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Helpdesk



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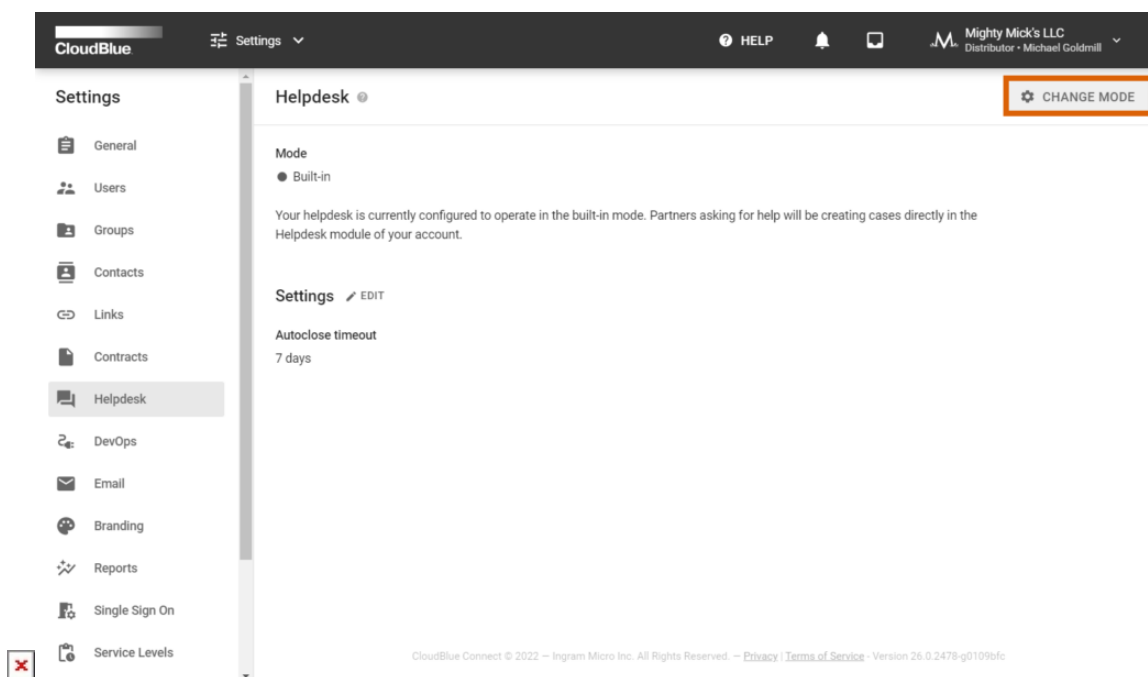
Auto-generated at August 20, 2025

