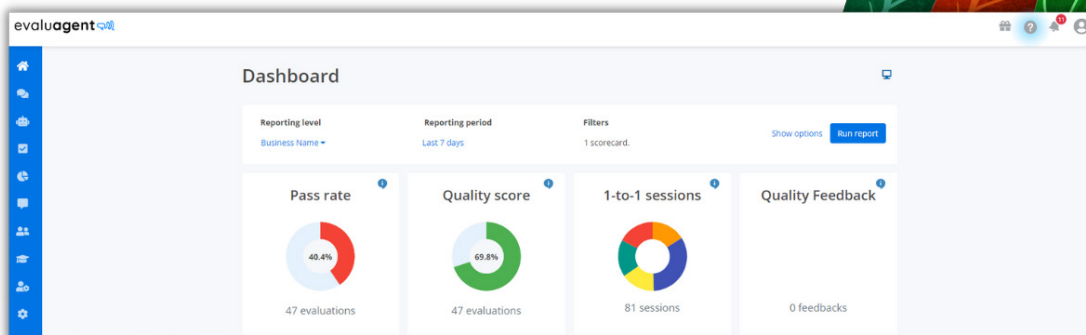



## Support Center Guide

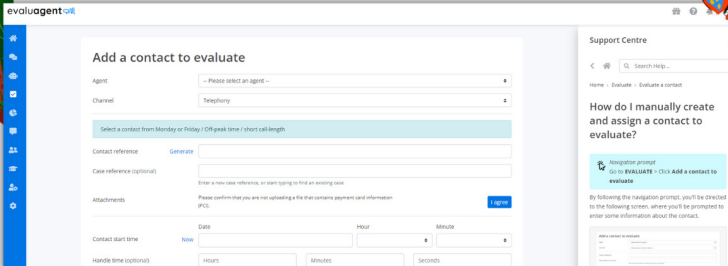
### Guidelines

- evaluagent's Support Center can be accessed via the evaluagent Platform or via this [link](#).
- Search the help center to find articles and answers to your questions around how to use the evaluagent platform and more.
- You can also submit request [here](#) for a member of our support team to assist you with your query or issue.
- All requests need to be made via the Support Center or sent to the Service Desk Team email; [support@evaluagent.com](mailto:support@evaluagent.com).

### Accessing & Using the Support Center



evaluagent's Support Center can be accessed directly from the platform by clicking the  symbol in the top right corner.

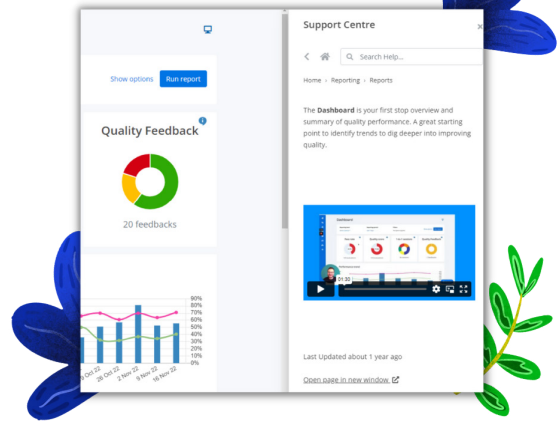


The screenshot shows two overlapping windows from the evaluagent platform. The primary window is the 'Add a contact to evaluate' form, which includes fields for 'Agent', 'Channel', 'Contact reference', 'Attachments', and 'Contact start time'. A secondary window, titled 'Support Centre', is open on the right, displaying a search bar and a list of suggested articles, such as 'How do I manually create and assign a contact to evaluate?'. A navigation prompt is visible in the Support Centre window.

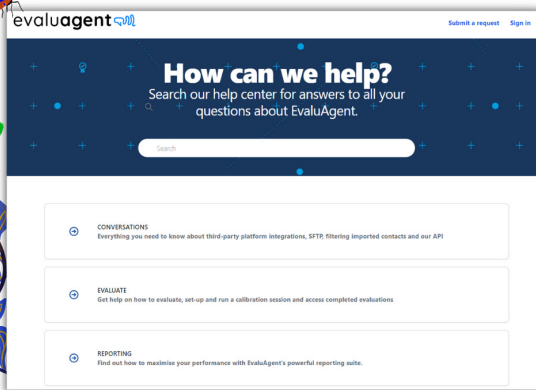
When accessing the Support Center it will automatically suggest articles based on the section of evaluagent you're in.

# ACCESSING & USING THE SUPPORT CENTER

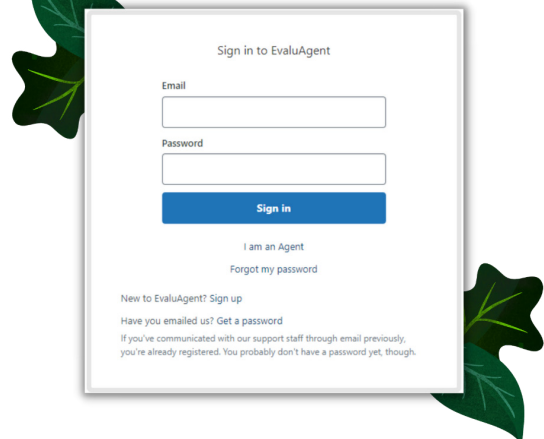
You can also use the 'Search Help' bar to enter specific search terms to find help topics & articles.



