

Lesson 16: Online Help and Support

Lesson Objectives

On completion of this lesson, you will learn how to

- Access Support Centre
- Use Support Centre

Tally.ERP 9 provides a new capability to its users known as **Support Centre**, wherein a user can directly post his support queries on the functional and technical aspects of the Product. Using Support Centre feature, the user can view all the support queries reported via Support Centre and also through other modes viz., Email, Chat, Calls, etc.

The Support Centre features facilitates viewing queries for a activated license alongwith the Status i.e., Closed / Pending and Ticket Summary. The report is viewed based on Date, Status and Location and so on.

16.1 Features of Support Centre

- **Faster reach for help and support** :The Support Centre feature makes it easy and convenient to reach out to Tally.ERP 9 service partner and Tally-support team for any product help and support, by click of a button from within the product.
- **Access solutions to your problems any time** : This feature facilitates instant reference to the solutions provided for your queries at any point of time.
- **Avoid repeated explanations** : Availability of information on the issues, interactions and resolutions, to Tally Service Partners and Tally Support Team, largely reduces the possibilities of repeated explanations on the issues/support queries and thereby ensures quality help and support.
- **Track your issues on real-time basis** : The Support Centre makes available the status of your queries including the full chain of interactions irrespective of the mode of communication. i.e., if you have posted a query onto the Support Centre feature in Tally.ERP 9 and

then interacted over phone, even in such cases, the complete discussion will be available to you.

- **Access issues of any Location/Site** : In Multi-site License, using the Support Centre feature you can view details of issues of any location /site from any of your Location(s).
- **Reach out to your nearest Service Partner instantly** : You can search for a service partner and post your queries instantly.
- **Access your Support Centre remotely from any Tally.ERP 9** : The Support Centre feature can also be accessed remotely from any Tally.ERP 9 from anywhere with Tally.ERP 9 installed and activated or in **Educational** mode, as an authorised Tally.NET user.

16.2 Accessing the Support Centre

Support Centre can be accessed locally from your machine as well from another remote location where Tally.ERP 9 is installed and activated or in **Educational** mode.

16.2.1 Local Access

To access the Support Centre locally:

- Start **Tally.ERP 9**
- From the **Company Info** menu or **Gateway of Tally**, click **H: Support Centre** or press **Ctrl + H**.

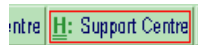


Figure 16.1 Support Centre Button

The **Support Centre** screen appears as shown:

P: Print	E: Export	M: E-Mail	Q: Upload	G: Language	K: Keyboard	K: Control Centre	H: Support Centre	H: Help	F1: Condensed
Support Centre								Ctrl + M	F2: Period
Account ID : tallycustomer@tallysolutions.com						User : Suresh Kumar			F3: Group by
Date wise						28-Feb-2009 to 7-Mar-2009			F4: Thread View
Date	Subject	From	Mode	Status	Ticket Summary				
07-Mar-2009	Re:TDS with Service Tax	tallycustomer@tallysolutions.c...	Direct	Pending	Ticket Interactions : TDS with Service Tax Re:TDS with Service Tax Re:TDS with Service Tax				
07-Mar-2009	Re:TDS with Service Tax	Tally Solutions Pvt Ltd	Email	Pending					
07-Mar-2009	Re:Co. Name & Address not prin ...	Tally Solutions Pvt Ltd	Email	Pending					
07-Mar-2009	Synchronization	tallycustomer@tallysolutions.c...	Telcall	Pending					
06-Mar-2009	Re:Unable to restore the backu ...	tallycustomer@tallysolutions.c...	Direct	Pending					
06-Mar-2009	Co. Name & Address not printin ...	tallycustomer@tallysolutions.c...	Direct	Pending					
06-Mar-2009	TDS with Service Tax	tallycustomer@tallysolutions.c...	Direct	Pending					
06-Mar-2009	Re:E-TDS Report	Tally Solutions Pvt Ltd	Email	Pending					
06-Mar-2009	Re:E-TDS Report	tallycustomer@tallysolutions.c...	Direct	Pending					
06-Mar-2009	E-TDS Report	tallycustomer@tallysolutions.c...	Telcall	Pending					
9 rows more, show next 9 rows					Date : 07-Mar-2009 Subject : Re:TDS with Service Ta ... From : tallycustomer@tallysolutions.c ... To : Tally Solutions Pvt Ltd. Dear Sir, This is with regard to your response on the above. The document forwarded by you along with the illustrations, on handling TDS with Service Tax is really helpful. All my doubts on the same has been clarified now. Thank you very much for the quick help and support. Regards.				
(All the issues in 'BLUE' are the ones posted on 7-Mar-2009)									
Q: Quit								R: Refresh	F9: Status Filter
									F10: Page Size(10)
									F12: Configure
									F12: Range

