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Customer Care Page Customization Options

With the April 1, 2021 release, Customer Superusers will have three options displaying the Customer Care page that can be accessed via Staff Dashboard > Support > Customer Care. The options are to:

1. Allow staff users to continue to access A-G Customer Support via the Customer Care page if that is your policy.
   - You do not need to make any changes.
   - Contact information will direct users to A-G Customer Support.

2. Customize the page to direct users to your support staff.
   - See pages 2-3 for instructions on how to customization the page.

3. Suppress the "Customer Care" link and page completely.
   - This option may be useful if you're already provided support pages or page links to your help desk.
   - See page 4 for Instructions on how to suppress the link to the Customer Care page.

IMPORTANT: If you are going to take advantage of either the ability to customize the page or to suppress it:
   - After making your changes, open a Help Desk ticket to request that the changes be pushed out to all of your libraries. Let us know where you were logged in when making the changes (e.g., logged into your base customer ID where the CID=LID).

The Customer Care page, linked via the Support menu, is show below.
   - The link opens the default page with information for the Auto-Graphics Customer Support information.
   - The numbered sections can be customized for your implementation.

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Customize the Customer Care page

To customize the Customer Care page to direct staff users to your support information:
- Go to UX Admin Settings > Pages > System Pages
- Click the Customer Care page in the new System Pages section:
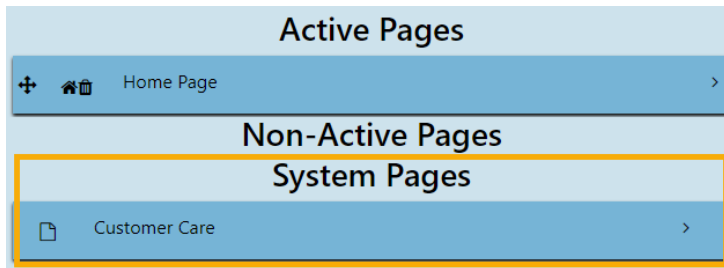
Click "Edit Component" to open the design sidebar, which will open as one panel with 5 sections that correspond to the numbered areas of the Customer Care page shown on page 1.
- Customize the individual sections as follows:

1. Customer Care Header

You can change the informational statement to one that reflects your support office, such as, "Our SHAREit Support Contact Information – email, call, or fill out the form below for help."

2. Customer Portal

If you do not have a customer portal for your help desk, uncheck the "Display customer portal details" box to suppress this section from the page.

If you do have a customer portal for your help desk, you can change the displayed text, link label, and then enter the URL for staff to go directly to your help desk.

3. Customer contact configuration

Phone Number

8008528686

Email Address Text

Email Us

Email Address

helpdesk@auto-graphics.com

Customer Contact Text

Call 8am-8pm(ET) Mon-Fri

4. Customer survey configuration

☑ Display customer survey details.

Customer Survey Text

Help Us Support You

Customer Survey Link Label

Customer Support Survey

Customer Survey Link

http://survey.constantcontact.com/survey,

5. Form Submit configuration

To email address on form submit

helpdesk@auto-graphics.com

Save and Close

3. Contact Information

Enter the phone number and email label and address for your support office.

The Customer Contact Text can be used to indicate your hours of operation or other pertinent information.

4. Customer survey

If you do not have a customer survey posted, uncheck the "Display customer survey details" box to suppress this section from the page.

If you do have a customer survey posted, you can change the displayed text, link label, and then enter the URL for staff to go directly to your survey.

5. Form submission

Change the email address for the form to be directed to your support desk rather than the A-G support desk.

➢ **Be sure to click "Save and Close" after making changes!**
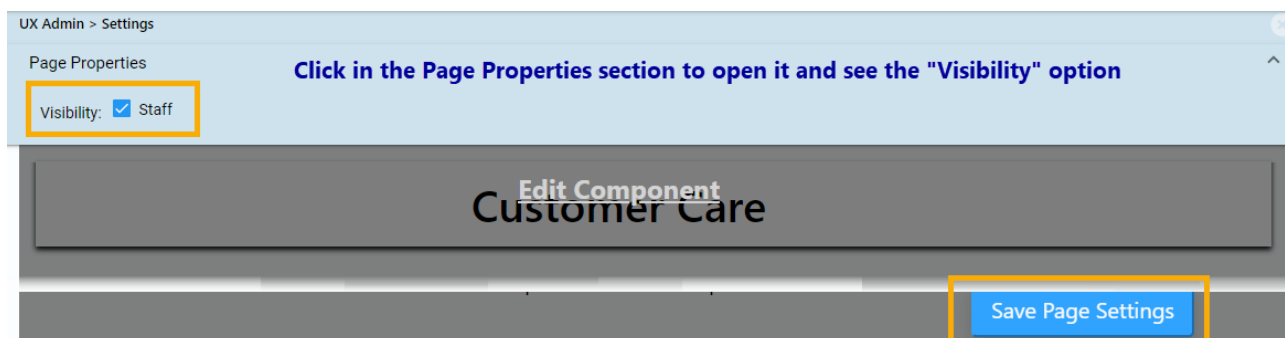
Suppress the "Customer Care" link and page

To completely suppress access to the "Customer Care" link and page:
- Go to UX Admin Settings > Pages > System Pages
- Click the Customer Care page in the new System Pages section:
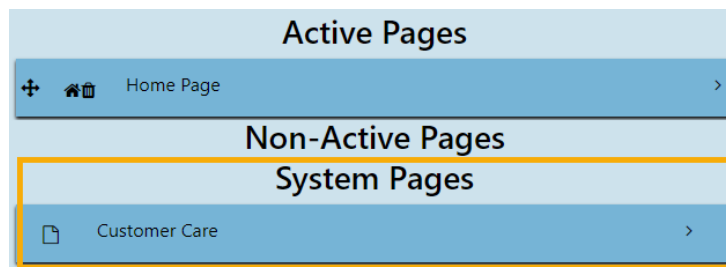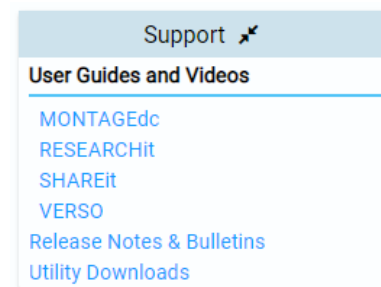

Click in the Page Properties section at the top of the page to open it.
- Uncheck the "Visibility" for Staff box, which is checked on by default
- Click "Save page Settings" in the lower right

The Customer Care link will no longer display in the Support menu.

To start displaying the Customer Care page again:
- Go to UX Admin Settings > Pages > System Pages
- Click the Customer Care page
- See instructions beginning on page 2 to customize the page as needed
- Open the Page Properties
- Check the "Visibility" for Staff box
- **Contact the A-G Help Desk to push out the change to all of your libraries to make it available for staff to access**