

COMODO
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Comodo One

Software Version 3.26

Service Desk Quick Start Guide

Guide Version 4.16.113018

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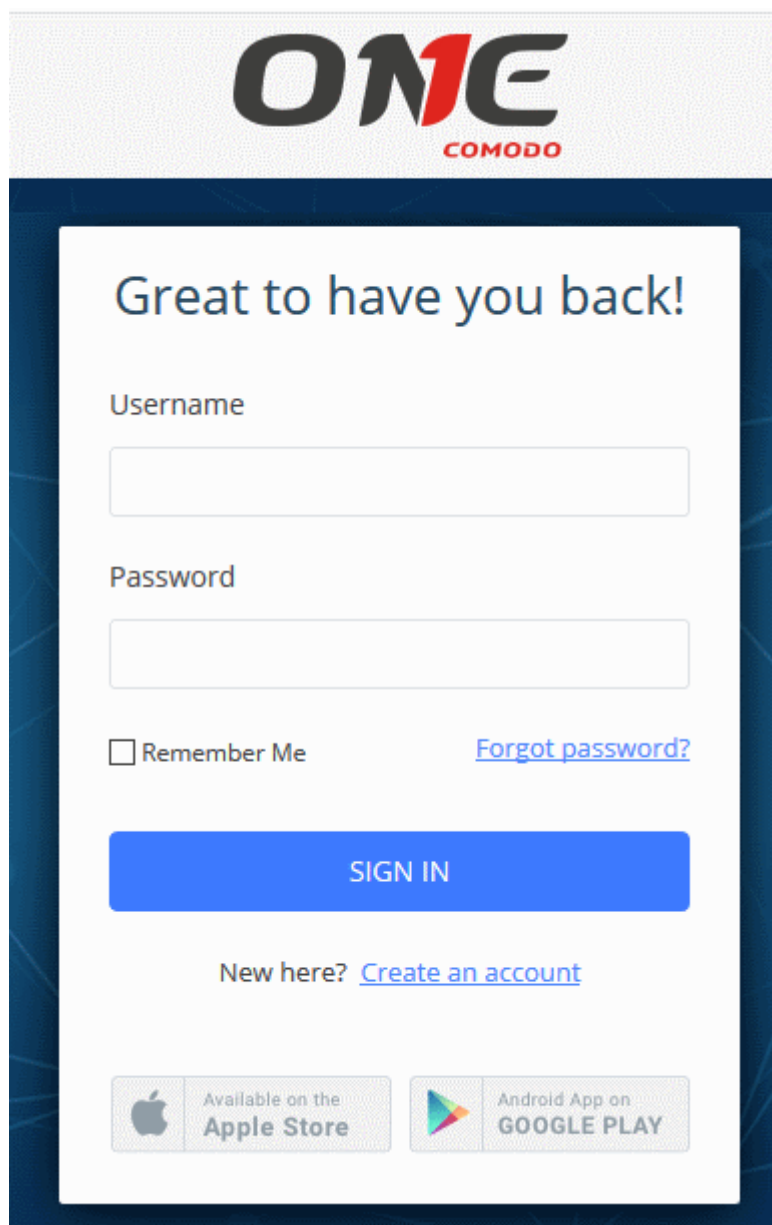
Comodo Service Desk - Quick Start Guide

This tutorial explains how Comodo One admins can configure **Service Desk** to manage their support ticketing infrastructure. The guide covers basic setup, user groups, staff, ticket routing, ticket categories, custom forms and the knowledge-base.

- **Step 1 - Login to the Admin Console**
- **Step 2 - Create new user Roles (optional)**
- **Step 3 - Create new Departments (optional)**
- **Step 4 - Add new support staff**
- **Step 5 - Add Ticket Categories**
- **Step 6 - Enroll Users**
- **Step 7 - Assign Users to Organizations and create new Organizations**
- **Step 8 - Create Service Contract for Organizations**
- **Step 9 - Manage Tickets**
- **Step 10 - Manage Knowledgebase**
- **Step 11 - Access Control Settings**
- **Step 12 - Configure Auto-response Emails**
- **Step 13 - View Reports**

Step 1 - Login to the Admin Console

- Login to C1 at <https://one.comodo.com/app/login>
- Click 'Applications' > 'Service Desk'
- Service Desk will open at 'Staff Panel' > 'Open Tickets'.
 - Click the link at the bottom of the left menu to switch between the staff and admin panels.



ONE
COMODO

Great to have you back!

Username

Password

Remember Me [Forgot password?](#)

SIGN IN

New here? [Create an account](#)

Available on the
Apple Store

Android App on
GOOGLE PLAY

Admins can also setup two-factor authentication of user logins for additional security. See [Set up Two-Factor Login Authentication](#) for help with this.

Step 2 - Create new user Roles (optional)

- Click 'Admin Panel' > 'Staff' > 'Roles'
- Roles determine the access rights of staff members and administrators in Service Desk.
- You can add new roles and change the role of a staff member at any time, so you may skip this step for now if required.
- However, before adding new support staff members, you may wish to create custom roles for them.

By default, service desk inherits three roles from Comodo One:

- Account Administrator
- Administrator
- Technician
- Staff members added through C1 will be imported into Service Desk with the role assigned to them in C1. You can change this role as required.

- You can assign one of the default 'Administrator' or 'Technician' roles to your new Service Desk staff.
- You also have the option to create custom roles with modified permissions:

To create a new role

- Switch to the 'Admin Panel'.
- Click 'Staff' on the left then 'Role'.
- Click 'Add New Role' at the top.

The screenshot displays the 'User Roles' management interface. At the top, there is a 'User Roles' header with a '+ Add New Role' button circled in red. Below this is a 'User Role' form. The form includes a 'Name' field, a 'Status' dropdown (Active/Disabled), and a 'Group Permissions' section with 'Admin Panel' and 'Staff Panel' tabs. The permissions are organized into several categories, each with a list of sub-items and checkboxes:

- Dashboard:** Dashboard, Notifications
- Settings:** Company, System, Tickets, Emails, Access Control Settings, Knowledgebase, Autoresponder, Alerts & Notices
- Manage:** Ticket Categories, Ticket Filters, SLA Plans, API Keys, Pages, Forms, Lists, Assets, Materials
- Emails:** Emails, Banlist, Templates, Diagnostic
- Time Sheets:** (No sub-items listed)
- Staff:** Staff Members, Roles, Departments, Timesheet Templates, Material Approval
- Announcements:** (No sub-items listed)
- Reports:** Time Log, Cost, Tickets, Assets, Departments, Agents, Users, Resource Appointment

- Enter the name for your new role and specify the permissions that should apply to its members in the 'Admin Panel' and 'Staff Panel' tabs.
- Select the permissions and privileges that can be given to the members assigned with the role.

- Can **Edit** Tickets *Ability to edit tickets.*
- Can **Post Reply** *Ability to post a ticket reply.*
- Can **Close** Tickets *Ability to close tickets. Staff can still post a response.*
- Can **Assign** Tickets *Ability to assign tickets to staff members.*
- Can **Transfer** Tickets *Ability to transfer tickets between departments.*
- Can **Delete** Tickets *Ability to delete tickets (Deleted tickets can't be recovered!)*
- Can **Ban** Emails *Ability to add/remove emails from banlist via ticket interface.*
- Can **Change Outgoing** Emails *Ability to change default outgoing email address during ticket reply.*
- Can **Manage Premade** *Ability to add/update/disable/delete canned responses and attachments.*
- Can **Manage FAQ** *Ability to add/update/disable/delete knowledgebase categories and FAQs.*
- Can **View Staff Stats** *Ability to view stats of other staff members in allowed departments.*
- Can **See Issue Summary & Details On Top** *Ability to see issue summary& details on top in new ticket screen.*

Department Access: ⓘ [Select All](#) [Select None](#)

Maintenance

Sales

Support

Admin Notes: Internal notes viewable by all admins.

Create Role

Reset

Cancel

- The 'Department Access' section allows you choose which departments can be accessed by members with this role.
- Add admin notes if required then click 'Create Role' to add your new role
- The new role will be listed in the 'User Role' interface and can be applied to new staff members at any time.

