

**shoper9**

**Tally**

**POWER OF SIMPLICITY**

**Support Centre through Tally.ERP 9**

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# Support Centre

## Introduction to the Support Centre

Shoper users are now provided with a new support mechanism known as Support Centre through Tally.ERP 9; this will enable them to directly post queries on the functional and technical aspects of all Tally products.

The Support Centre will display all the queries reported through different modes by the user i.e., posted using support centre, e-mail, telephone, etc.

## Support Centre Features

**Quick help and support:** The Support Centre makes it easy and convenient to reach out to the system, which includes Tally Support and the Tally Service Partner, for help and support on any product, at the click of a button.

**Access solutions to your problems any time:** Response to the queries are instantly updated in the support centre, the user can access and implement solution at his convenience, any time.

**Avoid repeated explanations:** The availability of information on issues, interactions and resolutions, to the entire Tally Support Team, including the Tally Service Partners dramatically reduces the need for repeated explanations on issues/support queries and thereby ensures quality help and support.

**Track your issues on a real-time basis:** The user can track the status of your queries including the complete chain of interactions, irrespective of the mode of communication. Say a query is posted from the Support Centre within Tally. ERP 9 and then interacted over the phone, the user will be able to see both the interactions.

**Access issues of any Location/Site:** In case of a Multi-site License, the user can view the details pertaining to issues of any location /site, from any site.

**Reach out to your nearest Service Partner instantly:** The user can search for a service partner and send queries directly to the partner.

**Access your Support Centre remotely from any Tally.ERP 9:** As an authorised Tally.NET user, the Support Centre feature can be accessed remotely from any machine having Tally.ERP 9 in the activated or educational mode.

## Accessing the Support Centre

The Support Centre can be accessed using the menu option **Help > Support Centre** from Shoper 9.

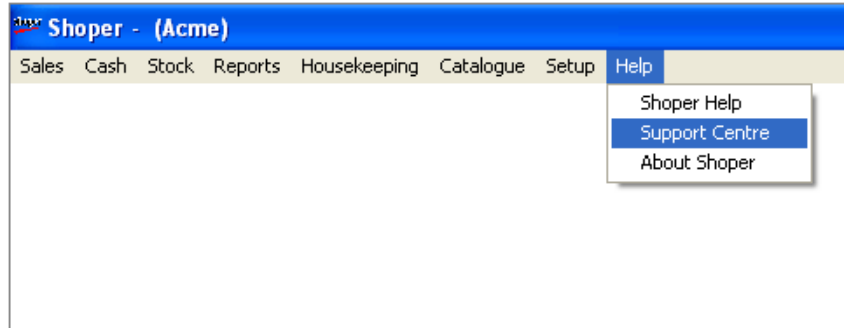


Figure 1. Shoper Menu

To make access to support centre easy and affordable, an evaluation exe of Tally.ERP 9 has been included with Shoper 9 and can be accessed using the menu option.

The Tally.ERP 9 evaluation copy installed during Shoper 9 installation opens the support centre login screen.

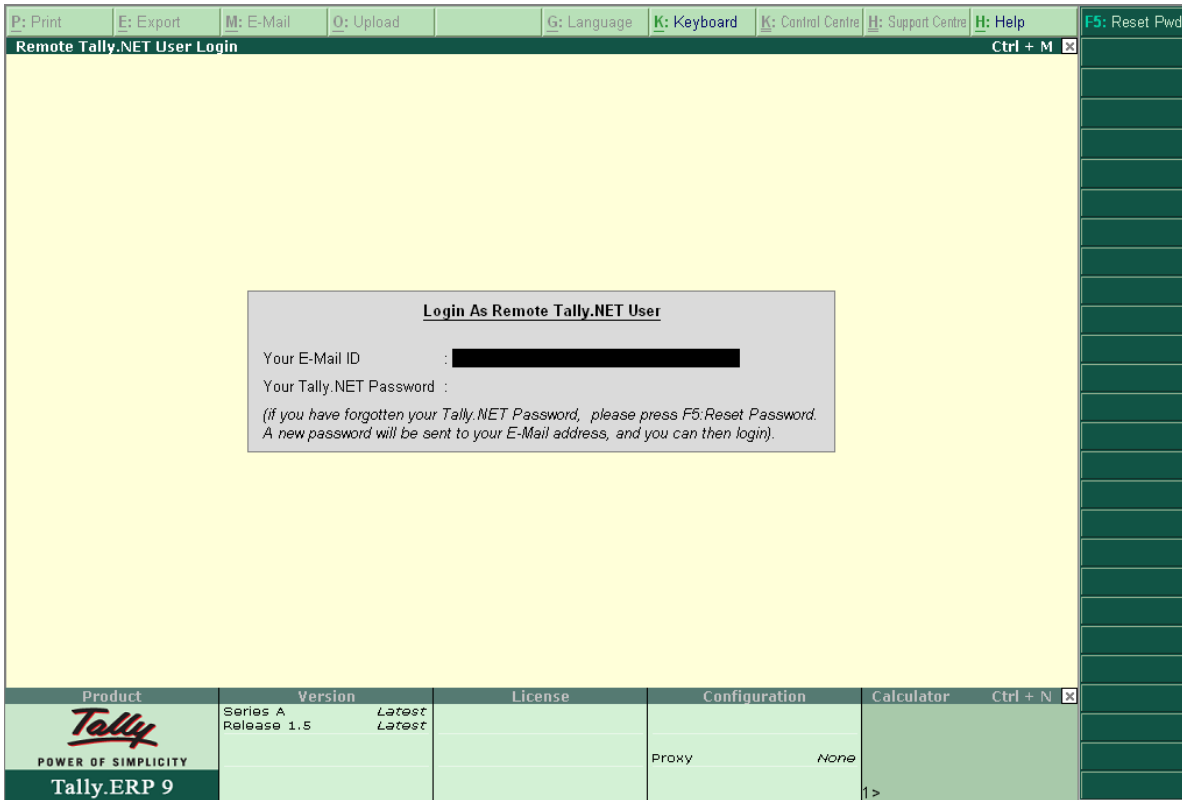


Figure 2. Support Centre with Shoper Account ID

The user can enter the Shoper Account ID (or Tally.Net ID) and password in the respective fields to access the Support Centre.

Since Tally.ERP 9 is in evaluation mode, no license details are displayed in the information bar. To logout of Support Centre, press **Esc** key, the application will close completely.

### Using Licensed Tally.ERP 9

Shoper 9 users, who have a licensed version of Tally.ERP 9 installed on the same network, have the option to use their Tally.ERP 9 to access the Support Centre from Shoper 9.

Configure the **Support.ini** file available in the Shoper 9 application folder. Edit the file and enter the path of the directory where Tally.ERP 9 is installed against **TallyAppPath** and save the file.

With the new configuration of the Support.ini file, open Support Centre from Shoper 9 menu option.

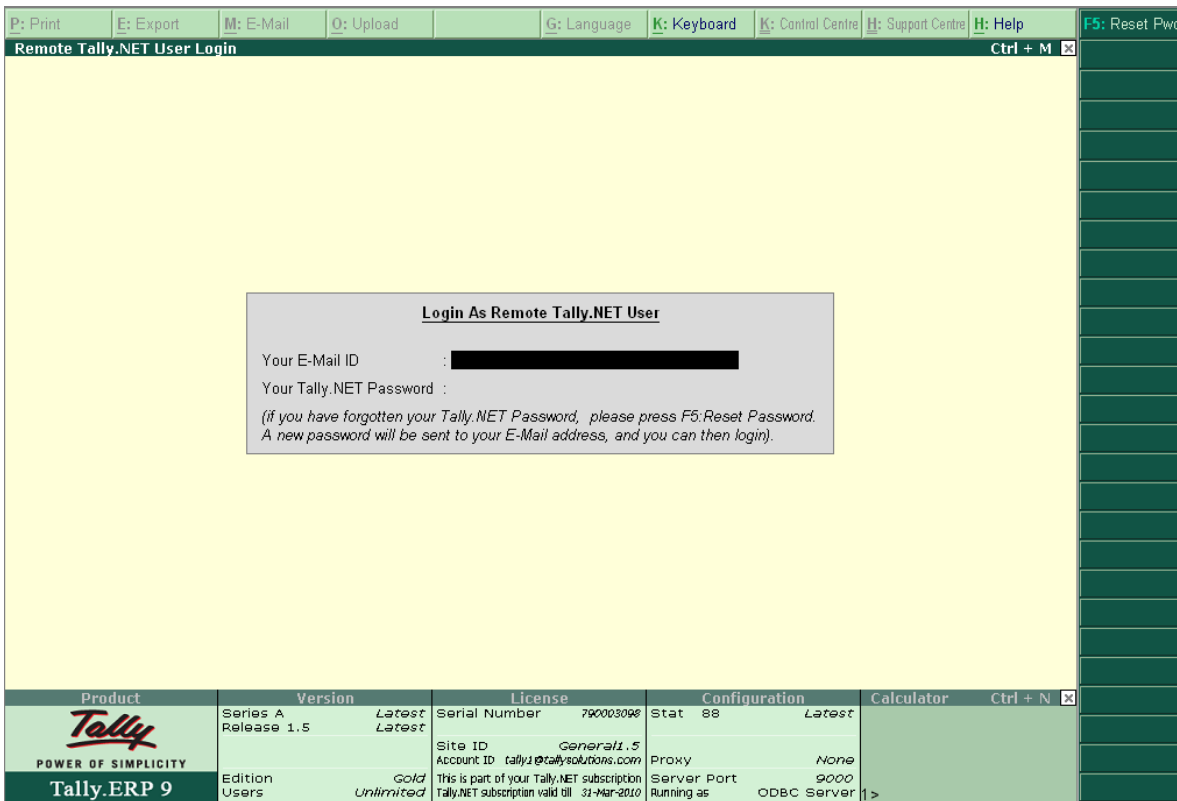


Figure 3. Support Centre Login screen

The licensed Tally.ERP 9 is opened and the Support Centre login screen is displayed. The user can enter the Shoper Account Id (Tally.net user id) and password in the respective fields to access the Support centre for the Shoper 9 Account ID.