Figure 16.2 Support Centre

- To exit the **Support Centre**, press the **Esc** or press **Ctrl + Q**.



- The **Support Centre** appears blank for newly activated Tally.ERP 9.
- When you log on to the **Support Centre** from **Gateway of Tally** and select a company, the **Username** is displayed on the top right corner of the screen. The **Username** does not appear when you log on to the **Support Centre** from **Company Info.** menu
- Issues posted on the current date appear in **Blue**.

16.2.2 Remote Access

To access the **Support Centre** from any remote location you can use the **Login** option available. To login remotely follow the steps shown::

Go to **Company Info** menu or **Gateway of Tally**

- Click **H: Support Centre** or press **Ctrl + H**

The **Support Centre** screen appears

- Click **L: Login** or press **Alt + L** .

The **Login As Remote Tally.NET User** screen appears:

- Enter your **Tally.NET ID** in **Your E-Mail ID** field
- Enter the Password in **Your Tally.NET Password** field.



Figure 16.3 Login As Remote User

- Press **Enter**
- The **Select Account** appears displays the list of **User Accounts**. The list of **User Accounts** will appear when your E-mail ID is linked to one or more accounts.

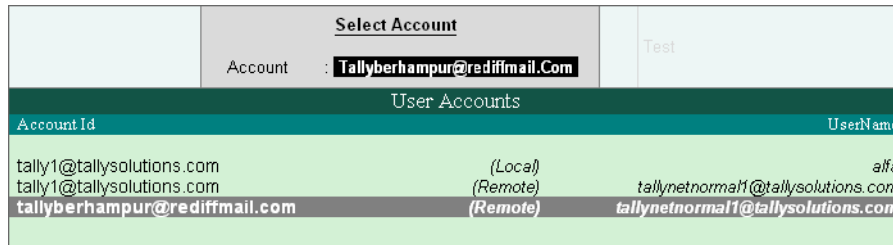


Figure 16.4 Select Account

- Select the required User Account and press **Enter**
- The **Support Centre** for the account selected will be appear as shown:

P: Print	E: Export	M: E-Mail	Q: Upload	G: Language	K: Keyboard	K: Control Centre	H: Support Centre	H: Help	F1: Condensed	
Support Centre								Ctrl + M	F2: Period	
Account ID : Tirumulainfobam@sify.Com				User : tallynetnormal1@tallysolutions.com						F3: Group by
Date wise				27-Oct-2009 to 26-Nov-2009						F4: Thread View
Date	Subject	From	Mode	Status	Ticket Summary					
20-Nov-2009	Re: vat	Tally Solutions Pvt Ltd.	Telcall	Pending	<i>Ticket</i> : TLY-8409815-2263027 <i>Account</i> : Tirumulainfobam@sify.Com <i>Reported On</i> : 19-Nov-2009 <i>Current Owner</i> : Tally Solutions Pvt Ltd. <i>Current Status</i> : Pending Ticket Interactions : vat Re: vat					N: New Issue
19-Nov-2009	vat	Tirumula Infotech	Telcall	Pending	<i>Date</i> : 20-Nov-2009 <i>Subject</i> : Re: vat <i>From</i> : Tally Solutions Pvt Ltd. <i>To</i> : Tirumula Infotech Query: Spoke to Mr. Rajeshwar Rao on 9437261304 and he told he passed the purchase invoice, against to that he passed the debit note (in accounting invoice mode) by selecting the flag as return of goods, after passing the debit note which ever the balance amount is getting in vat computation the same amount is not reflect in vat return form, page number 2 column number 8. Response: Informed the customer Orissa vat return form page number 2 column number 8 is a purchase of goods at 4% tax rate on tax					R: Reply
12-Nov-2009	Re:Fwd: Rectify the TDS Factor ...	Tally Solutions Pvt Ltd.	Email	Pending						Z: Zoom in list
10-Nov-2009	Fwd: Rectify the TDS Factor.	Tirumula Infotech	Email	Pending						Z: Zoom in content
10-Nov-2009	Re: Re: Your Tally.NET Passwo ...	Tally Solutions Pvt Ltd.	Email	Pending						B: Go to Browser
10-Nov-2009	Re: Reactivate license sl.no. - ...	Tally Solutions Pvt Ltd.	Email	Pending						L: Logout
10-Nov-2009	Re: Re: Your Tally.NET Passwo ...	Tirumula Infotech	Email	Pending						S: Select Account
10-Nov-2009	Re: Your Tally.NET Password is ...	Tally Solutions Pvt Ltd.	Email	Pending						F9: Status Filter
10-Nov-2009	Re: Your Tally.NET Password is ...	Tirumula Infotech	Email	Pending						F10: Page Size(10)
10-Nov-2009	Re: Your Tally.NET Password is ...	Tirumula Infotech	Email	Pending						F12: Configure
7 rows more, show next 7 rows										F12: Range
(All the Issues in 'BLUE' are the ones posted on 26-Nov-2009)								Q: Quit	R: Refresh	

Figure 16.5 Support Centre

- Press **Alt + L** or click on **L: Logout** button, if you wish to logout from the Support Centre.



- The selected **Account ID** will be displayed on the top left hand corner of the screen and your **User ID** will be displayed in the top right hand corner of the screen.
- Using **Alt + L**, you can toggle between **Login/ Logout**.
- In case you forget the **Tally.NET Password**, click on **F5: Reset Password** or press **F5**. The new password will be sent to your E-mail address.

16.3 Using Support Centre

- Go to **Company Info** menu or **Gateway of Tally**
- Click **H: Support Centre** or press **Ctrl + H**
- By default, the Support Centre screen will display the queries raised during the the **last 7 days**.

Support Centre					Ctrl + M
Account ID : tally1@tallysolutions.com			User : tallynetnormal1@tallysolutions.com		
Site : General 1.52					
Date wise					27-Oct-2009 to 26-Nov-2009
Date	Subject	From	Mode	Status	Ticket Summary
24-Nov-2009	Test Mail	Tally India Pvt Ltd	Direct	Pending	<i>Ticket</i> : TLY-8397214-7900456 <i>Account</i> : Tally1@tallysolutions.Com <i>Reported On</i> : 18-Nov-2009 <i>Current Owner</i> : Tally Solutions Pvt Ltd. <i>Current Status</i> : Pending Ticket Interactions : TCP files of NHDC. <i>Date</i> : 18-Nov-2009 <i>Subject</i> : TCP files of NHDC. <i>From</i> : Tally Solutions Pvt Ltd. <i>To</i> : Tally India Pvt Ltd Dear Sir, This is with reference to the telecon we had today at 5:00.p.m., regarding the TCP files of NHDC. We suggest you to forward us all TCP files of NHDC Coimbatore Data (Both Server and Client instances) compiled to Tally Serial number 780003099. As this will enable us synchronize the data
23-Nov-2009	Re:TEst mail	Tally India Pvt Ltd	Direct	Pending	
18-Nov-2009	TCP files of NHDC.	Tally Solutions Pvt Ltd.	Email	Pending	
12-Nov-2009	[Training (Onsite)]: Remote Ac ...	Finnigan Technologies	Task	Pending	
12-Nov-2009	Re:Onsite Visit	Finnigan Technologies	Direct	Pending	
12-Nov-2009	Onsite Visit	Tally India Pvt Ltd	Direct	Pending	
26 rows more, show next 10 rows					
<i>(All the Issues in 'BLUE' are the ones posted on 26-Nov-2009)</i>					

