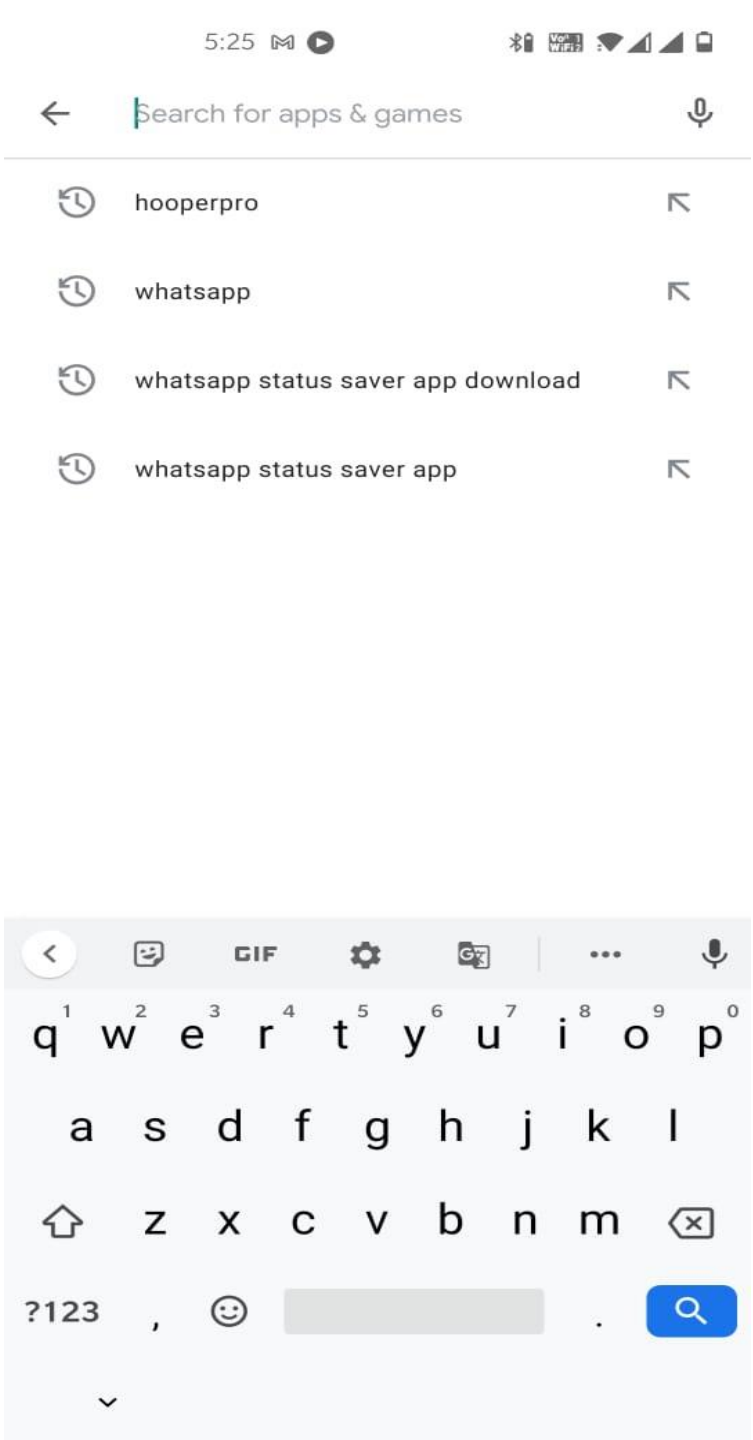
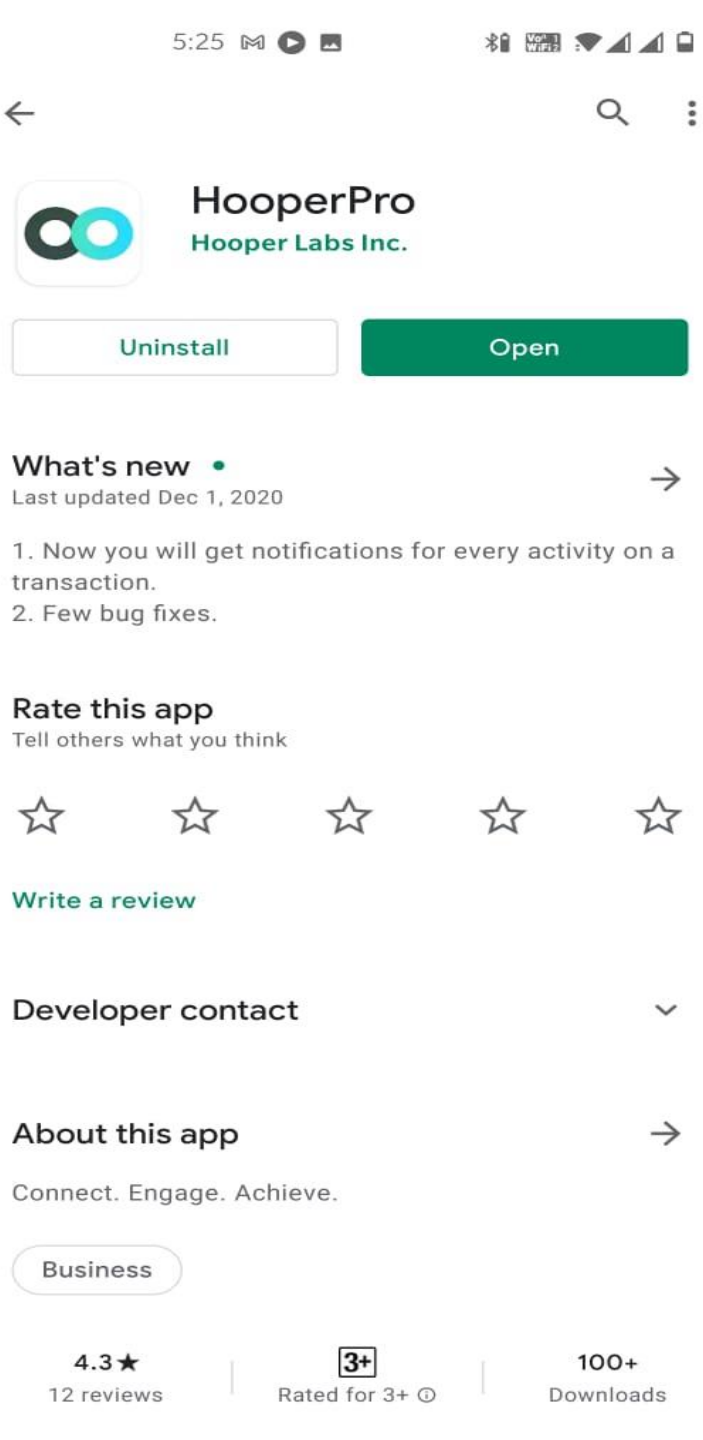
Tutorial for new Spaces & More Help Desk System on Phone for End Users

- New Help Desk System can be accessed from our website http://www.spacesandmore.com like how you have been using with our existing system.
- The Help Desk App can be downloaded on your phone from Android or Apple Store. Please search for HooperPro
- Also this tutorial will available on the website

- Every client is set up in the new Help Desk System.
- Each client is provided an email to login into the system. Eg a-gbp3@spacesandmore.com (means user of Business Unit A in Business Park GBP3)
- First time you access the system the password should be changed.
- If you have more than 1 people who need access to the Help Desk System, you can use the same email and password.

- To download Help Desk App on Android – search for HooperPro on Playstore
- You should be able to See an app called HooperPro with two circles icon from a company called HooperLabs Inc
- Please install it
- See the next slide for images


5:25
Search for apps & games
hooperpro
whatsapp
whatsapp status saver app download
whatsapp status saver app
GIF
q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123


5:25
HooperPro
Hooper Labs Inc.
Uninstall
Open
What's new
Last updated Dec 1, 2020
1. Now you will get notifications for every activity on a transaction.
2. Few bug fixes.
Rate this app
Tell others what you think
Write a review
Developer contact
About this app
Connect. Engage. Achieve.
Business
4.3★
12 reviews
3+
Rated for 3+
100+
Downloads

- To download Help Desk App on Iphone – search for HooperPro on Apple Store
- You should be able to see an app called HooperPro with two circles icon and a tag line called “Connect Engage”
- Please install it
- See the next slide for images

17:24

hooperpro

Cancel

hooperpro

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

123 space search

17:24

hooperpro

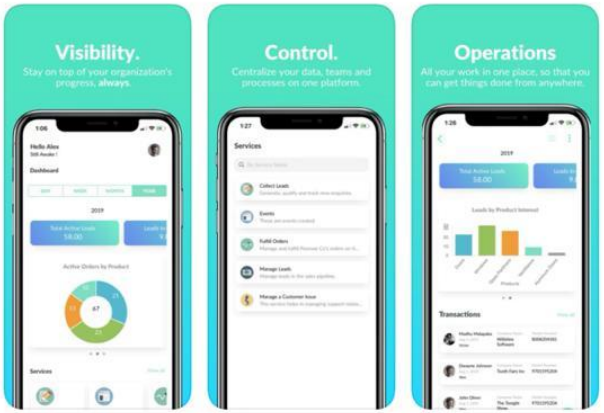
Cancel

HooperPro

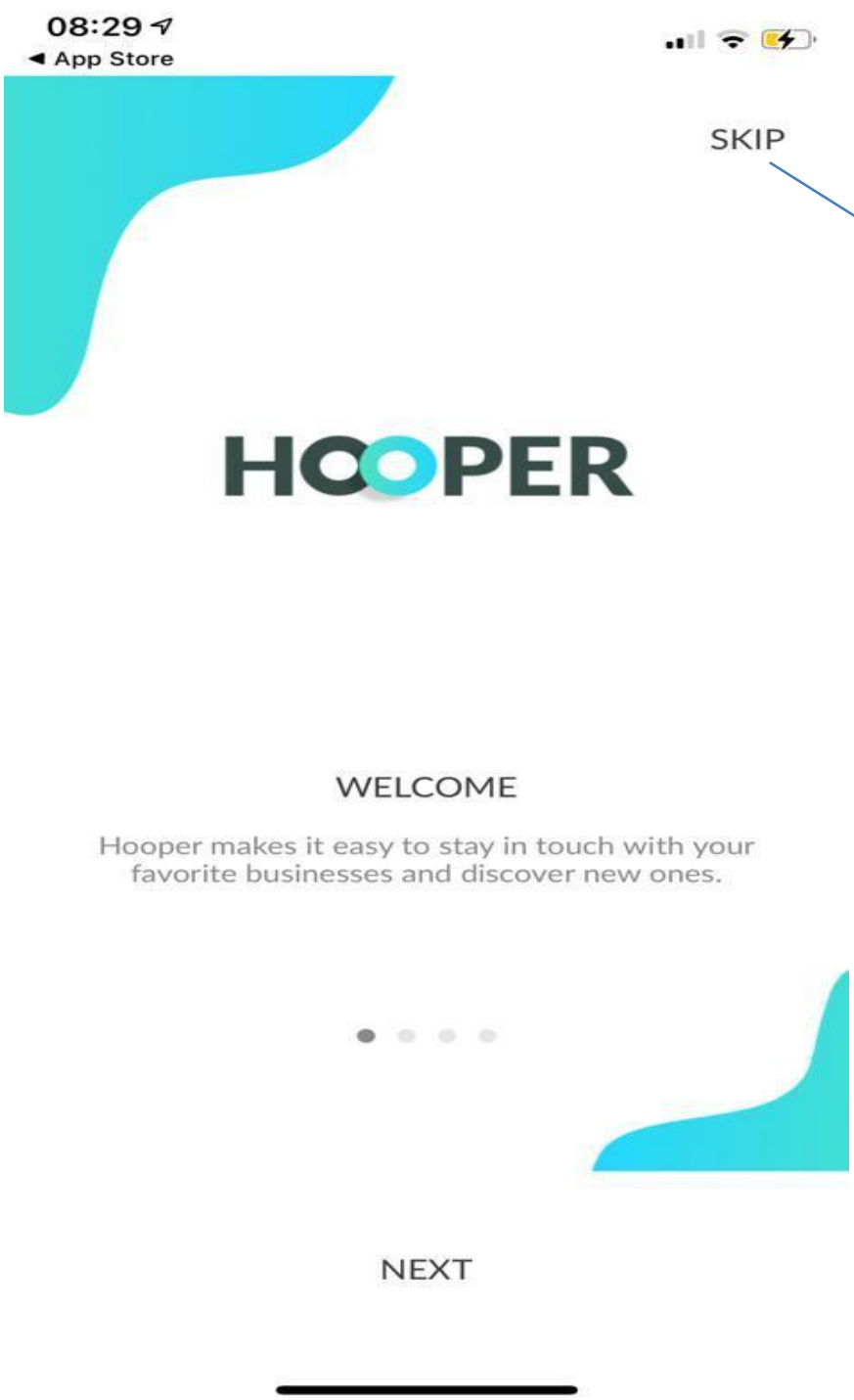
Connect. Engage....