The details of Tally.ERP 9 license are displayed in the information bar of Support Centre login screen. To logout of Support Centre press **Esc** key, Tally.ERP 9 will revert to company info screen and user may continue to use Tally.ERP 9 for regular usage.

### Remote Access

Access Support Centre from any other machine where Tally.ERP 9 has been installed and activated or is in the Educational mode.

To login to the Support Centre from a remote location:

1. Go to **Company Info** menu or **Gateway of Tally > Support Centre**
2. Click **L: Login** option in the buttons toolbar or press **Alt + L** from the Support Centre screen.

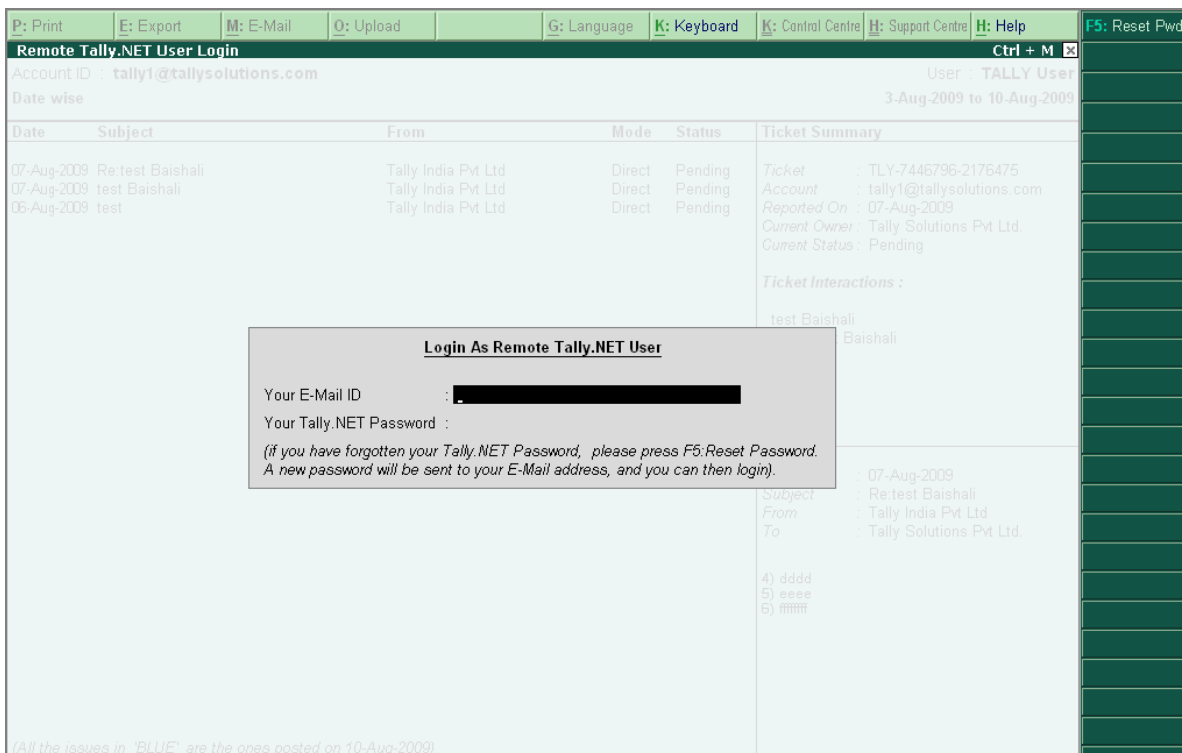


Figure 4. Login as Remote Tally.NET User

3. In the Remote Tally.Net User Login screen, enter the **E-mail ID** (Tally.Net ID/Account ID) and **Tally.NET Password** in the field provided.

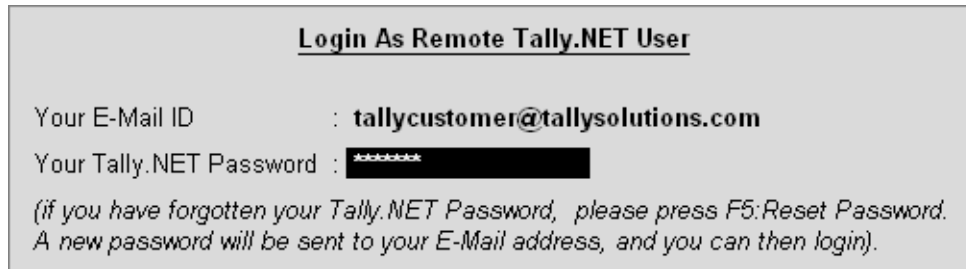


Figure 5. Login your E-Mail ID and Password

4. Press **Enter**.

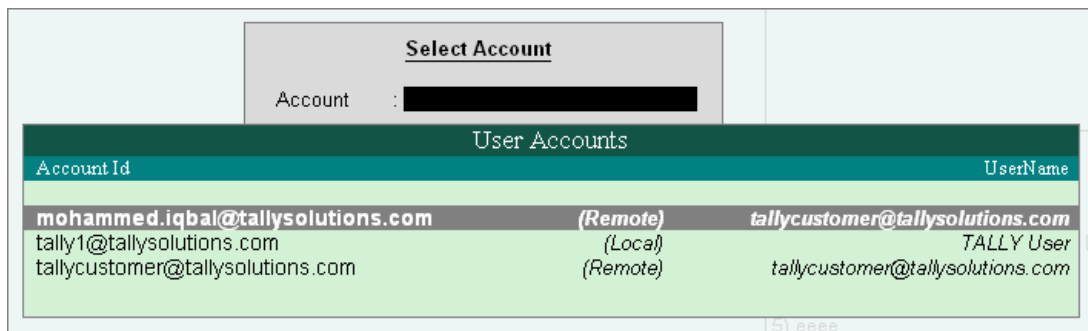


Figure 6. Select Account option

5. The **Select Account** option along with the list of **User Accounts** is displayed when the given E-mail ID is linked to a **Single** or **Multiple** Accounts. Select the required User Account and press **Enter**.

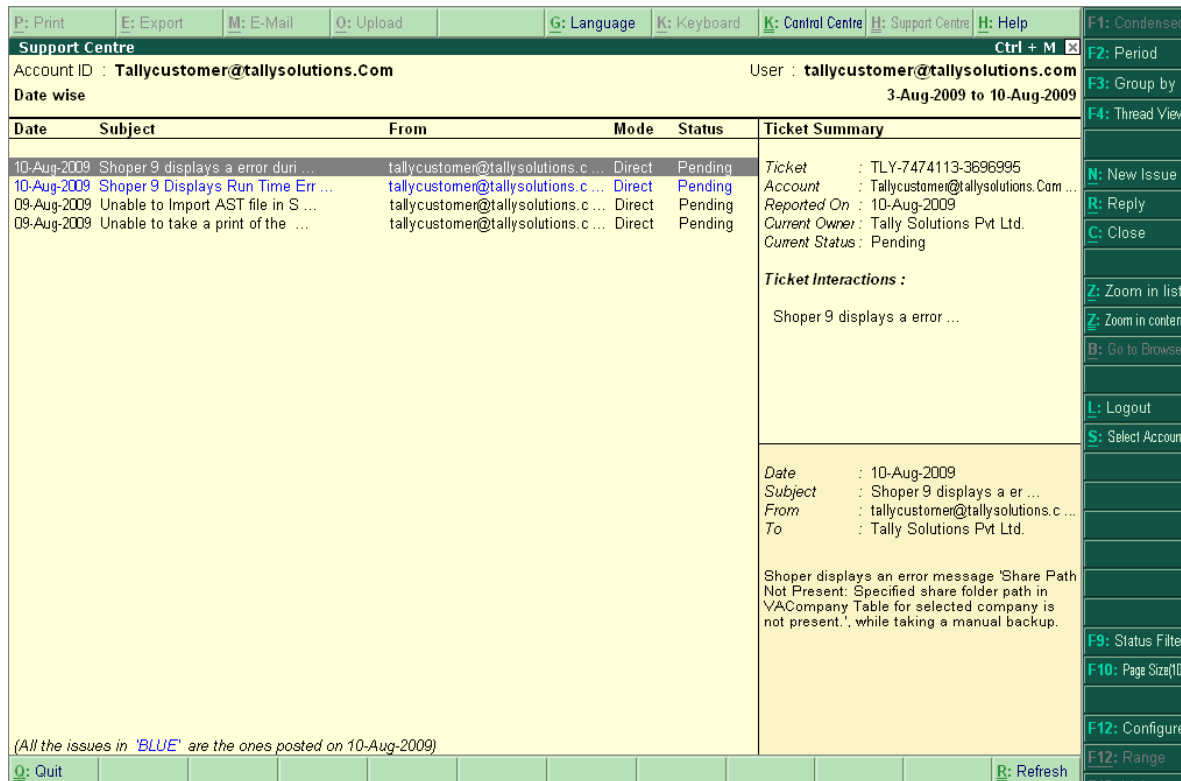


Figure 7. Support Centre remotely accessed

6. Click **L: Logout** or press **Alt + L**, to logout from the Support Centre.

- ❑ In case the user has logged in to the Support Centre from the **Gateway of Tally**, i.e., after having selected a company using the 'User Name and Password', the Support Centre will display the 'User name' on the top right of the screen, as shown in the image.
- ❑ In case the user has logged in to the Support Centre from the **Company Info** menu, the User name will **not** be displayed in the top right part of the screen.
- ❑ Issues posted on the current date are in **Blue**.
- ❑ The Support Centre for a newly activated Shoper 9 licenses will display a blank screen.
- ❑ Using **Alt + L**, the user can toggle between **Login/ Logout**.
- ❑ In case the user forgets Tally.NET Password, click on **F5: Reset Password** or press **F5**. The new password will be sent to the given E-mail address.

