

Zendesk User Guide

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General

Zendesk is a help desk software helping streamline customer support with time-saving tools like triggers and automations. It's intuitive, built with the experience of customer service and support desk agents in mind

Signing In


- **Sign-up**

1. Login URL - <https://dooblo.zendesk.com>
2. Click on the 'Sign in' at the top right corner

The screenshot shows the Dooblo SurveyToGo Support Center interface. At the top right, there are three links: "My activities", "Submit a request", and "Sign in" (the "Sign in" link is highlighted with a red box). Below this is a green header bar with the Dooblo logo on the left and a search bar on the right. The main content area is titled "SurveyToGo Support Center" and features a "Promoted Articles" section with the sub-heading "2016 Reduced Support Calendar Dates". Below this are six green rectangular buttons arranged in a 2x3 grid, each with a white underline and text: "General", "Survey Samples Library", "How Tos", "Manuals & Guides", "Dooblo Services", and "Online Training". At the bottom left, there are four social media icons: Facebook, Twitter, LinkedIn, and Dooblo.

3. On the bottom left corner click on 'Sign Up' link

Sign in to SurveyToGo Support Center

 **Sign in with Twitter**

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to SurveyToGo Support Center? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

4. Fill in the information on the following window and click 'Sign Up'

Sign up to SurveyToGo Support Center

Thank you for contacting the SurveyToGo Support Center.