Step 3 - Create new Departments (optional)

- Click 'Admin Panel' > 'Staff' > 'Departments'
- Service Desk ships with three default departments:

- Maintenance
- Support (default)
- Sales
- All new staff are initially assigned to the default, 'Support' department. You can change the default department at anytime in 'System Settings & Preferences' ('Admin Panel' > 'Settings' > 'System')
 - Tickets will also be assigned to the default department if they have not been routed to a different department. Tickets can be re-routed by a ticket category, by incoming mail settings, or by ticket filter settings. See '**Ticket Settings and Options**' in the admin guide for more details.
- You can create additional departments based on your requirements. For example, a department called 'Computer Maintenance' could be populated with staff who have the required skill set to deal with such tickets. **Ticket Categories** and **Ticket Filters** can be configured to route new tickets to staff members in the appropriate department.

To create new departments

- Click 'Admin Panel' > 'Staff' > 'Departments'.
- Click 'Add New Department' at the top:

Comodo One > Service Desk > Staff > Departments

Departments

[+ Add New Department](#) [Make Public](#) [Make Private](#) [Delete](#)

Department

Add New Department

Department Information

Name: *

Type: Public Private (Internal) ?

SLA: ?

Manager: ?

Quote: Enables or disables to open quote ?

Ticket Assignment: Restrict ticket assignment to department members ?

Outgoing Email Settings

Outgoing Email: ?

Template Set: ?

Autoresponder Settings: ?

New Ticket: Disable for this Department ?

New Message: Disable for this Department ?

Auto-Response Email: ?

Alerts & Notices: ?

Recipients: ?

Role Access: Check all roles allowed to access this department. ?

- Account Admin (1)
- Admin (1)
- Admin Dithers (0)
- Technician (2)
- Technician Org 1 (1)

Department Signature: ?

- Create a name for your new department. This is the minimum required to create a department to which staff

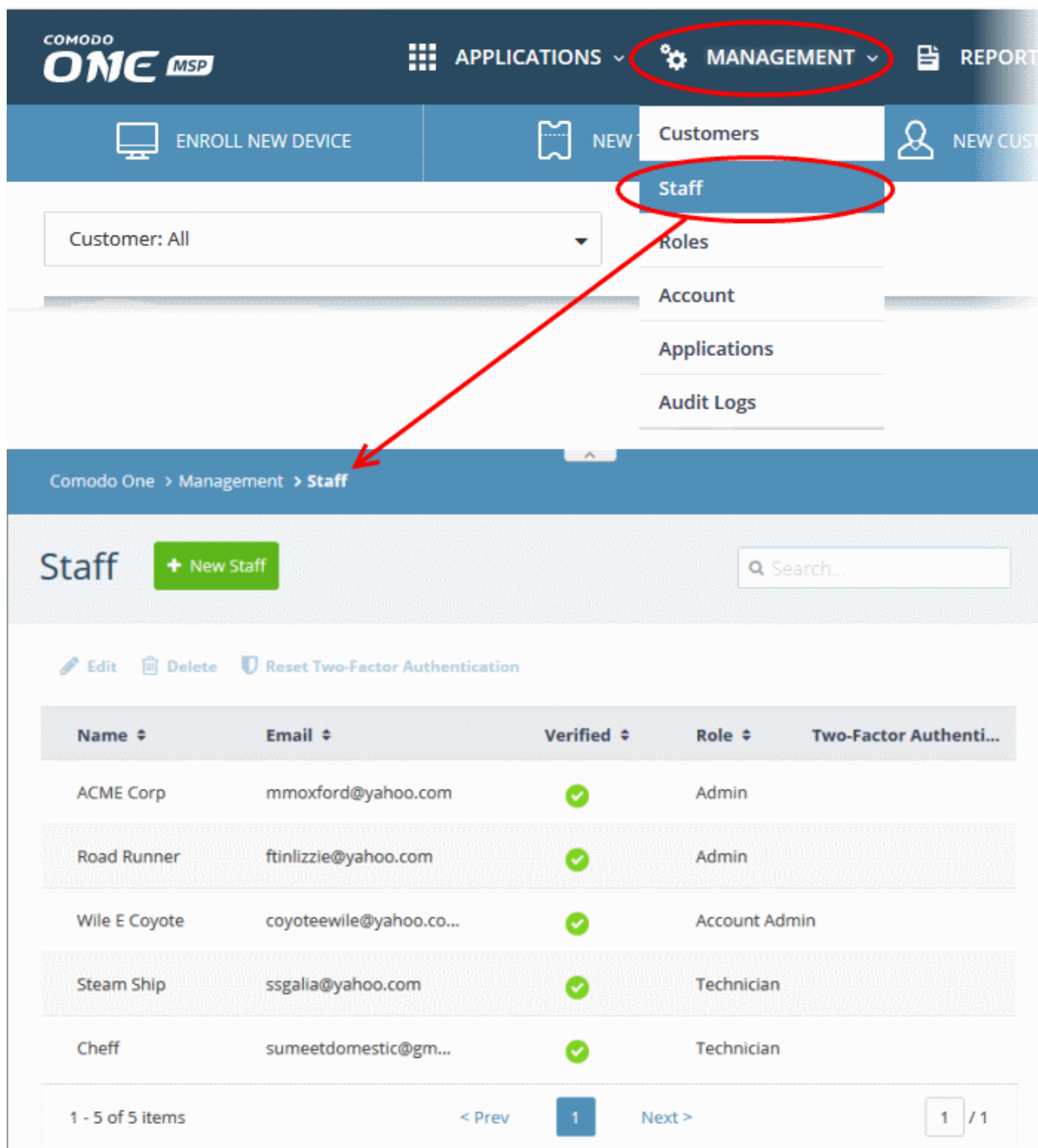
can be assigned. You can accept the rest of the default settings and properly configure the department later if you wish.

- Select whether the department should be 'Public' or 'Private'. If 'Private' is selected, the name of the department will not be visible on the customer-facing web portal. It will only be visible to admins/staff members.
- Select the service level agreements(SLA) for tickets assigned to this department. See [https://help.comodo.com/topic-289-1-625-7869-Service-Level-Agreements-\(SLA\).html](https://help.comodo.com/topic-289-1-625-7869-Service-Level-Agreements-(SLA).html) if you want to read more about SLAs.. You can configure this later if required.
- Select the settings for outgoing emails. See the online help page at <https://help.comodo.com/topic-289-1-625-7839-Managing-Emails.html> for more details.
- Configure auto-response emails to users whose tickets are assigned to this department. See the online help page at <https://help.comodo.com/topic-289-1-625-7865-Autoresponder-Settings.html> for more details.
- Select the recipients to whom alerts will be sent. See the online help page at <https://help.comodo.com/topic-289-1-625-7866-Configuring-Alerts-and-Notices.html> for more details.
- In the 'Role Access' section, select members of other roles who can access tickets assigned to the department.

Step 4 - Add new support staff

The next step is to add new staff members. Staff are the personnel who will respond to support tickets from end-users.

- You can add staff in the Comodo One (C1) portal at <https://one.comodo.com/app/login>:
 - Click 'Management' > 'Staff' > '+ New Staff' in the C1 interface.
 - Staff created in C1 will be available in Service Desk and all other C1 products (ITSM, Quote Manager etc).
- Staff created in C1 will be assigned to the 'default department' in Service Desk. You can assign staff to different departments as required.
- There are two types of roles - Service Desk roles and Comodo One roles.
 - Staff will initially be given the same role in Service Desk as they have in C1.
 - You can change this role in Service Desk at any time.
 - The role you assign to them in Service Desk will not affect their role in C1.
- Click 'Management' > 'Staff' > '+ New Staff' in the Comodo One interface to get started:

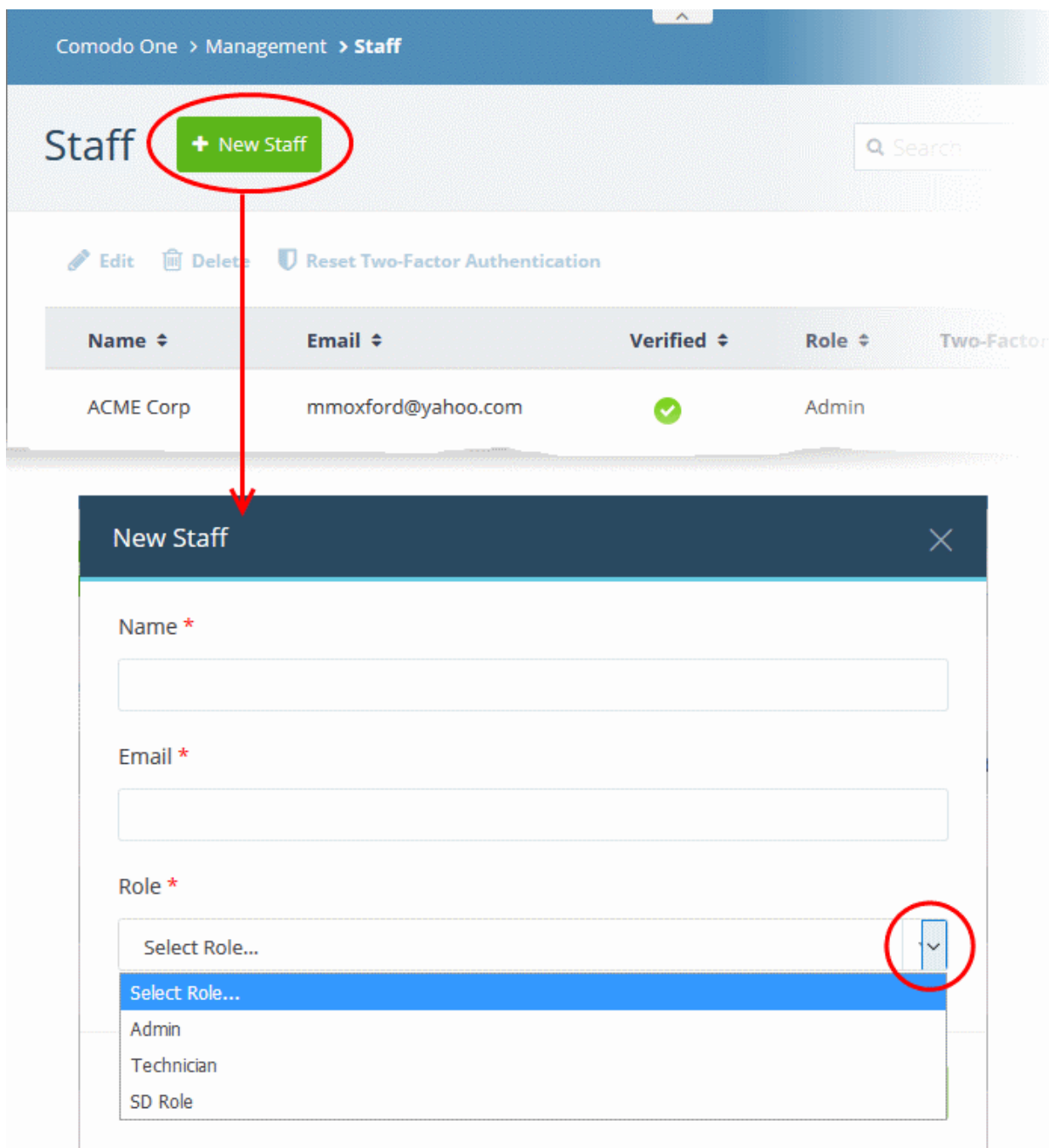


Staff List - Table of Column Descriptions

Column Header	Description
Name	The name of the staff member.
Email	The email address of the staff member
Verified	Whether or not the staff member has confirmed their email address by clicking the link in the verification email. Admins and staff can only login to C1 after verifying their email address and creating a password.
Role	Click 'Management' > 'Roles' to add,view and edit roles and role permissions.
Two-Factor Authentication	Two factor authentication requires staff to provide a unique code in addition to username and password when logging in. See Setting up Two-Factor Login Authentication in the C1

admin guide for help with this.

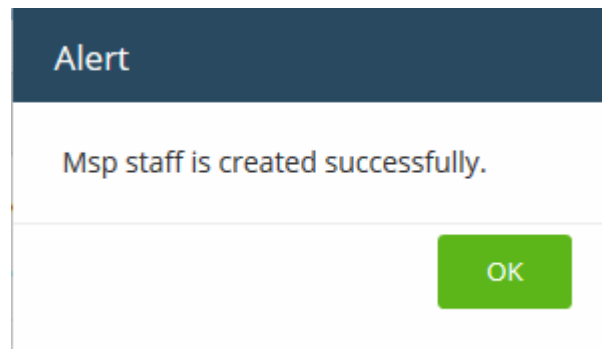
- Click 'New Staff' at the top.



Note: Staff with 'Admin' privileges can only be added by the account administrator.

- **Name** - First and last name admin/staff member.
- **Email** - The email address of the admin/staff member. The verification email for the admin/staff to activate their account will be sent to this email address.
- **Role** - Select the role of the staff from the drop down. You can always change this later if required.
- Click the 'Save' button.

A confirmation is shown as follows:



An email containing an account verification link is sent to the user. After clicking the link, the recipient will be asked to set a unique password to login to Service Desk.

To change the role and department for a staff member

- Open the 'Admin panel' in Service Desk (see last link on the left)
- Click 'Staff' on the left then choose 'Staff Members'
- Click the name of the staff member.

☰ [Comodo One](#) > [Service Desk](#) > [Staff](#) > [Staff Members](#)

Staff Account

Update Staff

User Information

Username: ⓘ

Staff Name:

Email Address: ⓘ

Role: ▼

Department: ▼

Phone Number:

Mobile Number:

Staff's Signature: Optional signature used on outgoing emails. ⓘ

Signature is made available as a choice, on ticket reply.

The 'Update Staff' screen allows you to edit staff details:

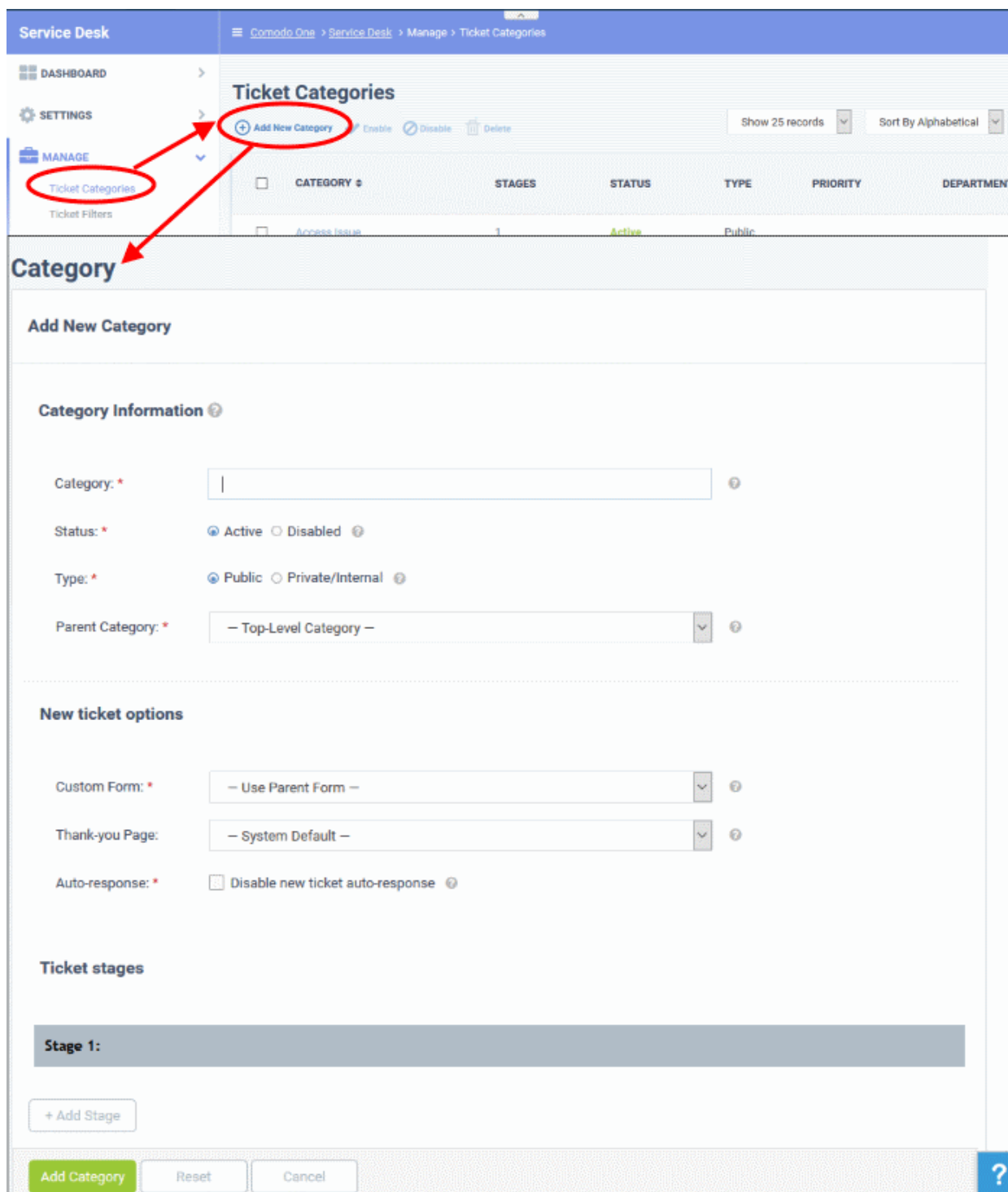
- **Role** - Service Desk role, as inherited from Comodo One.
 - Select a new role if required from the drop-down.
 - Click 'Admin Panel' > 'Staff' > 'Roles' to view and configure roles.
- **Department** - The department to which the staff member belongs.
 - Staff members are initially added to the department set as 'System Default' in Service Desk.
 - Select a new department for the staff member if required.
 - Click 'Admin Panel' > 'Staff' > 'Departments' to view, add and edit departments.
- Click 'Save Changes' to update the staff member details.