OPEN

★★★★★ 3



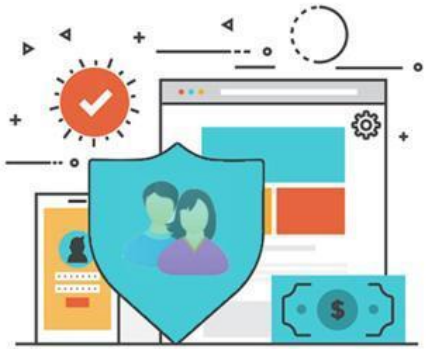
Today Games Apps Arcade Search



After you install, open the App.
You can Skip or click on Next

08:30
◀ App Store

SKIP

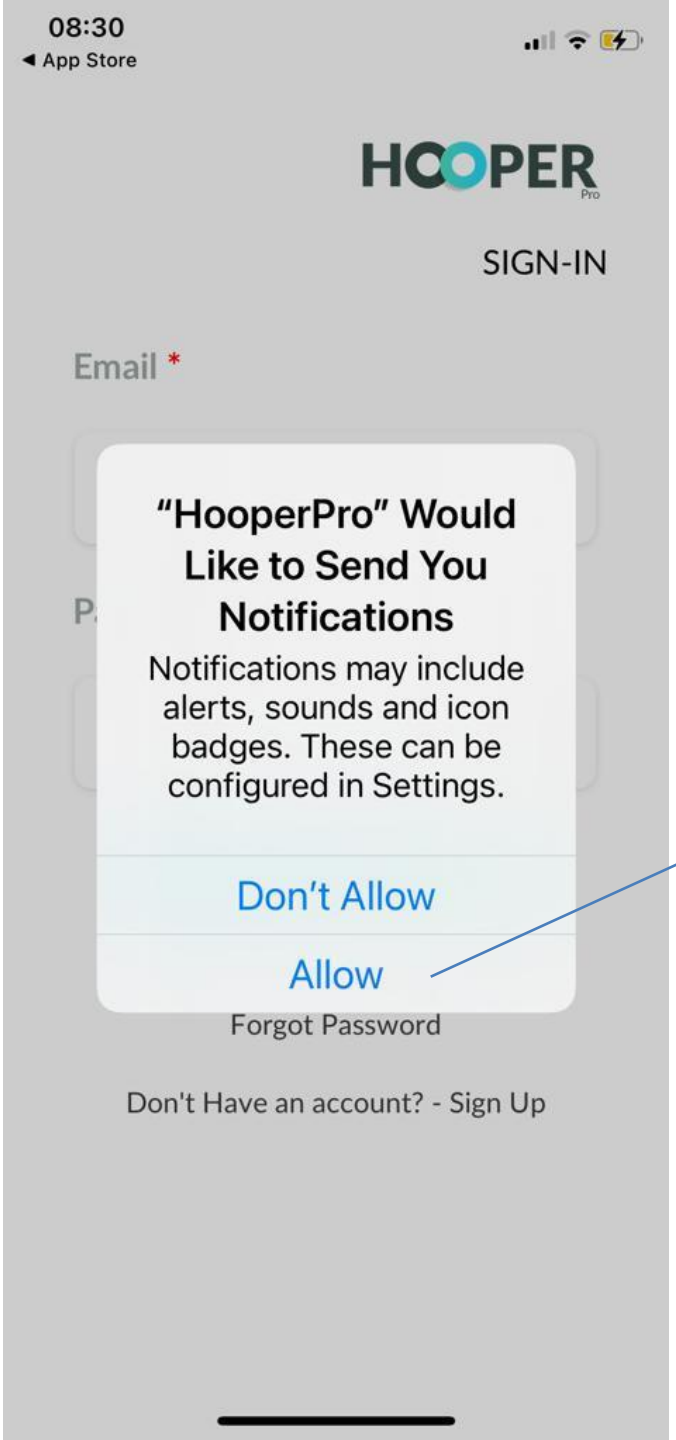


SIMPLIFY

Multiple businesses, multiple services, one app
with one focus - you.

FINISH

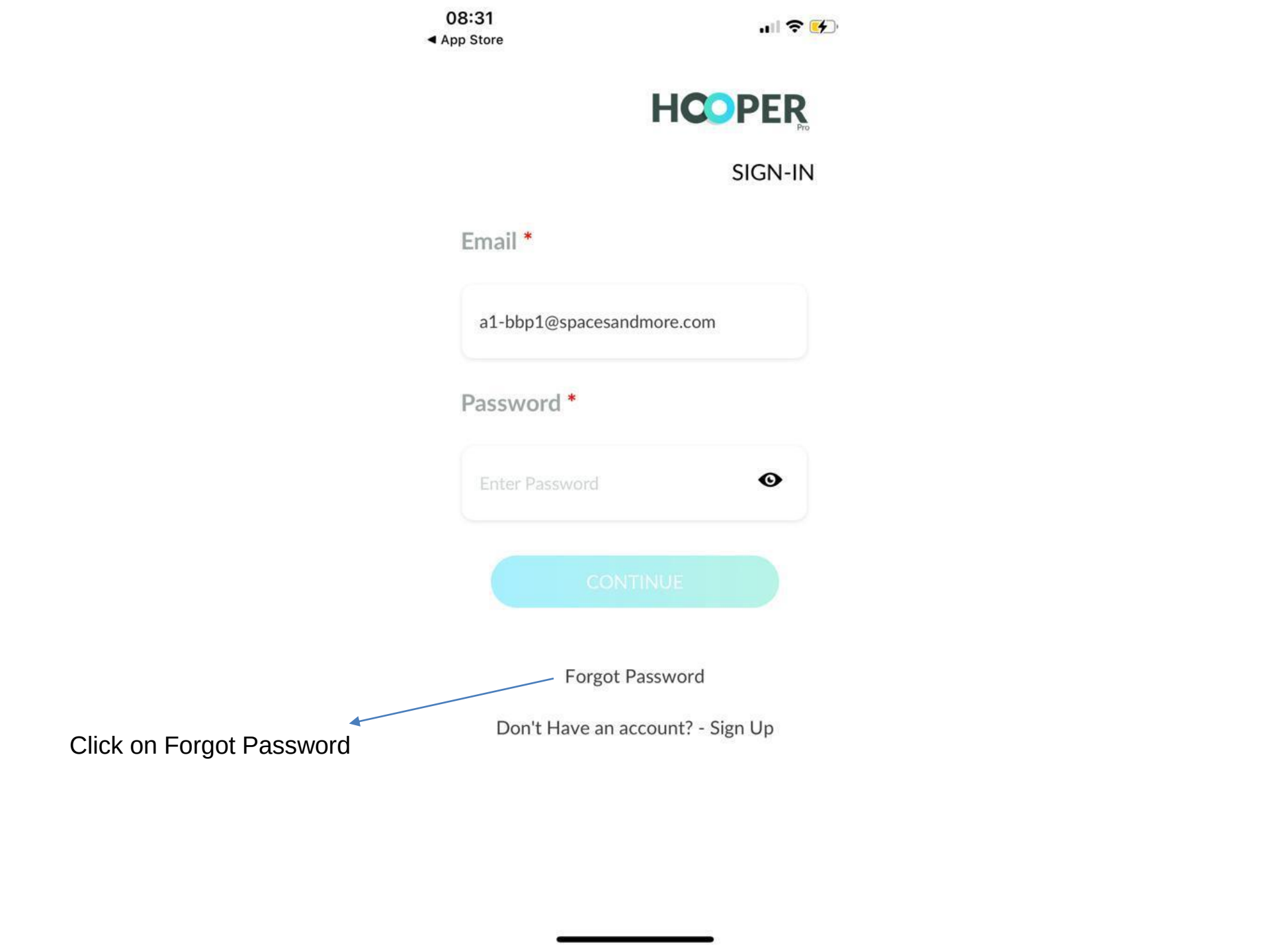
Click on Finish
to complete setup



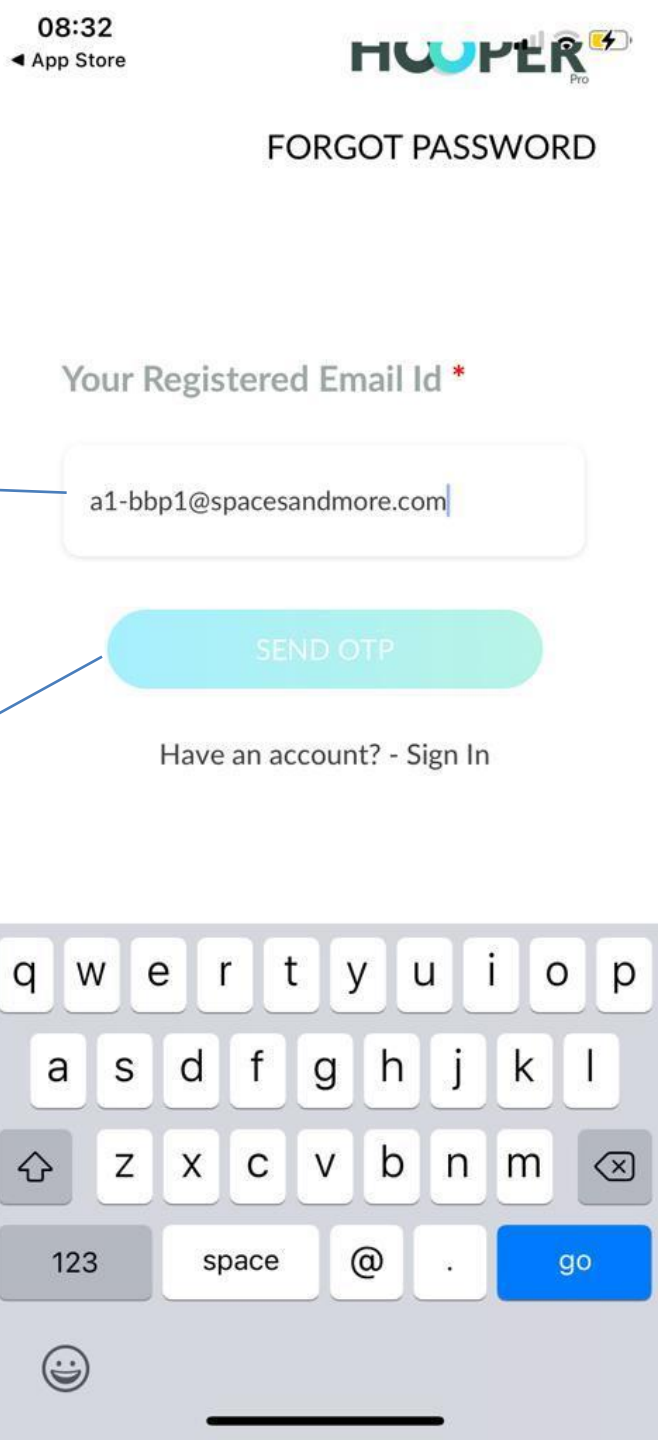
Click on Allow to get notifications from Application

To Change Password

- Please change password when you access the system for the FIRST Time.
- Click on Forgot Password. Enter Email address provided to you by Spaces & More.
- You will get an OTP on your OFFICIAL email.
- Enter the OTP and you will be given option to change the password.