Figure 16.6 Support Centre - Query List



- ❑ 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 screen displays the following information in different views:

Query List :

The default page size is set to 10 queries per page. Click **There are 10 rows more, show next 10 rows** to view the next set of 10 queries. An option to view **10 more** or **show previous 10 rows** is displayed above the list of queries.

Ticket Summary :

The Ticket Summary column displays the **Ticket** number of the query, **Account ID** of the user, the date on which the query was **Reported On**, the **Current Owner** of the query, the **Current Status** of the query (Pending or Closed) and the **Ticket Interactions**. It also displays the **Date**, **Subject** of the query, **From** indicates the name of the person who posted the query, **To** to whom the query was addressed and **Description** of the query.

You can also view the content in **zoom in content** mode which gives an expanded view of the Ticket Summary.

To view the query/ issue horizontally:

- ❑ Highlight the required query/ issue and press **Enter**.
- ❑ The detailed query appears in the bottom part of the Support Centre screen
- ❑ You can also click **B: Go to Browser** to browse the **Ticket View** in detail.

16.3.1 Adding a New Issue/ Query

You can post your query for any support required on the functional and technical aspects of the Product.

To add a New Issue/ Query:

Go to **Company Info** menu or **Gateway of Tally**

- ❑ Click **H:Support Centre** or press **Ctrl + H**
- ❑ Click **N: New Issue** or press **Alt+N**
- ❑ The form entitled **Post Your Support Query** is appears, enter the required details in the fields provided:

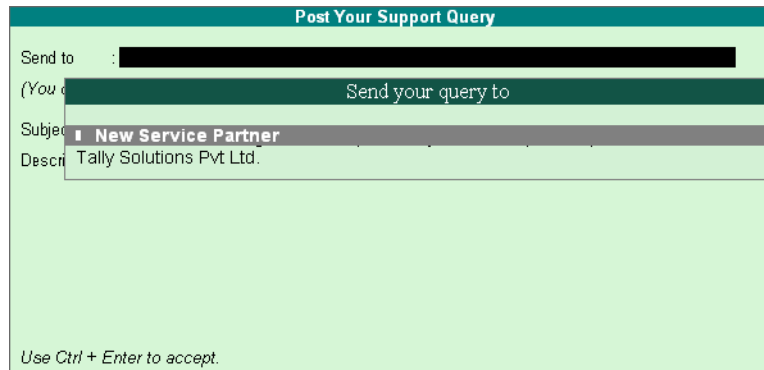


Figure 16.7 Post Your Support Query



Send to: Select a **New Service Partner** or **Tally Solutions Pvt Ltd.**

- ❑ **New Service Partner** the query is directed to the Service Partner.
- ❑ **Tally Solutions Pvt Ltd.,** the query is directed to Tally (Customer) Support.

