# Zendesk User Guide

# Table of Contents

General	2
Signing In	2
Sign-up	
Login Information	
Account Information	
My Activities	6
Edit my profile	
Change Password	
Working with Tickets	8
Submit a Request	
Managing Requests	9
Knowledge Base	10
General	10
How to use	10
Option 1 – Free Search	10
Option 2 – Search by Category	11

## 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

		My activities	Submit a request	Sign in
Dooblo	Search			٩
SurveyToGo Support Cente	r			
<b>Promoted Articles</b> 2016 Reduced Support Calendar Dates				
General	Survey Samples Library		How Tos	
Manuals & Guides	Dooblo Services		Online Traininț	3
0000				

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

Sign in with Twitte	۶r	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	

#### 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 \*

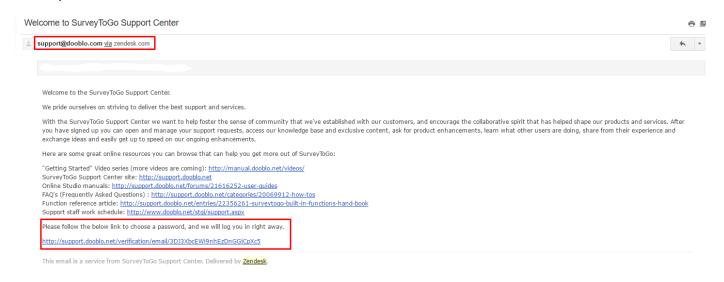
Your email \*

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 - <u>https://dooblo.zendesk.com</u>

Click on the 'Login' at the top right corner

		My activities Submit a request	Sign in
Dooblo	Search		Q
SurveyToGo Support Cente	r		
Promoted Articles 2016 Reduced Support Calendar Dates			
<u>General</u>	Survey Samples Library	How Tos	
Manuals & Guides	Dooblo Services	Online Trainin	g
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Sign in to Surv	eyToGo 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 e already registered. You probably don't have a password	

The tickets can be opened in 2 methods:

- Send an email to our support mail: <a href="mailto:support@dooblo.com">support@dooblo.com</a>
- 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	
	ER of TRAINING VIDEOS	💮 ONLINE MANUAL

# **Account Information**

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

	My activities Submit a reque	Anat 🔻
Dooblo	Search	Q

You will be able to choose one of the following:

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

	My activities	Subn	nit a request	Anat 🔻
Search			My activities Edit my profile Change passw Sign out	

### My Activities

- Requests
  - My Requests List of tickets that you have submitted.
  - $\circ~$  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	6
Phone	-
Email	anatakstein@gmail.com

### Change Password

A screen to change your login password.

Current pas	sword	
N		
New passwo	ra	
	quinaments	
Password re		
	-	
must be at	east 5 characters ferent from email add	dress
must be dif	east 5 characters	

# **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'.

urveyToGo Support Center > Submit a request
Submit A Request
ubject*
TG Organization Name *
Request Description *
lease explain & elaborate the request and any issues encountered, if any. $^{\circ}$ Please indicate
elevant question index's if any.
·riority
urvey Name (Optional)
lease enter the exact name of the survey related to your request, as it shows in the STC
tudio.
itudio Version
Android Version
°C Surveyor Version
Attachments
Add file or drop files here
Add file or drop files here
Submit

**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	
Export	
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.

Requests	Contributions	Following				
Iv requests	Requests I'm CC'd o	on				
My requests	Requests I'm CC'd o	nc		Status:	Any	-
My requests Search requ		20 Created	Last activity	Status:	<b>Any</b> Status	¥

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

Anat	Today at 15:32 OPEN
this is a test	Priority 
	Assigned to Dooblo Support Agent
Customer Support Manager Dooblo Support Agent Test Important Note: Any code part or sa	Today at 15:33 STG Organization Name AnatTest
considered a general example. You adjustments to fit it into your specif	should ensure you make the required Request Type ic survey script.
Dooblo Customer Success	Request Domain —
	Survey Name (Optional) —
	Studio Version —
	Android Version —
	PC Surveyor Version —
Ø Ado	file or drop files here Resolution Type -

# **Knowledge Base**

#### • General

You can reach the Dooblo Support Knowledge Base by

- 1. Clicking on Dooblo Logo Dooblo
  - 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.

SurveyToGo Support Center > Search results

### 69 Results For "Export"

#### **Knowledge Base**

#### How to Export Attachments

by Dooblo Support Agent 2 years ago in How Tos ≻ Data Management & Processing

Overview This how to will show you how to *export* attachments that were collected during your interviews. Select the...

#### How To Export A Survey

by Dooblo Support Agent 3 years ago in How Tos > Data Management & Processing

... organization. This 'How To' will show you how to *export* a survey with your SurveyToGo studio. The exported survey file has...

#### Community

#### Exporting tracking data

... periodically, there are minor changes made to the project/script after each month. After a typical *export* to SPSS or ASCII the...

Q

Vaneshan Naidoo + March 06, 2013 12:05 + 5 comments

- 3. Each Article found will show:
  - $\circ$   $\;$  Author of the article  $\;$
  - When was it added
  - $\circ$  The path to the article

### Option 2 – Search by Category

1. Click on one of the categories

General	Survey Samples Library	How Tos
Manuals & Guides	Agents Only	Dooblo Services
Online Training		

- 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'.

ow Tos	
Installation	Survey Scripting and Testing
How-To Install PC Surveyor (Windows installation) How To view your SurveyToCo PC Surveyor Version The SurveyToCo PC Surveyor app upgrade process How To Overcome the installation restriction of Android (apk link installation or upgrade) How To Check Regional and Language Settings How To view your SurveyToCo Android Version See all 14 articles	<ul> <li>How to use random groups</li> <li>How to set the minimum time to spend in a question</li> <li>How to: Access Various Engine Components From Within a CQRP?</li> <li>How to validate that a multimedia question captures an image</li> <li>Integration: How to programmatically start a SurveyToCo survey from an external android app</li> <li>How to use answer code instead of answer index in survey scripts</li> <li>See all 133 articles</li> </ul>
SurveyToGo Organization Administration	Fieldwork Management
How to manage your storage subscription billing How to view your account audit action report How To Create a User with Tabulation (or any other module) access only How to manage your account attachment storage space How to Add Multiple Users How to update the organization contacts See all 10 articles	<ul> <li>Prevent upload of interviews of a Closed Survey</li> <li>How to modify completed interview not yet uploaded</li> <li>How To control the android app settings centrally</li> <li>How To Show an interview summary on the device</li> <li>How To exclude interviews with cancelled status from the Quotas view</li> <li>How to: Using the Operational Dashboard KPI Reports</li> <li>See all 22 articles</li> </ul>