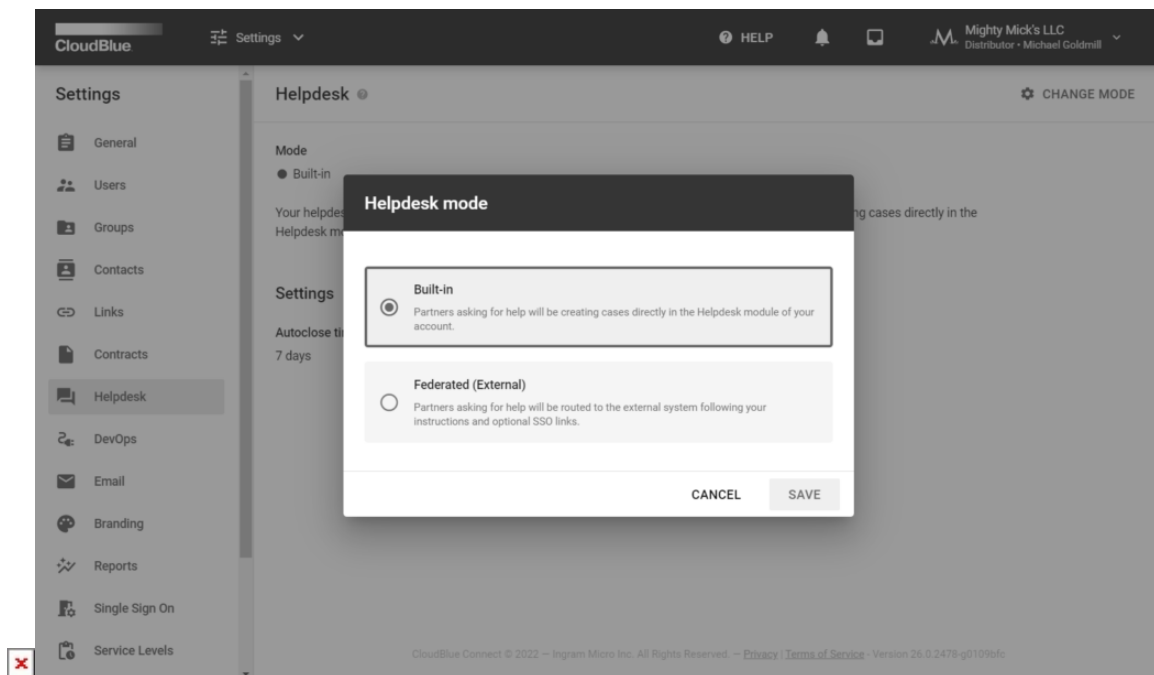


The **Helpdesk** section of the Account module allows switching the helpdesk modes (*built-in* and *external*). In addition, this section is also used to adjust the *case auto-close time* setting in case the *built-in* mode is selected. In case the *federated* (*external*) mode is selected, this section is also used to edit the helpdesk *instructions*. The