- ❑ Select **New Service Partner** from **Send your query to**, the **New Service Partner** screen appears. Enter the Partner Account ID or Name in the **Tally Service Partner** field

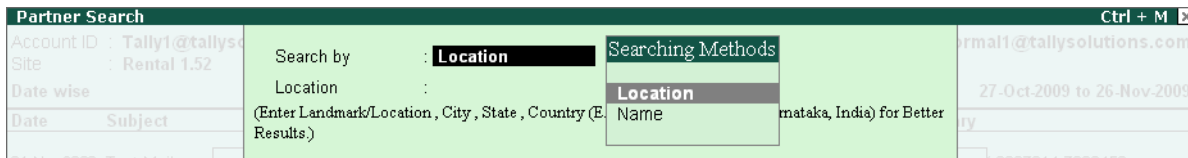


Figure 16.8 New Service Partner

To search for a service partner based on the **Location**:

- ❑ In **Search by** field, select the **Location** from the list of **Searching Methods**
- ❑ In the **Location** field, enter the name of the location and press **Enter**
- ❑ The **New Partner Details** screen will appear displaying the **Name of the Partner** along with the **Distance**
- ❑ Select the required **Partner** and press **Enter**

To search for a service partner by **Name**:

- ❑ In the **Search by** field, select **Name** from the list of **Searching Methods**
- ❑ In the **Name Containing** field, enter the name of the service partner and press **Enter**

- ❑ The **New Partner Details** screen will appear displaying the **Name of the Partner**
- ❑ Select the required **Partner** and press **Enter**



Press **Alt + F1** or click on **F1: Detailed** button to view the contact details of the partners.

If you have selected **Tally Solutions Pvt. Ltd.** under **Send to**, the **Post Your Support Query** form will be displayed as shown:

A screenshot of a software window titled "Post Your Support Query". The window has a light green background. At the top, there is a dark green header bar with the title "Post Your Support Query" in white. Below the header, the form contains the following text:

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

Subject : Outstanding report party-wise bill-wise with totals

Description : Dear Sir,
I would like to take print out of the outstanding statement of all my debtors account along with bill-wise details and the total of each party. I was unable to get this specific option while trying to print from Multi-Account Printing.

Please assist me on the same at the earliest.

Regards.

At the bottom left of the form, it says "Use Ctrl + Enter to accept." At the bottom right, there is a grey rectangular button with the text "Accept ?" in bold, and below it, "Yes or No" in red.

Figure 16.9 Post Your Support Query



When you login remotely the **Send to** field will display the E-mail address of the account to which you have logged in, under the **Send your query to** list.

- ❑ **Accept** the query and despatch to the required sender
- ❑ An updated query list will appear as shown:

Support Centre					Ctrl + M
Account ID : tally1@tallysolutions.com			User : tallynetnormal1@tallysolutions.com		
Site : General 1.52					
Date wise					27-Oct-2009 to 26-Nov-2009
Date	Subject	From	Mode	Status	Ticket Summary
26-Nov-2009	Outstanding report party-wise b ...	tallynetnormal1@tallysolutions ...	Direct	Pending	<i>Ticket</i> : TLY-8342619-8960694 <i>Account</i> : Tally1@tallysolutions.Com <i>Reported On</i> : 12-Nov-2009 <i>Current Owner</i> : Finnigan Technologies <i>Current Status</i> : Pending Ticket Interactions : Onsite Visit Re:Onsite Visit [Training (Onsite)]; Remo ... <hr/> <i>Date</i> : 12-Nov-2009 <i>Subject</i> : Onsite Visit <i>From</i> : Tally India Pvt Ltd <i>To</i> : Finnigan Technologies Hi, Please send me one of the executive to our office, provide training on Remote Access. Inform us the time and date for the session. Regards, Harish. Infomatic
24-Nov-2009	Test Mail	Tally India Pvt Ltd	Direct	Pending	
23-Nov-2009	Re:TEst mail	Tally India Pvt Ltd	Direct	Pending	
18-Nov-2009	TCP files of NHDC.	Tally Solutions Pvt Ltd.	Email	Pending	
12-Nov-2009	[Training (Onsite)]; Remote Ac ...	Finnigan Technologies	Task	Pending	
12-Nov-2009	Re:Onsite Visit	Finnigan Technologies	Direct	Pending	
12-Nov-2009	Onsite Visit	Tally India Pvt Ltd	Direct	Pending	

(All the Issues in 'BLUE' are the ones posted on 26-Nov-2009)

Figure 16.10 Support Centre



Subsequently when you send a **New Query**, the **Send to** field in the **Post Your Support Query** form will display the service partner selected earlier in the **Send your query to** list suffixed with **Preferred service partner** in brackets.