Step 5 - Add Ticket Categories

- 'Ticket Categories' are help topics that are presented to end-users to help them more easily select the area with which they need assistance.
- For example, your help page might have a menu which says 'Please select the area we can help you with', and offer categories such as 'Billing', 'Account Changes' and 'Technical Support'.
- When combined with custom forms, ticket categories can route tickets to specific departments and be used to gather more precise information from end-users.
- You can create multiple stages for a category. This lets you set up a 'step-by-step' process for dealing with requests on a particular category. You can define the department, priority, SLA and assigned person for each stage. This helps route and prioritize the ticket at various stages of its life-cycle.

To add a new ticket category

- In the 'Admin Panel', click 'Manage' > 'Ticket Categories' then 'Add New Category' in the 'Ticket Categories' screen.



The 'Add New Category' screen will appear.

- Under 'Category Information', enter a name for the category in the first field and select the required parameters from the options.
 - **Status:** Select whether the ticket category should be active or not
 - **Type:**
 - **Public** - The category will be available on your customer facing support portal.
 - **Private/Internal** - The category will be available in the staff panel for admins and staff.
 - **Parent Category:** Select the parent ticket category for this category if required, from the options
- Under 'New ticket options' select the form that should be presented to the user, the Thank you page that should be displayed and the response mail that should be sent.

- **Custom Form:** The form which the user will complete if they select this ticket category. Custom forms can be tailored to gather specific information from a customer when they request help on a certain ticket category. You can create and manage forms with custom fields from the 'Admin Panel' > 'Manage' > 'Forms' interface. For more details on managing forms, see the help page at <https://help.comodo.com/topic-289-1-625-7872-Forms.html>. The 'Custom Form' drop-down allows you to choose the custom form to be applied to the ticket category.
- **Thank-You Page:** The page shown to users after submitting a ticket to confirm the ticket has been received. You can choose different thank-you pages for different ticket categories. The thank-you page will be displayed for guest users only. See the help page at <https://help.comodo.com/topic-289-1-625-7871-Client-Portal-Pages.html> for more details about creating client portal pages.
- **Auto-response:** Choose whether or not an auto-response emails should be sent to the user for the ticket activities.
 - For more details on managing templates for auto-response mails, see the help page at <https://help.comodo.com/topic-289-1-625-7877-Email-Templates.html>.
 - For more details on granular configuration of auto-response settings at global level, see the help page at <https://help.comodo.com/topic-289-1-625-7865-Autoresponder-Settings.html>.
 - For more details on granular configuration of auto-response settings at department level, see the help page at <https://help.comodo.com/topic-289-1-625-7881-Departments.html>.
- Under 'Ticket Stages', configure the department to which the tickets with this ticket category should be routed, SLA plan to be applied and the staff to whom the ticket is to be assigned at successive stages of its life-cycle.
 - Click 'Stage 1' and choose the options from the respective drop-downs.

Ticket stages

Stage 1:

Stage Name: *

Department: ?

Priority: ?

SLA Plan: ?

Auto-assign To: ?

Admin Notes: Internal notes about the category.

- To add more stages to the ticket category, click 'Add Stage' and repeat the process.
- Click the 'Add Category' button when done.

'Public' - The category will be visible on the web portal for customers to select when creating tickets.

'Private' - The category is only visible to admins/staff members.

See <https://help.comodo.com/topic-289-1-625-7867-Ticket-Categories.html> if you need more help with this.

Step 6 - Enroll Users

- Click > 'Staff Panel' > 'Users' > 'User Directory'
- New users can self-enroll then submit tickets at your customer facing client portal
 - Your client portal URL has the format <https://company-name.servicedesk.comodo.com>.
 - Users that self-enroll will be sent an account activation mail
- Admins can also manually enroll new users:
- Click 'Staff Panel' > 'Users' > 'User Directory' > 'Add New User' OR 'Import'
- All users, whether self-enrolled or manually enrolled, can be added to organizations as explained in step 7.
- You can set the default registration method for manually enrolled users in 'Admin Panel' > 'Settings' > 'Users'. See the online help page at <https://help.comodo.com/topic-289-1-625-12704-User-Registration-Settings.html> for more details.
- This section explains how to add individual users:

To enroll new users

- Open the 'Staff Panel' if it isn't open already (last link in the left-hand menu)
- Click 'Users' then select 'User Directory'
- Click the 'Add New User' link at the top

User Directory

[+ Add New User](#) [Import](#) [Export to CSV](#) [Delete](#)

NAME **EMAIL** **STATUS**

Create New User

Email Address: *

Full Name: *

Phone Number: Ext:

Internal Notes:

Register with Default Settings
Default timezone: GMT -5.00 - Eastern Time (US & Canada), Bogota, Lima

- **Email Address:** User's email address. After registration, users can login to your support web portal using the email address as username.
- **Full Name:** The first and last names of the user.
- **Phone Number:** The contact number of the user.
- **Internal Notes:** Enter any notes regarding the user.
- **Register with Default Settings:** Select whether the registration should use the settings in 'Admin Panel' > 'Settings' > 'Users'
 - Leave selected if you want to use the default settings.
 - Deselect to choose a different registration method.
 - See <https://help.comodo.com/topic-289-1-625-12704-User-Registration-Settings.html> if you need more help with this.

Register with Default Settings

Register users manually

Register with activation email

Register with a temporary password

Default User Timezone:

- **Register users manually** - Register by selecting a user in the 'User Directory' area and clicking the 'Register' button. See Register a user in <https://help.comodo.com/topic-289-1-625-7887-Manage-Users.html> for more details.
- **Register with activation email** - An enrollment mail is sent to new users with an account activation link. The link takes the user to your support web portal to create a password. Once registered, the user will be able to login to your support portal to manage/view their tickets.
- **Register with a temporary password** - Enter a temporary password for the new user (as shown below)

Register with Default Settings

Register users manually

Register with activation email

Register with a temporary password

Temp. Password:

Confirm Password:

Password Change: Require password change on first login

- Enter a temporary password and re-enter it in the respective fields
- Select 'Require password change on first login' if you want the user to reset their password on their first login

Once registered, you should communicate the URL of your web-portal and the password to the user. Users can login using their email as user name, along with the password that you sent. If 'Require password change on first login' is enabled, the user will be asked to change the password

on his/her first login.

