Quickdesk

Complete User, Admin & Agent Manual

2025 Edition

A product of Nextcore Technology Inc.

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INTRODUCTION

Welcome to Quickdesk, a modern and intuitive ticketing system developed by Nextcore Technology Inc. designed to help teams manage customer inquiries, technical issues, and support requests with greater efficiency. Quickdesk centralizes all communication into one streamlined platform, ensuring that nothing gets lost and every concern is addressed promptly.

This manual provides a clear, step-by-step guide on how to use Quickdesk—whether you are a client submitting a ticket or an admin managing support operations. It is designed to help you navigate the system with ease, understand core features, and maximize productivity.

Our goal is to make support simple, organized, and fast.

Technical Overview

QuickDesk is built using a modern and secure technology stack designed for performance, scalability, and data protection.

Technology Stack:

- **Next.js** – A fast, production-grade framework for building the web application interface.
- **PostgreSQL** – A reliable and high-performance relational database used for storing user data, tickets, logs, and system configurations.
- **Secure Authentication System** – Implements robust authentication flows to protect user sessions, accounts, and sensitive information.

Security & Compliance

QuickDesk has undergone multiple automated security scans through HostedScan Security Audit and passed industry-standard assessments, including:

- **OWASP ZAP** – Web application vulnerability scanning
- **OpenVAS** – Network and server-level vulnerability assessment
- **Nuclei** – Template-based security scanning for known vulnerabilities and misconfigurations

These security checks help ensure that QuickDesk remains safe, resilient, and aligned with modern best practices for web application security.

System Overview

Quickdesk is a web-based support ticketing system that allows clients to submit concerns. The system is built around accessibility, clarity, and smooth collaboration.

Clients Key Features:

- **Multi-Channel Ticket Creation** – Create tickets via email or manually through the client portal, ensuring no customer query is missed. Quickdesk automatically imports and organizes emails into actionable tickets.
- **Ticket Lists** – Displays all tickets you have created, along with tickets submitted by other employees in your organization, for easier tracking and collaboration.
- **Edit Ticket Properties** – Manage tickets with Priority Level, Type, and Deadlines. Customize your workflow to fit your needs and track tickets from creation to resolution.
- **Ticket Created Notification** – Notifies you immediately after a ticket is created, confirming that your request has been received by the system.

Admin and Agents Key Features:

- **Admin Dedicated Email Account** – Upon registration, get a dedicated Microsoft 365 email account for your support operations, ensuring a professional and centralized communication channel (e.g., support@your-company.quickdesk-nti.com).
- **Ticket Lists** – Displays all tickets created by clients for easier tracking and collaboration with agents.
- **Client & Organization Management** – Group clients into companies for a clear view of all tickets, employees, and communication history. Manage clients on the Clients page and your agents on the Organization page.
- **Agent Management** – Invite, manage, and assign roles to your support team members. Ensure the right agent is always on the right ticket with clear ownership and permissions.
- **Advanced Ticket Properties** – Manage tickets with assignees, status, priority, type, deadlines, and tags. Customize your workflow to fit your team's needs and track tickets from creation to resolution.
- **Automated Notifications** – Keep everyone in the loop with automatic email alerts for ticket creation, assignments, status changes, and resolutions. Reduce manual work and ensure timely responses.

- **Internal Notes** – Collaborate with your team by adding private, team-only notes to any ticket. Share information, ask questions, and resolve issues faster without the client seeing the internal chatter.

- **Activity Log** – Collaborate with your team by adding private, team-only notes to any ticket. Share information, ask questions, and resolve issues faster without the client seeing the internal chatter.

- **Analytics Dashboard** – Get a high-level overview of your support operations with insightful charts and stats. Track key metrics like ticket volume, resolution times, and agent performance to make data-driven decisions.

- **Create Tickets for Clients** – Admins can manually create tickets on behalf of clients if the client hasn't submitted one themselves or if you need to log a ticket for documentation or record-keeping purposes.

- **Incoming Ticket Acceptance** – Control which incoming emails become tickets by allowing all emails, restricting to specific domains, or accepting only invited and verified addresses (default).

- **Deadline Configuration** – Set how many days each priority level has before a ticket becomes due.

- **Filters** – Search or filter tickets by creator, subject, ticket number, status, priority, type, tags/company, or creation date.

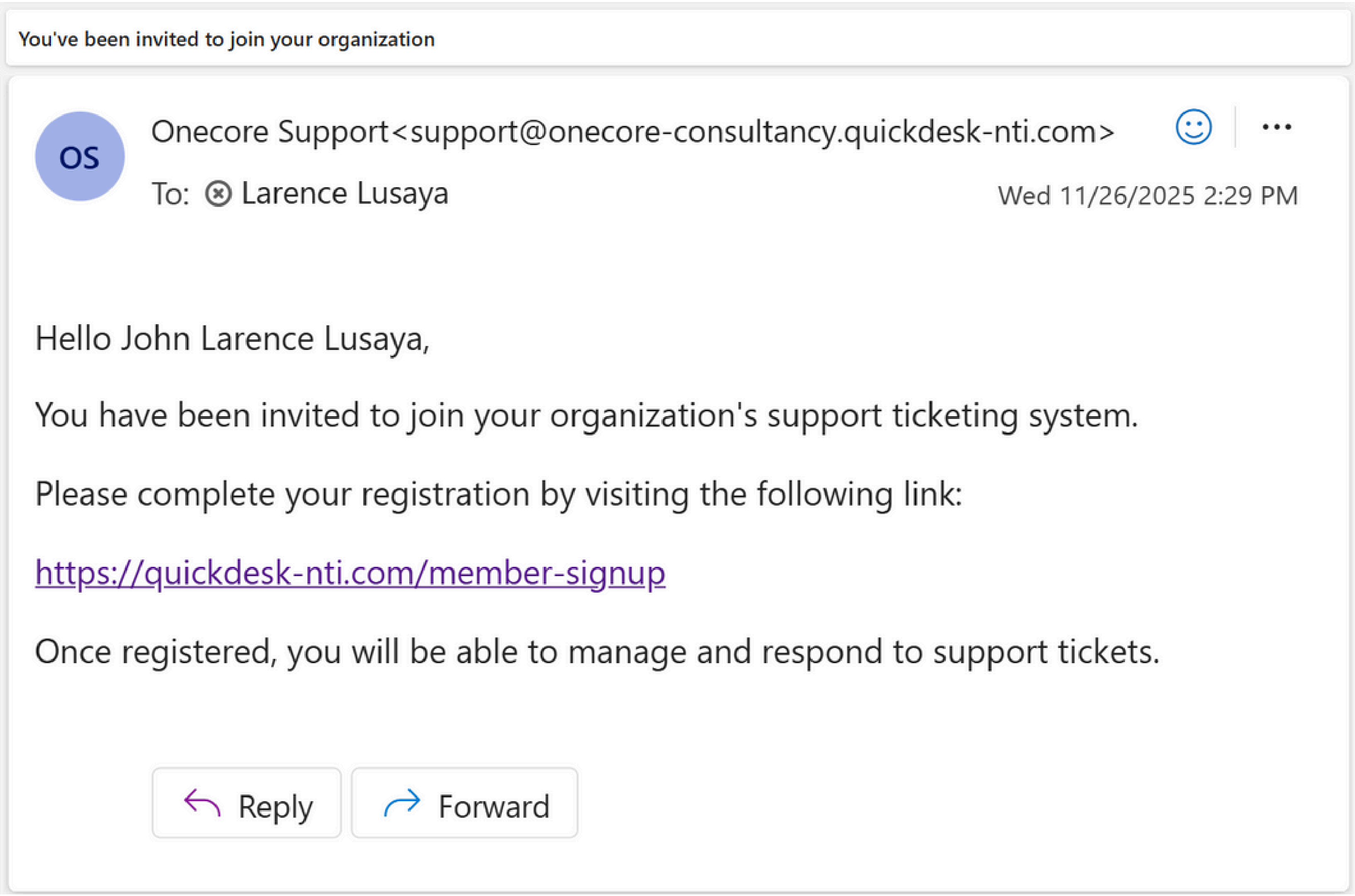
Client Guide

2025 Edition

Creating an Account

To create a client account, you must first be invited by the organization you are submitting a ticket to. Alternatively, you can send a ticket directly to the organization’s support email if their settings allow receiving tickets from non-invited users (please confirm with the organization first).