following instructions describes available modes, showcase how to switch your helpdesk mode, edit provided instructions, and change the *Case auto-close time* option.

Switching Helpdesk Modes

Navigate to the Helpdesk section and click the **Change Mode** button to switch between the following modes:





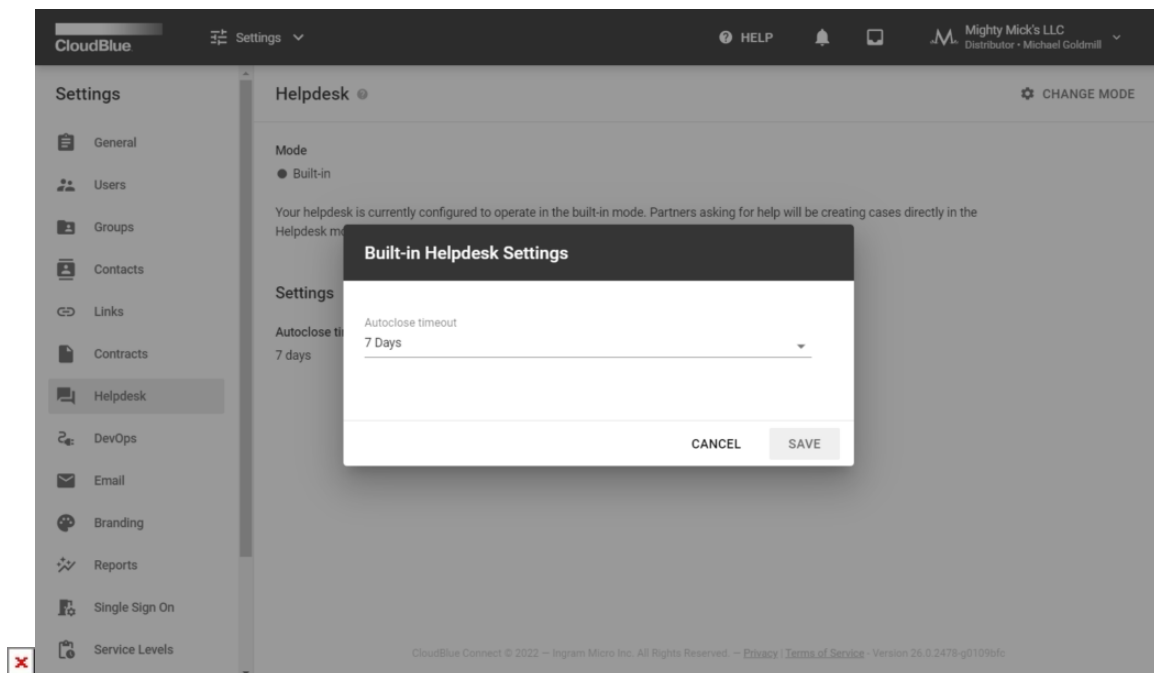
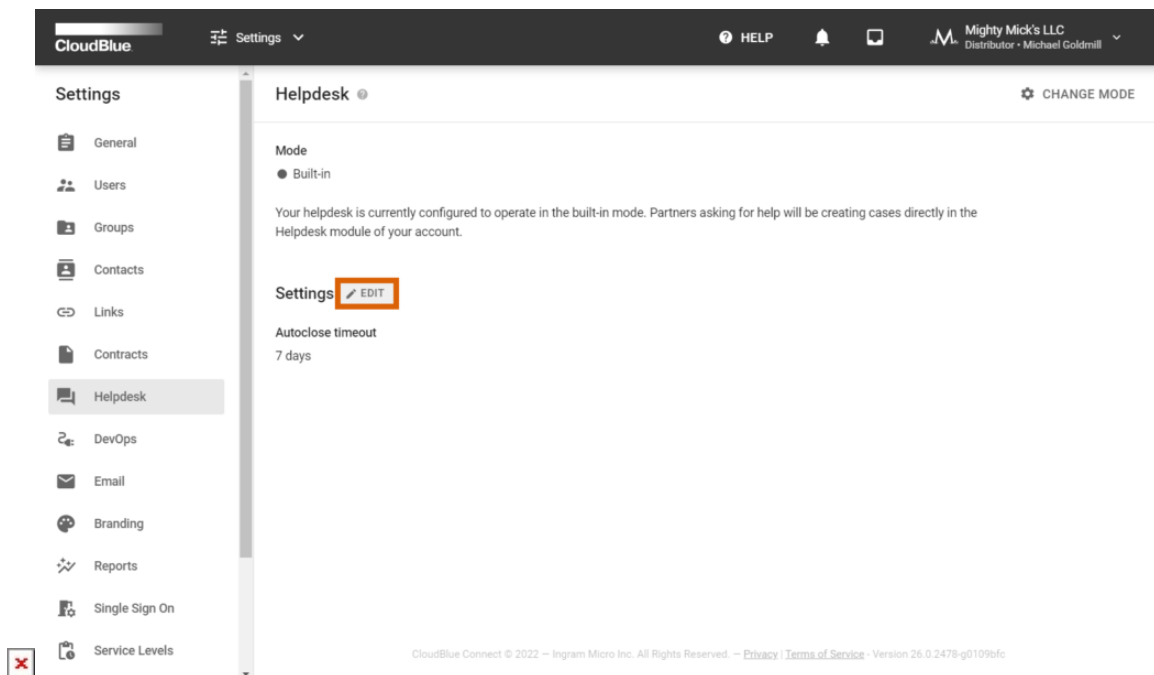
Built-In Mode