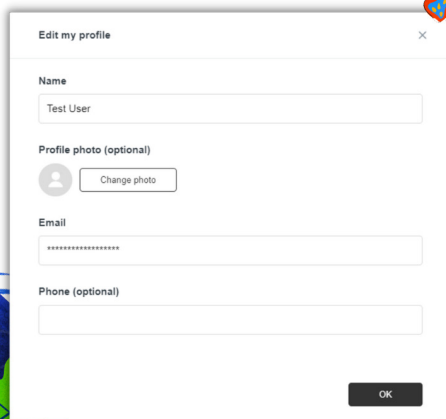
At the bottom of every article suggested you're invited to open the Support Center in a new window.



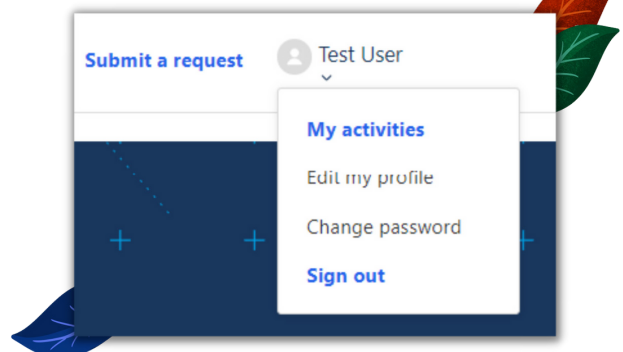
Once open in a new window you can create a new account or log in using your existing Support Center credentials.



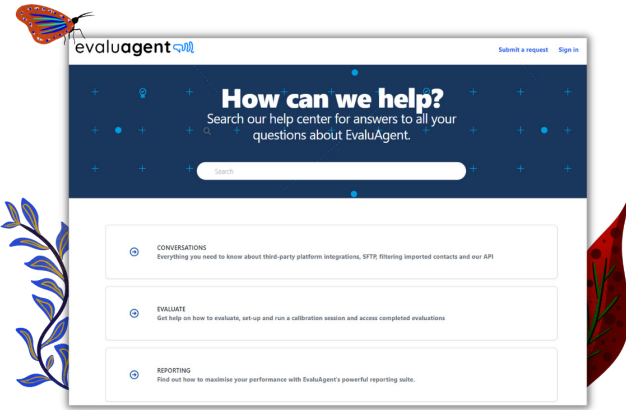
The 'Edit My Profile' options will allow you to amend your name, edit your email address and add an optional profile photo and phone number.



The 'Change Password' option will allow you to change your Support Center password.

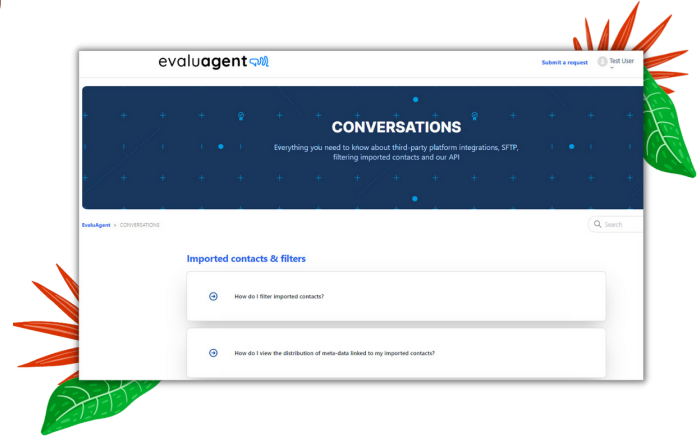


# ACCESSING & USING THE SUPPORT CENTER



You can also search here for specific help topics or browse the categorised sections below.

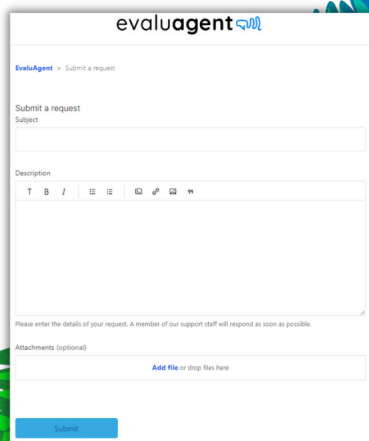
Drilling into the categorized sections will show all related help articles for that topic.



