Chatatick Help Desk With Live Chat

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*** JUST RELEASED IN 2011 *** ChataTick Help Desk is a PHP/MySQL script that provides your website with help desk and live chat support. Features include unlimited departments and operators, ticket submission, searchable knowledge base, a download area, automated emails, encrypted operator and admin passwords, and support for multiple simultaneous live chats. Product Features General 100 percent unencrypted source code, so you can make any changes you want Remove Powered by ChataTick and replace with your own branding Encrypted admin/operator passwords Easy-to-Use Installation Script Install on unlimited domains belonging to you Free updates and technical support Support Ticketing System Administrator can oversee all support processes Multiple departments can be created Multiple operators, each one assigned to one or more departments Customers can submit support tickets attached to specific departments and automatically assigned to appropriate operator Anti-spam CAPTCHA entry required on all support ticket submissions Customers can check status of each of their support tickets Operators can respond to customer tickets, and close or reopen tickets when necessary Admin can monitor operator activities, including open/closed tickets, email responses, etc., and intervene when necessary Automated emails to inform customers, operators and admin about new and updated ticket status Searchable Knowledge Base to provide customers with troubleshooting techniques and problem solutions Announcements section to provide customers with updated information on products or other important issue Live Chat Support Unlimited operators Audio and visual alerts when customer initiates chat or responds to operator message Customer can submit support ticket when operators offline Choose from several different chat buttons, or use your own Admin can configure live chat module from Admin Panel Chat sessions saved for future reference Customer name and email address saved for future reference Handle multiple chats simultaneously

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