You must receive an invitation email to register as a client in Quickdesk and manage your tickets in the portal. If the organization allows all emails or has whitelisted your domain, you can still send tickets directly from your email, but you won’t be able to manage them in the portal. For full access, ask the organization to invite you—your past tickets will sync once you register.


You've been invited to join your organization

OS

Onecore Support<support@onecore-consultancy.quickdesk-nti.com>

To: Larence Lusaya

Wed 11/26/2025 2:29 PM

Hello John Larence Lusaya,

You have been invited to join your organization's support ticketing system.

Please complete your registration by visiting the following link:

https://quickdesk-nti.com/member-signup

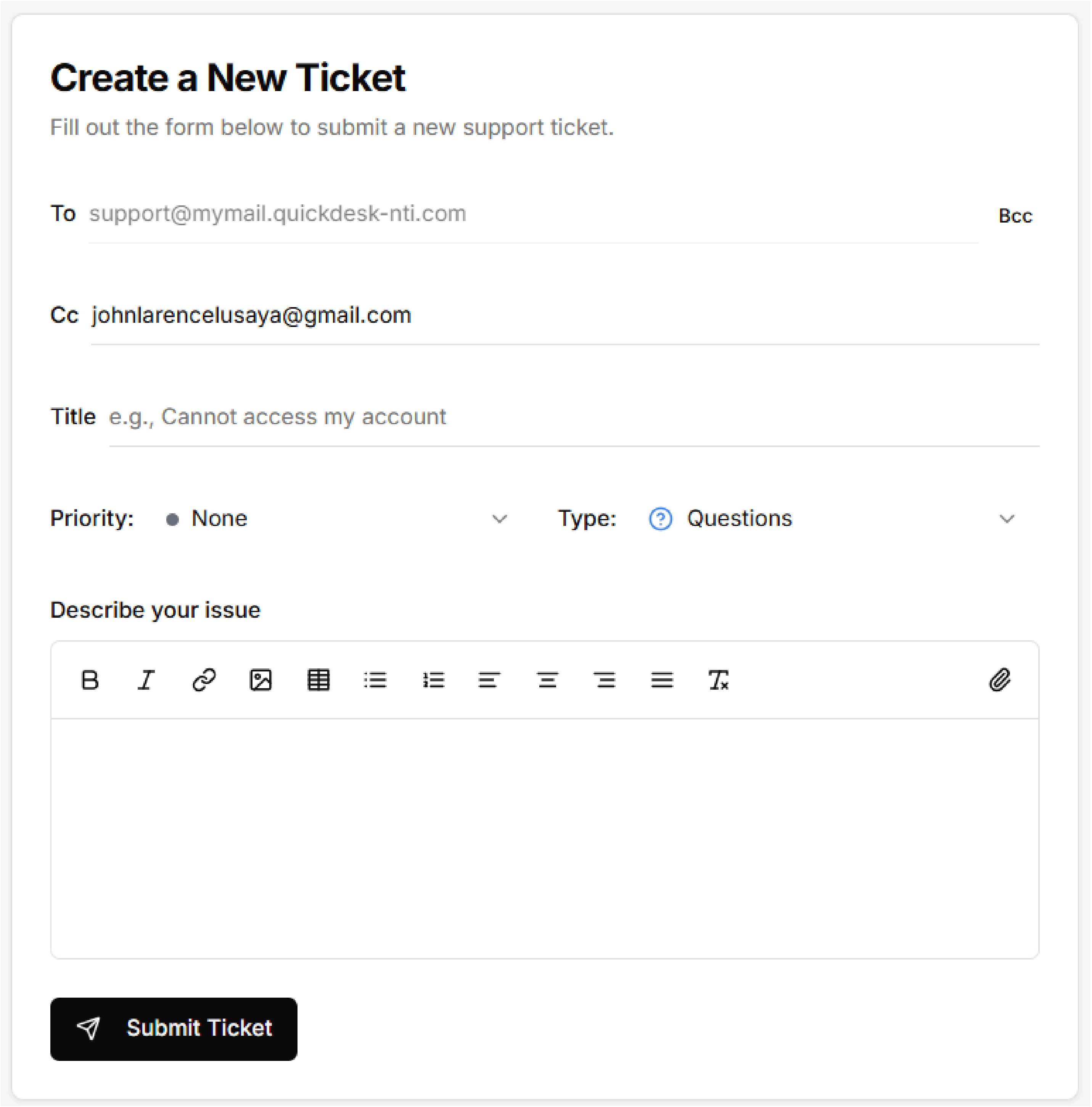
Once registered, you will be able to manage and respond to support tickets.

Reply Forward

Submitting Tickets

Registered clients can log in to the portal/dashboard and click Create Ticket. Fill out the form and submit. Tickets can also be created via email, but properties like Priority and Type cannot be set until you log in. All tickets sent by email will sync with your client portal.

Every ticket created in the portal will be sent **FROM** the support's email **TO** the support's email, with the client's email always in **CC**. If a ticket is created via email, the **FROM** address will be the client's email, and the **TO** address will be the support's email.