- **Default User Timezone** - Select the time zone to which the user belongs from the drop-down
- Click 'Add User'.

The user will be added as a guest user or registered user depending on the account registration. Once registered, you can manage their account and assign them to an organization.

You can also import users from a .CSV file by clicking the 'Import' button. The process of enrolling users is the same as explained above. See the help page at <https://help.comodo.com/topic-289-1-625-7853-Managing-Users-and-Organizations.html> for more details.

Step 7 - Create New Organizations and assign Users to Organizations

- An organization is a customer entity from whom you will accept tickets. For example, a company to which you have agree to provide support or IT services.
- 'Users' are the people who actually submit the tickets. You can assign users to organizations from the 'User Directory' interface.

There are two options to create an organization:

- **Create an organization in the Comodo One Interface (*preferred*)**
Organizations that are added to C1 are fully managed, meaning they will available for selection in all integrated modules (Service Desk, ITSM and Dome Shield).

To create a company in C1, click 'Management' > 'Customer' > 'New Customer'

- **Create an organization in Service Desk.**
Organizations created in Service Desk itself will not be visible in the C1 interface nor available to other C1 modules.

To create an organization in Service Desk, click 'Staff Panel', > 'Users' > 'Organizations' > 'Add New Organization'.

You can also create a new organization directly from a user's detail screen.

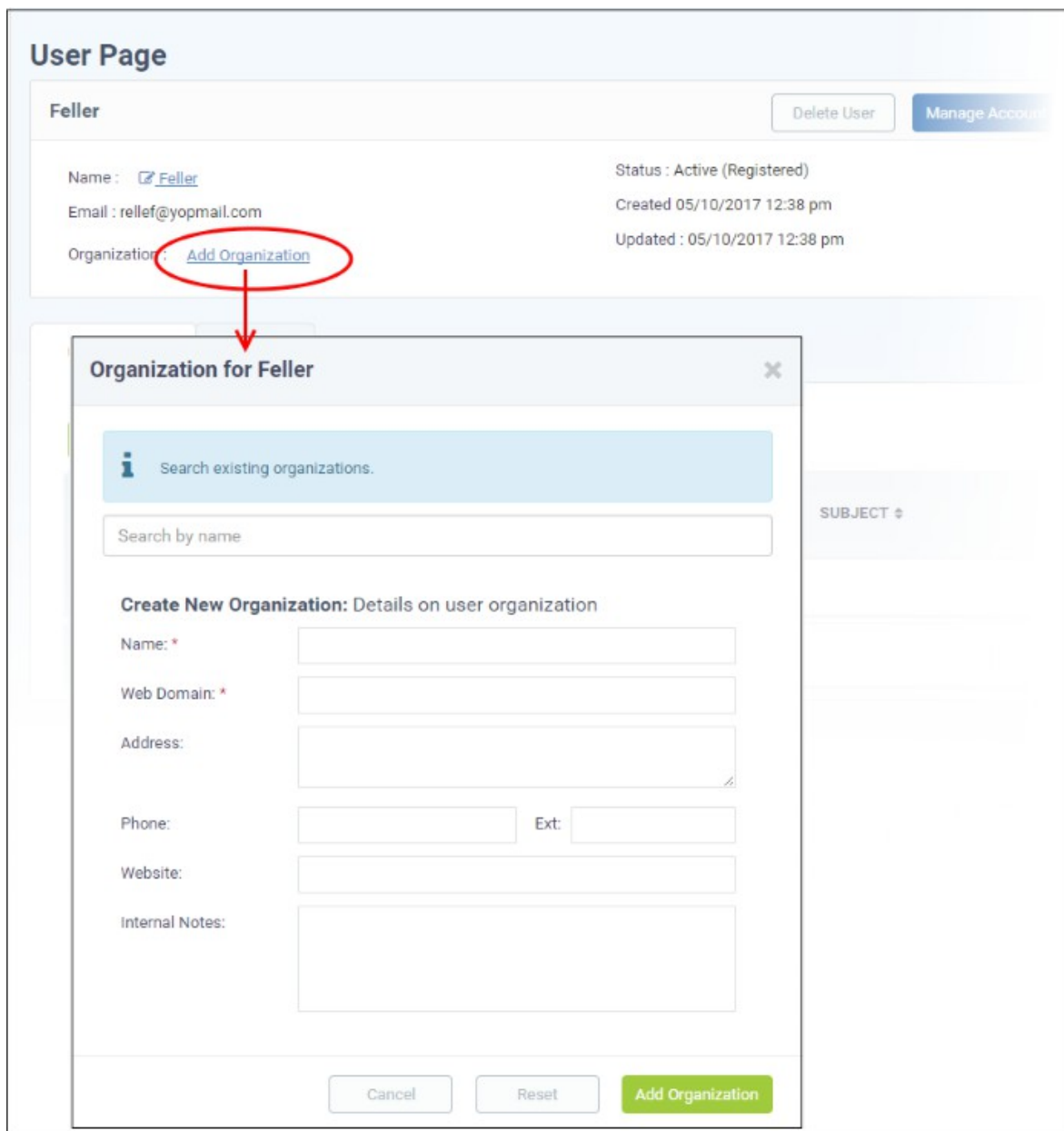
To assign users to an organization

- In the 'Staff Panel', click 'Users' then 'User Directory'

The list of users will be displayed.

- Click the user name that you want to assign an organization

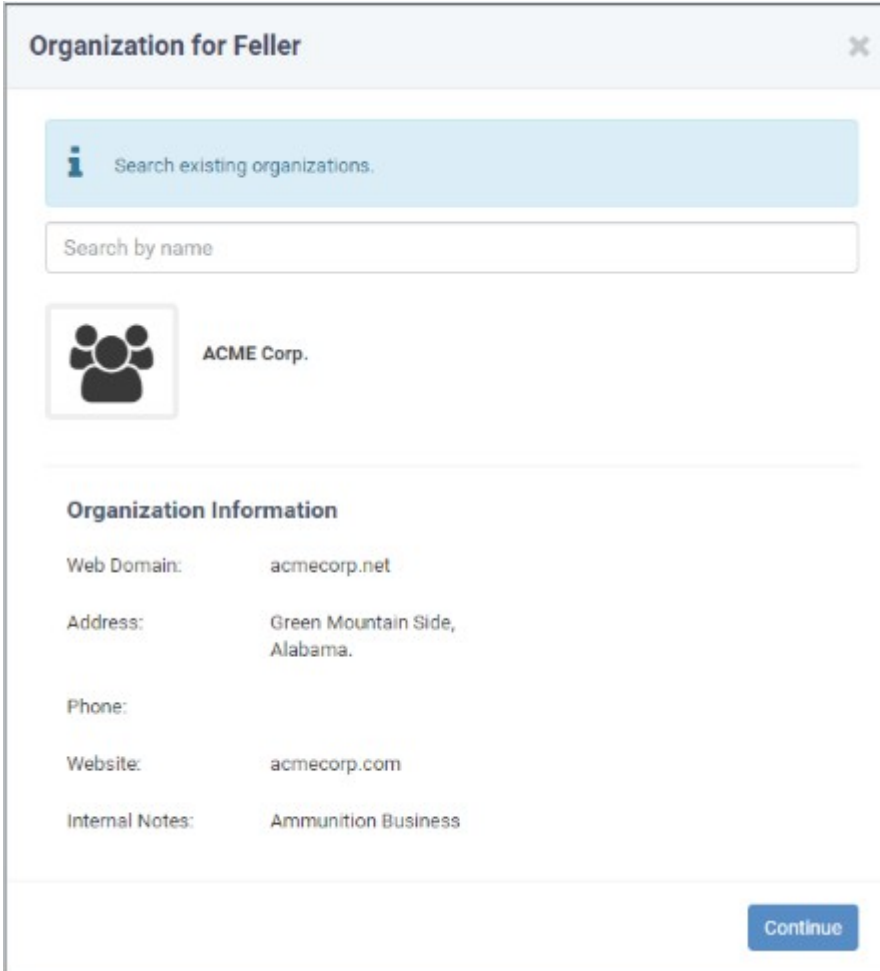
In the user details interface, click the link 'Add Organization'



In the 'Organization for <user name>' screen, search for the organization in the search field.

