

Support desk & training

Slug: support | Category: support

Summary

Opt in as a support provider, train and qualify, pick tickets, and reply with text or voice. Scan QR for the same desk on mobile or full web chat; unlink phone from browser when finished.

Guide

1. Become a provider

- Opt in at registration or on your profile (support provider / human support)
- start training - quizzes and qualification; stop training exits
- Work is done in chat (web or mobile) - not by uploading files in backend forms

2. Desk commands (web or mobile)

- support desk - help for the desk
- my tickets - open tickets assigned to you
- next ticket - take the next one + AI instructions
- open ticket MSG / open ticket 106
- reply: your answer - text reply to the ticket owner only
- Hold mic for a voice reply while a ticket is open
- play ticket - hear the user's voice
- close ticket - resolve without extra reply

3. Scan QR - use support chat on mobile

Providers can work tickets on the phone with the same profile as the web desk.

- On a computer, sign in and open <https://businesssite.online/businesssite/support/profile>.
- That page shows your support status and a QR code to open the same chat desk on mobile.
- On the phone: install BusinessSite TA5/RC1 if needed, open chat, say scan qr or login to web, allow camera, and scan the QR on the support profile page.
- After link, run support desk / next ticket / reply: ? in the mobile app - replies still deliver only to the ticket owner as chat bubbles.

Users (and providers on public web) link the same way: keep homepage or chat QR open ? phone login to web ? browser opens full chat (not Demo Mode). Header Unlink phone disconnects the browser. See guide mobile.

4. Exit

Say stop / stop training / cancel to leave multi-step flows. On web: Unlink phone to delink.

Chat commands

support desk · my tickets · next ticket · reply: ? · start training · stop · scan qr · unlink phone (web)

Exit multi-step flows

Say STOP or CANCEL or EXIT at any time. Say CONTINUE to stay in the current wizard.

How-to videos

Homepage reel: <https://businesssite.online/businesssite#how-to-register>

Chat: say "how-to videos" or "guide support"