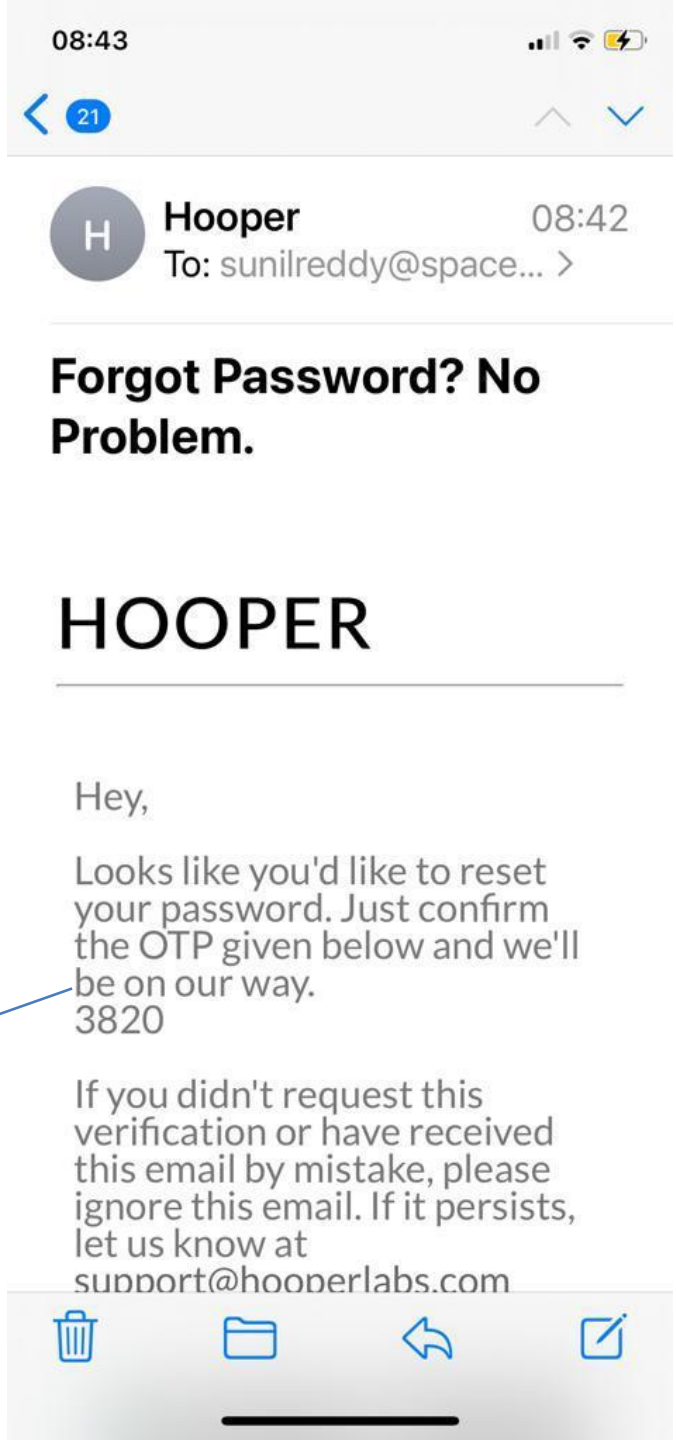


Click on Forgot Password

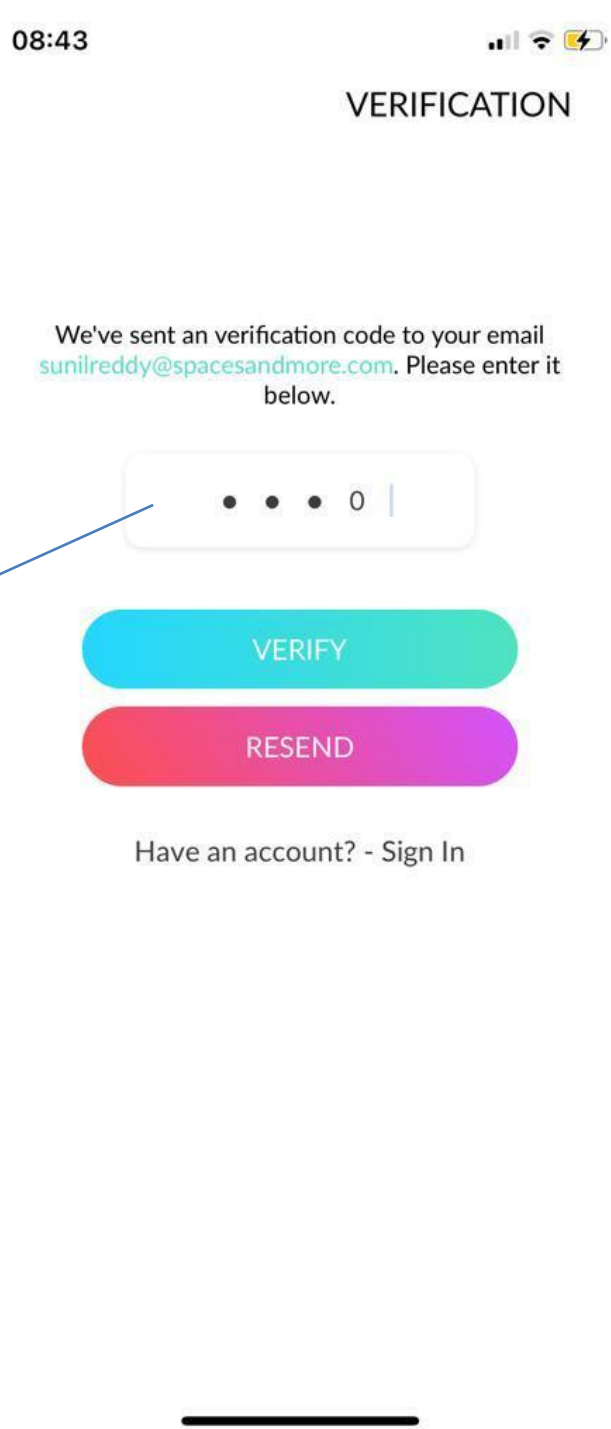


Enter email address
Provided by Spaces & More

Click on Send OTP and
you will get an
Email with OTP to your
personal/official Email
Address that you
provided
to Spaces&More

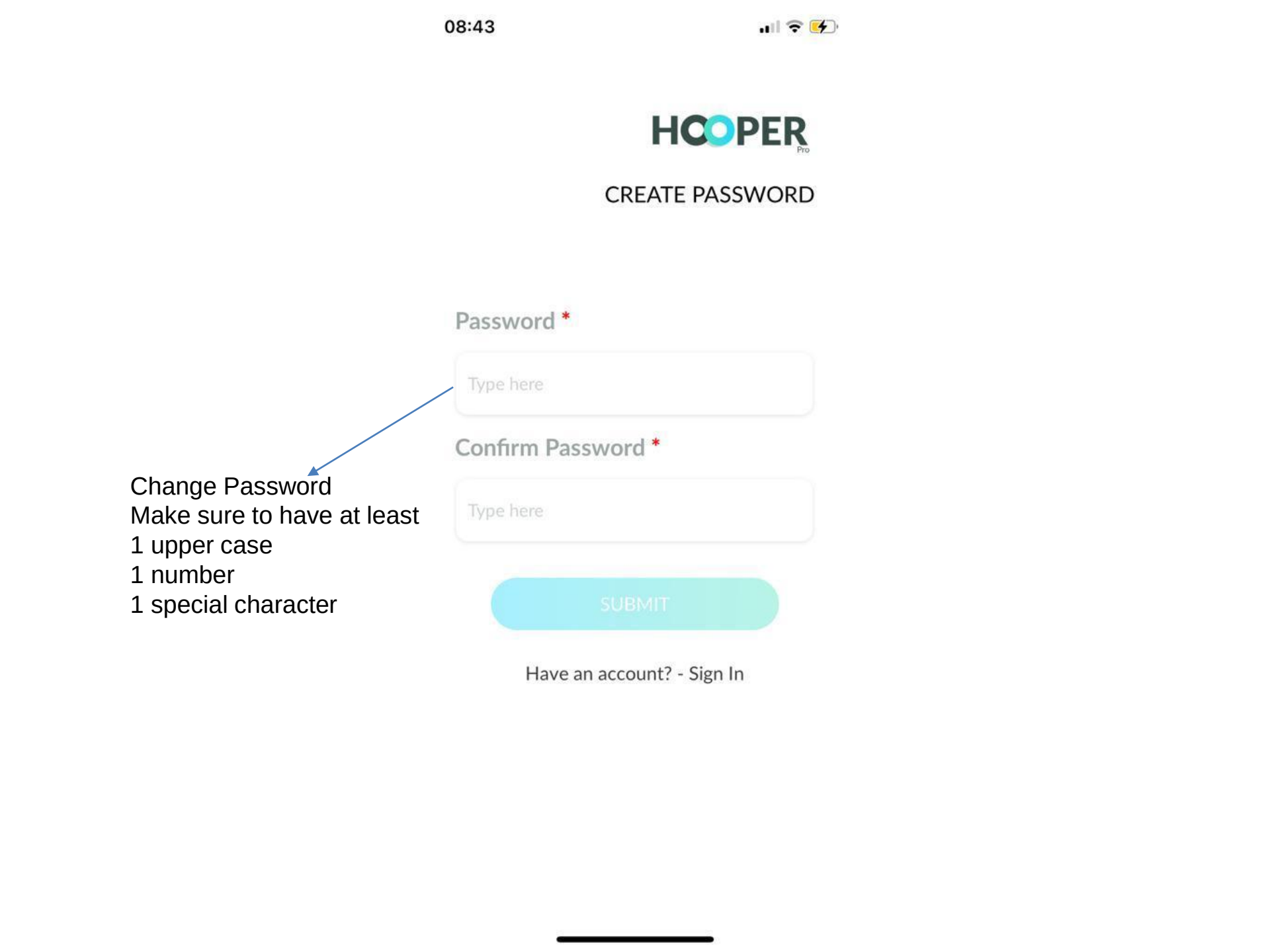


You will get an Email with OTP to your personal/official Email Address that you provided to Spaces&More



Enter the 4-digit
OTP and click on Verify

If you did not get the OTP,
Click on Resend



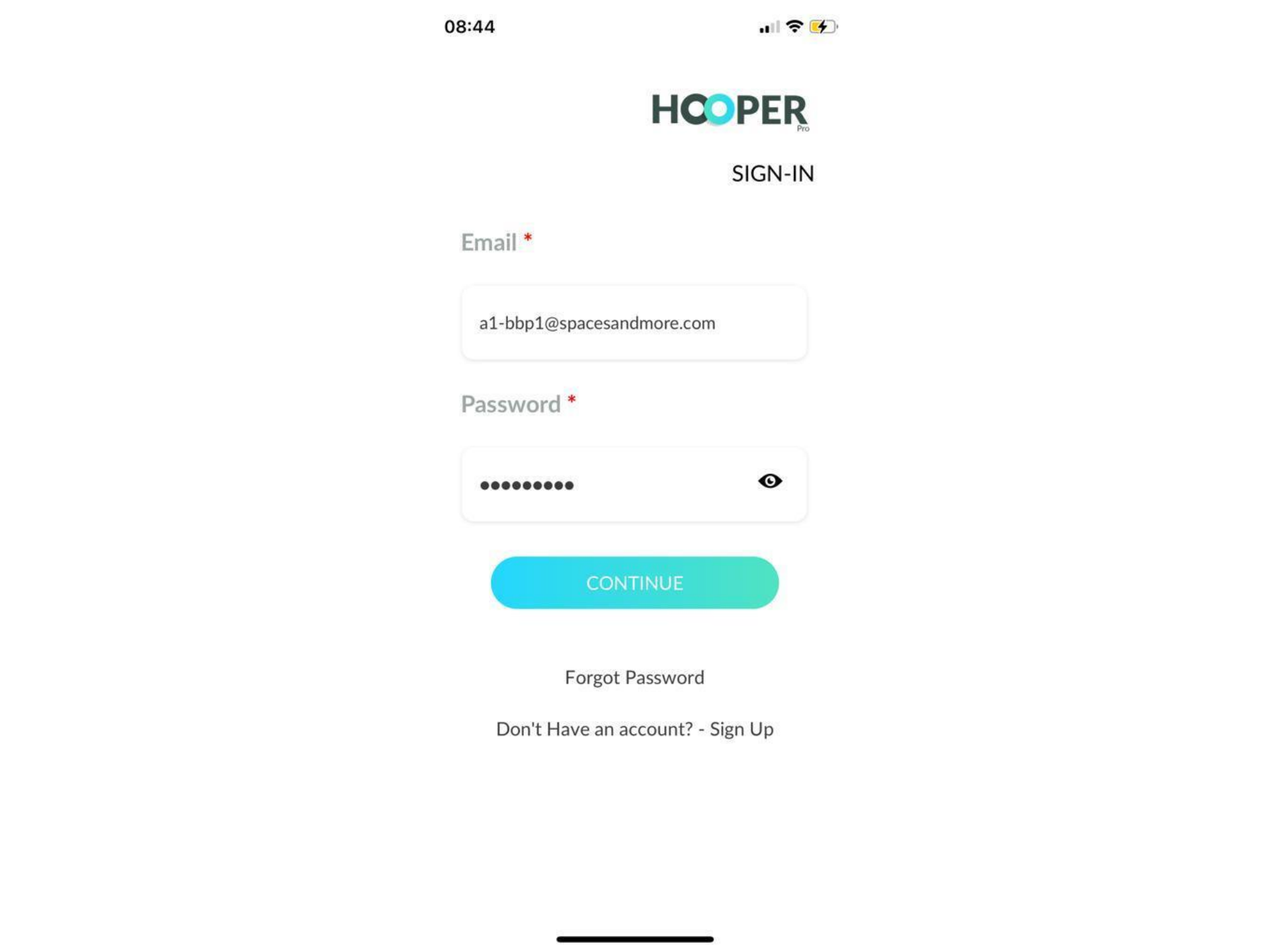
Change Password
Make sure to have at least
1 upper case
1 number
1 special character

HOOPER Pro

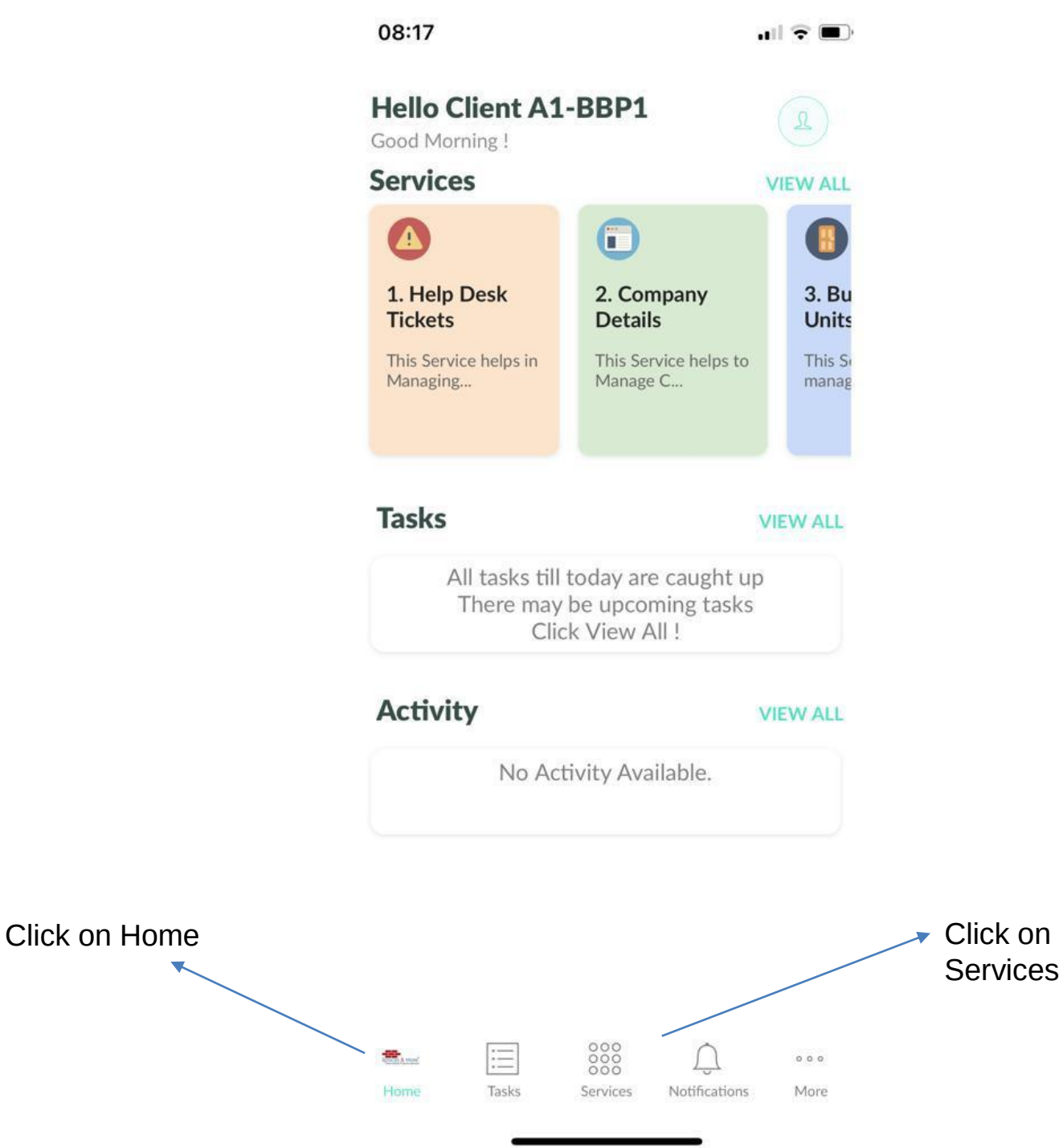
SUCCESS!