You can assign the user to an existing organization, or create a new organization and add the user to it.


- To add the user to an existing organization, type the first few letters of the organization name in the search field. The following confirmation dialog will appear after choosing the organization:



Organization for Feller ✕

i Search existing organizations.

Search by name

 ACME Corp.

Organization Information

Web Domain: acmecorp.net

Address: Green Mountain Side,
Alabama.

Phone:

Website: acmecorp.com

Internal Notes: Ammunition Business

[Continue](#)

- Click 'Continue'.

The user will be added to the organization and will be displayed in the 'User Details' screen.

- To add a new organization, enter the details of the organization under 'Create New Organization: Details on User organization'.

Organization for Feller [X]

i Search existing organizations.

Search by name

Create New Organization: Details on user organization

Name: *

Web Domain: *

Address:

Phone: Ext:

Website:

Internal Notes:

See the help pages at <https://help.comodo.com/topic-289-1-716-8483-Managing-Companies.html> and <https://help.comodo.com/topic-289-1-625-7888-Managing-Organizations.html> for more details about the details to be entered on adding a new organization.

- Click 'Add Organization'

The new organization will be added to Service Desk and the user will be added to the new organization.

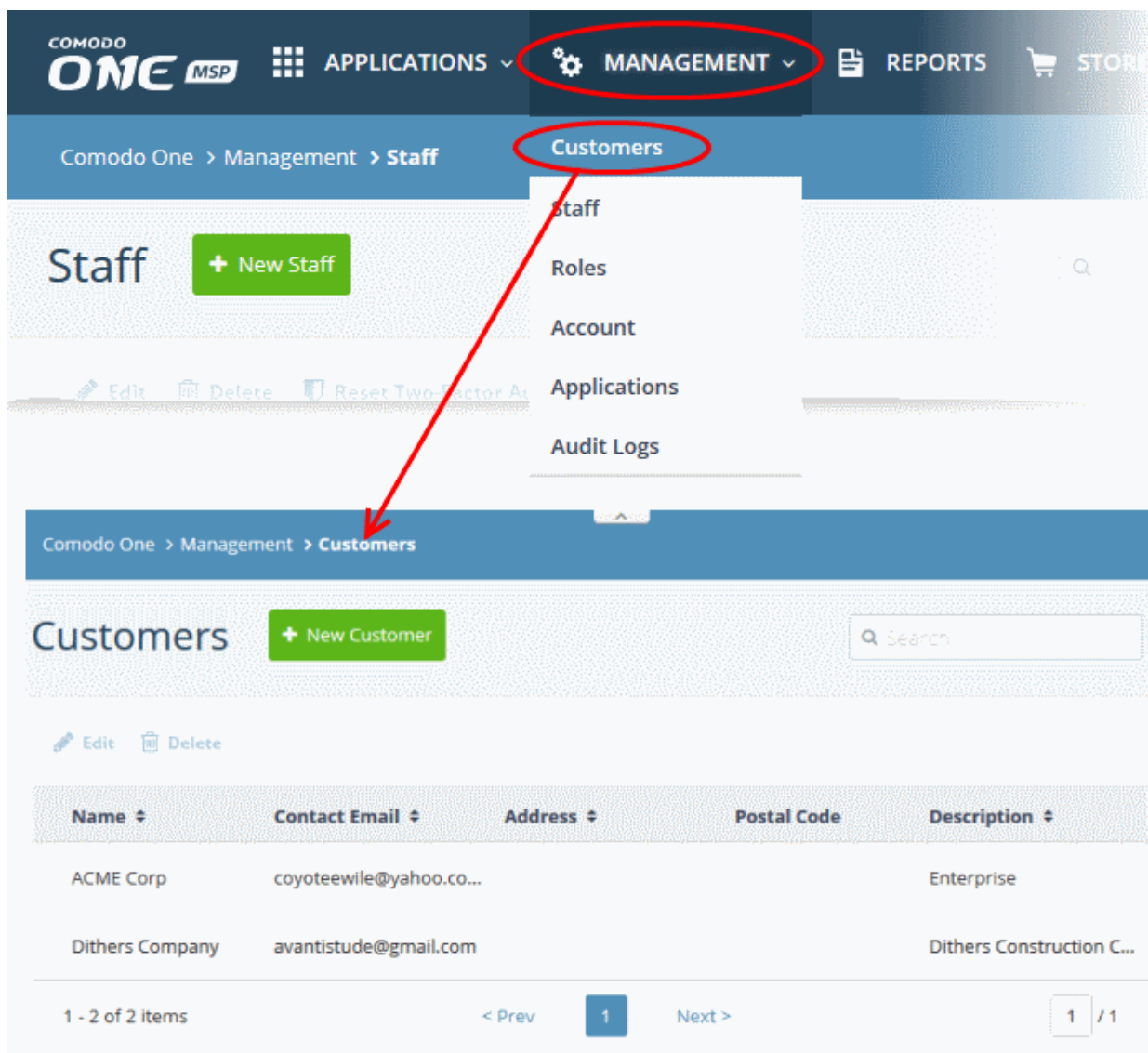
To add a new organization

- **Add organization from the C1 interface**
- **Add organization from Service Desk**

To add an organization from the C1 interface

Note: The feature for adding and managing companies is available for C1 account that is registered as Managed Service Provider (MSP) as business type. C1 Enterprise account administrators can add organizations from the SD interface.

- Log in at <https://one.comodo.com/app/login>.
- Click 'Management' then 'Customer' from the drop-down option



The Customer interface displays the list of customer organizations added to Comodo One.

Company List - Table of Column Descriptions	
Column Header	Description
Name	The name of the company
Contact Email	Email address of the contact person of the organization.
Address	The address of the organization
Postal Code	The area postal code of the organization
Description	A short description of the organization

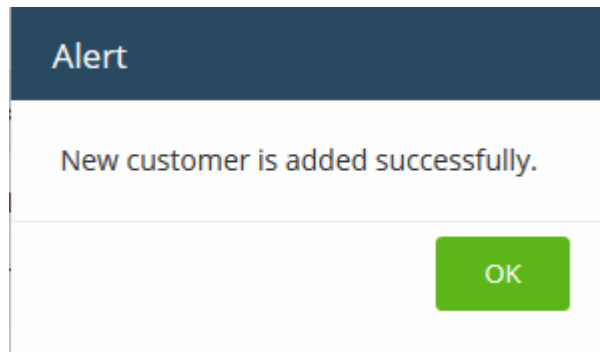
To add an organization

- Click the 'New Customer' button from the 'Customer' interface

The 'New Customer' form will be displayed.

The screenshot displays the Comodo One Service Desk interface. At the top, there is a navigation bar with the Comodo One MSP logo and menu items: APPLICATIONS, MANAGEMENT, REPORTS, and STORE. Below this, a breadcrumb trail reads 'Comodo One > Management > Customers'. The main content area is titled 'Customers' and features a green '+ New Customer' button, which is circled in red. Below the title are 'Edit' and 'Delete' icons. A table lists customer records with columns for Name, Contact Email, Address, and Postal Code. Two entries are visible: 'ACME Corp' with email 'coyoteewile@yahoo.co...' and 'Dithers Company' with email 'avantistude@gmail.com'. A red arrow points from the '+ New Customer' button to a modal window titled 'New Customer'. This modal contains five input fields: 'Name *', 'Contact Email *', 'Address *', 'Postal Code *', and 'Description'. At the bottom right of the modal are 'Cancel' and 'Save' buttons.