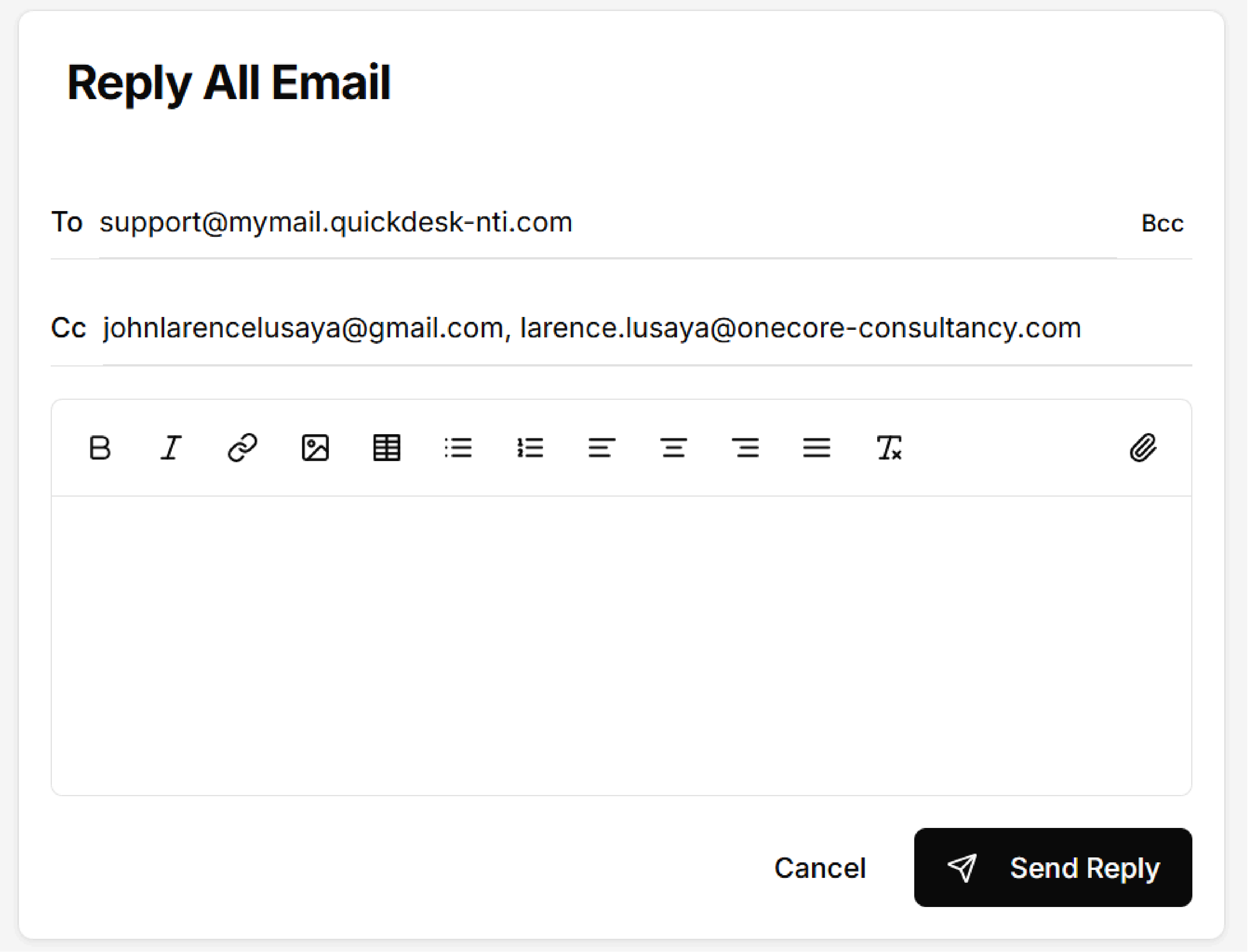


Replying

- **Reply (single arrow)**: Adds the client's email and assigned agent (if any) to CC.
- **Reply All (double arrow)**: Adds all emails from the specific reply you are responding to.
- **Missing emails**: Manually add any missing addresses in CC, separated by commas (,).

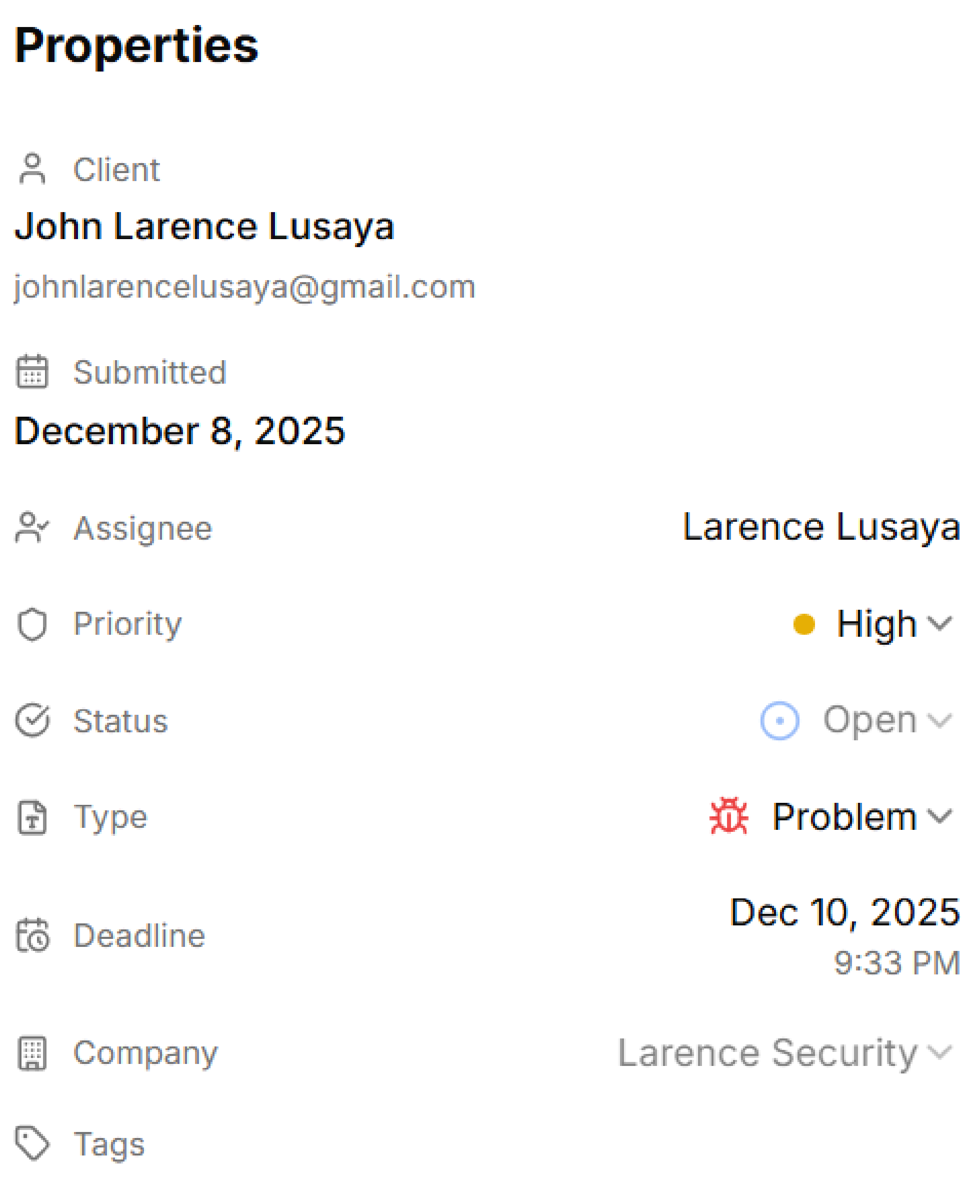
For example:

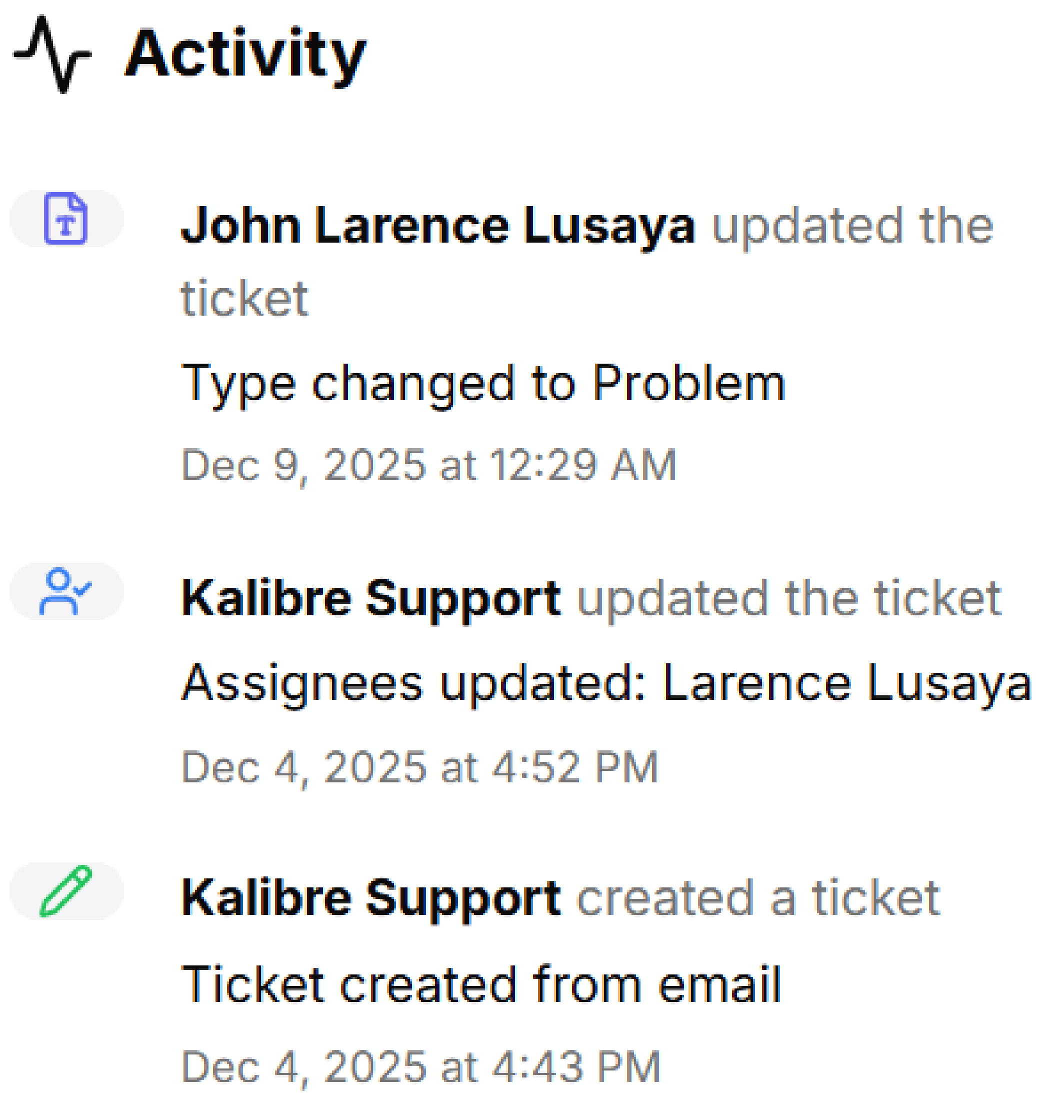
johnlarencelusaya@gmail.com, larence@gmail.com



Track Ticket

As a client, you can edit the ticket's priority level, type, and deadline even after the conversation has started. You can also track the assignee and view the ticket's activity history.





Quickdesk

Admin & Agent Guide

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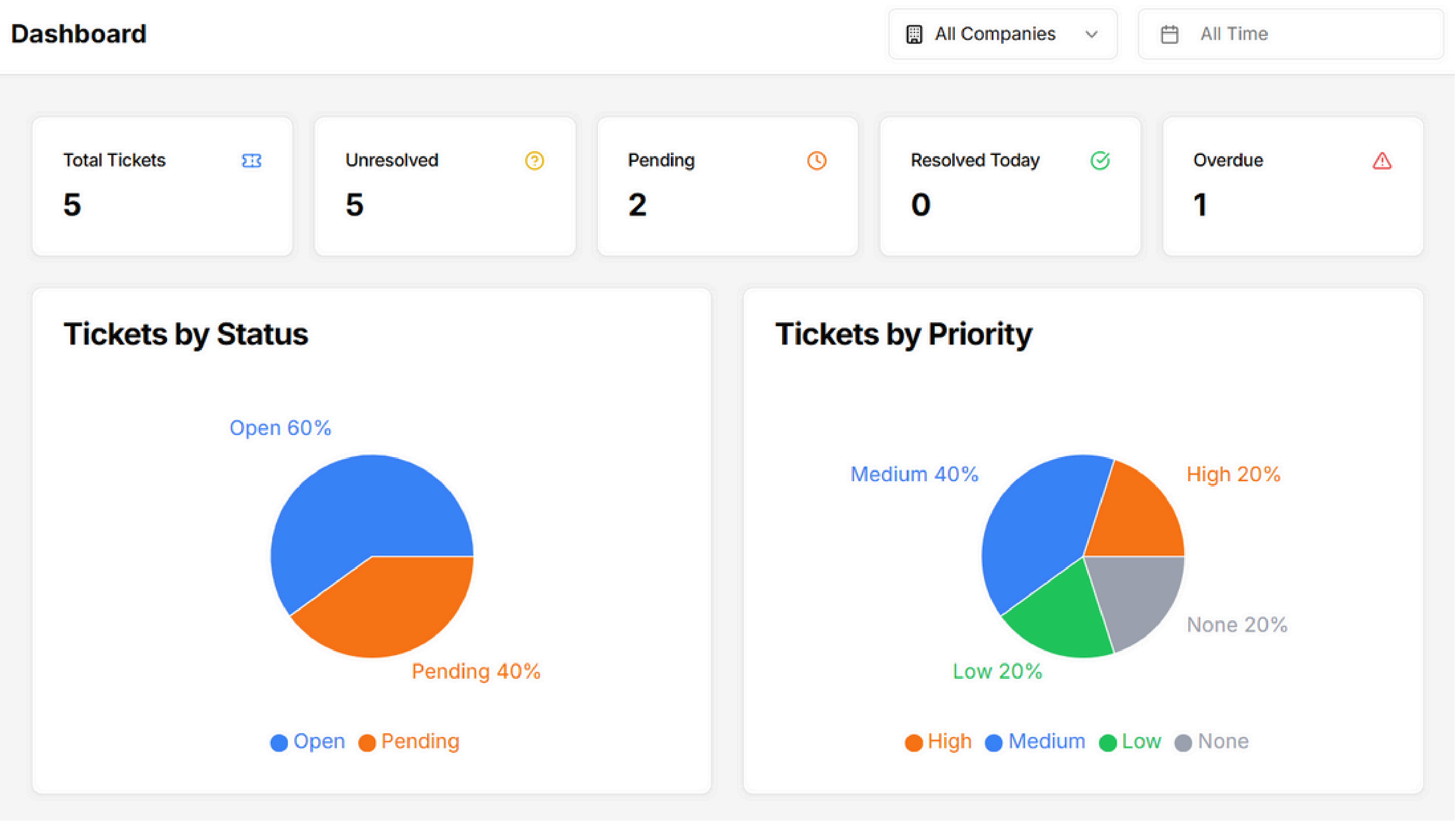
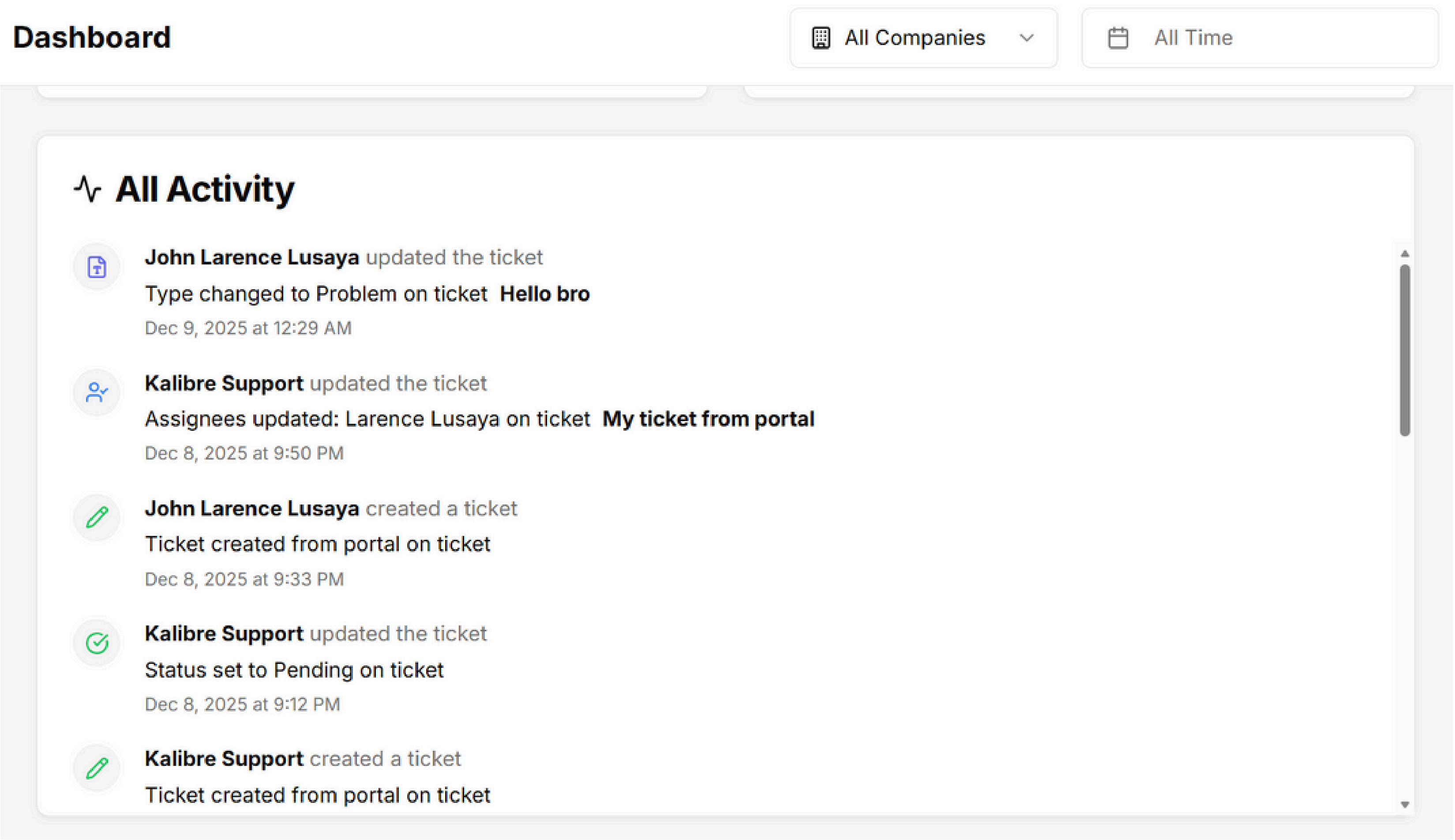
Dashboard