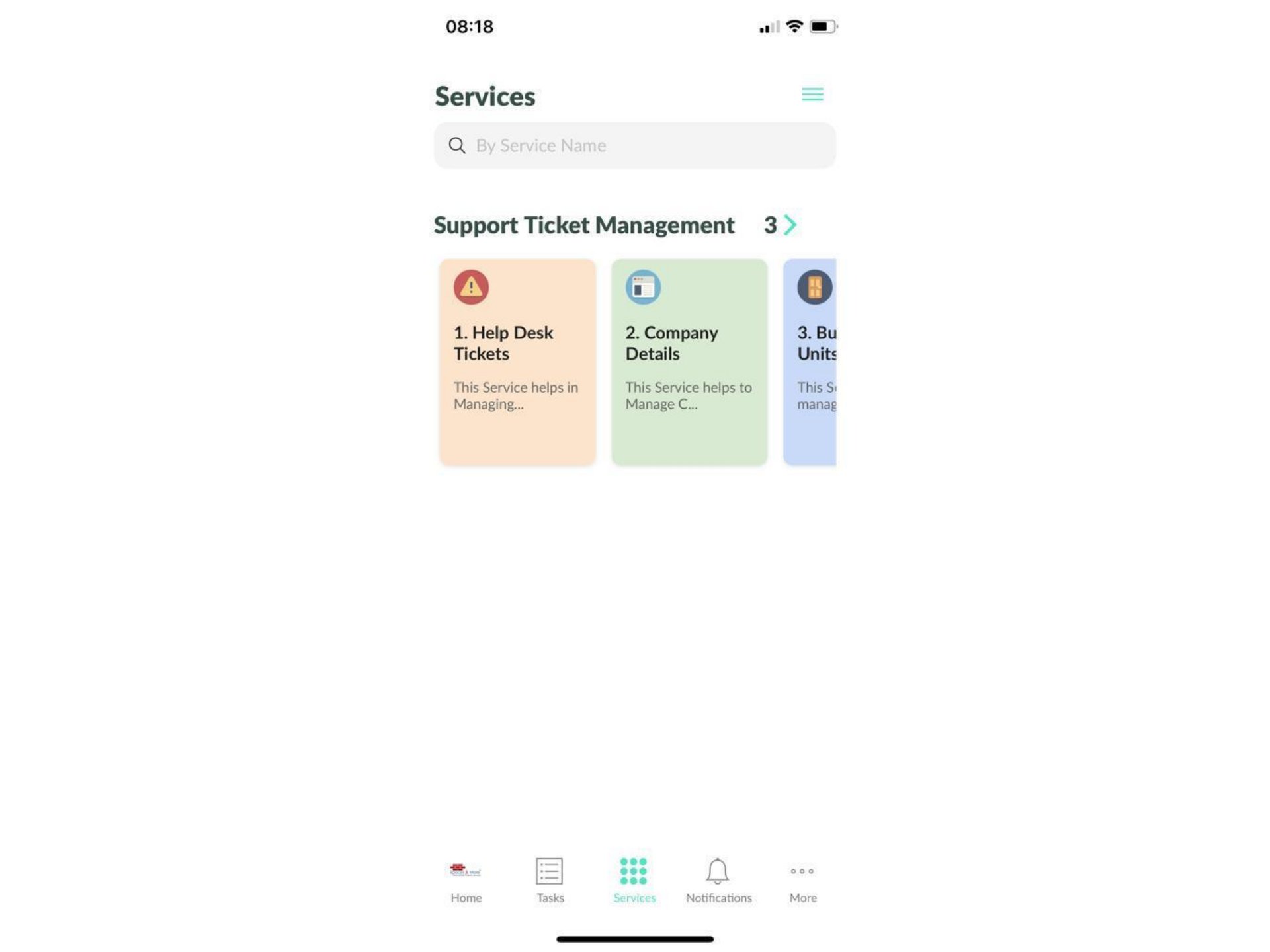
Your Password has been successfully reset!

DONE

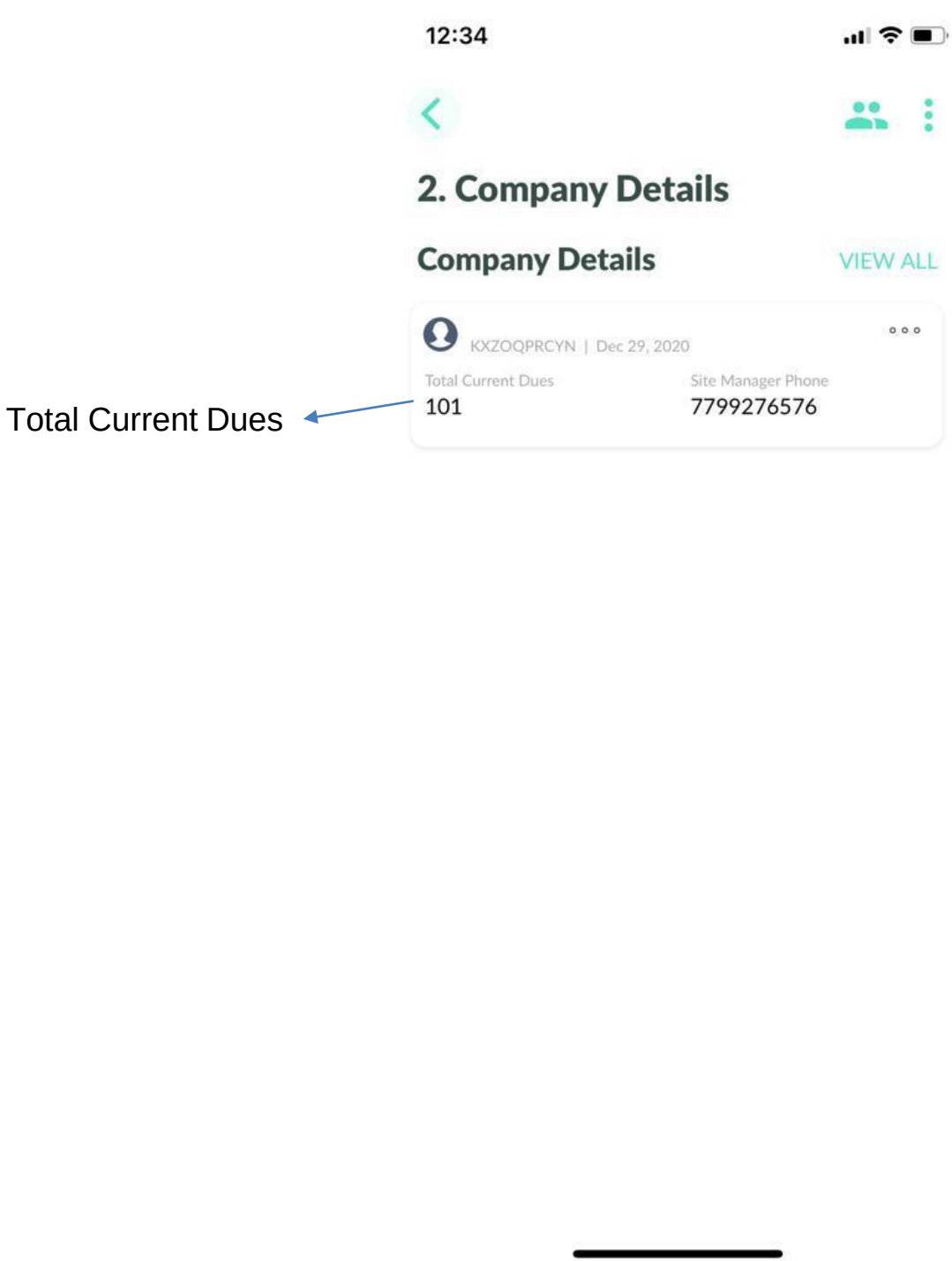

08:44
HOOPER
Pro
SIGN-IN
Email *
a1-bbp1@spacesandmore.com
Password *
CONTINUE
Forgot Password
Don't Have an account? - Sign Up

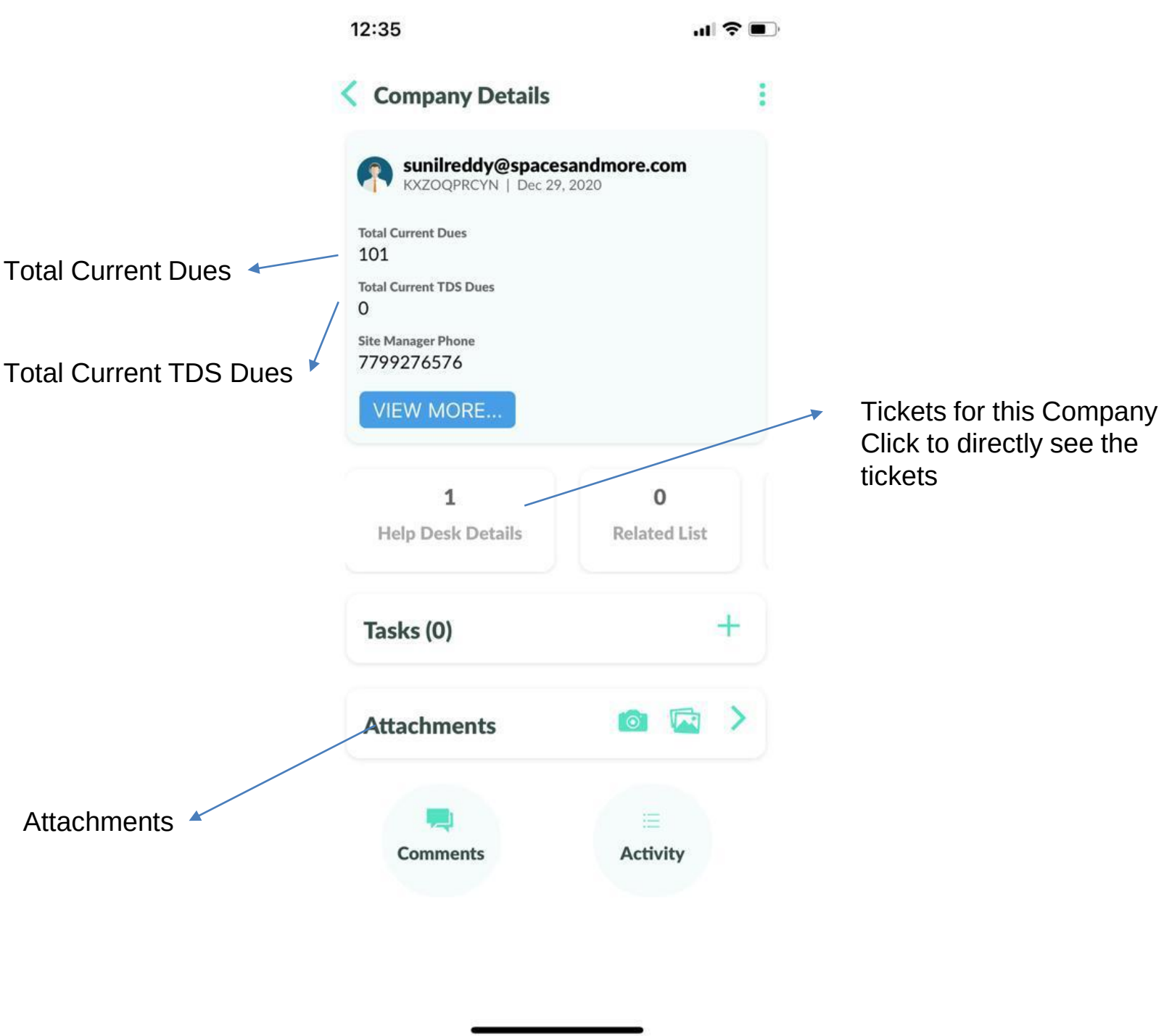
- Once you login, you should see Services when you select Home and under Support Ticket Management when you select Services at the at the bottom.
  - Company Details
  - Help Desk Tickets
  - Business Units
- See next slides for screenshots