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

Best Regards,
Dooblo Customer Success

Your full name *

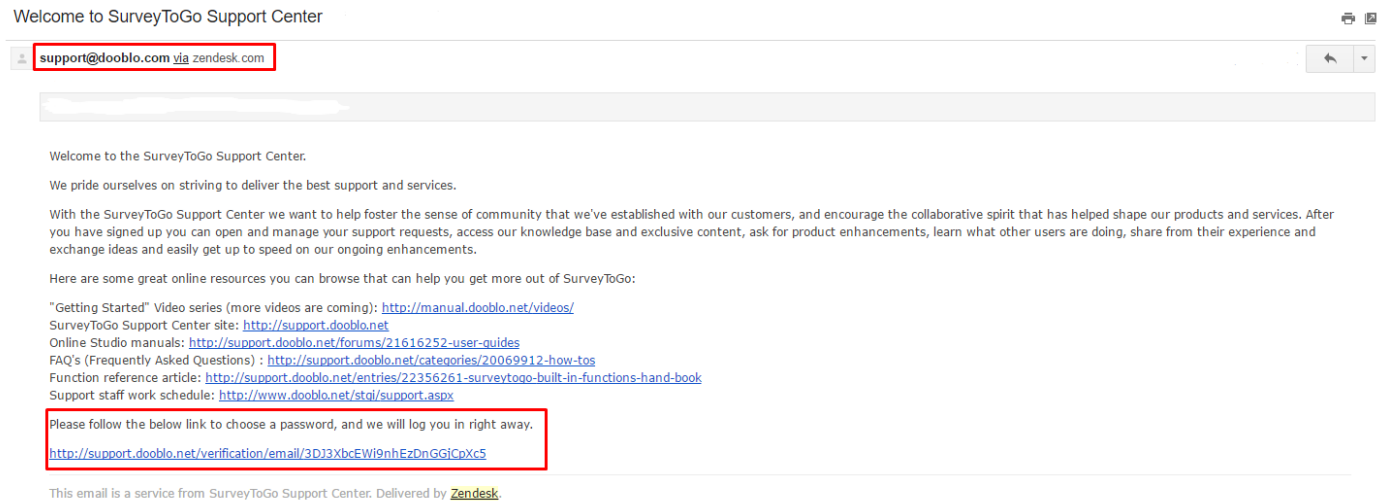
Your email *

Your Twitter

Sign up

cancel

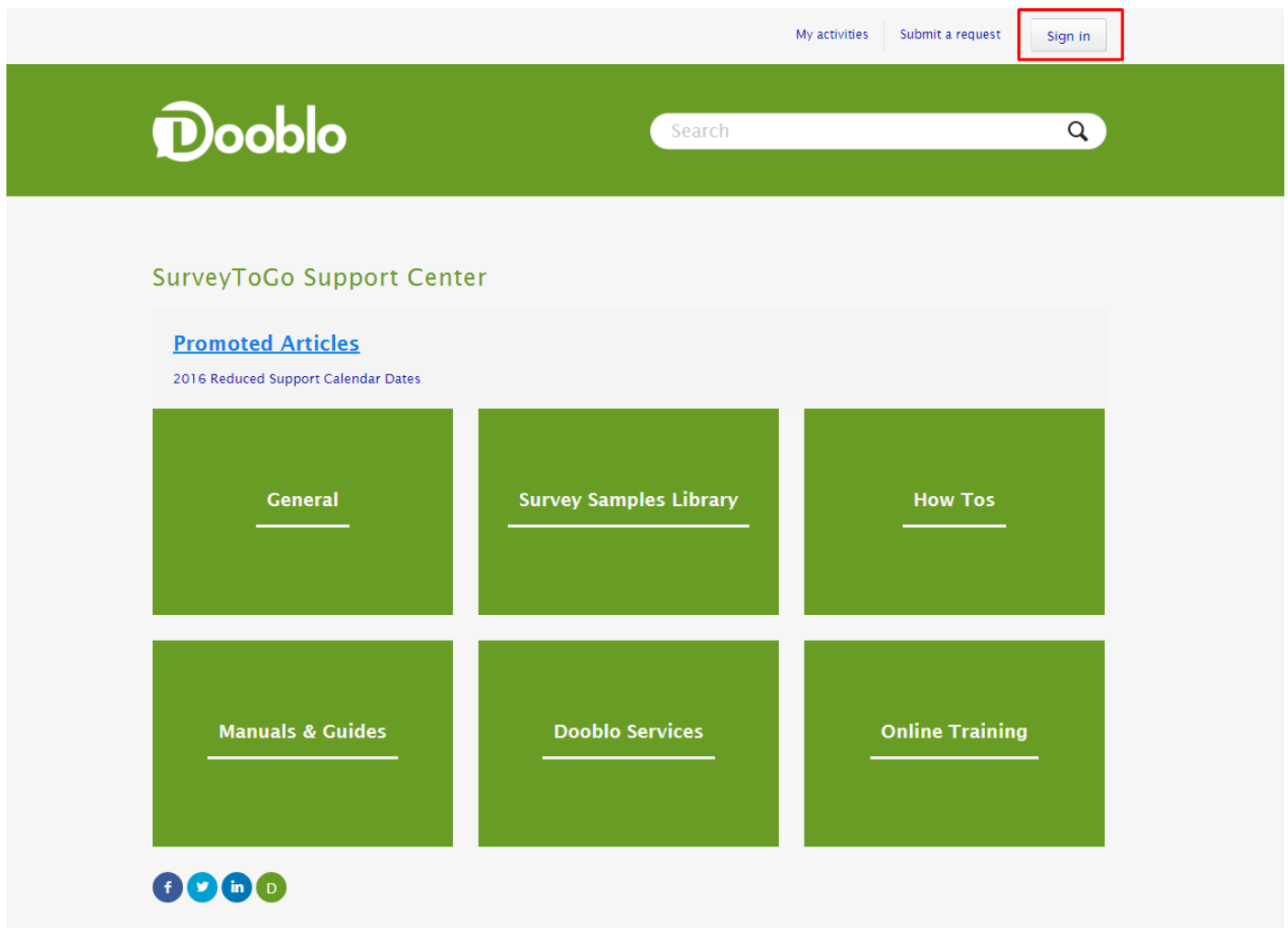
5. A confirmation email you will be sent to the address specified in order to verify and choose a password. Click on the link and follow the instructions.