In case the **Built-In** mode is selected, new Helpdesk Cases are created and processed within the Helpdesk module of the Connect platform. Therefore, this mode requires using the Helpdesk module functionality to resolve your business partners requests and address other support management operations (e.g., resolving and closing Cases).

Settings

The system allows adjusting Case **Auto-close Timeout** option in case the **Built-In** helpdesk mode is selected.

Click the **Edit** button next to provided **Settings** from the Helpdesk section. Select *1 Day*, *7 Days* or *30 Days* in the following form:



Click the **Save** button to save your adjustments.

Federated (External)

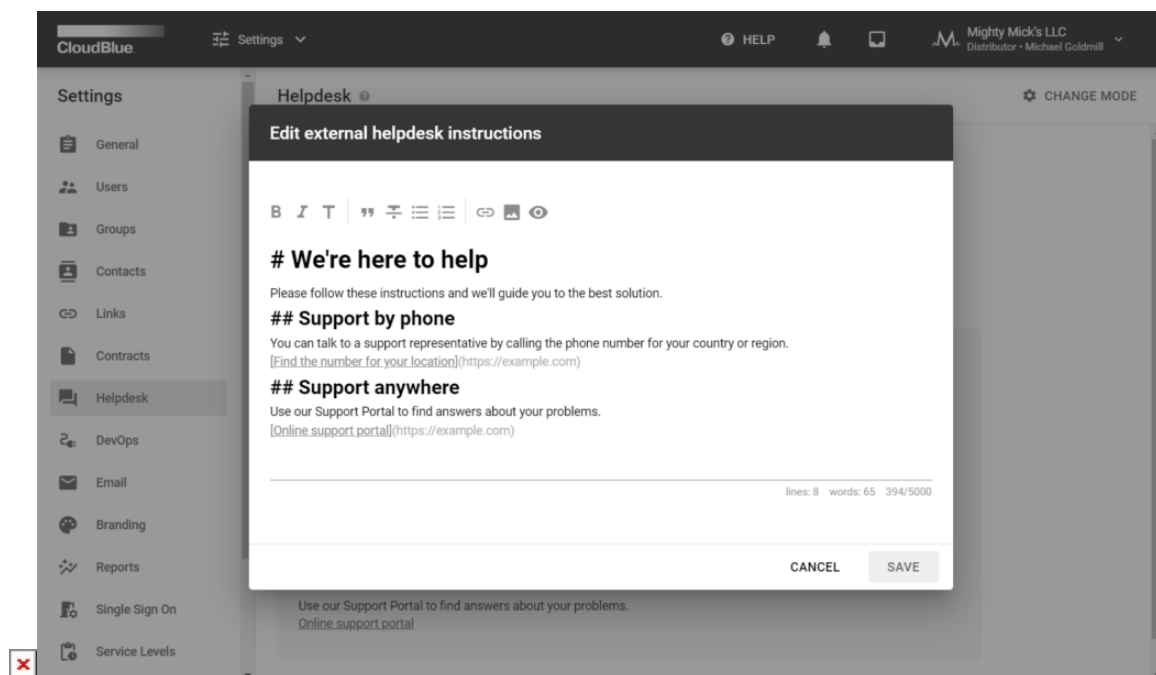
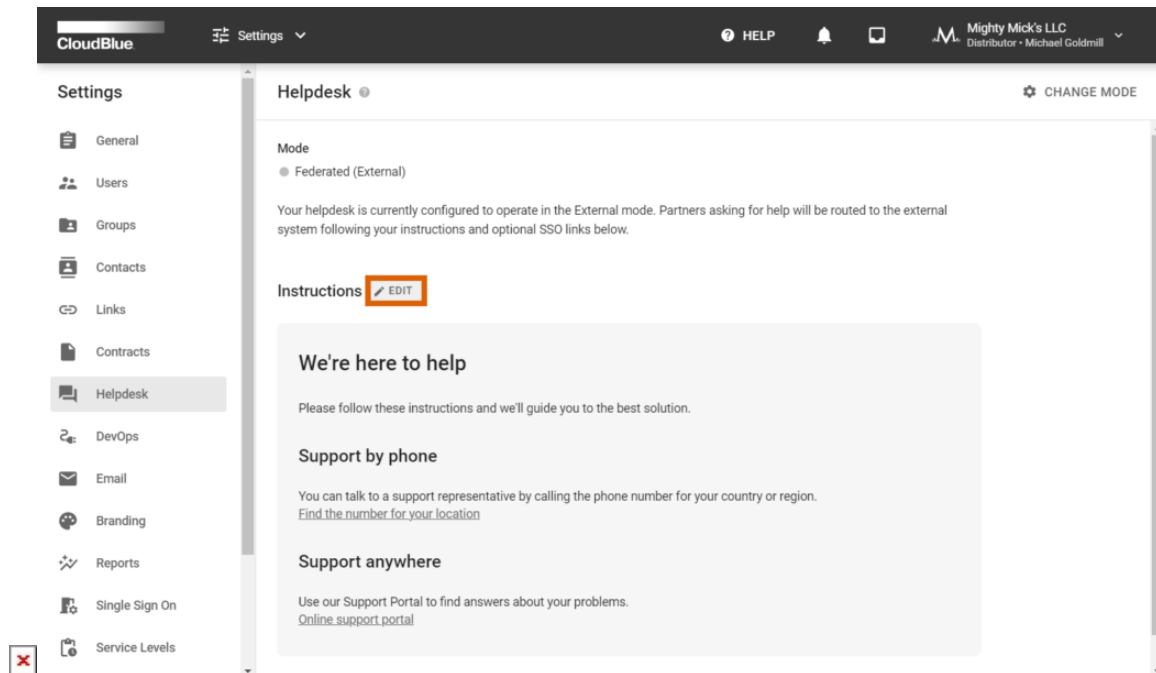
In case the **Federated (External)** mode is selected, partners that ask your assistance are redirected to your external system by



following your provided instructions and your specified links.

Instructions

Click the **Edit** button to change instructions. Therefore, you can attach a link to your support website or specify any other instructions that redirects to your external support system.



Make sure to save your external helpdesk instructions by clicking the **Save** button.