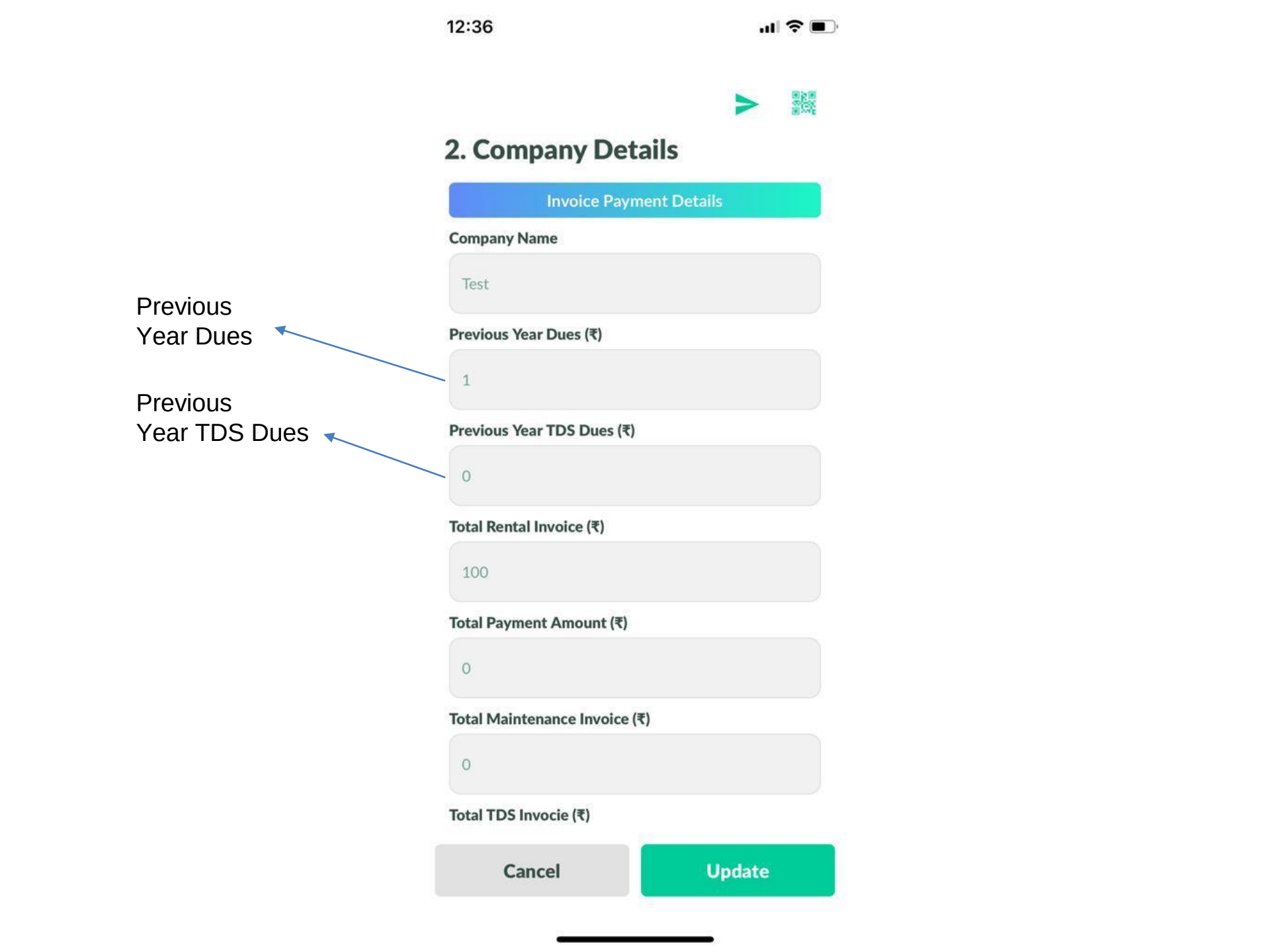

08:17
Hello Client A1-BBP1
Good Morning !
Services
VIEW ALL
1. Help Desk Tickets
This Service helps in Managing...
2. Company Details
This Service helps to Manage C...
3. Bu Units
This S manag
Tasks
VIEW ALL
All tasks till today are caught up
There may be upcoming tasks
Click View All !
Activity
VIEW ALL
No Activity Available.
Click on Home
Click on Services
Home
Tasks
Services
Notifications
More


08:18
Services
By Service Name
Support Ticket Management
3
1. Help Desk Tickets
This Service helps in Managing...
2. Company Details
This Service helps to Manage C...
3. Bu
Units
This S
manag
Home
Tasks
Services
Notifications
More

- “Company Service” provides information about your Company
- It provides information about the Rental/Maintenance Invoices raised by Spaces&More, TDS to be paid, Payments made by you, TDS payments made by you and Current Dues.
- It provides information that Spaces&More has about your Company and Business Unit (Office space) leased from Spaces & More.
- Rental details including Lease term, Increment date and increment % are also provided.


12:34
2. Company Details
Company Details
VIEW ALL
KXZOQPRCYN | Dec 29, 2020
Total Current Dues
101
Site Manager Phone
7799276576
Total Current Dues


12:35
Company Details
sunilreddy@spacesandmore.com
KXZOQPRCYN | Dec 29, 2020
Total Current Dues
101
Total Current TDS Dues
0
Site Manager Phone
7799276576
VIEW MORE...
1
Help Desk Details
0
Related List
Tasks (0)
Attachments
Comments
Activity
Total Current Dues
Total Current TDS Dues
Attachments
Tickets for this Company
Click to directly see the
tickets


12:36
2. Company Details
Invoice Payment Details
Company Name
Test
Previous Year Dues (₹)
1
Previous Year TDS Dues (₹)
0
Total Rental Invoice (₹)
100
Total Payment Amount (₹)
0
Total Maintenance Invoice (₹)
0
Total TDS Invocie (₹)
Cancel
Update
Previous Year Dues
Previous Year TDS Dues

Total TDS Invocie (₹)

0

Total TDS Payment (₹)

0

Total Current Dues (₹)

101

Total Current TDS Dues (₹)

0

Total Dues Incl TDS (₹)

101

Total Misc (₹)

0

Total Misc P (₹)

0

Total Misc Dues (₹)

0

Cancel

Update

Invoice-Payment Details

Date	Invoice Number
2020-12-29	
Rent Invoice	**Maintenance Invoice**
100	0

View All (1)

+ Add Row

Company Details

GST No

AAAAAAAAA

Pan No

AAAAAA

End User Name

USER

End User Phone

Cancel

Update

12:37

End User Name

USER

End User Phone

+91

9898989898

End User Email

abc@abc.com

Company Info

Company Info

End User Contacts

Send email to accountant bcb@bcb.com

Business Unit Client

Client 1A-GBP2

Business Unit Name

Cancel

Update

12:43

Business Unit Client

Client 1A-GBP2

Business Unit Name

GBP2-1A

Business Unit Email

1a-gbp2@spacesandmore.com

Site Manager Name

Mahesh

Site Manager Email

mahesh@spacesandmore.com

Site Manager Phone

+91 7799276576

Rental Details

Rent (₹)

1

Cancel Update

Rental Details

Rent (₹)

1

Misc (₹)

0

Deposit (₹)

122

Deposit Due (₹)

12

Lease Start Date

01 January,2021

Lease End Date

01 January,2023

Increment Date

01 January,2022

Increment Percentage

Cancel

Update

- “Help Desk” Service provides information about any Tickets that have been created for your office (Business Unit).
- Click on View Help Desk tickets to view all the Tickets for your Business Unit (office)
- Select “Created By Me” to see all the tickets created by you for your Business Unit.
- Select “Assigned To Me” to see all the tickets created for your Business Unit on your behalf by Spaces&More.
- Click on any existing ticket to see the details.
- ***Any updates that you need to have done on a ticket, please contact the Site Manager or Operations Manager.

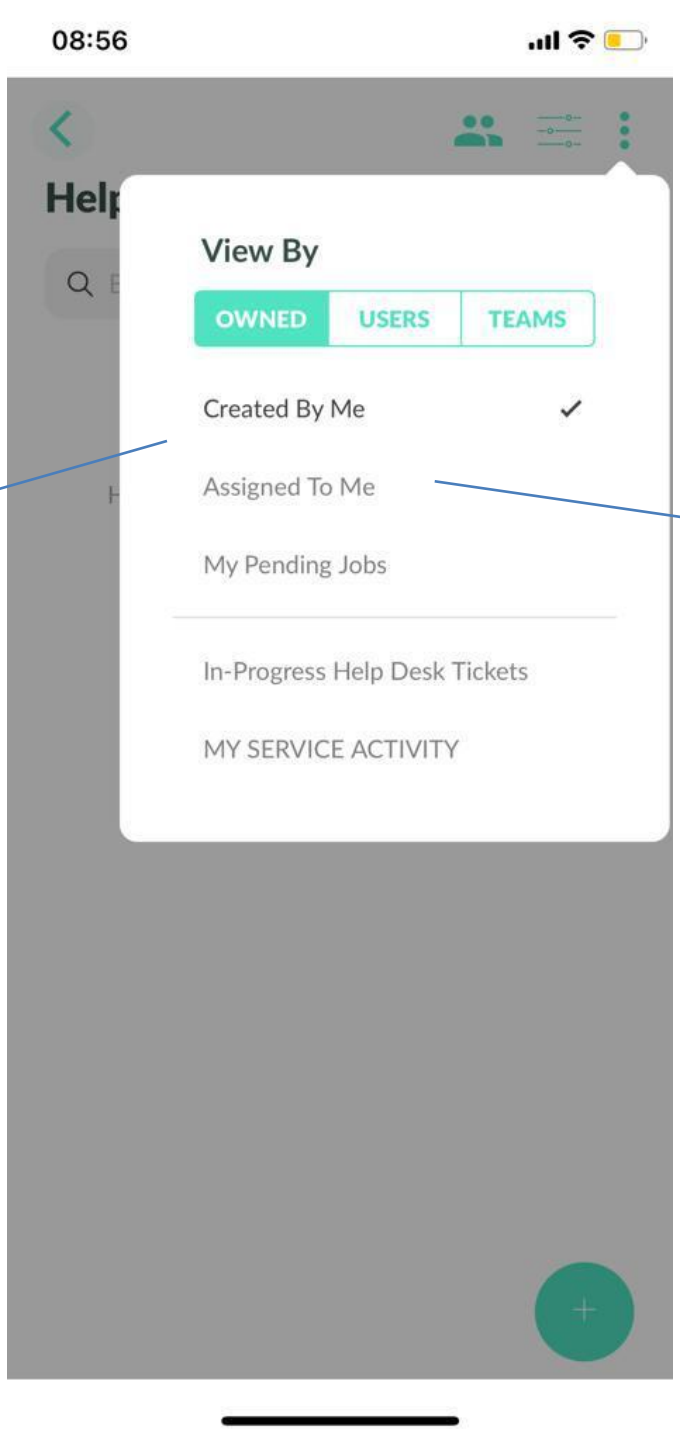
08:56

1. Help Desk Tickets

Help Desk Tickets

VIEW ALL

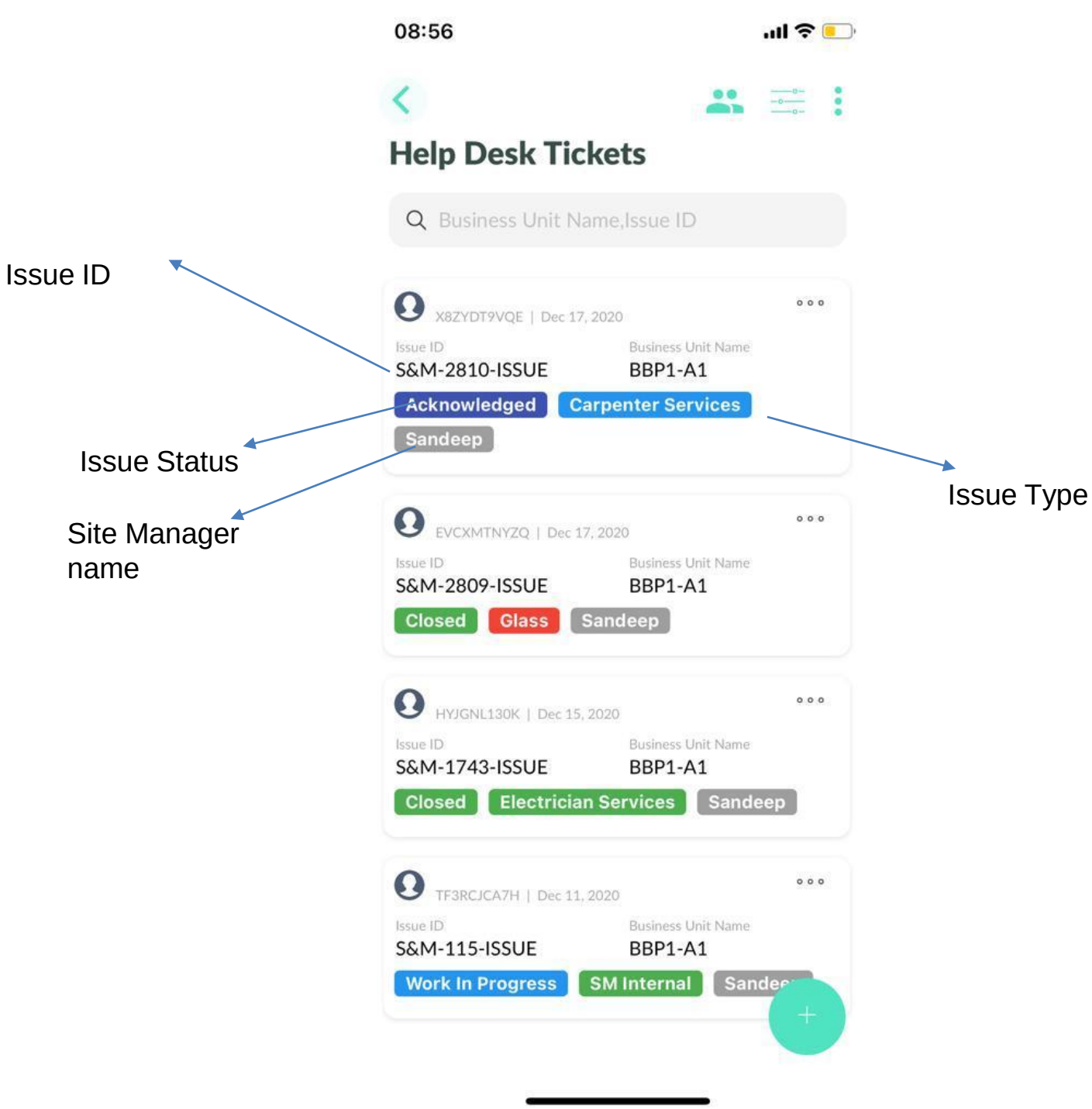
Hay! Nothing to show, will be shown when available!

