

Easyclick account for a customer's contact person is created automatically directly after registration of the customer thanks to default option *Create an Easyclick account*. The function for entering requests through Customer Desk Easyclick requests will be enabled, i.e. double-clicking on the C-Monitor client icon will open a simple form to enter a new request.

- **Repair of a dysfunctional Easyclick account** - an Easyclick account becomes dysfunctional if the customer is renamed or if someone deletes the Easyclick account - easyclick is functional if the name of the account is in the form **customer_nameeasyclick**

Creation of Easyclick account for a customer (additionally, without a wizard)

If you did not choose to create an Easyclick account automatically at creation of new customer, you may create the Easyclick account additionally. The account is created by pressing the button 'Add' at *Admin zone -> Users -> Customer accounts* where in the section *Account type* select *Easyclick account*. An Easyclick account may be created by a maintainer or an operator.

Description of selected items:

- **Account type - select Easyclick account**
- **Login name, password** - leave blank, after selecting Easyclick as the account type, these options are not available
- You just have to select a customer (max. one), to whom does the account belong to, fill in other required items and the Easyclick account is successfully created.
- **Note** : Requests that were entered after manual login to CM Server are not accessible through Easyclick account

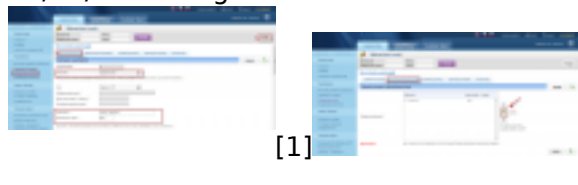
Image: Vytvorenie nového Easyclick konta

The screenshot shows the 'Zákaznické kontá' (Customer Accounts) section of the Customer Monitor interface. The sidebar on the left contains navigation links for 'Hlavné menu', 'Zákazníci', 'Počítače', 'Audit SW a evidencia HW', 'Používateľ', 'Môj profil, globálne nastavenia', 'Operátor a Skupiny', 'Zákaznícke kontá', and 'Používateľská história'. The top navigation bar includes 'Admin zóna', 'Prehľadanie a Vyhodnotenie', and 'Customer Desk'. The main content area has a header for 'Zákaznické kontá' with search filters for 'Spoločnosť', 'Meno', 'Prihlasovacie meno', and 'Email'. Below this is a tabbed interface with 'Všeobecné údaje', 'Nastavenie zákazník' (highlighted with a red box), 'Vzdialený prístup', 'Spotrebný materiál', and 'Oprávnenia'. The 'Nastavenie zákazník' tab shows a list of customers with columns 'Zákazník' and 'Kópia SMS z C-Desk'. A red box highlights the '+' button in the list, and a red arrow points to it. Below the list, there is a note: 'Upozornenie: Aby sa dalo ku kontu prihlásiť, musí byť aspoň jedna zákaznícka spoločnosť aktívna.' The bottom right corner has 'Uložiť' and 'Pridať' buttons.

Image: Priradenie zákazníka k Easyclick kontu

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Links

[1] <https://www.customermonitor.co/sites/default/files/easyclick1.png>

[2] <https://www.customermonitor.co/sites/default/files/easyclick2.png>