### Select Account [Alt + S]

In case, the given ID (user name) is linked to **multiple accounts**, using this option, the user can select the required account from the list of **User Accounts**.

To Select the account, from the remotely **logged in** Support Centre screen:

1. Click **S: Select Account** provided in the buttons toolbar or press **Alt + S** from the Support Centre screen.

The **Select Account** option along with the list of **User Accounts** is displayed, with all the accounts to which the given E-mail ID is linked.

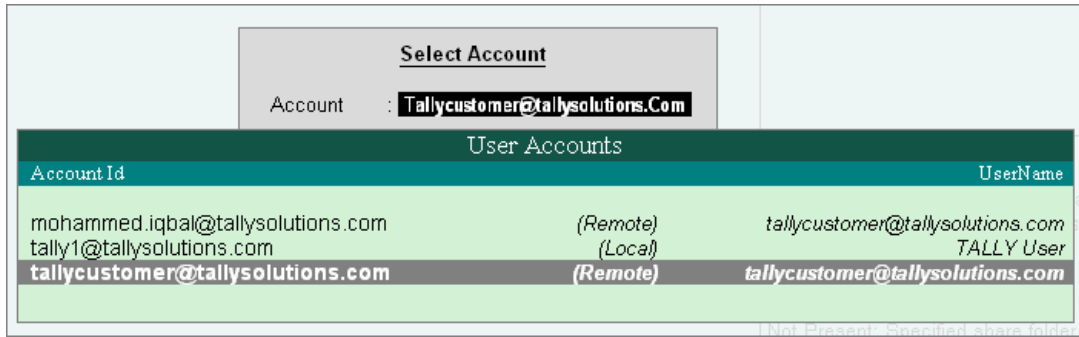


Figure 8. Select Account

2. Select the required User Account.
3. Press **Enter** to view the selected User Account.

## Support Centre Display

By default, the Support Centre screen will list the queries raised for the **last 7 days**.

- Go to **Company Info** menu or **Gateway of Tally > Support Centre [Ctrl + H]**

Date	Subject	From	Mode	Status	Ticket Summary
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin Kreations Pvt Ltd	Email	Pending	<p><b>Ticket Summary</b></p> <p>Ticket : TLY-7474042-7145097            Account : Tallycustomer@tallysolutions.Com ...            Reported On : 10-Aug-2009            Current Owner : Tally Solutions Pvt Ltd.            Current Status : Pending</p> <p><b>Ticket Interactions :</b></p> <p>Unable to take a print of ...            Re:Unable to take a print ...            Re:Unable to take a print ...</p> <hr/> <p>Date : 11-Aug-2009            Subject : Re:Unable to take a pr ...            From : Daxshin Kreations Pvt Ltd            To : Tally Solutions Pvt Ltd.</p> <p>Dear Team</p>
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd	Email	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c ...	Direct	Closed	

(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)

Figure 9. Support Centre Screen

- ❑ Issues posted on the current date are in **Blue**.
- ❑ Click on **R: Refresh** button or press **Ctrl + R** to refresh the query list, as required.

The Support Centre screen displays the following information:

**Query List:** The default setting of the page is set to display 10 queries. Click on the link 'There are 10 rows more, show next 10 rows' to view the next 10 queries. Once the next 10 queries are displayed, the option '10 more, show previous 10 rows' gets displayed on top of the list.

**Ticket Summary:** The Ticket Summary column includes:

- ❑ The **Ticket** number.
- ❑ The **Account** ID of the user.
- ❑ The **Reported On** date.

- The **Current Owner** of the query.
- The **Current Status** (Pending/ Closed).
- The **Ticket Interactions** will display the subject of the query.

The second part of the Ticket Summary displays:

- The **Date** of the query.
- The **Subject** of the query.
- The query received **From** name.
- The query sent **To** name.
- The **Description** of the query.

The user can also view the content in an enlarged mode, i.e., in a **zoom in content** mode. This mode displays a magnified view of the Ticket Summary.

To view the query/ issue horizontally:

- Highlight the required query/ issue from the list of queries and press **Enter**.



Figure 10. Zoom in Mode

- Click **B: Go to Browser** to display the query in a browser window.

□ *A topic on Browse Issue is discussed separately*

## Adding a New Issue/ Query

The user can post a query for any support required on the functional and technical aspects of all Tally products.

To add a New Issue/ Query:

- Go to **Company Info** menu or **Gateway of Tally > Support Centre**
- Click **N: New Issue** provided in the buttons toolbar or press **Alt + N** from the Support Centre.
- In the **Post Your Support Query** form displayed, fill in the details in the fields provided:

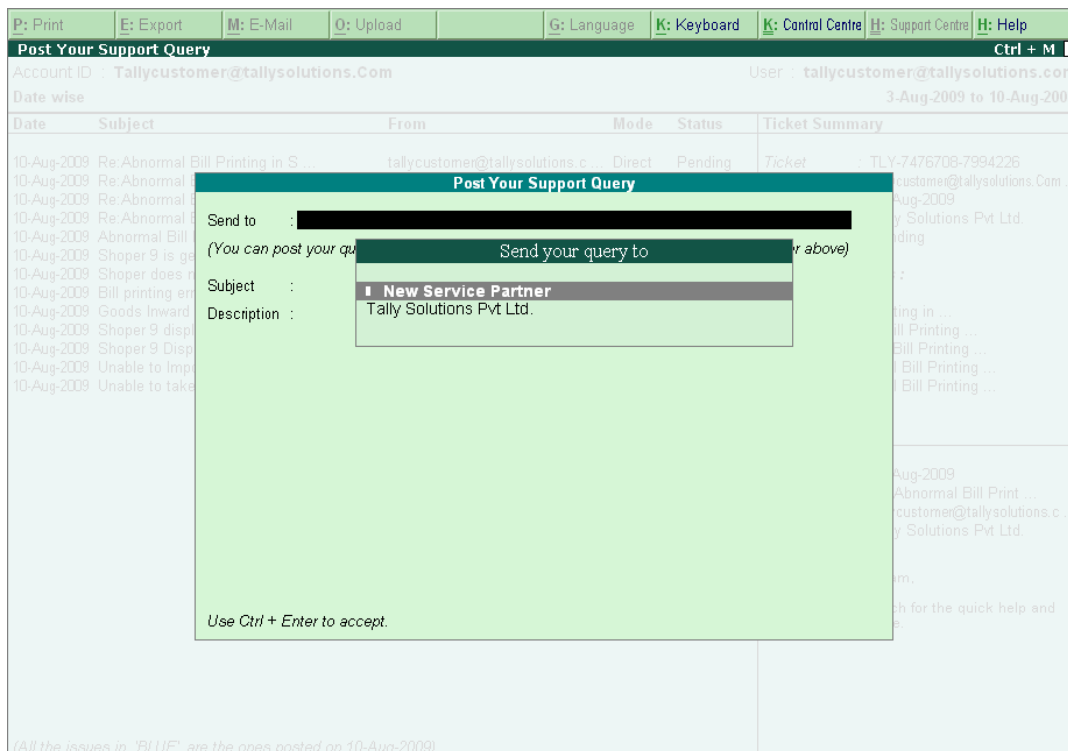


Figure 11. Post Your Support Query form

- Send to:** Select a **New Service Partner** or **Tally Solutions Pvt Ltd.** in this field. The Service Partner could be the one from whom the user has procured Shoper 9 software or the one with whom he has entered into a service contract.

In case the user selects a **New Service Partner**, the recipient of the query/ issue will be a Service Partner. In case **Tally Solutions Pvt Ltd.** is selected, the recipient of the query/ issue will be the Tally Support (Customer Support Centre of Tally).

To choose a Service Partner, select **New Service Partner** from the **Send your query to** list.

The **Partner Search** screen is displayed. The **Searching Methods** list provides options to search by Name or Location of the partner.

