

Support desk

Operations / Core workflow guide

Keep customer tickets and responses in context.

BUILD STATUS

Development preview 0.1.0. These diagrams describe the shipped core records and state actions. They are not interface screenshots. Full UI walkthrough and live Hostinger acceptance are pending.

The record sequence

1

Customers

Create this reference data first.

2

Tickets

References: customers

3

Replies

References: tickets

Follow the workflow

Create a customer and ticket, record a reply and move it through resolution.

BEFORE YOU BEGIN

Sign in, select your workspace and open this system. Create referenced records first. Use fictional data for testing and protect any personal or confidential information.

Know your records

Data reference / Inputs and computed values

Customers

Field	Input type	How to use it
Name	text	Plain text, up to 200 characters.
Email	email	A valid email address; demo examples are fictional.

Tickets

Field	Input type	How to use it
Customer id	ref	Select a workspace record from customers.
Name	text	Plain text, up to 200 characters.
Description	longtext	Plain text, up to 12,000 characters.
Priority	choice	Choose: low, normal, high.

Replies

Field	Input type	How to use it
Ticket id	ref	Select a workspace record from tickets.
Body	longtext	Plain text, up to 12,000 characters.

Every record also has a workspace identifier, state, version and timestamps. Reference selection and server checks prevent a record from linking to another workspace.

Operate with confidence

Actions, permissions and safe recovery

Available state actions

Record	States	Actions
Customers	active	Reference data; no state action.
Tickets	open > in_progress > resolved > closed	start to in progress, resolve to resolved, close to closed
Replies	recorded	Reference data; no state action.

Ticket and reply records

- Each ticket references a workspace customer. Replies are stored with the ticket.
- Ticket states progress from open to in progress, resolved and closed.
- This core flow does not automatically email ticket replies or provide a dedicated external customer portal. Platform website enquiries use a separate email outbox.

Roles and subscription access

Owners, managers and staff can create records while the subscription is active. Viewers can read. Approval, verification, publishing, payroll settlement and journal posting require an owner or manager. Entitlements and record quotas are enforced on the server. Expired subscriptions become read only.

Documents and recovery

- Use the record PDF action for a private document. CSV export requires an eligible plan. Attachments accept PDF/JPG/PNG up to 5 MB per file; demos cannot upload.
- A stale version or repeated action is rejected. Refresh, inspect the saved state and retry only when appropriate. Processed records cannot be edited as drafts.
- A PDF is a snapshot of recorded information. Ordinary business records do not receive the CEO signature, stamp or company seal automatically.