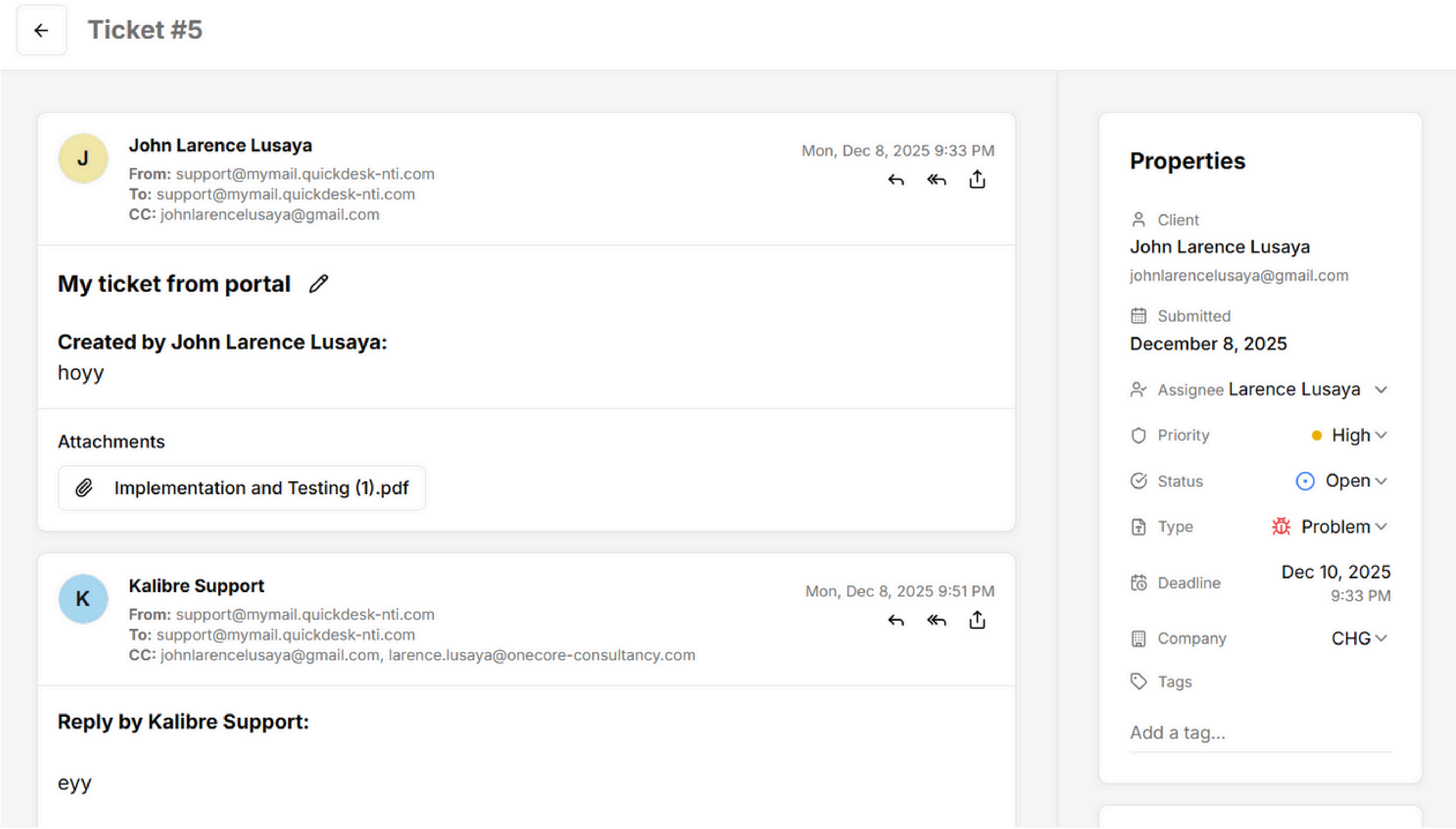
The Dashboard displays key details about your organization’s tickets and their activities. Admins can view all statistics for the entire organization, while agents can also access the Dashboard but will only see statistics related to the tickets assigned to them.