- **Login Information**

Login URL - <https://dooblo.zendesk.com>


Click on the 'Login' at the top right corner



Enter your user/password

You have been signed out.

Sign in to SurveyToGo Support Center

 Sign in with Twitter

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password


New to SurveyToGo Support Center? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

The tickets can be opened in 2 methods:

- Send an email to our support mail: support@dooblo.com
- A customer clicks on the 'Submit Support Ticket'/'Support Ticket' in our application.






Create a New Survey Watch Videos Read the Manual

Need some help?

We are always here to help you take your first steps and the ones after that too.

SUBMIT SUPPORT TICKET

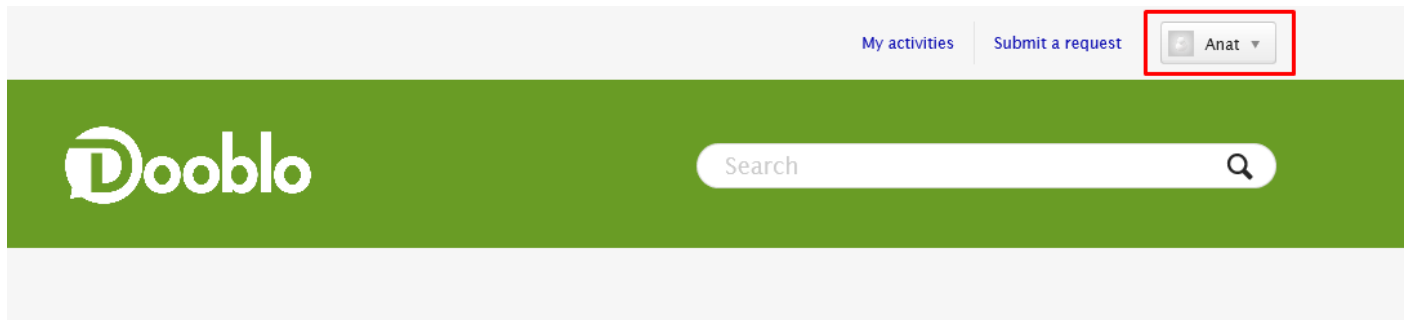
Or check out any of these options:

 SUPPORT CENTER  TRAINING VIDEOS  ONLINE MANUAL

SUPPORT TICKET

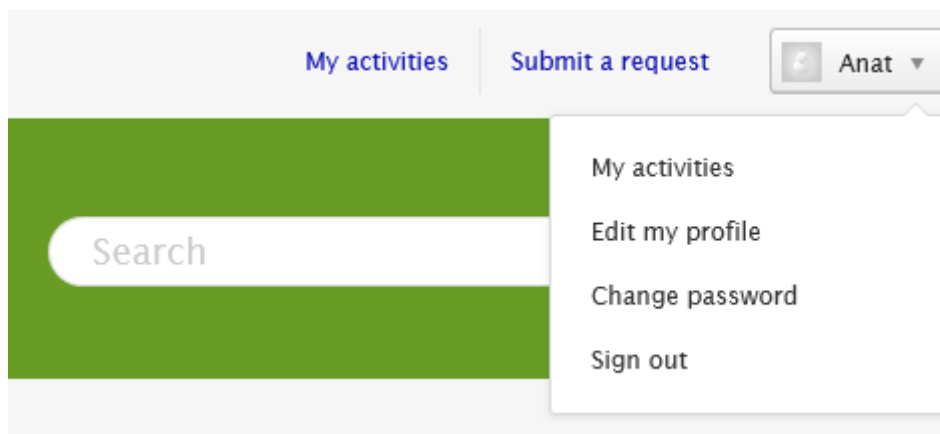
Account Information

Once you are logged in click on the right upper corner on your 'Account Name'



You will be able to choose one of the following:

- My Activities
- Edit My Profile
- Change password
- Sign Out




• My Activities

- Requests –
 - My Requests – List of tickets that you have submitted.
 - CCs – list of tickets that you were cc'd on.
- Contributions -
 - Community Comments – Questions/posts that you have submitted in our community.
 - Articles Comments - List of articles/guides that you have commented on.
- Following – List of articles/Posts that you have asked to follow and get updates on.