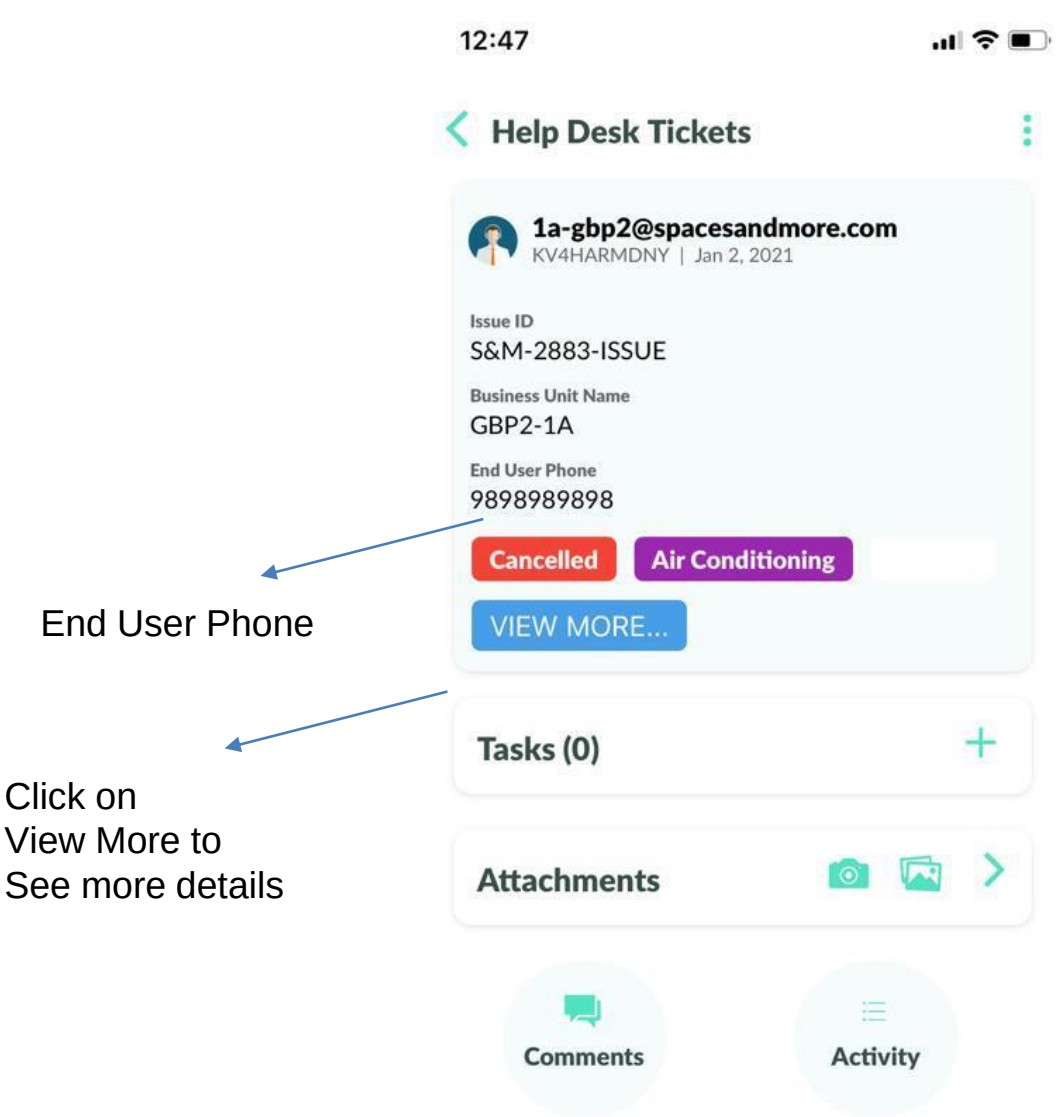


Select “Created By Me”
To see all Issues created
by you

Select “Assigned To Me”
To see all Issues created
On behalf of you (OBC)

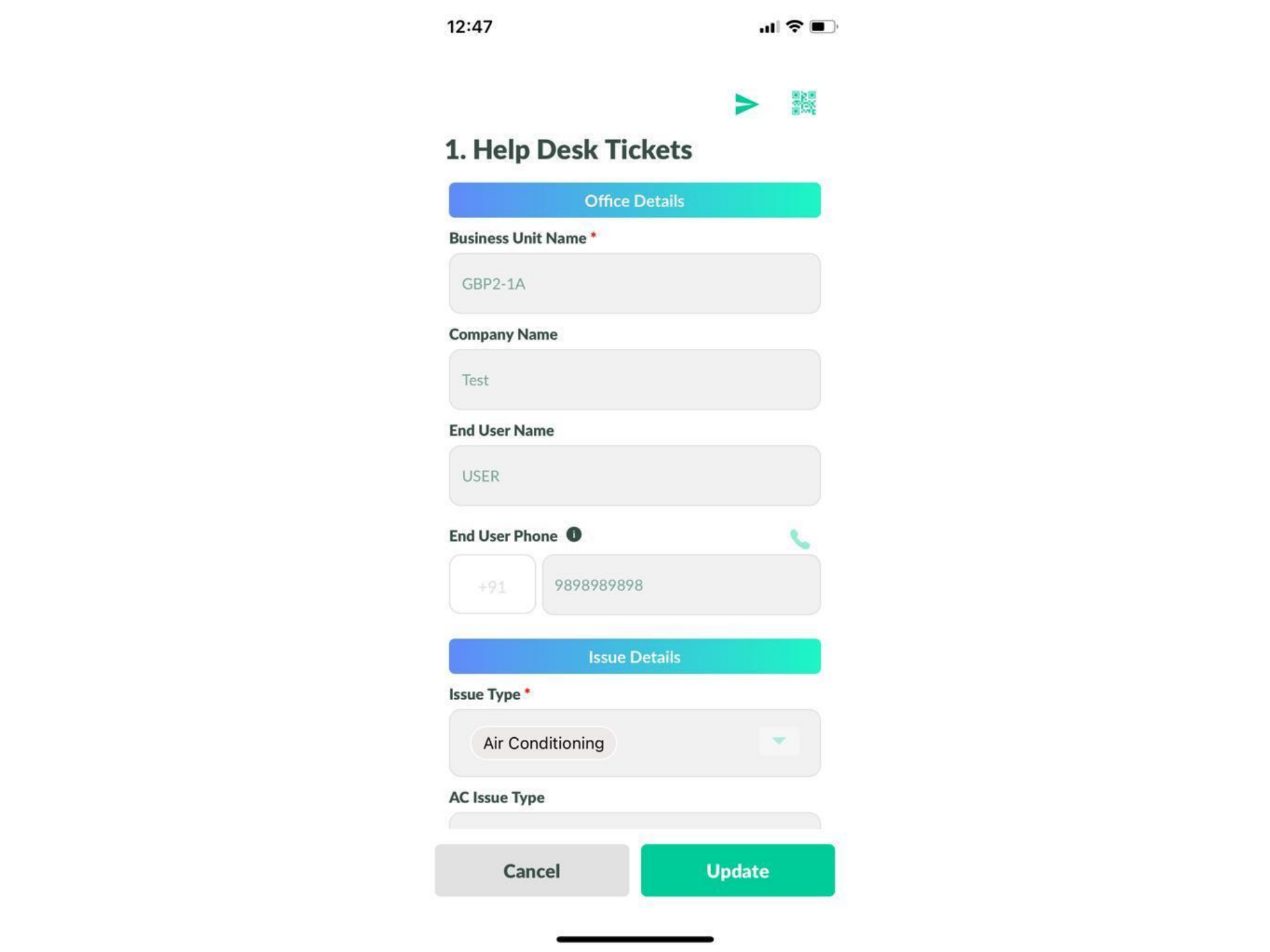
- The list of Issues shows Issue ID, Business Unit name, Issue Status (Assigned – Assigned to Site Manager, Acknowledged – Acknowledged by Site Manager, Work In Progress, Cancelled, Closed, On Hold)
- Issue Type – Type of the Issue.
- Site Manager Name


08:56
Help Desk Tickets
Business Unit Name,Issue ID
X8ZYDT9VQE | Dec 17, 2020
Issue ID
S&M-2810-ISSUE
Business Unit Name
BBP1-A1
Acknowledged
Carpenter Services
Sandeep
EVCXMTNYZQ | Dec 17, 2020
Issue ID
S&M-2809-ISSUE
Business Unit Name
BBP1-A1
Closed
Glass
Sandeep
HYJGNL130K | Dec 15, 2020
Issue ID
S&M-1743-ISSUE
Business Unit Name
BBP1-A1
Closed
Electrician Services
Sandeep
TF3RCJCA7H | Dec 11, 2020
Issue ID
S&M-115-ISSUE
Business Unit Name
BBP1-A1
Work In Progress
SM Internal
Issue ID
Issue Status
Site Manager name
Issue Type



End User Phone

Click on
View More to
See more details


12:47
1. Help Desk Tickets
Office Details
Business Unit Name *
GBP2-1A
Company Name
Test
End User Name
USER
End User Phone
+91
9898989898
Issue Details
Issue Type *
Air Conditioning
AC Issue Type
Cancel
Update