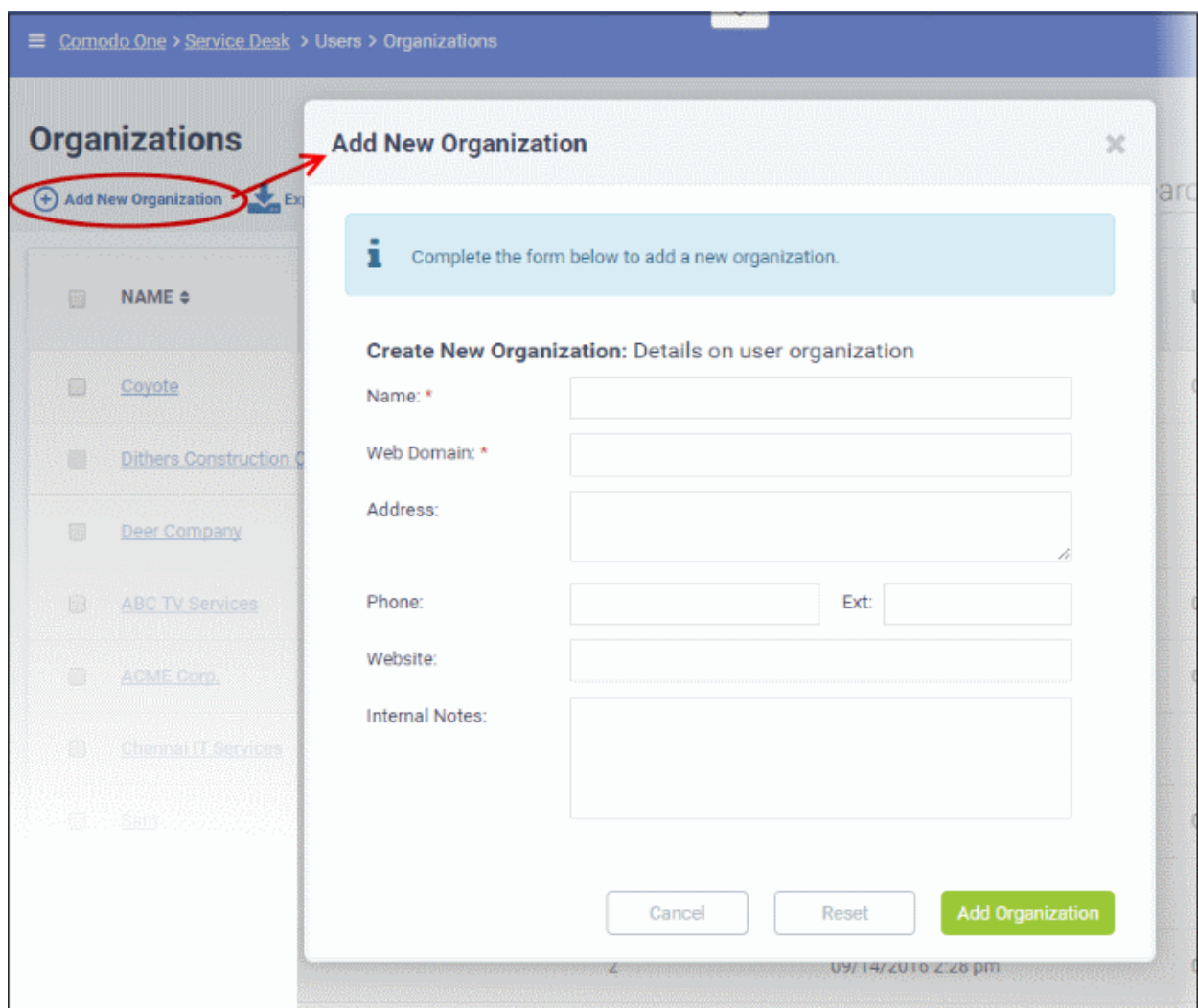
- Fill the details in the respective fields.
- Click the 'Save' button.



- Click 'OK' in the confirmation dialog.

To add an organization from Service Desk

- From the Staff panel, click 'Users' then 'Organizations'
- Click 'Add New Organization' at the top



The 'Add New Organization' screen will appear:

- **Name:** Enter the name of the new organization.
- **Web Domain:** Enter the registered domain name of the organization.
- **Address:** The address of the organization.

- **Phone:** The contact number of the organization.
- **Website:** The URL of the organization's website.
- **Internal Notes:** Enter any notes regarding the organization.

After completing the form, click the 'Add Organization' button to add the organization to Service Desk. Staff members can now configure its settings, users and billing rates. See <https://help.comodo.com/topic-289-1-625-7888-Managing-Organizations.html> if you want more details.

Step 8 - Create Service Contracts for Organizations

Service contracts let you specify billing rates, contracted hours and fees for your customer organizations. Tickets that you work on for the company will reference the rates specified in the contract.

Contracts can include:

- A contract fee (weekly/bi-weekly/monthly/yearly)
- Pre-paid hours per billing cycle (optional). These hours are covered by the contract fee.
- A charging plan (optional). Set custom rates for work on specific assets (printers, laptops, mysql etc), or work of a specific type (telephone, on-site, remote).

The contract fee will cover any pre-paid hours that you elect to add to the contract.

- Hours which exceed the pre-paid hours will be charged at the rates in the charging plan.
 - Charging plans can be created in 'Admin Panel' > 'Manage' > 'Charging' interface. See <https://help.comodo.com/topic-289-1-625-12458-Manage-Charging-Plans.htm> for more details.
- If the contract does not have a charging plan, then the default charging plan is applied. This plan charges the global asset rates.
 - The default charging plan can be managed in 'Admin Panel' > 'Manage' > 'Charging'.
 - See <https://help.comodo.com/topic-289-1-625-12458-Manage-Charging-Plans.html> if you need help with this.
- For more details on service contracts, see <https://help.comodo.com/topic-289-1-625-13049-Contracts.html>

To create a contract:

- Click 'Admin Panel' > 'Finance' > 'Contracts', in the left-hand menu
- Click 'Add Contract' at the top


New Contract


General Information

Contract Name: *

Company: *

Contract Details:

Start Date: * 

End Date: * 

Contract Parameters

Fee:

Billing Period:

Unused Hours:

Prepaid Hours will be calculated according to the number written on the field next to service types.

Prepaid Hours: Unlimited

Distribute prepaid hours to service types

Onsite: Unlimited

Remote: Unlimited

Telephone: Unlimited

Charging Method

Charging: Not now

- Complete the form as follows:

General Information

- **Contract Name** - Enter a short label for the contract. For example, you may want to name the contract after the company it is for.
- **Company** - Choose the customer who the contract is for.
- **Contract Details** - Enter a short description for the contract
- **Start Date** - Click the calendar icon to specify the date from which the contract is effective
- **End Date** - Click the calendar icon to specify the date the contract ends

Contract Parameters

- **Fee** - Enter the subscription fee for the services you provide (optional).
 - This fee will always be charged, regardless of other charges in charging plans and global asset rates.
 - You may wish to set a fee then use 'Prepaid Hours' to specify the amount of work that will be covered by the fee.
 - If no fee is specified, then no standard subscription fee will be charged. The charges for the service sessions will be calculated based on other parameters defined in the contract
- **Billing Period** - Enter the subscription period. The available options are:
 - Weekly
 - Bi-Weekly
 - Monthly
 - Yearly
- **Unused Hours** - Choose whether or not any remaining pre-paid hours at the end of a billing cycle should be carried over to the next cycle. Hours that are carried forward will be added to the pre-paid hours of the same service type in the next billing period.
- **Prepaid Hours** - Hours worked by your staff during this period that will not be charged to the customer. You can distribute pre-paid hours over different support service types if required (including on-site, remote and telephone support).

Prepaid Hours will be calculated according to the number written on the field next to service types. ?

Prepaid Hours:	<input type="text"/>	<input type="checkbox"/> Unlimited ?
	<input type="checkbox"/> Distribute prepaid hours to service types	
Onsite:	<input type="text"/>	<input checked="" type="checkbox"/> Unlimited ?
Remote:	<input type="text"/>	<input checked="" type="checkbox"/> Unlimited ?
Telephone:	<input type="text"/>	<input checked="" type="checkbox"/> Unlimited ?

- **Prepaid Hours** - Total hours you want to provide for the contract fee. Your customer can spend these hours on support of any type.
 - Unlimited - Provide support of any type for free for the full billing period
- OR
- **Distribute prepaid hours to service types** - Specify pre-paid hours for individual service types.
 - Unlimited - Provide support of a specific type for free for the full billing period

Charging Method

- **Charging** - Select a 'Charging plan' for the contract. If you do not want to choose a charging plan

at this moment, select 'Not now'.

