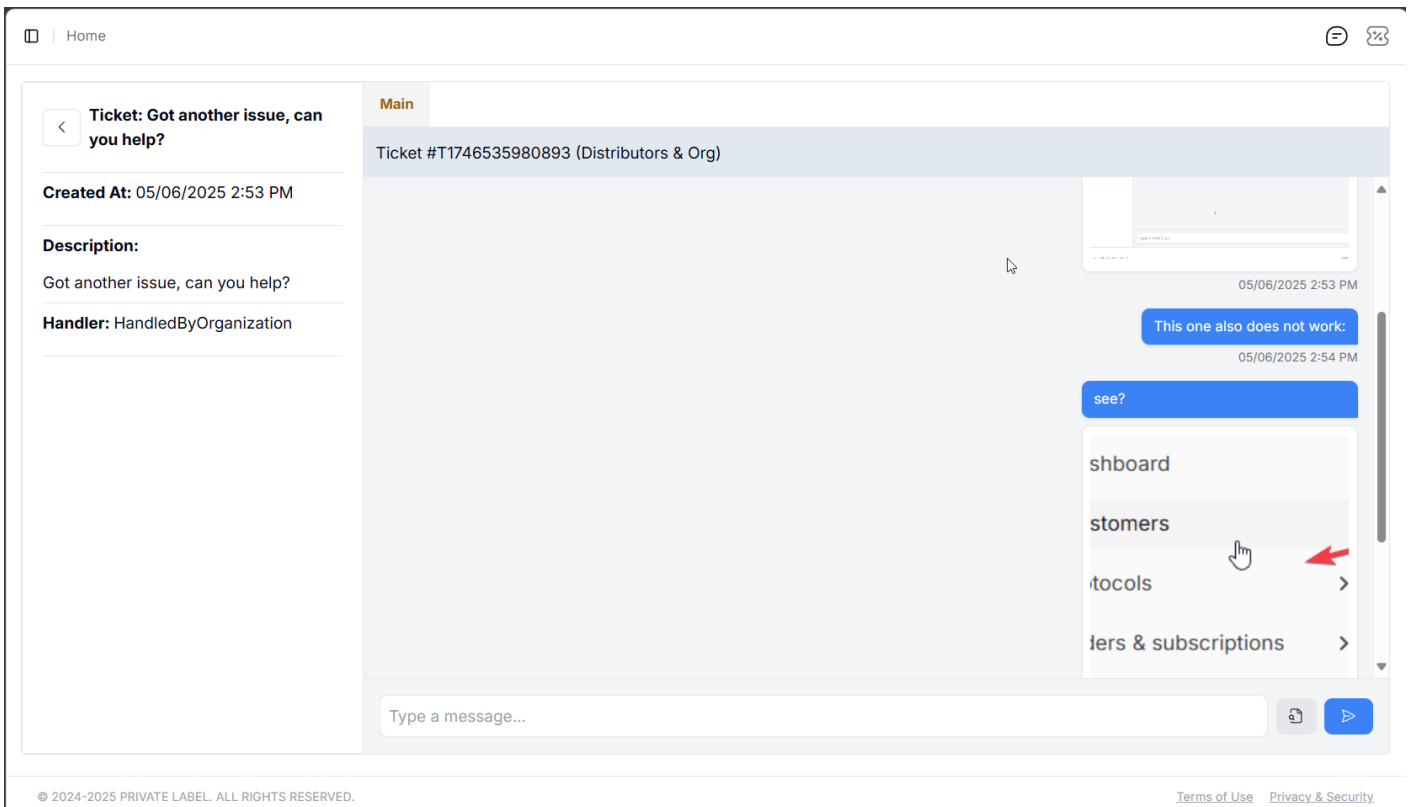


From there you can submit a new ticket:

A screenshot of the 'Support Tickets' dashboard. The page has a header with a home icon and the text 'Home'. In the top right corner of the header, there are two icons: a speech bubble with an equals sign and a ticket icon. Below the header, the title 'Support Tickets' is displayed on the left, and a 'Create new' button is on the right. There are three tabs: 'Submitted' (selected), 'My Open', and 'Closed'. Below the tabs is a table with columns: '#', 'Title', 'Handler', 'Created on', and 'Actions'. The table is currently empty, showing 'No results found'. At the bottom of the page, there is a footer with the text '© 2024-2025 PRIVATE LABEL. ALL RIGHTS RESERVED.' and two links: 'Terms of Use' and 'Privacy &amp; Security'.



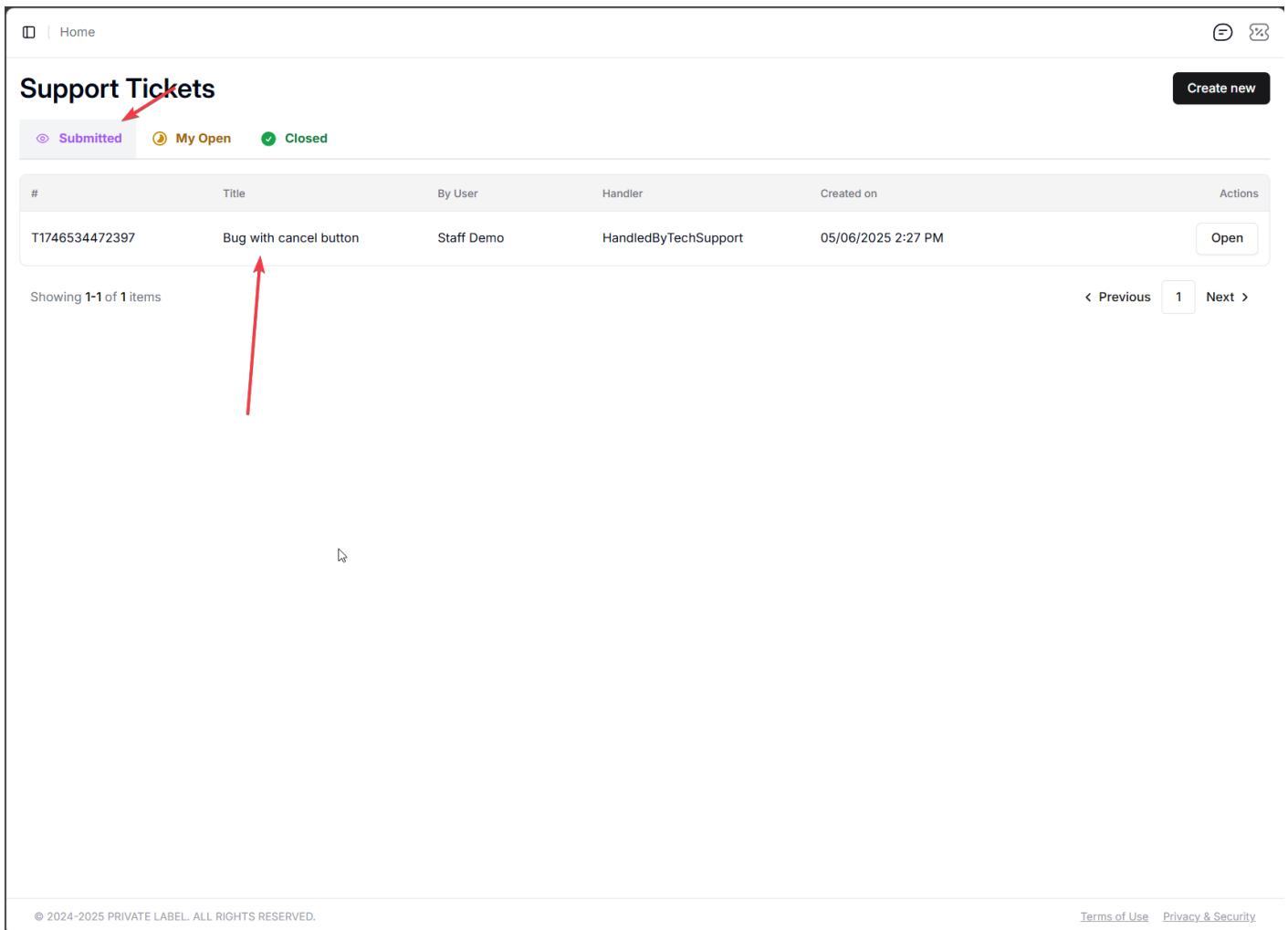
Once you have the ticket open you can use the chat window for it to send further details and messages, as well as append images and other files:





# How to resolve tickets addressed to me

If you are handling tickets from someone else, you can see those under the "Submitted" tab in the **Support Tickets module**.



The screenshot displays the 'Support Tickets' interface. At the top, there is a navigation bar with 'Home' and a 'Create new' button. Below this, the 'Support Tickets' title is followed by three tabs: 'Submitted' (selected), 'My Open', and 'Closed'. A table lists the tickets with columns for '#', 'Title', 'By User', 'Handler', 'Created on', and 'Actions'. One ticket is visible with the title 'Bug with cancel button'. A red arrow points to the 'Submitted' tab, and another red arrow points to the title of the ticket. The footer contains copyright information and links for 'Terms of Use' and 'Privacy & Security'.

#	Title	By User	Handler	Created on	Actions
T1746534472397	Bug with cancel button	Staff Demo	HandledByTechSupport	05/06/2025 2:27 PM	Open

You should have the options to chat with the person who opened the ticket, and either **resolve it** or **escalate it**.

**Escalating a ticket** means forwarding it to upper management. If you are the highest-level role in your organization, then the ticket gets forwarded to the IT support, which will loop in the dev team to look at it, and if it is a bug or the like, fix it.

Home

**Ticket: Bug with cancel button**

If you need help, you can escalate this ticket to upper management.

[Escalate](#) [Mark Resolved](#)

**Created At:** 05/06/2025 2:27 PM

**Description:**

Hi,  
The cancel button on orders is not working.  
Can you help me with this?

**Handler:** HandledByOrganization

**Main**

Ticket #T1746534472397 (Distributors & Org)

It does look like the button is broken, let me escalate this to a tech support!

05/06/2025 2:29 PM

Type a message...

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Please note that each ticket has a "Main" and "Internal" chat window:

< Ticket: Bug with cancel button

Created At: 05/06/2025 2:27 PM

Description:

Hi,  
The cancel button on orders is not working.  
Can you help me with this?

Handler: HandledByTechSupport

Main Internal

Ticket #T1746534472397 (Org & UXAPP)

ID

IT-Support Dev

It should be fixed now, thanks for reporting this!

05/06/2025 2:30 PM

Thanks, I'll tell the user who reported it, that it works now.

05/06/2025 2:45 PM

Type a message...



Home

Ticket: Bug with cancel button

Created At: 05/06/2025 2:27 PM

**Description:**  
Hi,  
The cancel button on orders is not working.  
Can you help me with this?

**Handler:** HandledByTechSupport

Main Internal

Ticket #T1746534472397 (Distributors & Org)

It does look like the button is broken, let me escalate this to a tech support!  
05/06/2025 2:29 PM

The dev team confirmed it is working now, let me know if you still see issues, regarding this!  
05/06/2025 2:31 PM

SD Staff Demo  
Thanks a lot! It works now!  
05/06/2025 2:39 PM

Type a message...

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One is for communicating between the user who opened the ticket, and you, while the other tab shows up when you escalate the ticket. Messages between you and the **ticket owner** (person who opened the ticket) is visible in one tab, while the communication between you and the team you escalated it to (in the example above, that is the IT-Support team) is visible in the other one.