- **Edit my profile**

General information about your account that you can edit.

Edit my profile

Name	Anat
Avatar	
Phone	-
Email	anatakstein@gmail.com

- **Change Password**

A screen to change your login password.

Change password

Current password

New password

Password requirements
must be at least 5 characters
must be different from email address
10 attempts allowed before lockout

Change password

Working with Tickets

- **Submit a Request**

On the top toolbar click on 'Submit a Request' the following screen will show:

Fill in the fields and click 'Submit'.

SurveyToGo Support Center > Submit a request

Submit A Request

Subject *

STG Organization Name *

Request Description *

Please explain & elaborate the request and any issues encountered, if any. * Please indicate relevant question index's if any.

Priority

Request priority

Survey Name (Optional)


Please enter the exact name of the survey related to your request, as it shows in the STG Studio.


Studio Version

Android Version

PC Surveyor Version

Attachments

 [Add file](#) or drop files here



Please note: As soon as you type your subject for the request you will be prompt with related topics that might be helpful and answer your issue (see screenshot below):

Submit A Request

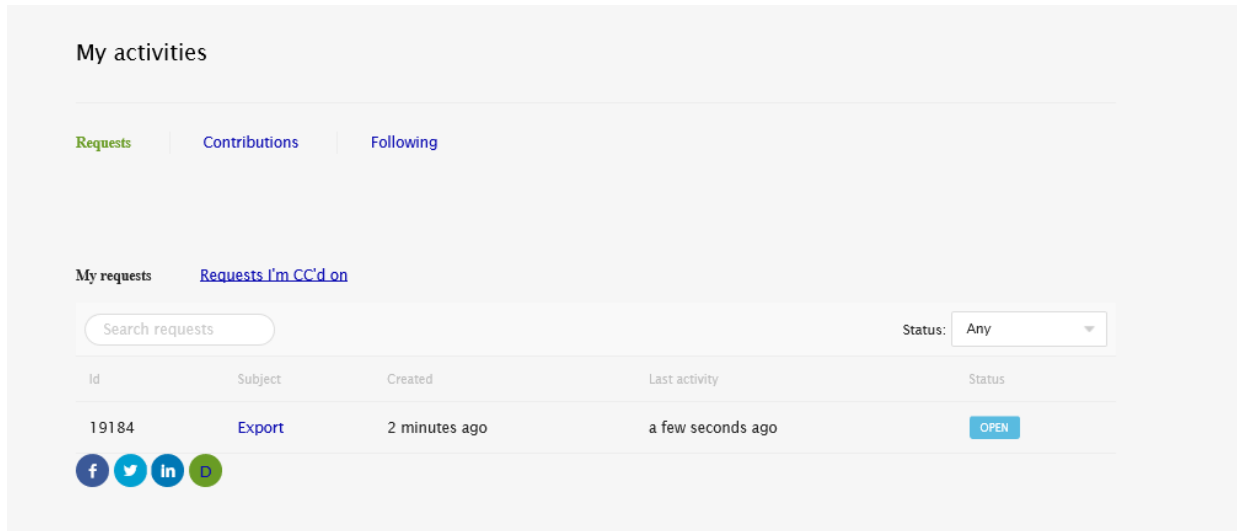
Subject *

Suggested articles

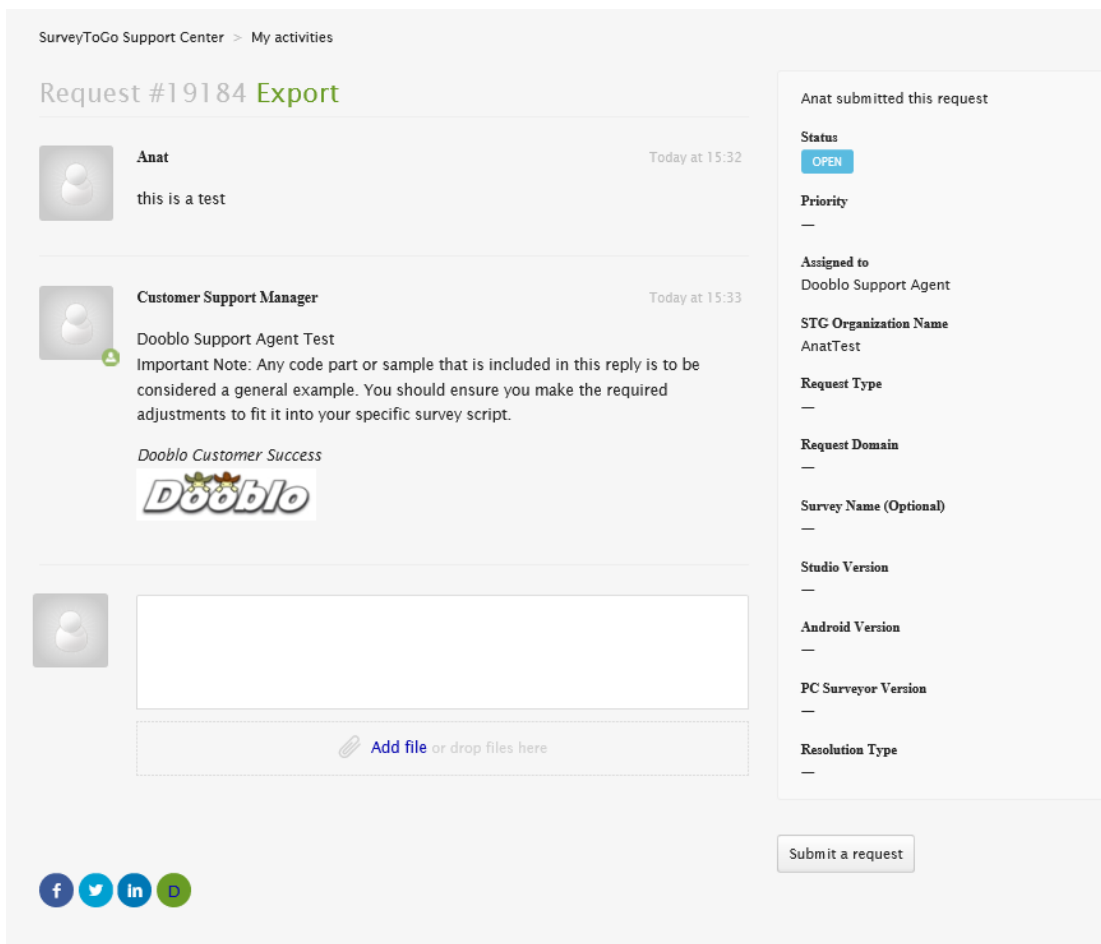
- [How to Export Attachments](#)
- [How To Export A Survey](#)
- [How To Export Survey Results](#)
- [How to export data to ASCII](#)

- **Managing Requests**

On the Activities you will be able to see all the tickets you have submitted.




Clicking on the Export you will be able to view the comment and add a new one.