12:47

Issue Type *

Air Conditioning

AC Issue Type

No Cooling

User Priority

Low

S&M Priority

Low

Issue Image CLEAR

Yes No

0

Description of Issue *

No cooling in MD room

User Comments

User Comments

Cancel Update

12:48

User Comments

User Comments

Issue Resolution Details

Issue Status

Cancelled

Cancelled/Hold Reason

Test Ticket

Amount To Be Paid By

- S&M
- Common - ATM
- Add To Maintenance
- Client-Directly
- NA

AC Resolution

SM Comments

Cancel

Update

Client-Directly

NA

AC Resolution

SM Comments

SM Comments

Asset/Vendor Information Section

Issue ID

S&M-2883-ISSUE

Site Manager Name

Mahesh

Site Manager Phone

+91

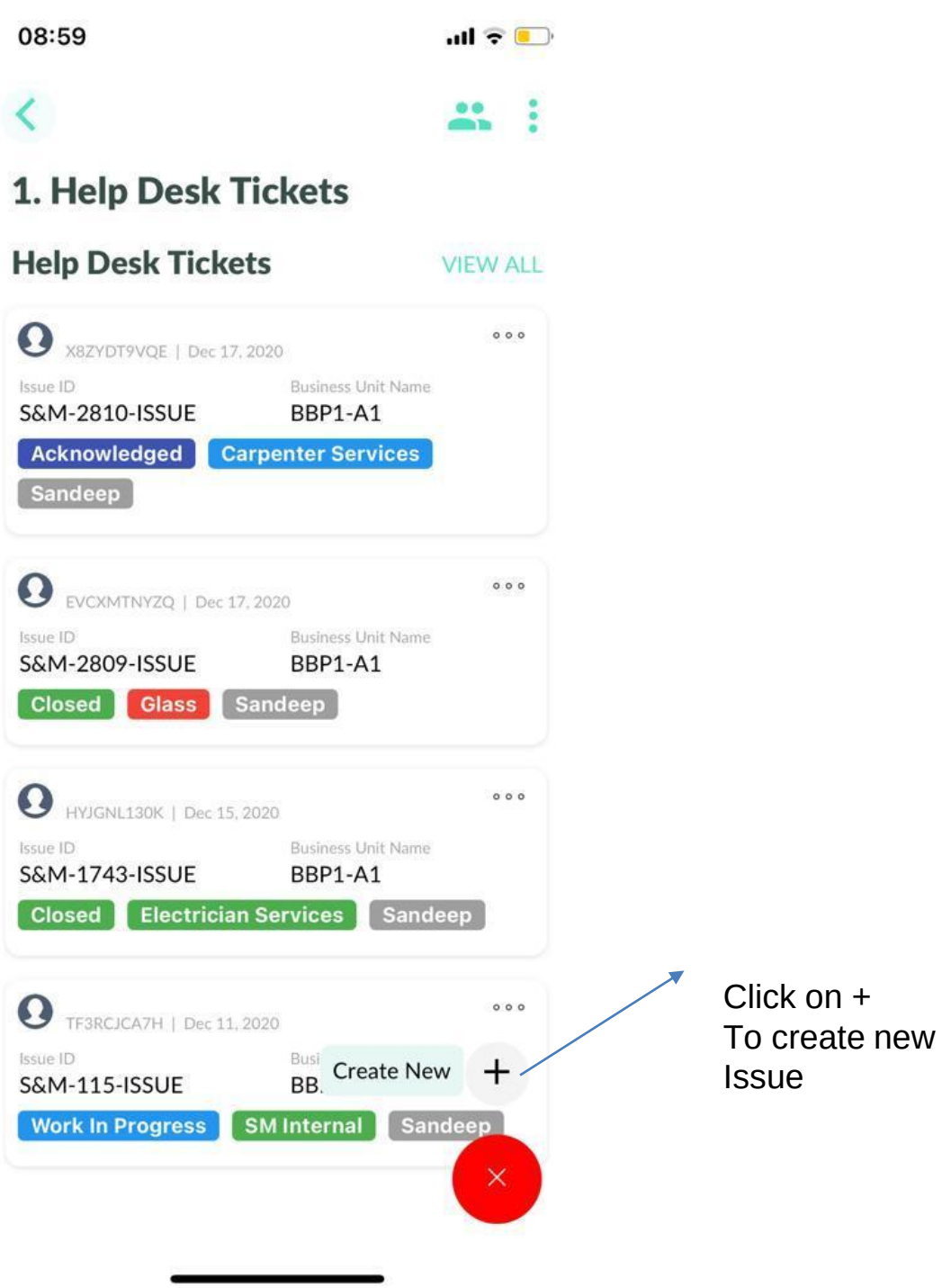
7799276576

Cancel

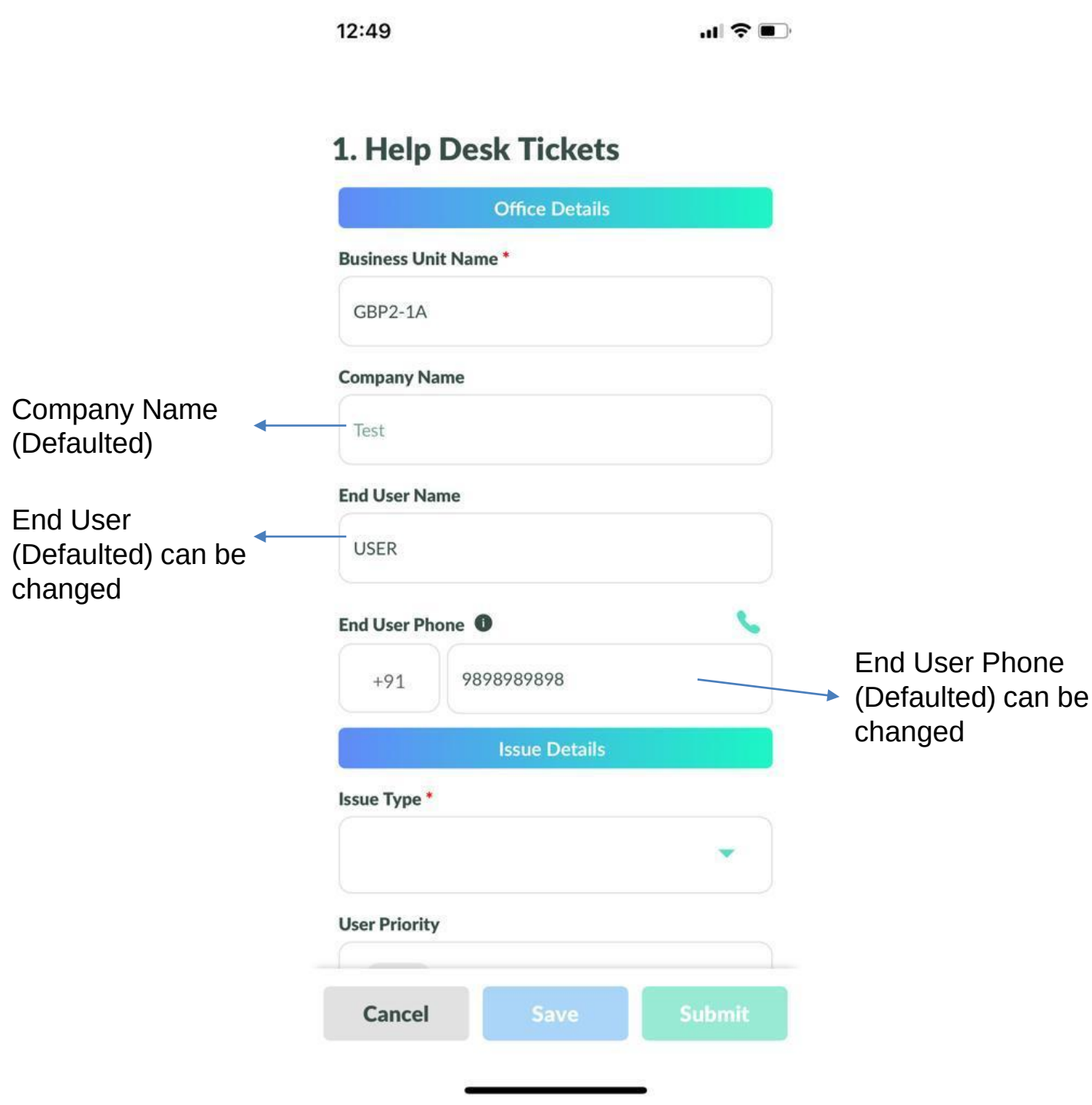
Update

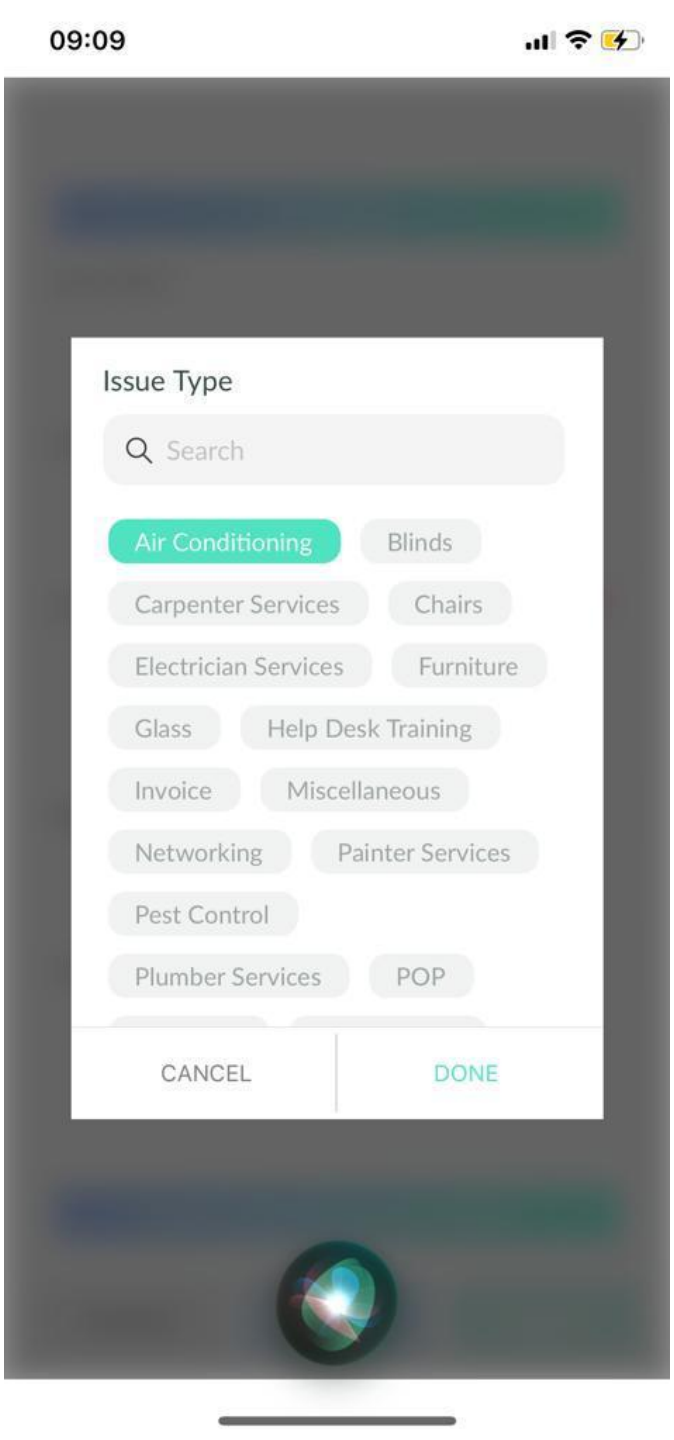
- To Create a new Issue – Click on +
- Company Name will be defaulted along with Business Unit, End User, End User Phone.
- If a different end user needs to be contacted for this Issue, you can change the name and phone number here
- Select Issue Type. For some issues like Air Conditioning or Plumber, you will need enter more details about the Issue in the next drop down.
- You can attach images for the Issue in Issue Image.
- Issue Description – Enter details of the Issue.
- If you need to enter more comments, enter in User Comments.

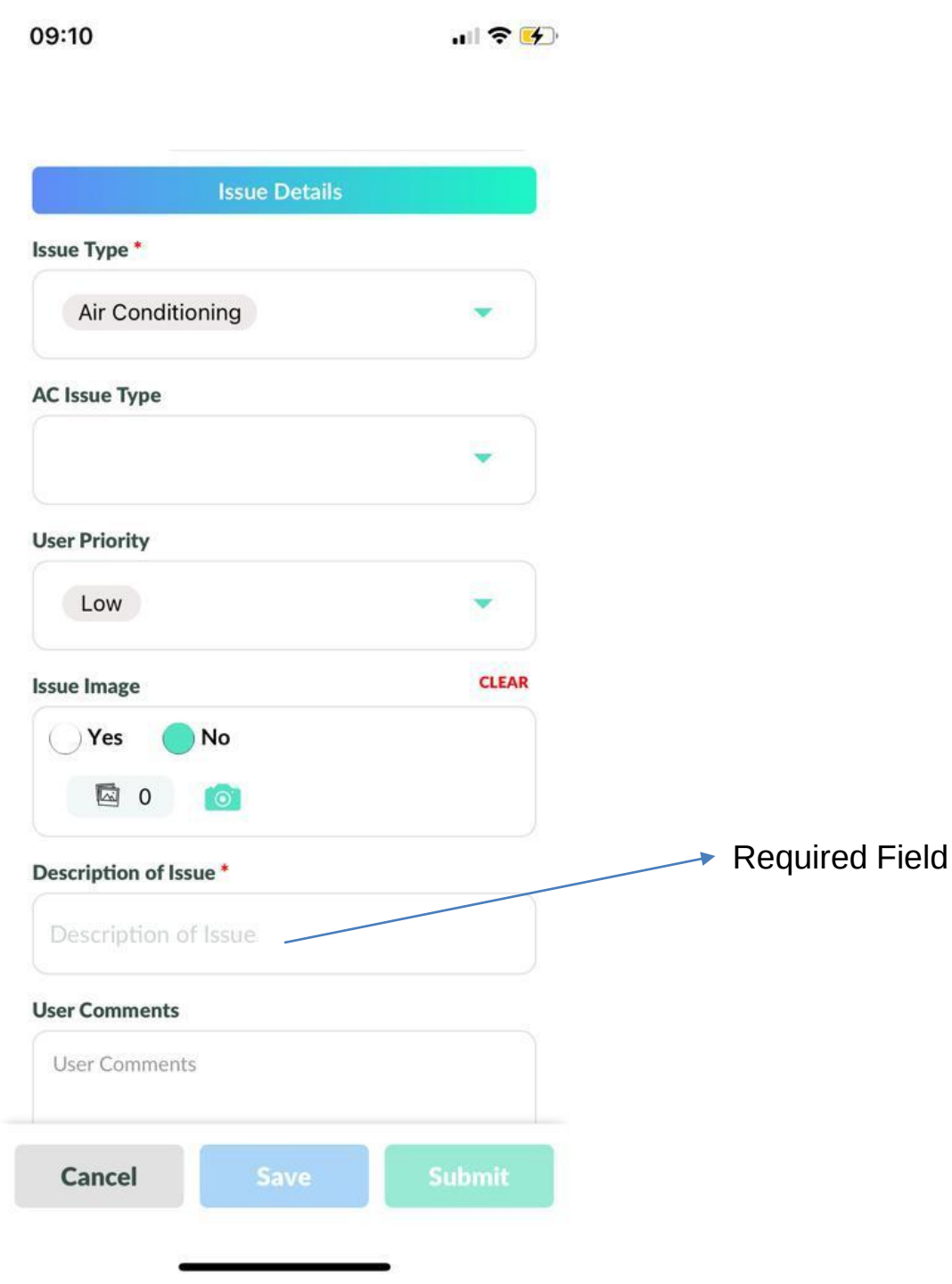
- User Priority – Default is Low. Only when an office cannot be used (Office not accessible/down) is when HIGH priority should be used.
- Information about the Site Manager who is assigned this Issue is provided at the bottom of the screen
- Then Click on “Submit” to create the Issue.