## How to Submit & Track Requests



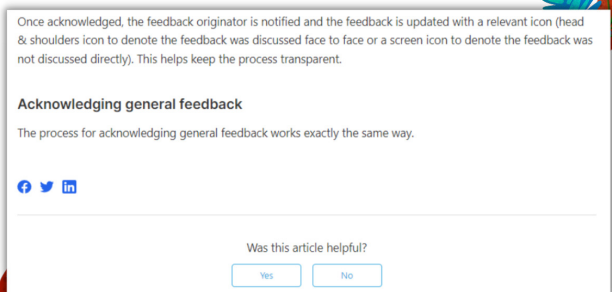
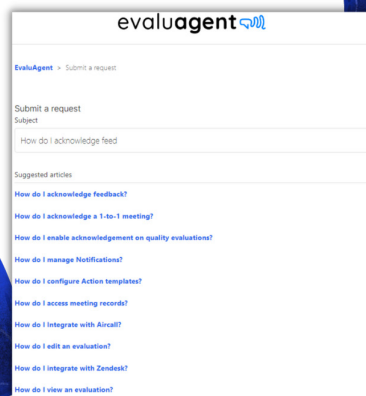
By clicking on the 'Submit a request' option, available within all sections of the Support Centre, you will be able to complete a form and log a request to the support team.



Please add a subject header and include as much detail as possible within the description box that clearly describes the request. The description box supports the inclusion of image files (screenshots) that may help provide further clarity on the request. You are also able to upload attachments.

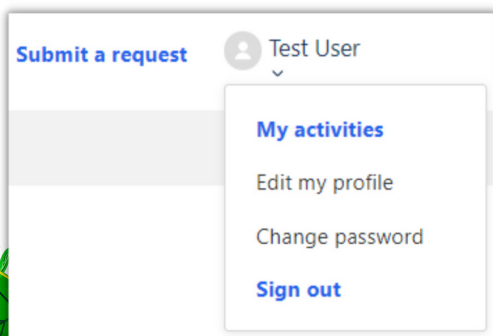
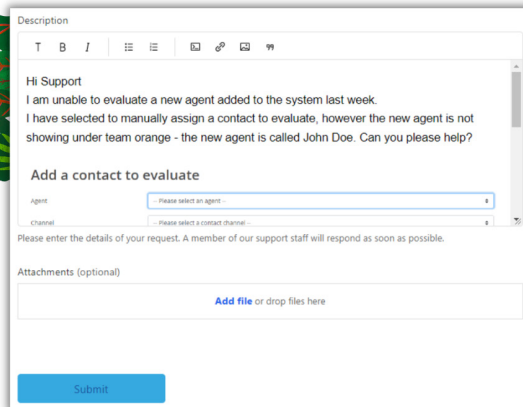
## HOW TO SUBMIT & TRACK REQUESTS

As you start typing into the subject line, you will be presented with suggested articles that may assist and resolve your request. From here you can select to view an article by clicking on the link or alternatively you can continue logging your request through to Support.



If you click to view a help article, at the bottom of every article you can leave feedback on how helpful the article was. All feedback provided is reviewed so that we can continue to build and optimise our help articles.

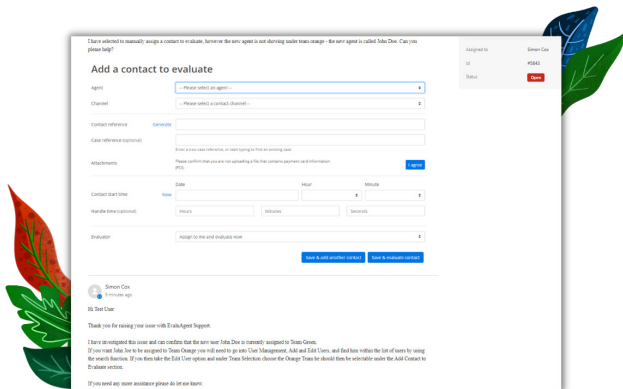
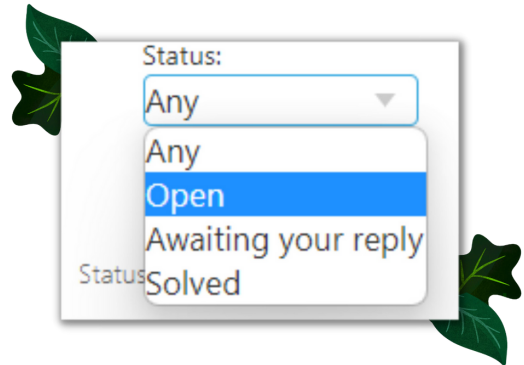
Once you have added all details to the Description of the ticket you can then press submit.



All requests submitted can be viewed by clicking on the dropdown and selecting my activities.

## HOW TO SUBMIT & TRACK REQUESTS

The status of requests can be filtered as shown above. Using the Support Center is a great way to keep track of any logged requests whilst also benefiting from the wealth of help articles.



As well as receiving a response via email, all responses and current statuses can be viewed via the Support Center.

From the ticket you can reply directly to the Support Team, add further screenshots or upload additional files.