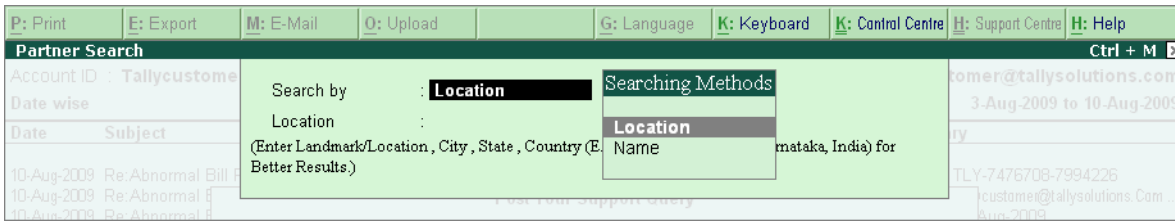


Figure 12. Enter Partner Account ID/ Name

Select the required **Searching Methods** option, enter the search criteria and press **Enter**. Support Centre will display a list of partners matching the given search criteria.

*In case of Remote Login, the **Send to** field will also display the E-mail address of the account into which the user has logged in, under the **Send your query to** list.*

In case, **Tally Solutions Pvt. Ltd.** is selected in the field **Send to**, the **Post Your Support Query** form will be displayed as shown:

**Post Your Support Query**

Send to : Tally Solutions Pvt Ltd.  
*(You can post your queries to the nearest service partner by specifying a service partner above)*

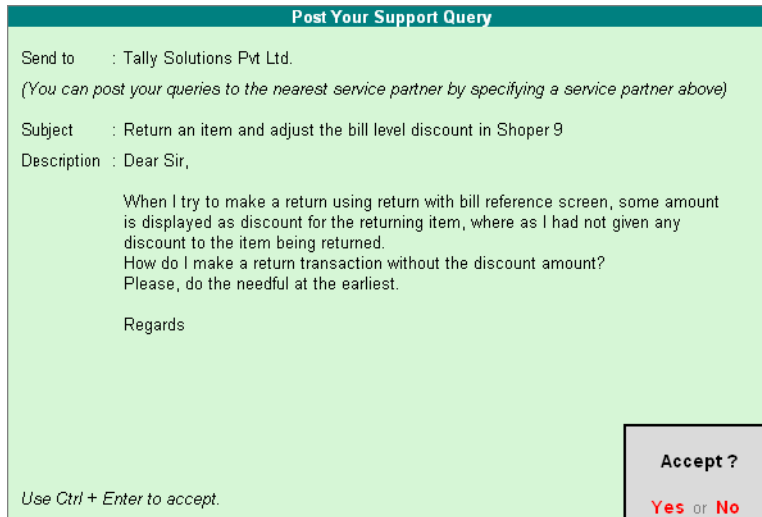
Subject : XXXXXXXXXX

Description :

Use Ctrl + Enter to accept.

Figure 13. Post Your Query form

5. **Subject:** Type the subject of query raised and press **Enter** or click **A: Accept**, to go to the next field.
6. **Description:** Type the query description and press **Enter** or click **A: Accept**.



**Post Your Support Query**

Send to : Tally Solutions Pvt Ltd.  
*(You can post your queries to the nearest service partner by specifying a service partner above)*

Subject : Return an item and adjust the bill level discount in Shoper 9

Description : Dear Sir,

When I try to make a return using return with bill reference screen, some amount is displayed as discount for the returning item, where as I had not given any discount to the item being returned.  
How do I make a return transaction without the discount amount?  
Please, do the needful at the earliest.

Regards

Use Ctrl + Enter to accept.

**Accept?**  
Yes or No

Figure 14. Post Your Support Query confirmation screen

7. Send the query by pressing **Accept? Yes or No**

The New query will be updated in the Support Centre query list, as shown:

Date	Subject	From	Mode	Status	Ticket Summary
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c...	Direct	Pending	<p><i>(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)</i></p> <p><b>Ticket Summary:</b>            Ticket : TLY-7477983-1715413            Account : Tallycustomer@tallysolutions.Com ...            Reported On : 10-Aug-2009            Current Owner : Tally Solutions Pvt Ltd.            Current Status : Pending</p> <p><b>Ticket Interactions :</b>            Return an item and adjust ...</p> <p><b>Date :</b> 10-Aug-2009  <b>Subject :</b> Return an item and adj ...  <b>From :</b> tallycustomer@tallysolutions.c ...  <b>To :</b> Tally Solutions Pvt Ltd.</p> <p>Dear Sir,</p> <p>When I try to make a return using return with bill reference screen, some amount is displayed as discount for the returning item, where as I had not given any discount to the item being returned.            How do I make a return transaction without the discount amount?            Please, do the needful at the earliest.</p> <p>Regards</p>
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c...	Direct	Pending	
09-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c...	Direct	Pending	
09-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c...	Direct	Pending	

Figure 15. Updated Query List

*In the process of sending a **New Query** subsequently, the **Send to** field provided in the **Post Your Support Query** form will list the partners chosen earlier in the **Send your query to** list.*

## Reply to an Issue/ Query

The user can click **Reply**, to seek further clarifications/ information required on the response received from the Customer Centre of Tally or a Service Partner for the query raised. The user can also forward any of the mails, with the status mentioned Pending or Closed by selecting the required query from the list.

To reply to a query:

1. Go to **Company Info** menu or **Gateway of Tally > Support Centre**
2. Select the query that needs to be replied/ forwarded

3. Click **R: Reply** provided in the buttons toolbar or press **Alt + R** using the Keyboard from the Support Centre screen.

The **Post Your Response** window is displayed as shown.

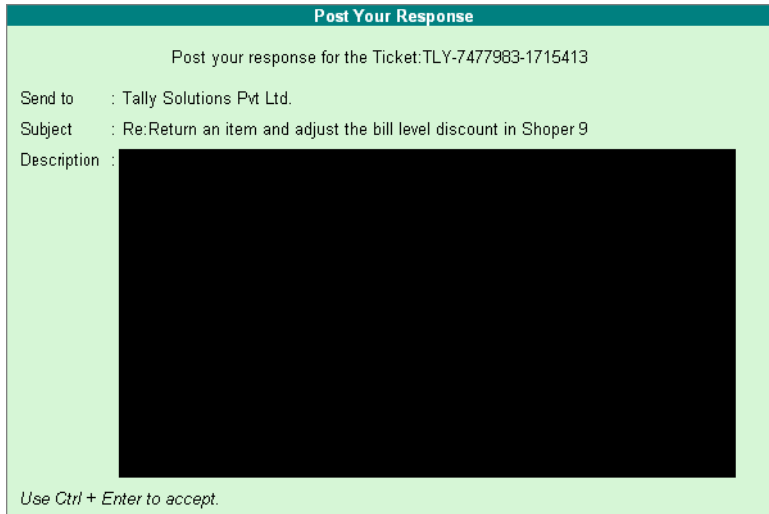


Figure 16. Post Your Response Form

4. **Description:** Type the query description to post your response, in the field provided.
5. Send the query by pressing **Accept? Yes or No**

The **Reply** mail will be updated in the Support Centre **query list**, as shown.

The screenshot displays the Tally Support Centre interface. At the top, there are menu options: P: Print, E: Export, M: E-Mail, O: Upload, G: Language, K: Keyboard, K: Control Centre, H: Support Centre, H: Help. Below this, the account information is shown: Account ID : Tallycustomer@tallysolutions.Com, User : tallycustomer@tallysolutions.com, and the date range 3-Aug-2009 to 10-Aug-2009. The main area is a table with columns: Date, Subject, From, Mode, Status, and Ticket Summary. The table lists several queries from 10-Aug-2009, all with a status of 'Pending'. The 'Ticket Summary' column for the selected query shows details like Ticket number (TLY-7477983-1715413), Account, Reported On date, Current Owner, and Current Status. Below the summary, there are 'Ticket Interactions' which include a reply from Tally Solutions Pvt Ltd. The reply text reads: 'Dear Sir, Thank you for the quick and prompt solution for our query.' At the bottom of the interface, there are buttons for Q: Quit and R: Refresh, along with a keyboard shortcut Ctrl + N.

Figure 17. Query List with User Response

The user can view the reply along with the query, as it is linked to the ticket number of the query raised. This can be viewed by selecting the subject under **Ticket Interactions** in the main screen of Support Centre, and also through the options **Thread View**, **Zoom in Content** or **Go to Browser**.

- ❑ *The **ticket number** of the query/ issue to which a reply has been posted, will automatically be displayed on top of the form, as shown in the image.*
- ❑ *When the **Reply** button is pressed, the cursor will blink at the **Description** field automatically in the **Post Your Response** form.*
- ❑ *The **Send to** and **Subject** fields will automatically be pre-filled with the recipient address and the subject, respectively. The user may change the same by pressing back-space if required.*
- ❑ *The user may also select the required **Subject** under **Ticket Interactions** available in the **Zoom Out Content** mode (default query list) or in the **Zoom in Content** mode and press **Enter**, to **Reply**.*

## Close an Issue/ Query

The user can Close the issues once the response to a query is received from the Customer Centre of Tally or a Service Partner, or if the issue has been resolved. Any pending issue can be closed by the user as and when he wants.

To close an Issue:

1. Go to **Company Info** menu or **Gateway of Tally > Support Centre**
2. Select the **Pending** query that needs to be closed.