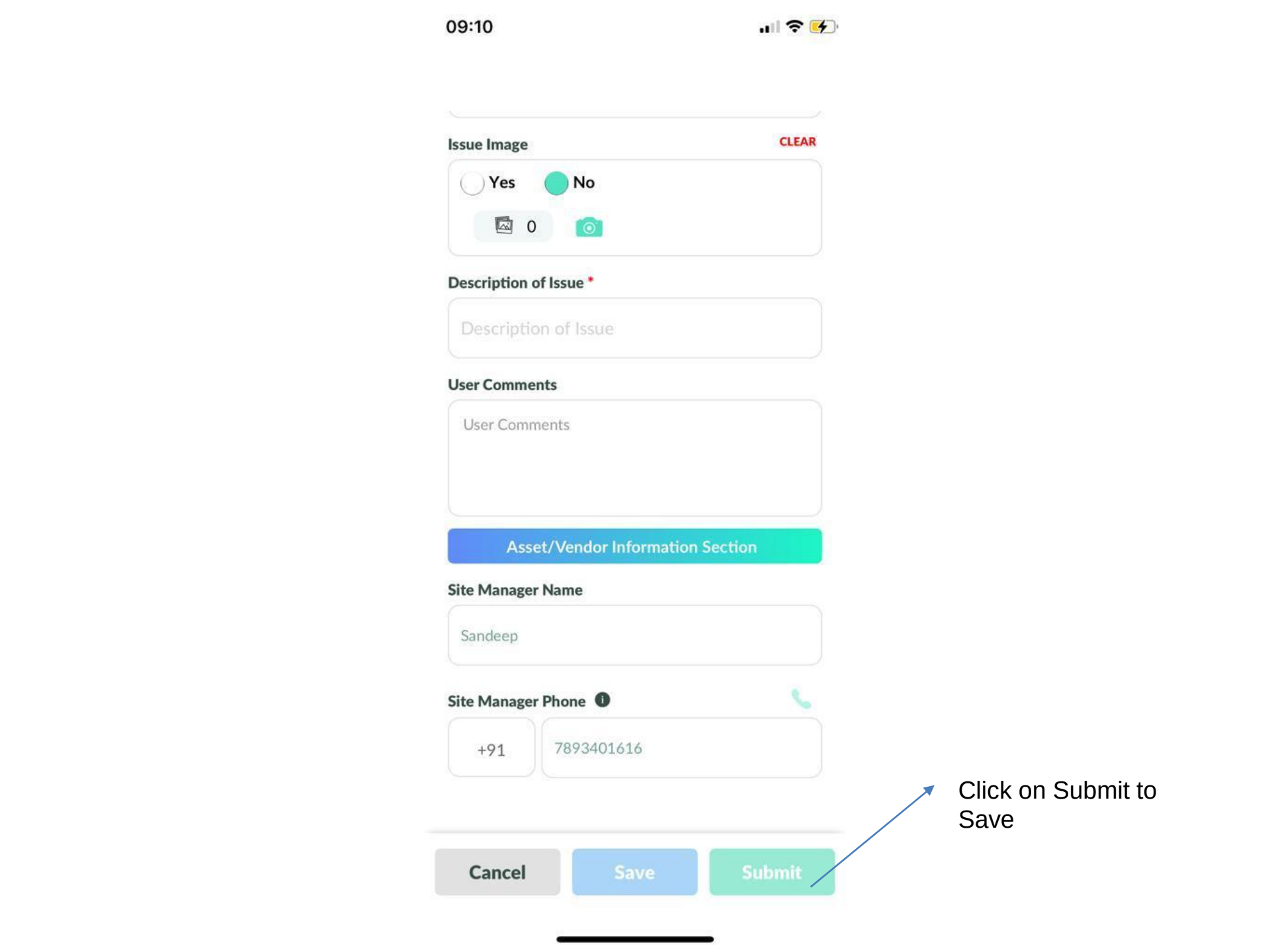


Click on +
To create new
Issue


12:49
1. Help Desk Tickets
Office Details
Business Unit Name *
GBP2-1A
Company Name
Test
End User Name
USER
End User Phone
+91
9898989898
Issue Details
Issue Type *
User Priority
Cancel
Save
Submit
Company Name (Defaulted)
End User (Defaulted) can be changed
End User Phone (Defaulted) can be changed


09:09
Issue Type
Search
Air Conditioning
Blinds
Carpenter Services
Chairs
Electrician Services
Furniture
Glass
Help Desk Training
Invoice
Miscellaneous
Networking
Painter Services
Pest Control
Plumber Services
POP
CANCEL
DONE

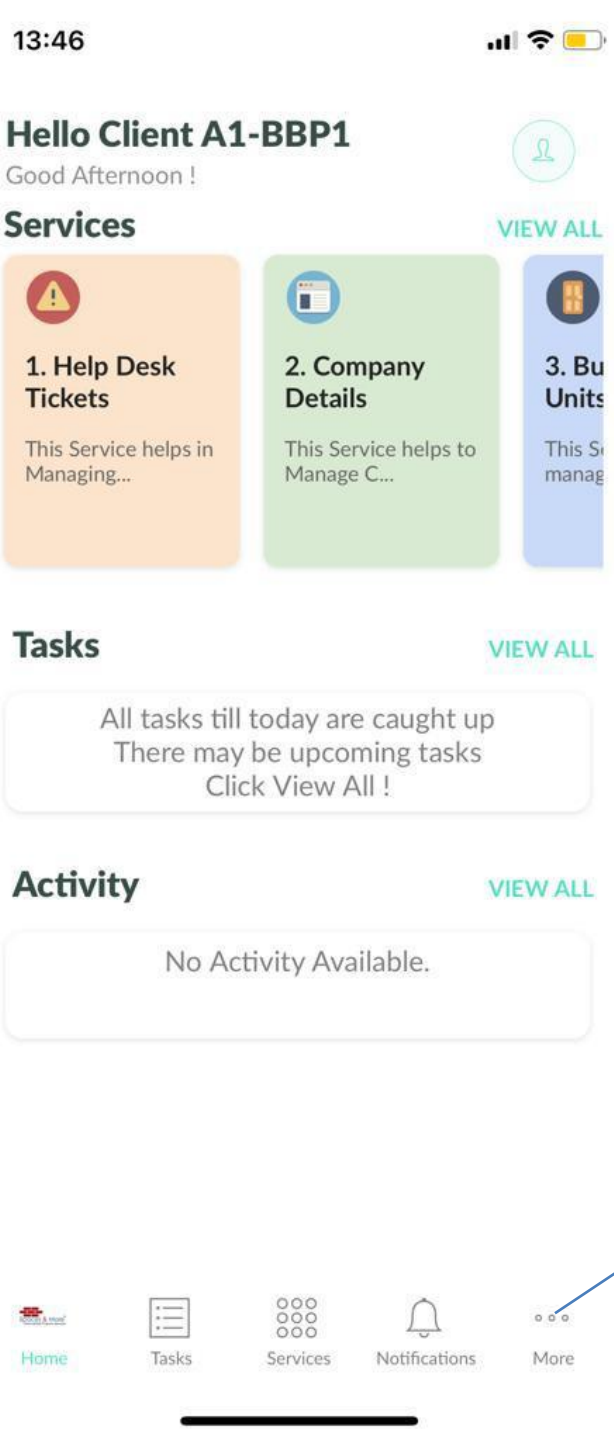

09:10
Issue Details
Issue Type *
Air Conditioning
AC Issue Type
User Priority
Low
Issue Image
CLEAR
Yes
No
0
Description of Issue *
Description of Issue
User Comments
User Comments
Cancel
Save
Submit
Required Field


09:10
Issue Image
CLEAR
Yes
No
0
Description of Issue *
Description of Issue
User Comments
User Comments
Asset/Vendor Information Section
Site Manager Name
Sandeep
Site Manager Phone
+91
7893401616
Cancel
Save
Submit
Click on Submit to Save

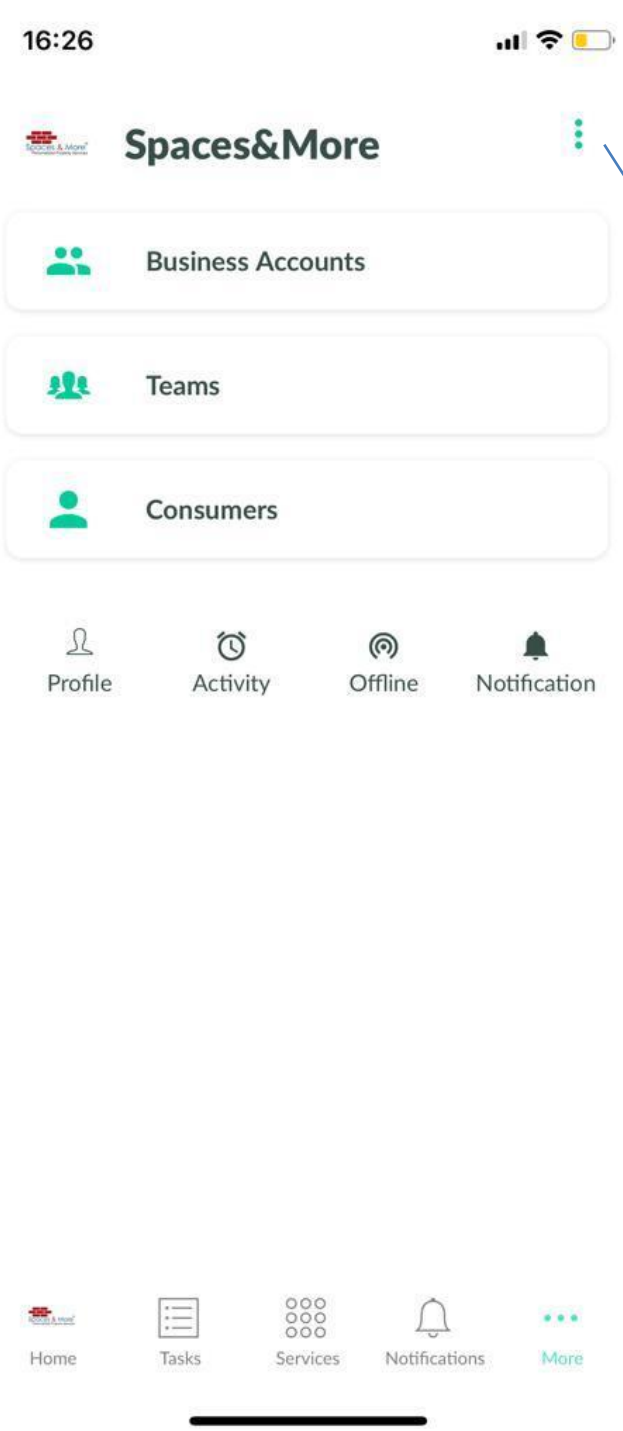
- Once an Issue is created, you will get an email with the Issue details
- Site Manager will visit the office site and validate the details of the Issue raised and the User Priority. If the priority is not correct then S&M Priority will be changed.
- If Priority is changed, then you will get an SMS providing the information.
- Site Manager will indicate who needs pay the Amount to fix the Issue if applicable. If Add To Maintenance or Client Directly is selected then please provide confirmation to the Site Manager via sms/whatsapp/email.

- When the actual work is being done then Site Manager will change the Issue Status to Work In Progress
- You will get an SMS/Email when the Issue Status is in Work In Progress.
- Once the work is completed then Site Manager will change Issue Status to Closed.
- You will get an SMS/Email when the Issue Status is Closed.
- If the work is not completed then please contact Site Manager or Ops Manager to discuss about the same or you can open a new ticket.
- If Issue is to be Updated, Cancelled or put on Hold then please contact the Site Manager and they will change the status.
- You will get an SMS/Email when Issue Status is Cancelled or put on Hold along with the reason.

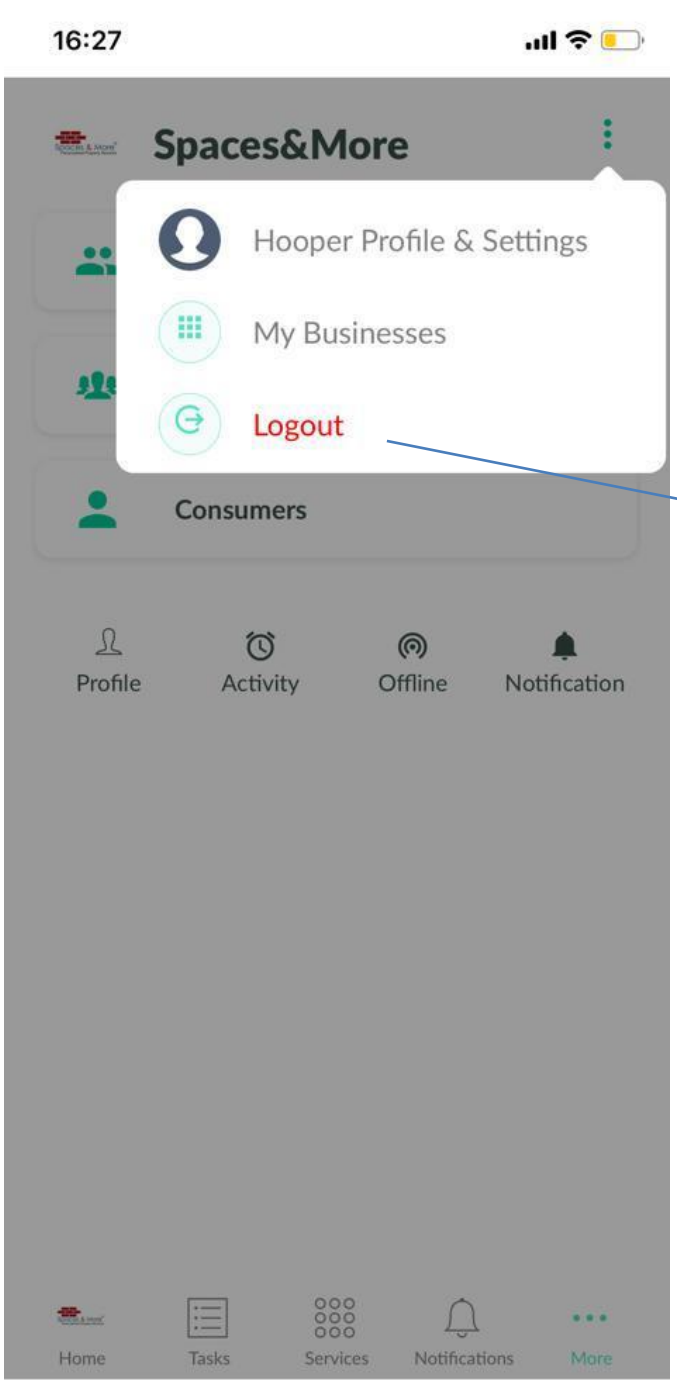
- To Logout of the System, please click on the More at the bottom right.
- Then click on the three vertical dots
- Click on Logout to Logout of the System.



Click on More to Log out



Click on : to Log out



Click on Logout to Log out

Thank You

- New Help Desk System can be accessed from our website http://www.spacesandmore.com like how you have been using with our existing system.
- The Help Desk App can be downloaded on your phone from Play store for Android or Apple Store. Please search for HooperPro
- If you have any questions, please feel free to contact Operations Manager Mallikarjun Reddy @ 7799708817