16.3.2 Reply to an Issue/Query

You can respond or seek clarification/additional information from the Customer Centre or a Service Partner to a query raised. You can also forward the queries received with status Pending or Closed by selecting the required query from the list.

To reply to a query:

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Select the query that has to be replied/forwarded
- Click **R**: **Reply** or press **Alt + R**

- The **Post Your Response** screen appears, in the **Description** field, type the response to the query posted.



Figure 16.11 Reply to an Issue/Query

- **Accept** the reply to the query raised.

The reply to the query is updated in the Query List as shown:

Support Centre					Ctrl + M
Account ID : tally1@tallysolutions.com			User : tallynetnormal1@tallysolutions.com		
Site : General 1.52					
Date wise					27-Oct-2009 to 26-Nov-2009
Date	Subject	From	Mode	Status	Ticket Summary
26-Nov-2009	Re:Outstanding report party-wis ...	tallynetnormal1@tallysolutions ...	Direct	Pending	<p><i>Ticket</i> : TLY-8467351-2348664 <i>Account</i> : Tally1@tallysolutions.Com <i>Reported On</i> : 26-Nov-2009 <i>Current Owner</i> : Tally India Pvt Ltd <i>Current Status</i> : Pending</p> <p>Ticket Interactions :</p> <p>Outstanding report party-w ... Re:Outstanding report part ... Re:Outstanding report part ...</p> <hr/> <p><i>Date</i> : 26-Nov-2009 <i>Subject</i> : Re:Outstanding report p ... <i>From</i> : tallynetnormal1@tallysolutions ... <i>To</i> : Tally India Pvt Ltd</p> <p>Dear Sir,</p> <p>Thank Your for using Tally.ERP 9</p> <p>Please follow the steps mentioned below:</p> <ol style="list-style-type: none"> 1. Go to Gateway of Tally > Multi Account Printing > Outstanding Statements > Ledger > Group of Accounts > Sundry Debtor/Other Sub Debtor Group 2. Set the other options, such as From/To Date, Range of Bills to Show etc.
26-Nov-2009	Re:Outstanding report party-wis ...	tallynetnormal1@tallysolutions ...	Direct	Pending	
26-Nov-2009	Outstanding report party-wise b ...	tallynetnormal1@tallysolutions ...	Direct	Pending	
24-Nov-2009	Test Mail	Tally India Pvt Ltd	Direct	Pending	
23-Nov-2009	Re:TEst mail	Tally India Pvt Ltd	Direct	Pending	
18-Nov-2009	TCP files of NHDC.	Tally Solutions Pvt Ltd.	Email	Pending	
12-Nov-2009	[Training (Onsite)]; Remote Ac ...	Finnigan Technologies	Task	Pending	
12-Nov-2009	Re:Onsite Visit	Finnigan Technologies	Direct	Pending	
12-Nov-2009	Onsite Visit	Tally India Pvt Ltd	Direct	Pending	

(All the Issues in 'BLUE' are the ones posted on 26-Nov-2009)

Figure 16.12 Support Centre

As the query is linked to the reply using the ticket number, you can view the reply along with the query raised.

To view the query and its reply select the subject under **Ticket Interaction** or **Thread View** or **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. You may change the same by pressing back-space if required.
- ❑ You 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**.

16.3.3 Close an Issue/ Query

You can Close the issues once you have received a response from the Customer Centre or Tally Support or a Service Partner.