Knowledge Base

- **General**

You can reach the Dooblo Support Knowledge Base by

1. Clicking on Dooblo Logo – 
 - A structured search by Categories

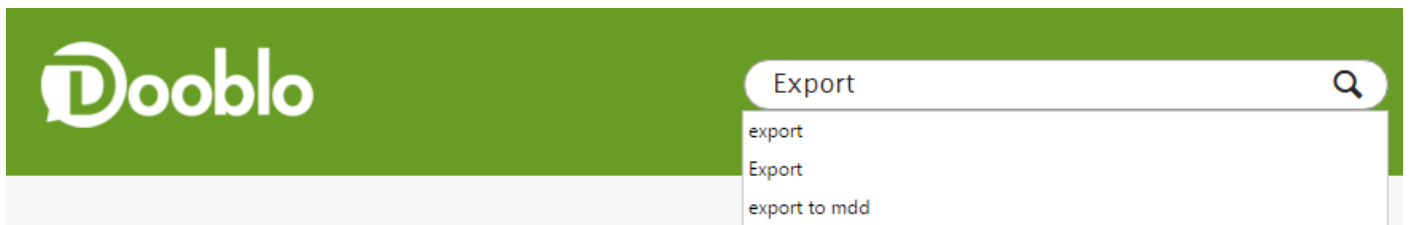
2. Starting to search for keywords
 - Free style search



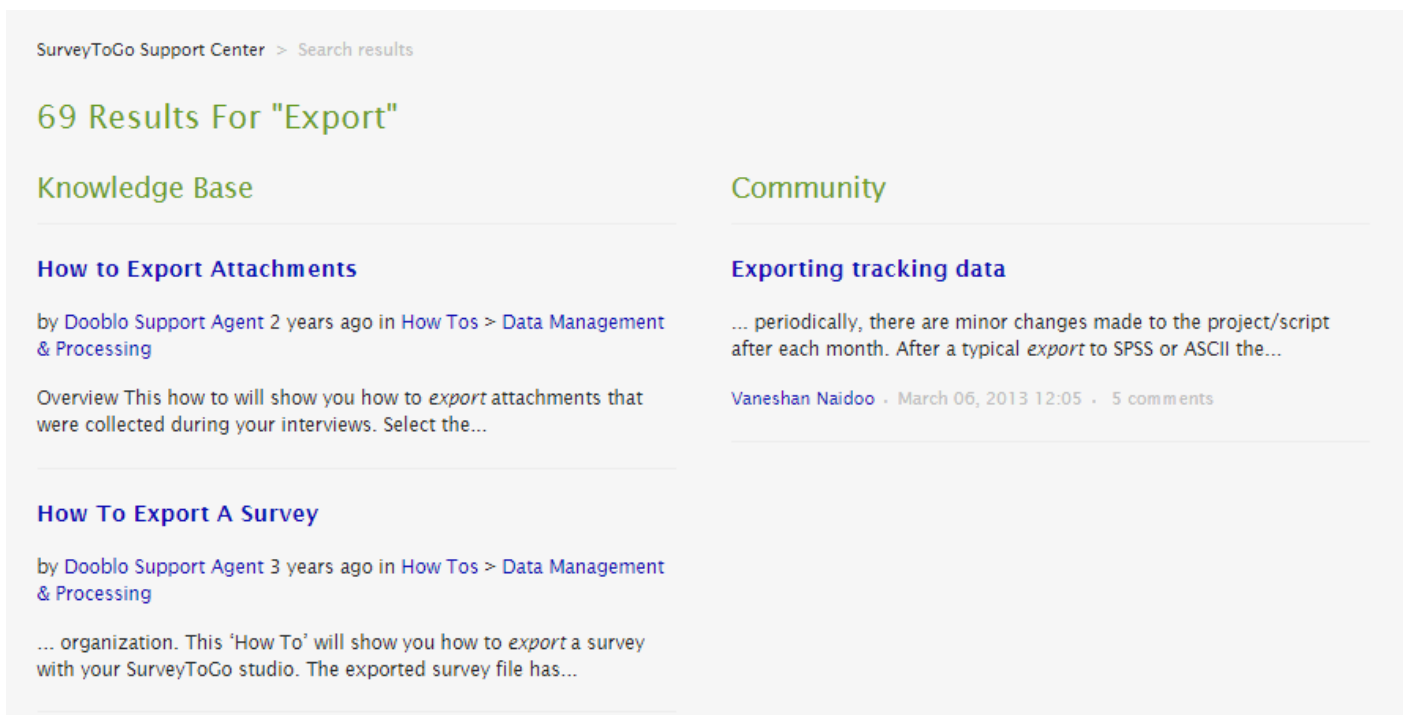
- **How to use**

Option 1 – Free Search

1. In the text box start typing the topic you would like to search about, a list of similar topics will show you can either choose one of them and click 'Search' or just click 'Search'.