The screenshot shows the Tally Support Centre interface. At the top, there are menu options: P: Print, E: Export, M: E-Mail, O: Upload, G: Language, K: Keyboard, K: Control Centre, H: Support Centre, H: Help. Below this is the 'Support Centre' header with 'Account ID : Tallycustomer@tallysolutions.Com' and 'User : tallycustomer@tallysolutions.com'. The date range is '3-Aug-2009 to 10-Aug-2009'. A table lists various issues with columns for Date, Subject, From, Mode, Status, and Ticket Summary. The status 'Pending' is highlighted in blue for several rows. On the right side, there is a toolbar with buttons like F1: Condensed, F2: Period, F3: Group by, F4: Thread View, N: New Issue, R: Reply, C: Close, Z: Zoom in list, Z: Zoom in content, B: Go to Browser, L: Logout, S: Select Account, F9: Status Filter, F10: Page Size(50), F12: Configure, F12: Range, and F12: Refresh.

Date	Subject	From	Mode	Status	Ticket Summary
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	<p><i>Ticket</i> : TLY-7476708-7994226  <i>Account</i> : Tallycustomer@tallysolutions.Com ...  <i>Reported On</i> : 10-Aug-2009  <i>Current Owner</i> : Tally Solutions Pvt Ltd.  <i>Current Status</i> : Pending</p> <p><i>Ticket Interactions :</i></p> <p>Abnormal Bill Printing in ...  Re:Abnormal Bill Printing ...  Re:Abnormal Bill Printing ...  Re:Abnormal Bill Printing ...</p> <p><i>Date</i> : 10-Aug-2009  <i>Subject</i> : Re:Abnormal Bill Print ...  <i>From</i> : tallycustomer@tallysolutions.c ...  <i>To</i> : Tally Solutions Pvt Ltd.</p> <p>Shoper Support Team,  Thank you very much for the quick help and support on the issue.</p>
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
09-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
09-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	

(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)

Figure 18. Selecting an issue row to Close

3. Click on **C: Close** provided in the buttons toolbar, or press **Alt + C** from the Support Centre screen.

The Status of the query will change to **Closed**, as shown:

Date	Subject	From	Mode	Status	Ticket Summary
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	<p><b>Ticket Interactions :</b></p> <p>Abnormal Bill Printing in ...            Re:Abnormal Bill Printing ...            Re:Abnormal Bill Printing ...            Re:Abnormal Bill Printing ...            Re:Abnormal Bill Printing ...</p> <hr/> <p>Date : 10-Aug-2009            Subject : Abnormal Bill Printing ...            From : tallycustomer@tallysolutions.c ...            To : Tally Solutions Pvt Ltd.</p> <p>Issues with bill printing: some bills are not printed or same bill is printed twice or half a bill is printed when bills are simultaneously printed from different machines.</p>
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
09-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
09-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
07-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed	
07-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Customer Company	Direct	Closed	
03-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed	
03-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Tally Solutions Pvt Ltd.	Direct	Closed	

(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)

Figure 19. Issue Closed

- ❑ *The **Close** button in the buttons toolbar will be active only for the **Pending** issues.*
- ❑ *The user has to change the **Status** of an interaction for a query to **Close**, if the user is satisfied with the response received.*
- ❑ *When an issue with **Status** as **Pending** is **closed**, the other issues which are linked to the same ticket number also get closed automatically.*

## Other Functions

- Go to Company Info menu or Gateway of Tally > Support Centre

### Detailed/ Condensed

- Go to **Company Info** menu or **Gateway of Tally > Support Centre > F1: Detailed/ Condensed**

The user can opt to view the queries in Detailed or Condensed mode. This button will be active only when **Status wise** or **Site wise** (F3: Group by > Status/ Site) list is selected.

The **Detailed Status wise** report displays a **list** of queries based on the **Status** (All/ Pending/ Closed) opted, as shown:

Date	Subject	From	Mode	Status	Ticket Summary
<b>Pending (13/13)</b>					
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin Kreations Pvt Ltd	Email	Pending	<i>Ticket</i> : <i>Account</i> : <i>Reported On</i> : <i>Current Owner</i> : <i>Current Status</i> :  <i>Ticket Interactions</i> :
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd.	Email	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
<b>Closed (2/7)</b>					
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	<i>Date</i> : <i>Subject</i> : <i>From</i> : <i>To</i> :
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
5 rows more, show next 5 rows					
(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)					

Figure 20. Status wise Detailed list view

The **Condensed Status wise** report displays only the **count** of queries based on the **Status** (All/ Pending/ Closed) opted, as shown:

Figure 21. Status wise Condensed view

*Use the **F1** button to toggle between **Detailed** and **Condensed** view.*

## Period

- Go to **Company Info** menu or **Gateway of Tally > Support Centre > F2: Period**

The user can opt to view the query list for a particular period. By default, the query listing is set to the last 7 days. To change the period, press the button **F2: Period** provided in the buttons toolbar, or press **F2** from the Support Centre screen.

The user may type the number of Days/ Weeks/ Months/ Years in the **Default Period** field provided. For instance: 15 Days, 1 Month, 2 Months and so on.

Change Period	
Default Period	: <b>7 Days</b>
<i>(Enter period in Days/ Weeks/ Months/ Years)</i>	
From	: <b>3-8-2009</b>
To	: <b>10-8-2009</b>

Figure 22. Selecting Period

### Group by

- Go to Company Info menu or Gateway of Tally > Support Centre > F3: Group by

This option allows the user to view the query list based on Groups. The options available under **Group by** are **Date**, **Site** and **Status** wise. The user can set the **Default Grouping** using this option.

Click on **F3: Group by** provided at the buttons toolbar or press the function key **F3**, to select the Group by option.

Configuration	Default Grouping
Group by : <b>Date</b>	<b>Date</b>
	Site
	Status

Figure 23. Group by option

### Group by Date

Using this option the user can view date wise list of queries. Issues for the latest date are on the top followed by the issues from earlier dates.

### Group by Site

This option allows the user to view the query list on the basis of the **Site/ Location**, i.e., the issues sent and received at different **Sites** belonging to the same or different Serial Numbers, under a single account.

Date	Subject	From	Mode	Status	Ticket Summary
<b>Primary (13/13)</b>					
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin Kreations Pvt Ltd	Email	Pending	<i>Ticket :</i> <i>Account :</i> <i>Reported On :</i> <i>Current Owner :</i> <i>Current Status :</i>  <i>Ticket Interactions :</i>
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd.	Email	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error dur ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
<b>Bangalore RO (2/7)</b>					
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	<i>Date :</i> <i>Subject :</i> <i>From :</i> <i>To :</i>
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
5 rows more, show next 5 rows					
(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)					

Figure 24. Site wise Detailed Query List

- Click **F1: Condensed** to display the **Site wise** query list in **Condensed** mode as shown:

Date	Subject	From	Mode	Status	Ticket Summary
<b>Primary (13)</b>					<i>Ticket</i> : <i>Account</i> : <i>Reported On</i> : <i>Current Owner</i> : <i>Current Status</i> :  <i>Ticket Interactions</i> :   <i>Date</i> : <i>Subject</i> : <i>From</i> : <i>To</i> :
<b>Bangalore RO (7)</b>					
<small>(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)</small>					

Figure 25. Site wise Condensed Query List

*The option **Site** located under **Default Grouping** will not be listed for **Single Site** users.*

**Group by Status**

This option allows the user to view the query list based on the **Status**.

Support Centre						Ctrl + M
Account ID : Tallycustomer@tallysolutions.Com				User : tallycustomer@tallysolutions.com		
Status wise				3-Aug-2009 to 10-Aug-2009		
Date	Subject	From	Mode	Status	Ticket Summary	
<b>Pending (11/11)</b>						<p><i>Ticket</i> : TLY-7477983-1715413  <i>Account</i> : Tallycustomer@tallysolutions.Com ...  <i>Reported On</i> : 10-Aug-2009  <i>Current Owner</i> : Tally Solutions Pvt Ltd.  <i>Current Status</i> : Pending</p> <p><b>Ticket Interactions :</b></p> <p>Return an item and adjust ...            Re:Return an item and adj ...            Re:Return an item and adj ...</p> <hr/> <p><i>Date</i> : 10-Aug-2009  <i>Subject</i> : Re:Return an item and ...  <i>From</i> : tallycustomer@tallysolutions.c ...  <i>To</i> : Tally Solutions Pvt Ltd.</p> <p>Dear Sir,</p> <p>Thank you for the quick and prompt solution for our query.</p>
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending		
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
<b>Closed (9/9)</b>						
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
07-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed		
07-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Customer Company	Direct	Closed		
03-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed		
03-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Tally Solutions Pvt Ltd.	Direct	Closed		

(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)

Figure 26. Status wise Query List

The query list can further be viewed on the basis of the Status selected using the **F9: Status Filter** option.

### List/ Thread View

- Go to **Company Info menu or Gateway of Tally > Support Centre > F4: Thread View/ List View**

The Support queries can be viewed, either in the **List View** mode or in the **Thread View** mode.

Click on **F4: Thread View/ List View** provided in the buttons toolbar or press the function key **F4**.