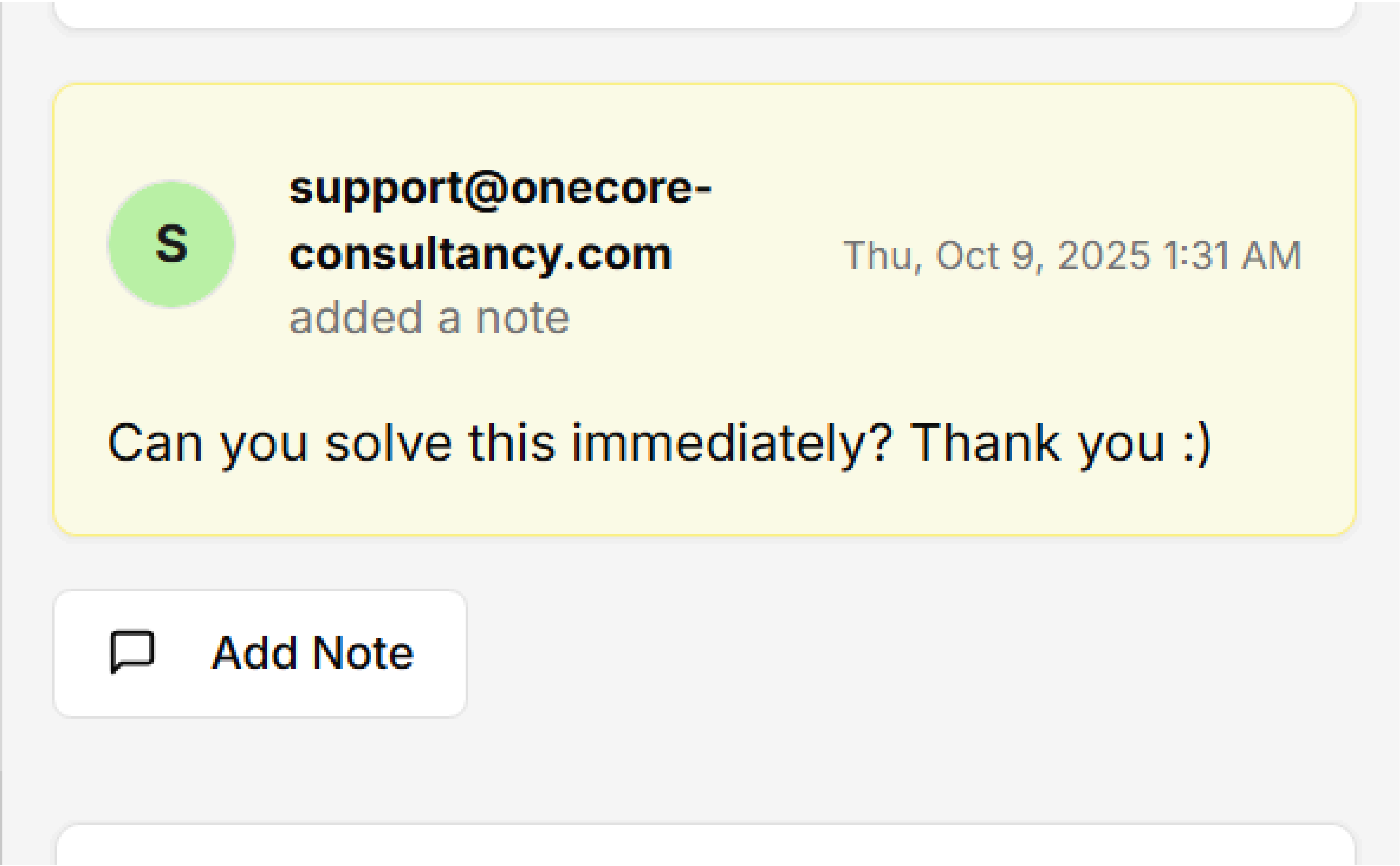
Ticket Management

On the Ticket Detail page, you can reply to messages, edit the subject, and update any ticket properties as needed. New messages are automatically fetched every 1 minute, so you don't need to refresh the page.



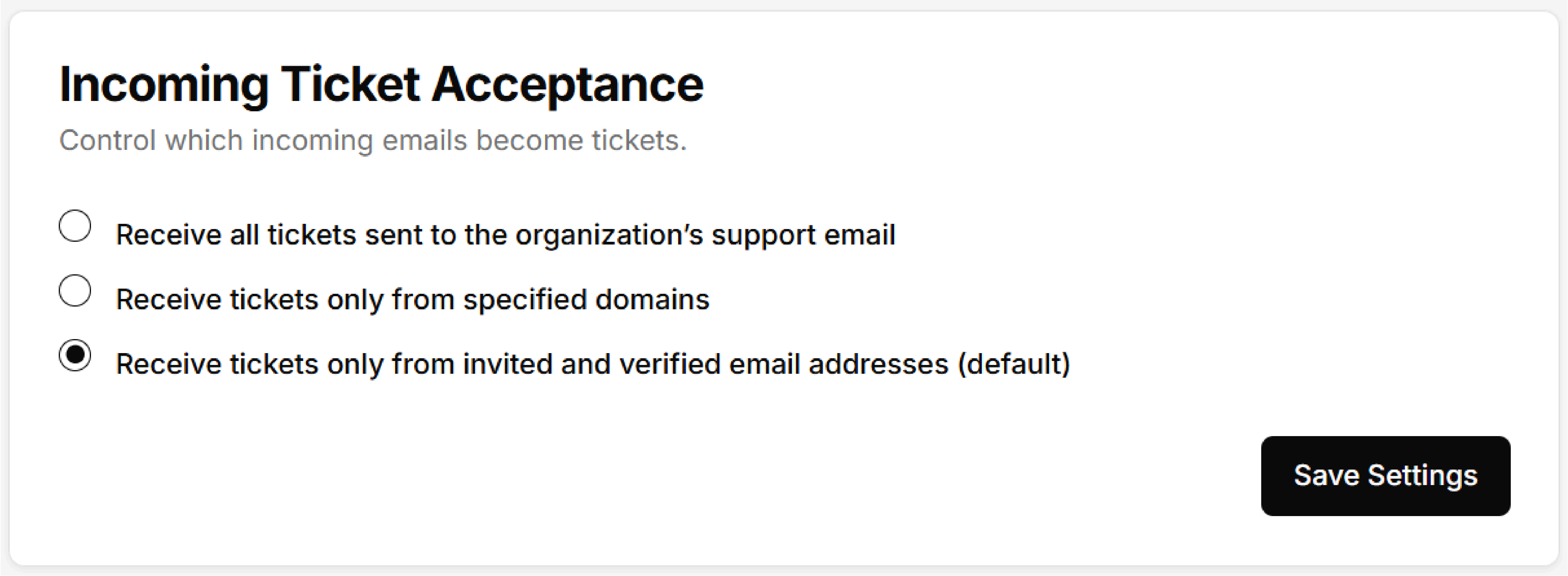
Internal Notes

Internal Notes can only be seen by agents and admins. These notes serve as a private space for internal discussions, ensuring that clients do not see sensitive information or conversations between support staff.



