

## Helpdesk 365

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# Settings

## Note

Changes in settings could be done by an admin role person. The one who has installed the application is an admin (on default setting), you can assign an admin role to a person from the **User, Roles, Permissions** section in **Settings**.

The screenshot displays the Settings page within a SharePoint interface. At the top, there is a blue header with the 'SharePoint' logo and a search bar. Below the header, a navigation menu is visible on the left side, with the 'Settings' icon highlighted by a red box. The main content area is divided into three columns: 'General Settings' (containing Date Format, Theme, Display Resolved Tab On Home Page, Display Help Page, and Select Teams and priority as dropdown in new ticket page), 'Ticket Customizations' (containing Priority Type, Request Type, Status, Ticket Fields, and Ticket Sequence), and 'Features' (containing Canned Response, Customer Satisfaction, Custom Columns, Business Hours, and Column Settings).

The screenshot shows a settings interface with three columns of options:

- Column 1:**
  - Show resolved ticket in resolved tab only
  - GCC Tenant
  - Language
  - Hide Sharepoint Page's Default Components
  - Naming Convention
  - Recycle Bin
  - Brand Logo
  - Users, Roles and Permissions**
  - Add/Edit Users
  - Add/Edit Teams
  - Services
  - Sub Services
  - Advance Permissions
- Column 2:**
  - Custom Forms
  - Merge Tickets
  - Split Tickets
  - Review Ticket
  - Escalate Tickets
  - Create Tickets Automatically
  - Auto Close Tickets
  - Auto Assign Tickets
  - Sub Tickets
  - Ticket Aging Reports
  - Notifications**
  - Requester
  - Assignee
- Column 3:**
  - Define SLA Policies
  - Apply SLA Policies
  - Approver Workflow
  - Rules & Automation
  - Dashboard Settings
  - Chatbot Bubble 365 Settings
  - Configure different mailboxes for different teams
  - Service Entitlement
  - Enable Archival of Tickets
  - Time Tracking
  - Knowledgebase
  - Show sample data in dashboard
  - Integrations**

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