### List View

List View displays the queries individually in a detailed mode, as shown:

Support Centre						Ctrl + M
Account ID : Tallycustomer@tallysolutions.com			User : tallycustomer@tallysolutions.com			F2: Period
Date wise			4-Aug-2009 to 11-Aug-2009			F3: Group by
Date	Subject	From	Mode	Status	Ticket Summary	F4: Thread View
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin Kreations Pvt Ltd	Email	Pending	<b>Ticket Summary</b> Ticket : TLY-7474042-7145097 Account : Tallycustomer@tallysolutions.Com ... Reported On : 10-Aug-2009 Current Owner : Tally Solutions Pvt Ltd. Current Status : Pending  <b>Ticket Interactions :</b>  Unable to take a print of ... Re:Unable to take a print ... Re:Unable to take a print ...  Date : 11-Aug-2009 Subject : Re:Unable to take a pr ... From : Daxshin Kreations Pvt Ltd To : Tally Solutions Pvt Ltd.  Dear Team	N: New Issue
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd.	Email	Pending		R: Reply
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending		C: Close
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending		Z: Zoom in list
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending		Z: Zoom in content
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed		B: Go to Browser
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		L: Logout
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed		S: Select Account
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending		F9: Status Filter
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending		F10: Page Size(20)
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending		F12: Configure
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
07-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed		
07-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Customer Company	Direct	Closed		

(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)

Figure 27. Queries in List View mode

### Thread View

Thread View displays the entire chain of interaction, i.e., the query and the response based on the options selected in the Group by screen.

Support Centre					Ctrl + M
Account ID : Tallycustomer@tallysolutions.Com			User : tallycustomer@tallysolutions.com		
Date wise			4-Aug-2009 to 11-Aug-2009		
Date	Subject	From	Mode	Status	Ticket Summary
11-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c...	Direct	Pending	Ticket : TLY-7474042-7145097 Account : Tallycustomer@tallysolutions.Com ... Reported On : 10-Aug-2009 Current Owner : Tally Solutions Pvt Ltd. Current Status : Pending
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd.	Email	Pending	
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin Kreations Pvt Ltd	Email	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c...	Direct	Pending	Date : 10-Aug-2009 Subject : Unable to take a print ... From : tallycustomer@tallysolutions.c ... To : Tally Solutions Pvt Ltd.  On having changed my printer to HP Laserjet 1022, it is difficult to take a print of the 'Audit Trial' in the 'Goods Outwards', since Shoper immediately displays the following message: Message: An action cannot be completed because a 'Printer component' is not responding. Choose 'Switch To' to activate the component and correct the problem.
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Closed	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c...	Direct	Pending	
07-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed	
07-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Customer Company	Direct	Closed	

(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)

Figure 28. Queries in Thread View mode

Say, for instance, a Tally Expert, replies to a new query raised by the user and he continues the interaction by further replying to the response. In such cases, the user will be able to see the entire chain of the interaction along with the links between each query, as shown in the image. In other words, the queries linked to the same ticket number can be viewed in the Thread View mode.

*The user can use the F4 button to toggle between Thread View/ List View.*

### Zoom In/ Zoom Out List

- Go to **Company Info menu or Gateway of Tally > Support Centre > Z: Zoom In List/ Zoom Out List [Alt + Z]**

This option allows the user to view query list with other column details, in an enlarged mode.

### Zoom In List

To view in an enlarged mode, press the button **Z: Zoom in list** provided in the buttons toolbar or press **Alt + Z**. The Support Centre screen is displayed as shown:

Support Centre					Ctrl + M
Account ID : Tallycustomer@tallysolutions.com		User : tallycustomer@tallysolutions.com		F2: Period	
Date wise		4-Aug-2009 to 11-Aug-2009		F3: Group by	
Date	Subject	From	Mode	Status	F4: List View
11-Aug-2009	Unable to take a print of the Goods Outward in Shoper 9 POS	tallycustomer@tallysolutions.c...	Direct	Pending	N: New Issue
11-Aug-2009	Re:Unable to take a print of the Goods Outward in Shoper 9 POS	Tally Solutions Pvt Ltd.	Email	Pending	R: Reply
11-Aug-2009	Re:Unable to take a print of the Goods Outward in Shoper 9 POS	Daxshin Kreations Pvt Ltd	Email	Pending	C: Close
10-Aug-2009	Return an item and adjust the bill level discount in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Pending	Z: Zoom out list
10-Aug-2009	Re:Return an item and adjust the bill level discount in Shoper 9	Tally Solutions Pvt Ltd.	Direct	Pending	Z: Zoom in content
10-Aug-2009	Re:Return an item and adjust the bill level discount in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Pending	B: Go to Browser
10-Aug-2009	Abnormal Bill Printing in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Closed	L: Logout
10-Aug-2009	Re:Abnormal Bill Printing in Shoper 9	Tally Solutions Pvt Ltd.	Direct	Closed	S: Select Account
10-Aug-2009	Re:Abnormal Bill Printing in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in Shoper 9	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Closed	
10-Aug-2009	Shoper 9 is generating credit note with prefixes	tallycustomer@tallysolutions.c...	Direct	Pending	F9: Status Filter
10-Aug-2009	Shoper does not save the bill with credit notes	tallycustomer@tallysolutions.c...	Direct	Pending	F10: Page Size(20)
10-Aug-2009	Bill printing error in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Pending	F12: Configure
10-Aug-2009	Goods Inward Register run time error in Shoper 9	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error during backup process	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Error	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Unable to Import AST file in Shoper 9 POS	tallycustomer@tallysolutions.c...	Direct	Pending	
07-Aug-2009	Reactivation of Tally.ERP 9 Serial Number 790003044	Customer Company	Direct	Closed	
07-Aug-2009	Surrender of Tally.ERP 9 Serial Number 790003044	Customer Company	Direct	Closed	

(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)

Figure 29. Query list in Zoom in List mode

### Zoom Out List

To view the default screen, press the button **Z: Zoom out list** provided in the buttons toolbar or press **Alt + Z**. The normal view screen, which is the default screen, is displayed as shown:

- ❑ Using **Z** (Alt + Z), the user can toggle between **Zoom in list/ Zoom out list**.
- ❑ The user will not be allowed to view the query in **Zoom in list mode** when in the **Zoom in content mode**.

### Zoom In Content/ Zoom Out Content

- ❑ Go to **Company Info menu or Gateway of Tally > Support Centre > Z: Zoom In Content/ Zoom Out Content [Ctrl + Z]**

This option allows the user to view a selected query in an enlarged mode.

## Zoom In Content

To view the content in an enlarged mode, click **Z: Zoom in content** provided in the buttons toolbar or press **Ctrl + Z**. The screen is displayed as shown:

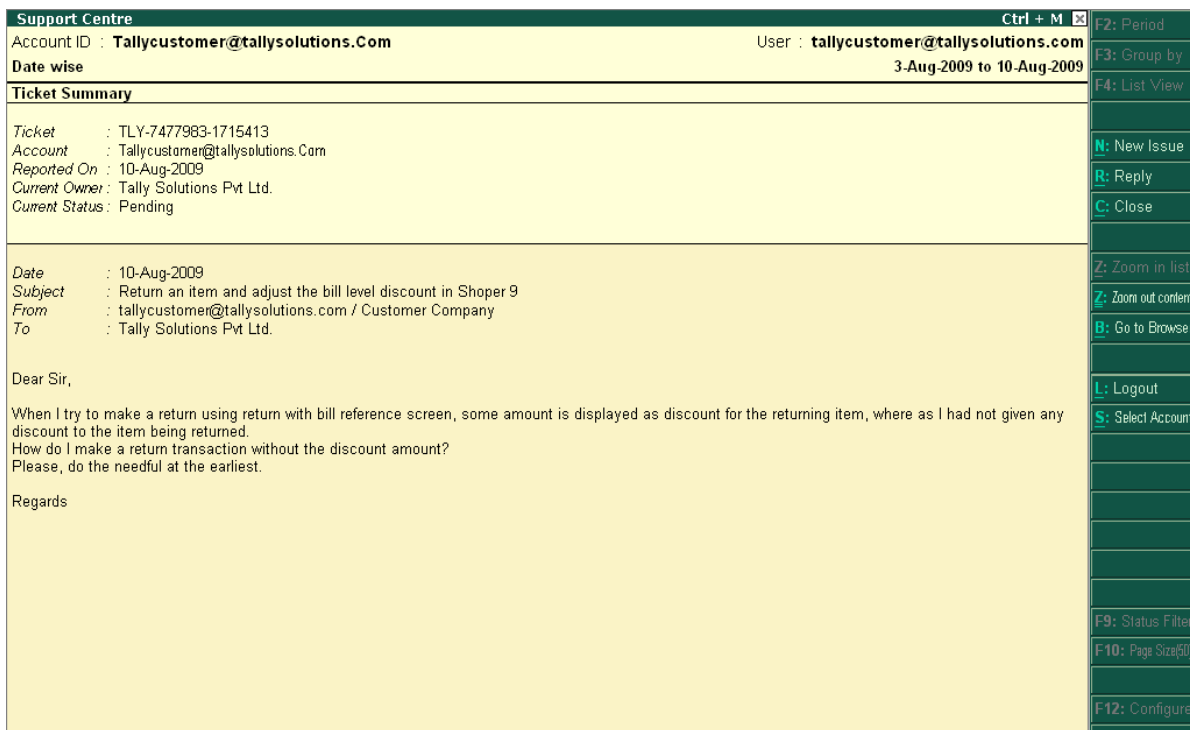


Figure 30. Query in Zoom In Content view mode

In case the user has zoomed in by selecting an issue row from a **List View**, he may view the other issue(s) linked to the same ticket number under **Ticket Interactions** (Refer to the above figure), by selecting the appropriate subject(s).

