

USER MANUAL

FOR DEALERS



Freshdesk

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Setting up an account on Freshdesk

Go to <https://motork.freshdesk.com/en/support/login/new>

For the first login, click on **"Sign up with us"**.

Log in to support portal

Are you a new user? [Sign up with us](#)

Your e-mail address *

Password *

Remember me on this computer

Login

...or login using

Continue with Google

Continue with Facebook

Enter your full name and email address.

Click on **"Register"**.

Sign up for support portal

Already a user? [Login](#)

Full name *

Email *

No soy un robot reCAPTCHA
Privacidad - Términos

Register

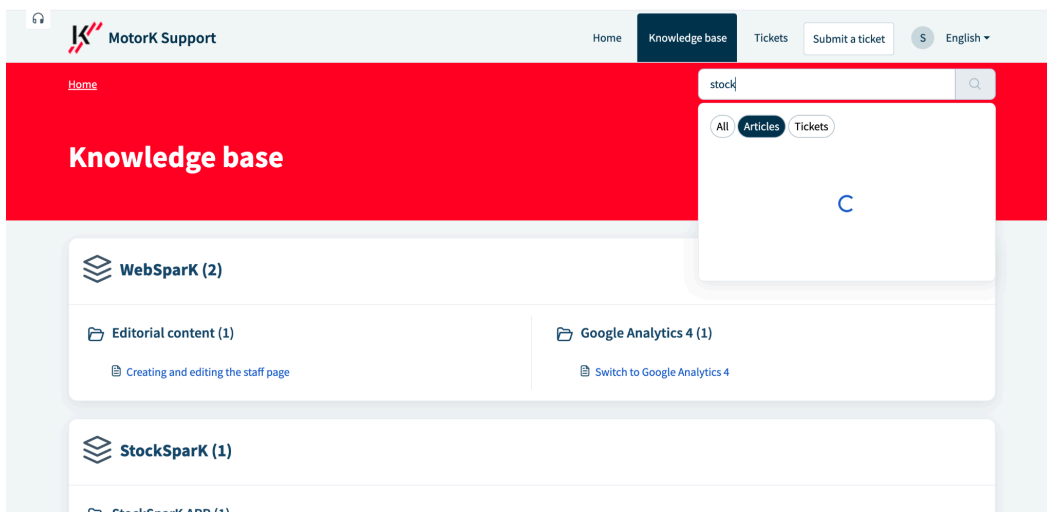
First Steps on Freshdesk

After logging in, you will be able to:

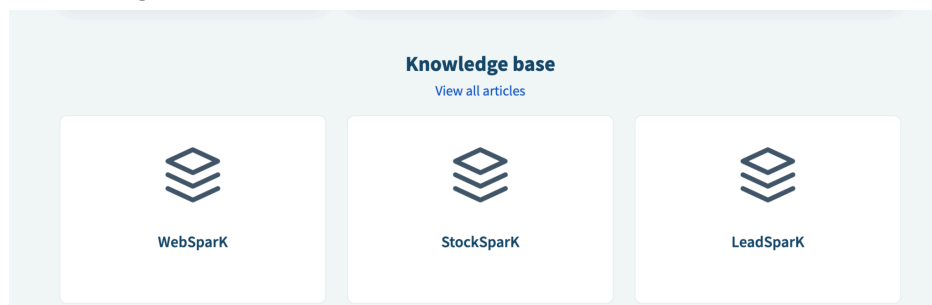
- Send a request to support.
- Search through tutorials and guides.
- Access the specific product manuals dedicated area.
- Access highlighted content.

In Freshdesk you are able to:

- Search by keyword in the search bar; this will suggest all articles related to your keyword.



- Explore resources by subject area; by clicking on a product item you can access all tutorials and guides.



- Learning how to use MotorK products gives you a competitive advantage over your competitors: customise the promotions area of your WebSpark website with the latest OEM promotions from the or manage your stock by posting it on portals via Stockspark or even make quotes directly from LeadSpark.

To guide you in the use of the products you have two professionals entirely dedicated to you: MotorK's contact person and customer support.

When to contact your MotorK advisor

Together with the dealer coach you met during the sales phase, just before your platform goes live online, you will be assigned a contact person who will closely follow your digital strategy.

