

Export your ticket lists in a different format (Excel, PDF, CSV o XML)

Ingredient type MENU: Create menus and submenus with access to external sites

Dropdown Service: Services to which the user has access.

Change preferences (password, language, photo ...)

Online ServiceTonic Help

The screenshot shows the ServiceTonic user portal interface. At the top left is the ServiceTonic logo. The main header contains a "Customizable Welcome Message" and a navigation menu with "Home", "Solutions", "New ticket", "Ticket history", "Links", and "Help". On the right side of the header, there is a "Service 5.0" dropdown menu, "preferences" and "logout" buttons, and a user profile picture. The main content area is divided into several sections: "Knowledgement" with a search bar and "Libraries" dropdown; "My tickets" with a table showing "No records found" and export icons for XLS, PDF, CSV, and XML; "Global Tickets" with a table showing "No records found" and pagination controls; and another "Knowledgement" section with a search bar and four categories: "Most Viewed" (Portal URL (3)), "Most used" (Portal URL (0)), "Most Rated" (Portal URL (0/0)), and "Most Recent" (Portal URL (2014-10-15 17:52)). A "Documents" section on the right contains a "User portal guide" link. At the bottom, it says "Help Desk Software by ServiceTonic".

Ingredient type KB. It shows the database of knowledge. Searchable within defined libraries.

Ingredient type HTML. Displays any content using HTML, you can define text, images, links, etc.

Ingredient type ITEM. Displays user tickets to the selected view. These are configurable

Ingredient type GLOBAL . Displays Global Tickets

Ingredient type DOCUMENT: Post links to your documents