2. The list of relevant articles will appear in 2 columns:
 - **Knowledge Base** – Articles added by the STG Support teams.
 - **Community** – Comments/Questions added by customers.

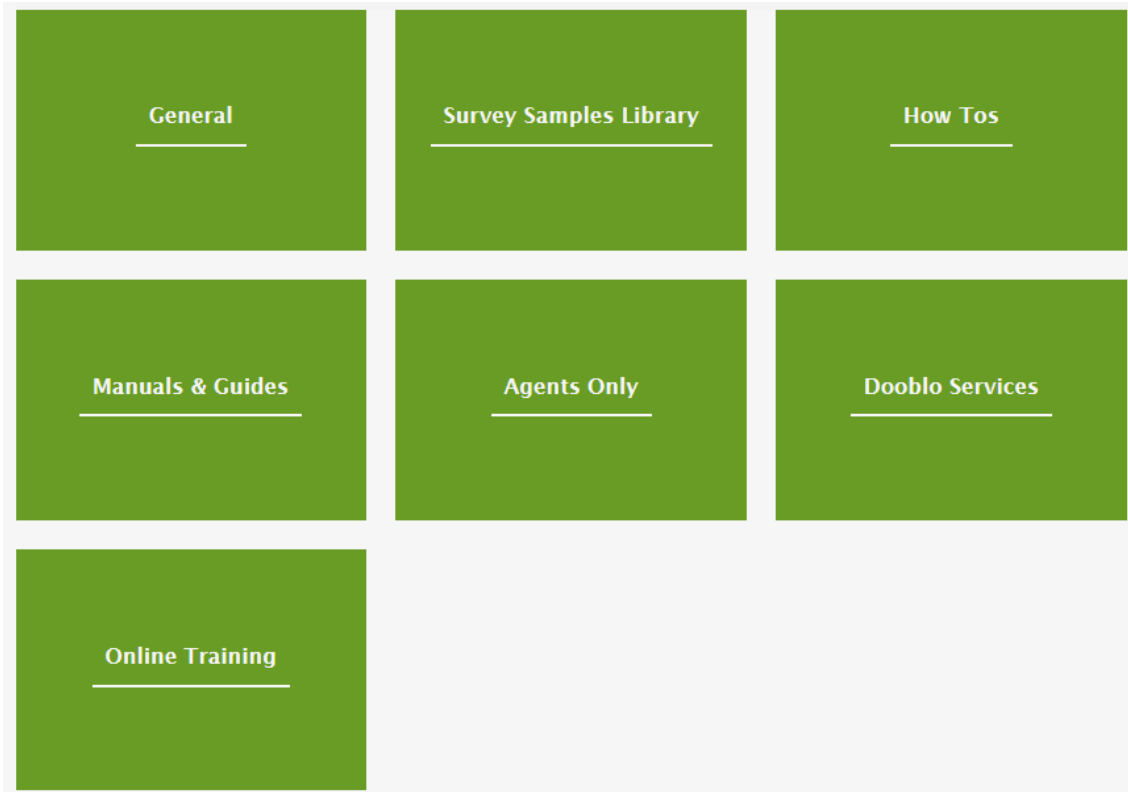


3. Each Article found will show:

- Author of the article
- When was it added
- The path to the article

Option 2 – Search by Category

1. Click on one of the categories



2. You will see a list of Sub-Categories and articles.

- You can always go back to the categories list by clicking on 'SurveyToGo Support Center'.