- Charging plans can be created in the admin panel. Click 'Admin Panel' > 'Manage' > 'Charging' > 'Add New Charging'.
- You can associate a contract with a charging plan at any time.
- Charging plan rates kick in after any pre-paid hours have been exhausted.
- If you do not apply a custom charging plan, then the rates in the default charging plan are applied. The rates apply to sessions which exceed the pre-paid hours.
- The default charging plan can be managed Admin Panel > Manage > Charging interface.
- See <https://help.comodo.com/topic-289-1-625-12458-Manage-Charging-Plans.html> if you need more help with charging plans.
- Click 'Save' after completing the form. The new contract will be added and will take effect from the specified start date.

Step 9 - Manage Tickets

Tickets raised by users can be viewed and managed in 'Staff Panel' > 'Tickets':

TICKET #	LAST UPDATE DATE	SUBJECT	FROM	PRIORITY	DEVICE NAME	ASSIGNED TO	ORGANIZATION
335	09/14/2018 12:03 pm	Provide access to dome ...	national services	Normal		frontfork	
334	09/14/2018 11:48 am	Service required for printer	region	Normal		frontfork	
285	09/14/2018 11:29 am	Generate the third party ...	Avantistude	Normal	DESKTOP-080SVJJ		
352	09/14/2018 9:47 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
351	09/14/2018 9:42 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
350	09/14/2018 9:39 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
349	09/14/2018 9:38 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
348	09/14/2018 9:37 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
347	09/14/2018 9:37 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
346	09/14/2018 9:34 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		
345	09/14/2018 9:33 am	Second Monitor [Suspicious ...	Avantistude	Normal	DESKTOP-080SVJJ		

- Click the links on the left to filter tickets by ticket status. Filters include 'Open', 'Answered', 'Unassigned', 'My tickets', 'Overdue', 'Closed' and 'Paused'. Each interface provides a customizable column view. See <https://help.comodo.com/topic-289-1-625-7854-Managing-Tickets.html> to know more.
- Click a filter to view all tickets with a particular status. Click any ticket number to open the ticket details page.
- The ticket details page allows you to view ticket history, reply to the ticket, reassign it, add materials and more. For details about how to manage tickets, see the online help page at <https://help.comodo.com/topic-289-1-625-7854-Managing-Tickets.html>.

Comodo One > Service Desk > Tickets > Open

System going sluggish #765 OPEN Reporter: Greg Wonderland

Schedule Process Add Material Claim Edit Close Delete More

Ticket Information

Priority:	Normal	User:	Greg Wonderland (5)
Department:	Maintenance	Email:	teleramabw@gmail.com
Create Date:	Tue, Feb 13 2018 4:50 pm	Organization:	Dithers Construction Company
Device Name:	-	Phone:	-
Assigned To:	Coyote	Source:	Web (182.74.23.22)
SLA Plan:	Default SLA (Active)	Last Message:	Tue, Feb 13 2018 4:50 pm
Due Date:		Last Response:	Wed, Feb 14 2018 2:39 pm
Asset Type:	Workstation	Ticket Type:	Problem
Ticket Type Sub Cate...	Slow	First Reply:	NaN.NaN.NaN 12:NaN am
Category:	Asset Issue / Report a Problem	Last Update:	10.04.2018 12:46 pm

- The structure of your tickets can be customized to your requirements in 'Admin Panel' > 'Settings' > 'Tickets'. For more details on how to configure tickets, see <https://help.comodo.com/topic-289-1-625-7861-Ticket-Settings-and-Options.html>.

Step 10 - Manage Knowledgebase

The 'Knowledgebase' allows you to:

- Create FAQs.** These will be shown in the customer portal to help end users find answers to common problems.
- Create ticket categories.** Categories are broad topics which are presented to users when they are creating a ticket. For example, your portal may ask 'Please select the area which you need help with', and present 'Account Changes', 'Connectivity Problems' and 'Billing Issues' as the categories. The ticket can be routed to the appropriate department or staff-member based on the category.
- Create canned responses.** Canned responses are pieces of text which can be quickly pasted into ticket replies.

Click 'Staff Panel' > 'Knowledgebase' to open the interface.

Comodo One > Service Desk > Knowledgebase > FAQs

Frequently Asked Questions

All Categories Search

All Categories
All Organizations
All Assets

Click on a category to add new FAQs or manage its existing FAQs.

Check cat (1) - Public

To publish an FAQ to the customer-facing web interface you need a public FAQ inside a public category:

1. Create an FAQ category.
 - Individual FAQs must be assigned to a category.
 - Go to 'Staff Panel' > 'Knowledgebase' > 'Categories' to view and edit available categories.
 - If no suitable categories exist for your FAQ then you should create one.
 - Make sure the category type is set to 'Public'.
2. Create your FAQ
 - Go to 'Staff Panel' > 'Knowledgebase' > 'FAQs' > Click the category to which you wish you add your FAQ
 - Click 'Add New FAQ' and write your FAQ into the form
 - Select 'Public' as the 'Listing Type'
 - Click 'Add FAQ' to publish to the customer portal.

For more information about creating FAQs, see the online help page at <https://help.comodo.com/topic-289-1-625-7855-Managing-Knowledgebase.html>.

Step 11 - Access Control Settings

The 'Access Control Settings' interface lets you configure end-user authentication policy, system email templates and registration page templates.

To open the interface:

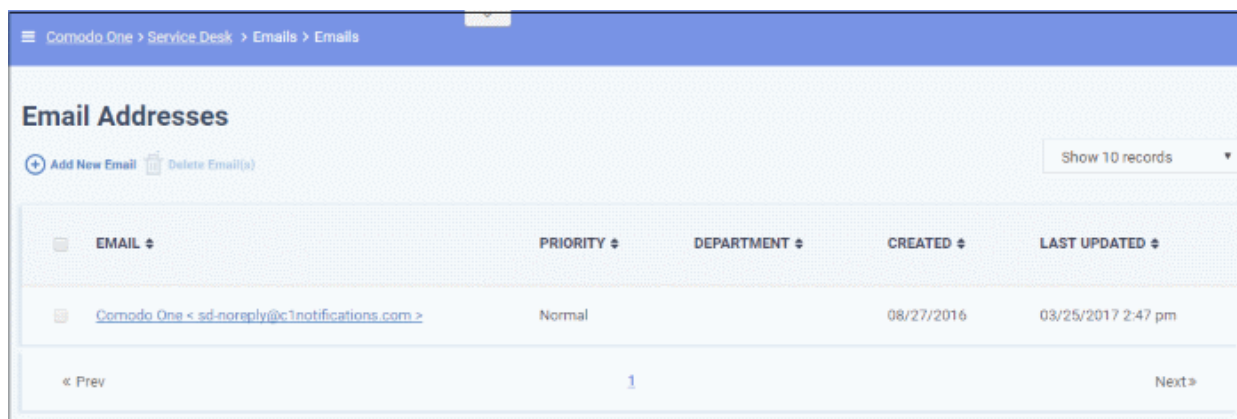
- Click 'Admin Panel' > 'Settings' > 'Access Control Settings'

For more details, see the online help page at <https://help.comodo.com/topic-289-1-625-7863-Access-Control-Settings.html>.

Step 12 - Configure Auto-response Emails

- 'Email Settings and Options' lets you select the default emails that will be sent as notifications to end-users. Click 'Admin Panel' > 'Settings' > 'Emails' to view this interface

- You can add and configure new emails in 'Admin Panel' > 'Emails' > 'Emails'



For more details see the online help page at <https://help.comodo.com/topic-289-1-625-7839-Managing-Emails.html>.

Step 13 - View Reports

- Click 'Admin Panel' > 'Reports' to open this interface
- The reports area lets you generate on-demand reports on a variety of topics.
- Reports can be exported to pdf or .csv and are available in the following categories:
 - Time Log
 - Tickets
 - Assets
 - Service Types
 - Department Tickets
 - Agents (admins/staff members)
 - Users
 - Resource Appointments
 - 'Cost' and 'Contract' reports are available in a different area:
- Click 'Finance' in the left-hand menu
- Select 'Cost' or 'Contracts' to generate the type of report you require.

Additional information:

- You can generate targeted reports by adding filters. Filters include date range, organization, department, agent, ticket status, asset type and much more.
- You can also set up scheduled reports which are automatically generated at a specific time and sent to recipients of your choice.

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit [comodo.com](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

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