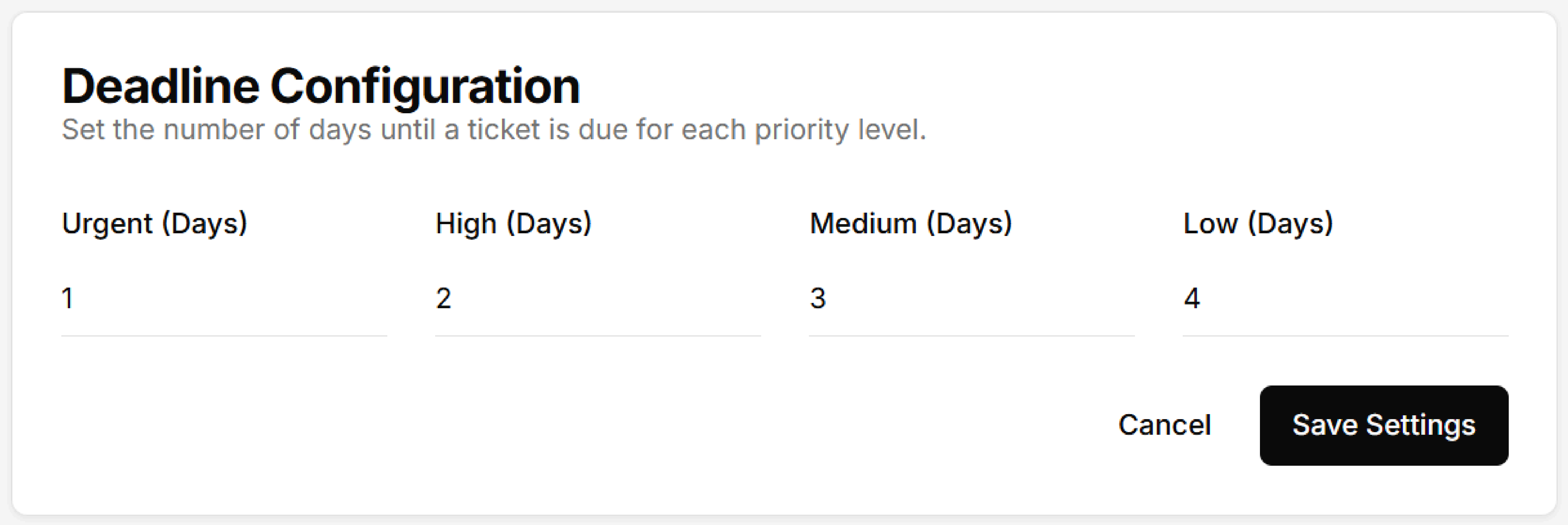
Ticket Acceptance

As an admin, you can configure which emails are allowed to create tickets in the system. You may choose to accept tickets from invited and verified emails only (recommended), from specific allowed domains, or from any email sent to the support address (not recommended).



Deadline

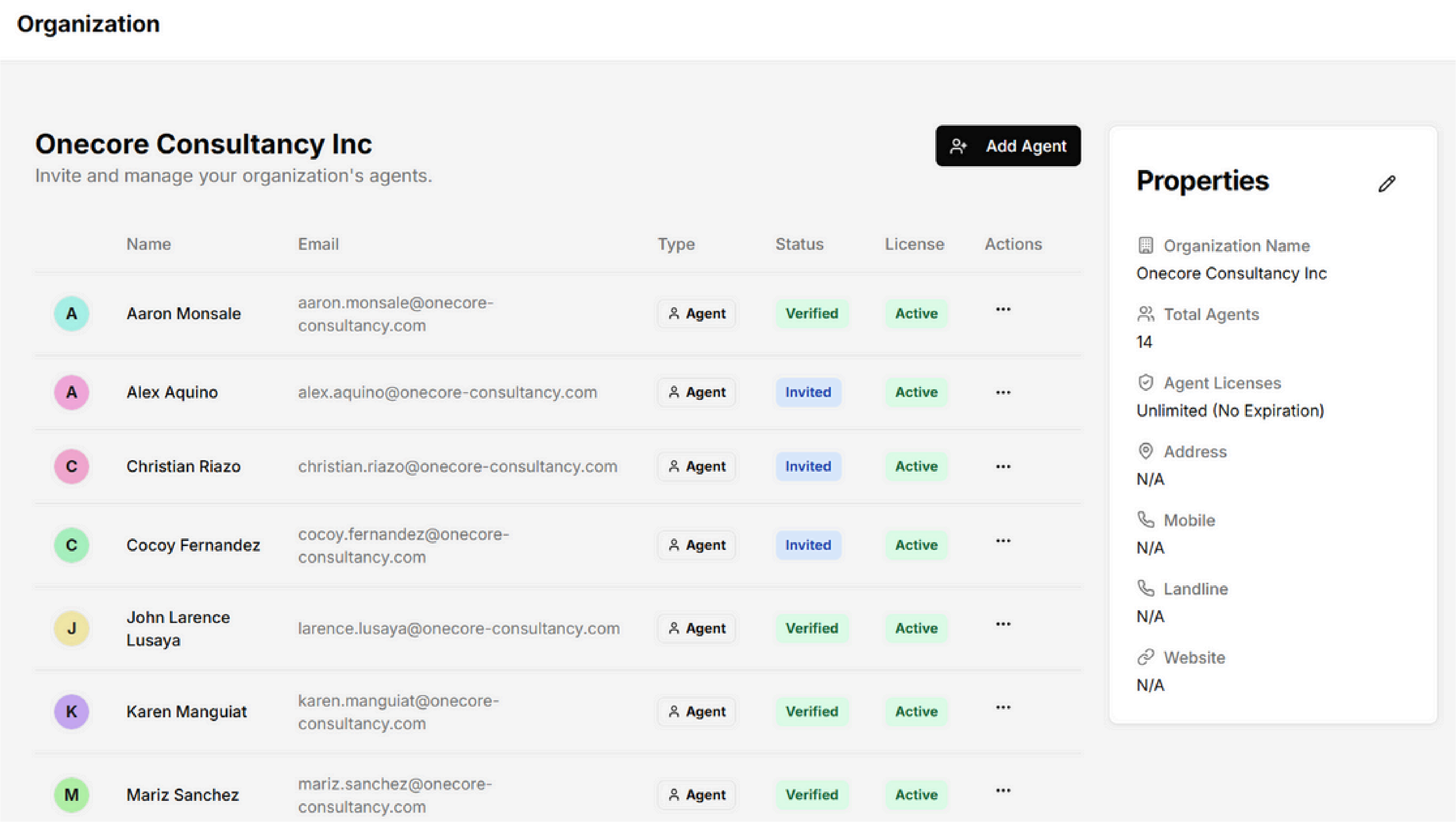
Deadlines can be configured in the Settings. When clients create a ticket, they must select a priority level. Each priority level has its own default deadline, which you can customize by adjusting the number of days assigned to each level.



Organization

The Organization page displays a list of all agents in your organization. Only admins can add or invite agents, assign or revoke licenses, and remove agents from the organization. Agents can view the full list of agents but can only access and edit their own profile.