In case the user has zoomed in by selecting an issue row from a **Thread View**, he will be able to view the interactions pertaining to that particular issue only.

## Go to Browser [Alt + B]

In order to view more details with regard to **Ticket Summary, Interactions** and **Interaction details** such as Content, Properties, etc., the **Browse** mode can be used.

The Browse mode displays all the additional information that is not provided in the **Zoom In Content** option, such as **Reported by, Issue type, Priority, Product, Product Serial No., Status**, etc., placed under **Ticket Summary**.

Similarly, the **content area** in the Support Centre screen is limited to the display of specified contents, since the contents cannot be displayed if they exceed the limit. In such cases, the **Browse Issue** mode will help the user to view the entire content of an issue.

The Browse Issue mode will also help the user to view the **Properties** of the selected issue, under **Interaction details**.

To get into Browse mode, click the button **B: Go to Browser** provided in the buttons toolbar or press **Alt + B**.

The **Ticket View** window of query/ issue is displayed, as shown:

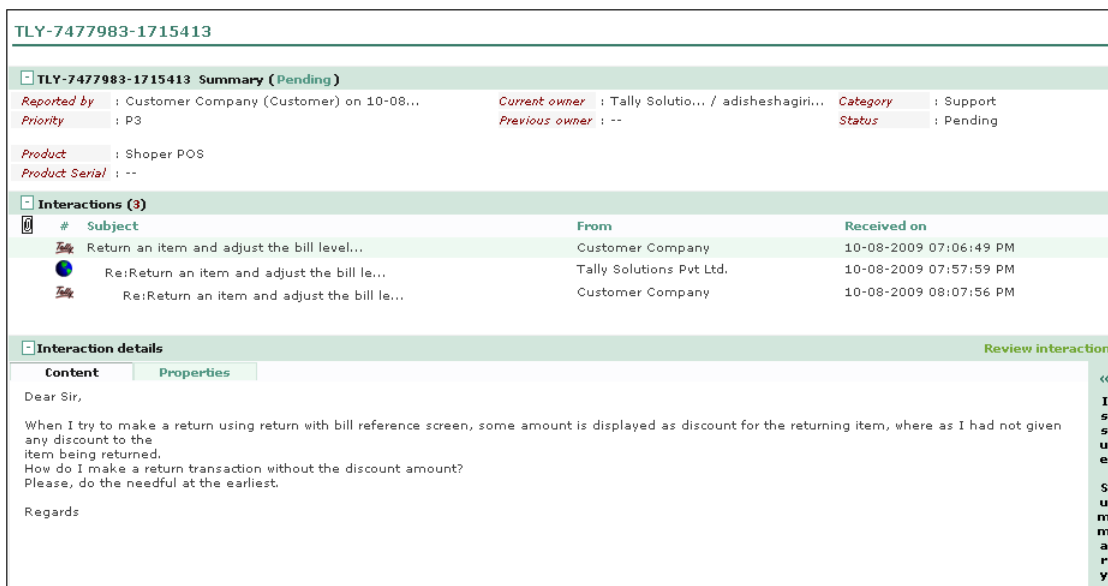


Figure 31. Query in Browser mode

*The **B: Go to Browser** button in the buttons toolbar will be active only when the query is viewed in the **Zoom in Content** mode.*

### Zoom Out Content

This option will enable the user to exit from the Zoom in Content mode and shift to the default view mode. Press the button **Z: Zoom out content** provided in the buttons toolbar or press **Ctrl + Z**.

- Use **Z** (**Ctrl + Z**) to toggle between **Zoom in content** and **Zoom out content**.
- The user will not be allowed to view the query in **Zoom in content** mode when the **Zoom in list** mode is being used.

### Site Filter

The user can view the query list based on the **Sites** (i.e., **All**, the **Primary** and Other **Sites**) in case of **Multi Site** licensing for any **Group by** list selected.

- Go to **Company Info** menu or **Gateway of Tally > Support Centre > F8: Site Filter**

Click **F8: Status Filter** provided in the buttons toolbar or press **F8**, to select the Site from the list.

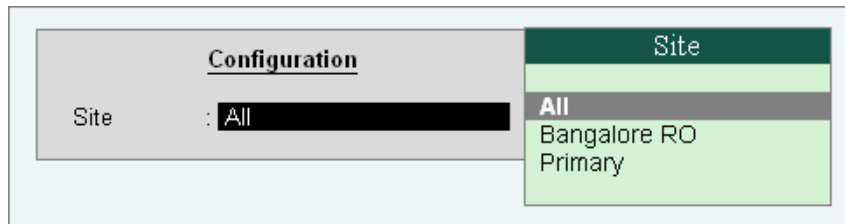


Figure 32. Site Filter Option

### Site Filter - All

Selecting the option **All** under **Site** displays all the queries/ issues, of all the Sites/ Locations based on the option selected under **Group by**.



Date	Subject	From	Mode	Status	Ticket Summary
<b>Primary (13/13)</b>					
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin Kreations Pvt Ltd	Email	Pending	<i>Ticket</i> : <i>Account</i> : <i>Reported On</i> : <i>Current Owner</i> : <i>Current Status</i> :  <i>Ticket Interactions</i> :
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd	Email	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
<b>Bangalore RO (2/7)</b>					
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	<i>Date</i> : <i>Subject</i> : <i>From</i> : <i>To</i> :
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
5 rows more, show next 5 rows					
(All the issues in 'BLUE' are the ones posted on 11-Aug-2009)					

Figure 33. Query list of All Sites

### Site Filter - Site (Selecting a Site from the list)

Selecting a **Site**, say 'Bangalore RO' from the list of **Sites** will display the query list pertaining to the selected Site, as shown:

Support Centre					Ctrl + M
Account ID : Tallycustomer@tallysolutions.Com			User : tallycustomer@tallysolutions.com		
Site : Bangalore RO					
Site wise			4-Aug-2009 to 11-Aug-2009		
Date	Subject	From	Mode	Status	Ticket Summary
<b>Bangalore RO (10/20)</b>					
11-Aug-2009	Re:Unable to take a print of t ...	Daxshin K creations Pvt Ltd	Email	Pending	<p><b>Ticket Interactions :</b></p> <p>Unable to take a print of ...            Re:Unable to take a print ...            Re:Unable to take a print ...</p> <hr/> <p>Date : 10-Aug-2009            Subject : Unable to take a print ...            From : tallycustomer@tallysolutions.c ...            To : Tally Solutions Pvt Ltd.</p> <p>On having changed my printer to HP Laserjet 1022, it is difficult to take a print of the 'Audit Trial' in the 'Goods Outwards', since Shoper immediately displays the following message:            Message: An action cannot be completed because a 'Printer component' is not responding. Choose 'Switch To' to activate the component and correct the problem.</p>
11-Aug-2009	Re:Unable to take a print of t ...	Tally Solutions Pvt Ltd.	Email	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	
<i>10 rows more, show next 10 rows</i>					

(All the issues in 'BLUE' are the ones posted on 7-Mar-2009)

Figure 34. Query list of a Selected Site

- ❑ *The F8: Site Filter option will be available only in case of Multi Site licensing.*
- ❑ *In case the user has selected a Site from the list of sites by pressing F8: Site Filter, the query list will display the Site ID on top left (below the Account ID) in the Support Centre screen, as shown.*

### Status Filter

- ❑ Go to **Company Info** menu or **Gateway of Tally > Support Centre > F9: Status Filter**

The user can opt to view the query list based on the **Status**, namely, **All**, **Closed** and **Pending**, for any Group by option selected.

Click on the button **F9: Status Filter** provided on the buttons toolbar or press the function key **F9**, to select the **Default Status**.

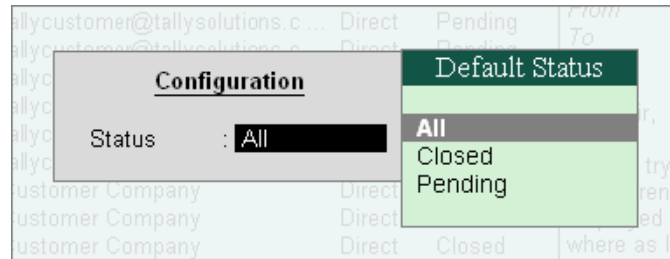


Figure 35. Status Filter Option

### Status Filter - All

Select the option **All** from **Default Status** to display all the **Pending** and **Closed** queries/issues.