To close an Issue follow the steps shown

Go to **Company Info** menu or **Gateway of Tally**

- ❑ Click **H** : **Support Centre** or press **Ctrl + H**
- ❑ Select the query that needs to be closed
- ❑ Click **C**: **Close** or press **Alt + C**.

Support Centre						Ctrl + M
Account ID : tally1@tallysolutions.com						F2: Period
Site : All						F3: Group by
Date wise						F4: Thread View
27-Oct-2009 to 26-Nov-2009						N: New Issue
Date	Subject	From	Mode	Status	Ticket Summary	R: Reply
26-Nov-2009	Re:Outstanding report party-wis ...	tallynetnormal1@tallysolutions ...	Direct	Closed	<i>Ticket</i> : TLY-8397214-7900456 <i>Account</i> : tally1@tallysolutions.com <i>Reported On</i> : 18-Nov-2009 <i>Current Owner</i> : Tally Solutions Pvt Ltd. <i>Current Status</i> : Pending Ticket Interactions : TCP files of NHDC. <i>Date</i> : 18-Nov-2009 <i>Subject</i> : TCP files of NHDC. <i>From</i> : Tally Solutions Pvt Ltd. <i>To</i> : Tally India Pvt Ltd. Dear Sir, This is with reference to the telecon we had today at 5:00 p.m. regarding the TCP files of NHDC. We suggest you to forward us all TCP files of NHDC Coimbatore Data (Both Server and Client instances) compiled to Tally Serial number 780003099. As this will enable us synchronize the data	C: Close
26-Nov-2009	Re:Outstanding report party-wis ...	tallynetnormal1@tallysolutions ...	Direct	Closed		Z: Zoom in list
26-Nov-2009	Outstanding report party-wise b ...	tallynetnormal1@tallysolutions ...	Direct	Closed		Z: Zoom in content
24-Nov-2009	Test Mail	Tally India Pvt Ltd	Direct	Pending		B: Go to Browser
23-Nov-2009	Re:TEst mail	Tally India Pvt Ltd	Direct	Pending		L: Logout
20-Nov-2009	Re:Test Mail	tallynetauditor@tallysolutions ...	Direct	Closed		S: Select Account
20-Nov-2009	test	tallynetauditor@tallysolutions ...	Direct	Closed		F8: Site Filter
19-Nov-2009	Re:Test Mail	Perfect Accounting Solutions	Direct	Closed		F9: Status Filter
19-Nov-2009	Test Mail	Tally India Pvt Ltd	Direct	Closed		F10: Page Size(10)
18-Nov-2009	TCP files of NHDC.	Tally Solutions Pvt Ltd.	Email	Pending		F12: Configure
19 rows more, show next 10 rows						

Figure 16.13 Close an Issue/ Query

- ❑ The Status of the query will change to **Closed**



- ❑ The **Close** button will be active for **Pending** issues only.
- ❑ When you are satisfied with the response received you can change the **Status** of an interaction to **Close**.
- ❑ When an issue with **Status** as **Pending** is closed, the status of other issues that are linked using the same ticket number change to **Closed**.

16.3.4 Other Functions

To view support centre information in Detailed/ Condensed mode,

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F1: Detailed/Condensed** or press **F1**

You can toggle between the detailed and the condensed mode by pressing the F1 button. It is active when you opt to view the list in **Status wise** or **Site wise** mode. The **Detailed** report displays a list of queries whereas the **Condensed** report displays the **count** of queries based on their **Status**.

Period

By default, the query listing is displayed for the last 7 days. To change the period follow the steps shown:

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F2: Period** or press **F2**

Enter the number of **Days/Weeks/Months/Years** in the **Default Period** field to display the query listing for the mentioned period.

Group by

To view the query list by organising them based on the **Date**, **Site** and **Status**, you can also set the **Default Grouping** using this option.