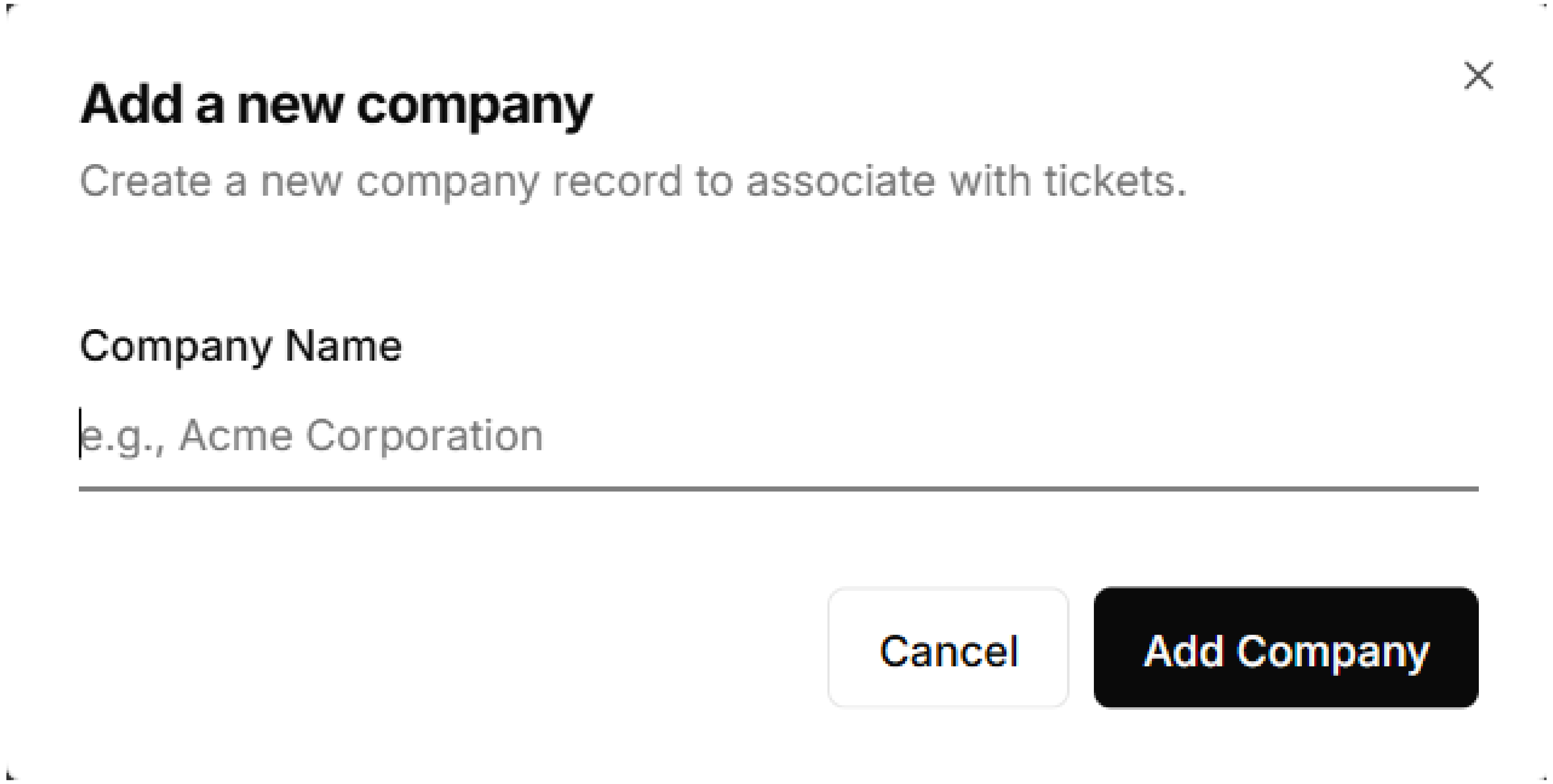
Remember that an active license is required for an agent to perform their tasks, such as replying to tickets and being assigned to handle them. Click the three dots to send invitation and click activate license



Creating Client Lists

Click the Clients button on the left vertical navigation, then click Add Company and enter the company name. This list serves as the profile directory for your client's company. If the client is an individual, adding a company is optional—but in that case, you must set your incoming ticket settings to accept all emails.

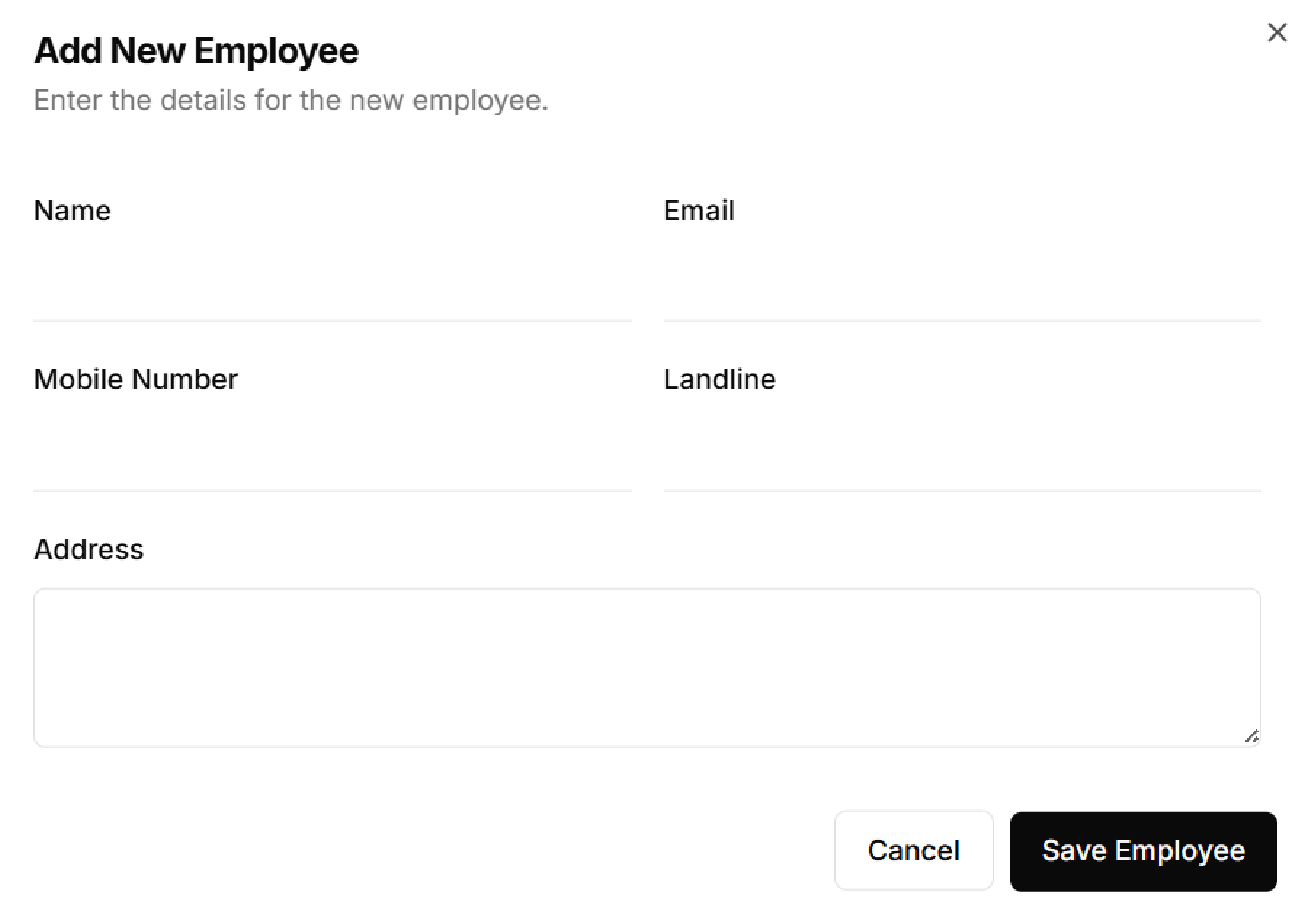
When you click on a company name, you will see all the tickets they have created, the list of employee emails you invited, and the activity logs related to their tickets.



Add and Invite Clients

Click the Clients button on the left vertical navigation, then select a Company. Next, click the Employees tab at the top left and choose Add Employee. Fill out the form and click Save Employee.

Don’t forget to click the three dots and select Send Invite to activate their account.



Contact

If you have any questions or need assistance, please contact our support team through email. We're here to help!

support@quickdesk-nti.com

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https://www.quickdesk-nti.com/
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