Account ID : Tallycustomer@tallysolutions.Com					User : tallycustomer@tallysolutions.com	
Date wise					3-Aug-2009 to 10-Aug-2009	
Date	Subject	From	Mode	Status	Ticket Summary	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c...	Direct	Pending	<b>Ticket</b> : TLY-7477983-1715413 <b>Account</b> : Tallycustomer@tallysolutions.Com ... <b>Reported On</b> : 10-Aug-2009 <b>Current Owner</b> : Tally Solutions Pvt Ltd. <b>Current Status</b> : Pending  <b>Date</b> : 10-Aug-2009 <b>Subject</b> : Return an item and adj ... <b>From</b> : tallycustomer@tallysolutions.c ... <b>To</b> : Tally Solutions Pvt Ltd.  Dear Sir,  When I try to make a return using return with bill reference screen, some amount is displayed as discount for the returning item, where as I had not given any discount to the item being returned. How do I make a return transaction without the discount amount? Please, do the needful at the earliest.  Regards	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending		
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c...	Direct	Pending		
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c...	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Closed		
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c...	Direct	Pending		
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c...	Direct	Pending		
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c...	Direct	Pending		
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c...	Direct	Pending		
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c...	Direct	Pending		
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c...	Direct	Pending		
09-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c...	Direct	Pending		
09-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c...	Direct	Pending		
07-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed		
07-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Customer Company	Direct	Closed		
03-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed		
03-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Tally Solutions Pvt Ltd.	Direct	Closed		

*(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)*

Figure 36. Query list displaying All Status

### Status Filter - Pending

Select the option **Pending** from the **Default Status** to display only the **Pending** queries/issues.

Account ID : Tallycustomer@tallysolutions.Com					User : tallycustomer@tallysolutions.com
Date wise					3-Aug-2009 to 10-Aug-2009
Date	Subject	From	Mode	Status	Ticket Summary
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c...	Direct	Pending	<p><i>Ticket</i> : TLY-7477983-1715413  <i>Account</i> : Tallycustomer@tallysolutions.Com ...  <i>Reported On</i> : 10-Aug-2009  <i>Current Owner</i> : Tally Solutions Pvt Ltd.  <i>Current Status</i> : Pending</p> <hr/> <p><i>Date</i> : 10-Aug-2009  <i>Subject</i> : Return an item and adj ...  <i>From</i> : tallycustomer@tallysolutions.c ...  <i>To</i> : Tally Solutions Pvt Ltd.</p> <p>Dear Sir,</p> <p>When I try to make a return using return with bill reference screen, some amount is displayed as discount for the returning item, where as I had not given any discount to the item being returned.            How do I make a return transaction without the discount amount?            Please, do the needful at the earliest.</p> <p>Regards</p>
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending	
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c...	Direct	Pending	
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c...	Direct	Pending	
09-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c...	Direct	Pending	
09-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c...	Direct	Pending	

(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)

Figure 37. Query list Status filtered to view Pending issues

### Status Filter - Closed

Select the option **Closed** from the **Default Status** to display only the **Closed** queries/ issues.

Account ID : Tallycustomer@tallysolutions.Com					User : tallycustomer@tallysolutions.com
Date wise					3-Aug-2009 to 10-Aug-2009
Date	Subject	From	Mode	Status	Ticket Summary
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c...	Direct	Closed	<i>Ticket</i> : TLY-7476708-7994226 <i>Account</i> : Tallycustomer@tallysolutions.Com ... <i>Reported On</i> : 10-Aug-2009 <i>Current Owner</i> : Tally Solutions Pvt Ltd. <i>Current Status</i> : Closed
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed	
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c...	Direct	Closed	
07-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed	<i>Date</i> : 10-Aug-2009 <i>Subject</i> : Abnormal Bill Printing ... <i>From</i> : tallycustomer@tallysolutions.c ... <i>To</i> : Tally Solutions Pvt Ltd.  Issues with bill printing: some bills are not printed or same bill is printed twice or half a bill is printed when bills are simultaneously printed from different machines.
07-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Customer Company	Direct	Closed	
03-Aug-2009	Reactivation of Tally.ERP 9 Se ...	Customer Company	Direct	Closed	
03-Aug-2009	Surrender of Tally.ERP 9 Seria ...	Tally Solutions Pvt Ltd.	Direct	Closed	

(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)

Figure 38. Query list displaying Closed issues

### Page Size

- Go to **Company Info** menu or **Gateway of Tally > Support Centre > F10: Page Size (10)**

This option allows the user to list the number of queries in a screen on the basis of the settings done. The default Page Size is 10, i.e., the Support Centre screen displays 10 queries at a time.

To set the number of queries in a list, click on the button **F10: Page Size (10)** provided in the buttons toolbar or press the function key **F10**.

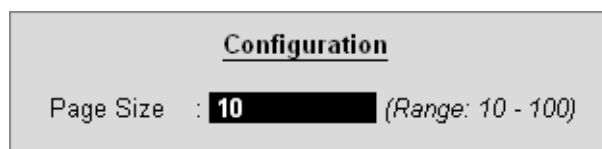


Figure 39. Configure Page size

- Type the required number of queries to be listed, say **15**, and press **Enter**.

The Support Centre screen displays the number of queries according to the settings defined, as shown:

Support Centre						Ctrl + M
Account ID : Tallycustomer@tallysolutions.Com			User : tallycustomer@tallysolutions.com			
Date wise			3-Aug-2009 to 10-Aug-2009			
Date	Subject	From	Mode	Status	Ticket Summary	
10-Aug-2009	Return an item and adjust the ...	tallycustomer@tallysolutions.c ...	Direct	Pending	Ticket : TLY-7476708-7994226 Account : Tallycustomer@tallysolutions.Com ... Reported On : 10-Aug-2009 Current Owner : Tally Solutions Pvt Ltd. Current Status : Closed  Date : 10-Aug-2009 Subject : Abnormal Bill Printing ... From : tallycustomer@tallysolutions.c ... To : Tally Solutions Pvt Ltd.  Issues with bill printing: some bills are not printed or same bill is printed twice or half a bill is printed when bills are simultaneously printed from different machines.	
10-Aug-2009	Re:Return an item and adjust t ...	Tally Solutions Pvt Ltd.	Direct	Pending		
10-Aug-2009	Re:Return an item and adjust t ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Abnormal Bill Printing in Shop ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	Tally Solutions Pvt Ltd.	Direct	Closed		
10-Aug-2009	Re:Abnormal Bill Printing in S ...	tallycustomer@tallysolutions.c ...	Direct	Closed		
10-Aug-2009	Shoper 9 is generating credit ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper does not save the bill ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Bill printing error in Shoper ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Goods Inward Register run time ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 displays a error duri ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Shoper 9 Displays Run Time Err ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Unable to Import AST file in S ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
10-Aug-2009	Unable to take a print of the ...	tallycustomer@tallysolutions.c ...	Direct	Pending		
4 rows more, show next 4 rows						

(All the issues in 'BLUE' are the ones posted on 10-Aug-2009)

Figure 40. Query list with Page size set to 15 rows

*he Page Size can be set to display between 10 and 100.*

### F12: Configure

- Go to **Company Info** menu or **Gateway of Tally > Support Centre > F12: Configure**

The user can use this option to set the configuration according to his requirements.

<u>Configuration</u>	
Default Period	: <b>7 Days</b>
<i>(Enter period in Days/ Weeks/ Months/ Years)</i>	
From	: 3-8-2009
To	: 10-8-2009
Default Grouping	: <b>Status</b>
Default Status	: <b>Pending</b>
Default View	: <b>List</b>
Default View Mode	: <b>Detailed</b>
Default Page Size	: <b>10</b> <i>(Range: 10 - 100)</i>

Figure 41. F:12 Configure of Support Centre

*The configuration setting options available under F12 Configure are also available in the buttons toolbar such as, F1: Detailed/ Condensed, F2: Period, F3: Group by, F9: Status Filter, F4: Thread/ List View and F10 Page Size.*

### Default Period

The user can re-set the default Period to display the queries as per his requirement. Select **Last 15 Days** from the **Default Period** list to display the queries listed for the past 15 days. Similarly, the user can also choose other options from the Default Period list to display the queries for the respective period.

### Default Grouping

This option allows the user to view list of queries on the basis of the **Grouping** options selected.

#### Default Grouping - Date

In cases where **Date** is selected from the **Default Grouping** list, the queries are displayed in a chronological order (Date wise).

#### Default Grouping - Site

In cases where the **Site** option is selected from the **Default Grouping** list, the queries are displayed **Site/ Location** wise.

*The option **Site** under **Default Grouping** will not be listed for **Single Site** users.*

### **Default Grouping - Status**

In cases where the **Status** is selected from the **Default Grouping** list, the queries are displayed on the basis of the **Status** (All / Pending / Closed).

### **Default Status**

This option allows the user to set the default Status, i.e., All, Closed or Pending, for any **Group by** option selected.

### **Default View**

The user can opt to view the list of queries either in a **List View** or in a **Thread View** mode.

### **Default View - List**

In cases where the option **List View** is selected, the query list can be viewed in List View mode.

### **Default View - Thread**

In cases where the option **Thread View** is selected, the query list can be viewed in Thread View mode.

### **Default View Mode**

The user can opt to view the list of queries in either a **Detailed** or **Condensed** mode.

### **Default View Mode - Detailed**

The **Detailed View Mode** displays the list of queries in **Detail** based on the **Status** (All/ Pending/ Closed) selected.

### **Default View Mode - Condensed**

The Condensed View Mode displays only the **counts** of queries based on the **Status** (All/ Pending/ Closed) selected.

*The **Default View Mode** option will be disabled in case **Date** is selected under **Default Grouping** option.*

### **Default Page Size**

This option allows the user to define the number of queries/ issues to be listed in the Support Centre screen, for instance: 15, 20, 25, and so on.

The **default Page Size is 10**. i.e., the Support Centre screen displays 10 queries in a screen at a time. The next set of 10 queries can be viewed by clicking on '**X rows more, show next x rows**' available below the list.