



Interface Diagram

Help Documentation

Interface Diagram

SmarterTrack User Interface

To better understand the different areas of the user interface, please refer to the diagrams below.



Navigation Pane


The Navigation Pane is used throughout SmarterTrack and provides the page options available to users, depending on the section of SmarterTrack they're in.

My Active	2
My Waiting	16
My Closed	
Follow-ups	2
Recent	
Recently Transferred	
▶ My Departments	
<hr/>	
Queue	
Active	172
Waiting	290
Closed	
◀ By Department	
▶ Automated Sales Emails	
▶ Billing	7
▶ Customer Service	16
▶ Discussions	16
▶ Emergency Support	
▶ Installation Assistance	2
▶ Partnerships	4
▶ Product Training	
▶ Sales	72
▶ Support	55



Content Pane

The Content Pane is also used throughout SmarterTrack and is where the list of relevant tickets, live chats, kb articles, etc. are listed. Clicking on any item in the Content Pane opens it in the Preview Pane.



New Actions  

 Search


Help with MAPI set up and AutoDiscover

Incoming Support
Kyle Kerst
Duration 2d 20h - Idle 0m 9s  
Ticket Number: 0CF-270A3679-0B34
Product: SmarterMail


Default Administrator

Incoming Support
Kyle Kerst
Duration 12h 50m - Idle 7m 49s  
Ticket Number: 13E-270D48E6-0B10
Product: SmarterMail



Smarter Mail Implementation

Incoming Support
Kyle Kerst
Duration 5d 18h - Idle 8m 15s 
Ticket Number: 029-27065F31-0B2F
Product: SmarterMail




Help with MAPI set up and AutoDiscover

Incoming Support
Kyle Kerst
Duration 3h 5m - Idle 14m 
Ticket Number: 021-270DD1E0-0B06
Product: SmarterMail

Cyren AntiSpam Scoring Issue.

Incoming Support
Kyle Kerst
Duration 26d - Idle 22m  
Ticket Number: 0AF-26EB6E18-0B07
Product: SmarterMail

Global Live Chat Advanced Search is M...

Developer Review
Kyle Kerst
Duration 11d - Idle 22m   
Ticket Number: 136-26FE3E74-0BF2
Product: Hosted SmarterTrack

Preview Pane

The Preview Pane is where tickets, live chats, kb articles, etc. are displayed to users. Here, those items can be interacted with via the Action buttons. (E.g., Take, Reply, ,etc.)

Take Transfer Add Delete ...

SmarterMail Persian Translation Closed
 Some User - someuser@example.com Duration 730d - Idle 636d
 Sales / Incoming Sales / Andrea Rogers / 17A-206B9911-0B76


Communication 63 Comments 11 Attachments 13 Forms Time Logs 32 Related Items ...

Product SmarterTrack

someuser@example.com Emily \$0 (30), \$0 (365), \$0 (Total)

Andrea Rogers – Sticky Comment – 9/25/2017 3:21 PM
Requested that we list full strings for him

Andrea Rogers – Sticky Comment – 7/7/2017 10:31 AM
He is the Persian translation provider for SmarterTrack and SmarterMail.

 **Andrea Rogers - Sales Department** (Agent) – 1/14/2019 4:32 PM
 SmarterMail Persian Translation

Hello,

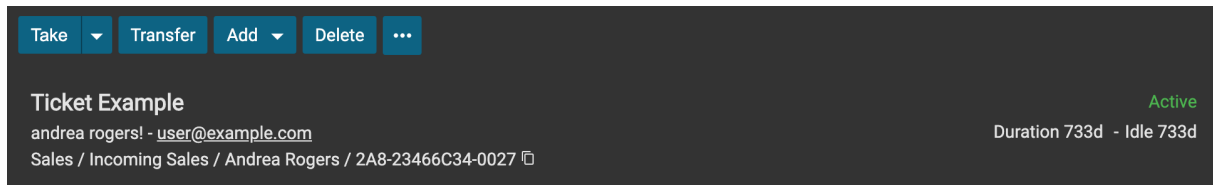
Your SmarterTools account has been modified. Please log in with ashkan.nasiri@live.com to review and/or update your account details: <https://www.smartertools.com/account#/settings>. I do also have an update today regarding some of your bug reports:

#2 - We have only on language in Persian and it's called Persian so there shouldn't be two Locale in "Supported Language".
 The developers reported that as far as language standards go, there is the non-localized Persian (fa) and Persian localized for Iran (fa-IR). Please note that you don't need to add support for Persian (Iran) if it does not suit your needs.

#3 - Default Language doesn't work. When we set it to any other language than English it won't take effect weather for Users point of view or Agents.
 Please note that the default language does not impact the end user's or agent's experience. The interface language users and agents will see is based on their account settings. For user's not logged in, the language

Header

As the name implies, the Header area displays pertinent information about an item, particularly tickets and live chats.



Icons

The Icons are the last piece of the interface that spans all pages in SmarterTrack.



From left to right, these icons are:

- Tickets
- Live Chat
- Call Logs
- Tasks
- Users / Organizations
- Knowledge Base
- Canned Replies
- News
- Reports
- Who's On
- Settings
- New

The icons on the far right include:

- Dashboards
- Notifications
- User Dropdown