Go to **Company Info** or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F3: Group by** or press **F3**

Select any one of the following options to group

- **Group by Date:** Allows you to view the list of queries based on the Date
- **Group by Site:** Allows you to view the query list based on the **Site/Location**
- **Group by Status:** Allows you to view the query list based on their Status

List/ Thread View

To view the Support queries in the **List View** mode or in the **Thread View** mode follow the steps shown:

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F4**: **Thread View/List View** or press **F4**

A brief description for the modes are as below:

- **List View** displays the queries individually in a detail
- **Thread View** displays the entire chain of interaction

Zoom In/ Zoom Out List

To view the query list with other column details, in an enlarged mode follow the steps shown:

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **Z**: **Zoom In List/ Zoom Out List** or press **Alt + Z**

Press **Alt + Z** to toggle between the **Zoom In** and **Zoom Out** view

Zoom In Content/ Zoom Out Content

To view the selected query in an enlarged mode follow the steps shown:

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **Z**: **Zoom In Content/ Zoom Out Content** or press **Ctrl + Z**

Press **Ctrl + Z** to toggle between the **Zoom In Content** and **Zoom Out Content** view.

Browser View

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

Similarly, the content area in the Support Centre is limited and when the content displayed exceeds the limit, the **Browse Issue** mode will display the entire content and their properties under interaction details .

To view the content in **Browse** mode, click **B**: **Go to Browser** or press **Alt + B**.

Site Filter

You can use the site filter to view the queries posted for each on a site. To arrange the queries based on each site follow the steps shown:

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F8**: **Site Filter** or press **F8**
- Select the required site from the list of **Sites** or Select **All** to displays queries/ issues related to all Sites/Locations.

Status Filter

You can view the queries posted based on their status,

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F9: Status Filter** or press **F9**
- Select the required status from the list of **Default Status** available.

The **Status** are briefly explained for your benefit:

- **All**: will display all the queries/ issues irrespective of their status.
- **Pending**: will display all the **Pending** queries/issues
- **Closed**: will display all the **Closed** queries/ issues.

Page Size

You can use this option to set the page size or the number of queries that can be displayed per screen, by default the page size is set to display 10 queries per screen.

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F10: Page Size** or press **F10**
- The **Configuration** screen appears
- In the **Page Size** field enter the required number, so as to display the number of queries per page.

F12: Configure

Allows the user to configure the support centre based on their requirement. The configuration settings are also as buttons on the horizontal toolbar.

Go to **Company Info** menu or **Gateway of Tally**

- Click **H** : **Support Centre** or press **Ctrl + H**
- Click **F12: Configure** or press **F12**

The **Configuration** screens appears as shown :

Configuration	
Default Period	7 Days
<i>(Enter period in Days/ Weeks/ Months/ Years)</i>	
From	: 27-2-2009
To	: 6-3-2009
Default Grouping	: Status
Default Status	: Pending
Default View	: List
Default View Mode	: Detailed
Default Page Size	: 10 <i>(Range: 10 - 100)</i>

Figure 16.14 Configuration

The **F12: Configuration** options are explained as below :



Default Period

You can re-set the default Period to display the queries as per your requirement. For instance, you can select **Last 15 Days** from the **Default Period** list to display the queries listed for the past 15 days. Similarly, you can also choose other options from the **Default Period** list to display the queries for the respective period.

Default Grouping

This option allows you to view the list of queries based on 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 you to set the default Status, i.e., All, Closed or Pending, for any **Group by option** selected.

Default View

You 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

You 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 you 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.

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

You can change the configuration as required in the **Configuration** screen or individually click on the required buttons available on the Horizontal tool bar.



The configuration setting options available in **F12: Configuration** are also available in the button bar viz., **F1: Detailed/Condensed**, **F2: Period**, **F3: Group by**, **F9: Status Filter**, **F4: Thread/List View** and **F10 Page Size**.

Points to Remember

- Support Centre features facilitate viewing queries for a activated license along with the Status.