Here is a list of examples for which you can consult your advisors (Success Manager or Dealer Coach):

- Launch a marketing campaign.
- Request site customisations.
- Add logos to the configurator.
- Add LCV section on the site.
- Create a new website (sales, rental, service or ecommerce).
- Insert new publication rules.
- Request tailored training on how to use the products.

You can contact your advisor (Success Manager or Dealer Coach) using their direct contact details.

When to contact the Customer Support

After logging into Freshdesk, you will be able to send a support request to the team. In the following paragraphs you will be shown how to do it.

You can contact MotorK customer support in such cases:

- Report product malfunctions.
- Report malfunctions in the vehicle publication on portals.
- Request support for the use of a specific functionality or feature, after searching for a guide or tutorial in the dedicated area.

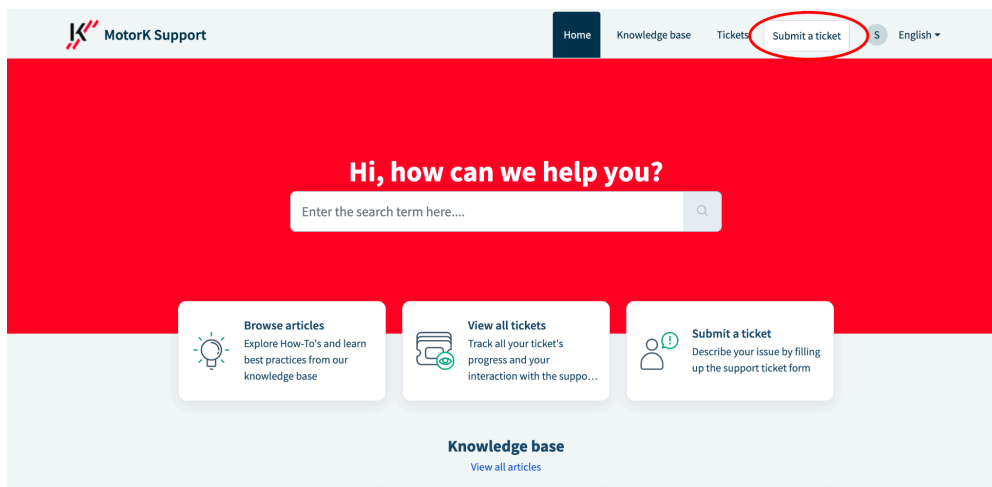
Support schedule availability

MotorK support is available Monday to Friday 9-13 / 14-18.

In case you are unable to send a request from Freshdesk, you can send an email to support.it@motork.io
support.de@motork.io
support.fr@motork.io
support.es@motork.io

How to send a request to support

- Go to <https://motork.freshdesk.com/en/support/login> and log in with the credentials you were given during the registration process.



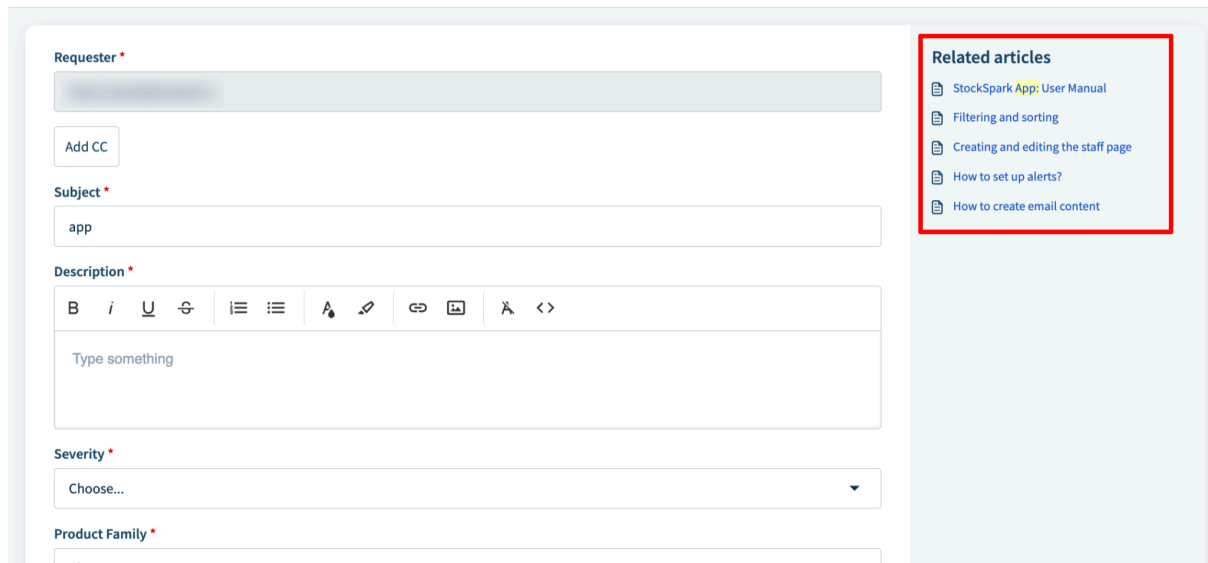
- Click on **"Submit a ticket"**.
- Fill in all fields of the form:

- Click on 'Submit' when the request is complete.

Guides and tutorials are suggested when you fill in the Subject of the ticket.

Before opening the ticket, it is recommended to consult them.

By consulting the suggested guide, you will be able to solve your request immediately, without awaiting feedback from operators.



The image shows a ticket creation form with the following fields and options:

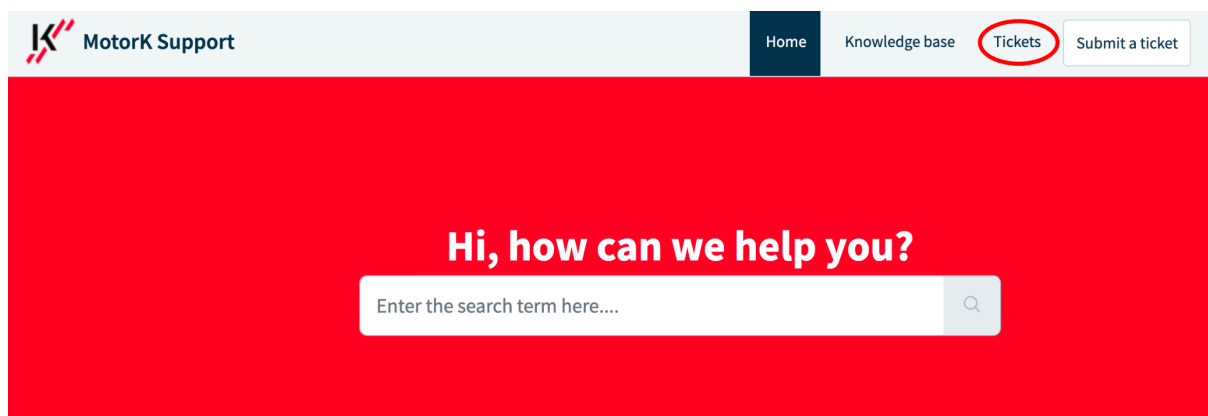
- Requester ***: A text input field.
- Add CC**: A button.
- Subject ***: A text input field containing the word "app".
- Description ***: A rich text editor with a toolbar containing icons for bold (B), italic (i), underline (U), link, list, link, unlink, image, and code (<>). The text area contains the placeholder "Type something".
- Severity ***: A dropdown menu with "Choose..." selected.
- Product Family ***: A dropdown menu with "Choose..." selected.

On the right side, there is a sidebar titled **Related articles** with a red border, containing the following links:

- StockSpark App: User Manual
- Filtering and sorting
- Creating and editing the staff page
- How to set up alerts?
- How to create email content

Viewing the status of a ticket

Go to <https://motork.freshdesk.com/en/support/login> and log in with the credentials you were given during the registration process. On the section **"Tickets"** you will be directed to the section containing all the open tickets.



How to answer a ticket

In the **"Tickets"** section, click on the title of the ticket you wish to comment on, click on **"Reply"**, type your answer and click on **"Reply"**.

Re-opening a closed ticket

In the **"Tickets"** section, click on the title of the ticket you wish to comment on, click on **"Reply"**, type your answer and click on **"Reply"**.