LeweDesk User Manual



LeweDesk is a web-based issue tracker (ticket system) for customer support. It gives customers one central place to report problems, ask questions and request improvements, and it gives your support team the tools to work through them.

Features

- **Issue tracking** with types, status, resolutions, products, versions and tags
- **Status workflow** through actions: Respond, Resolve, Close, Reopen, Assign, Watch and more
- **Comments** with Markdown, inline images and internal notes that only the support team can see
- **Attachments** (txt, md, pdf, zip, gif, jpg, png) with size and count limits
- **History** of every change on an issue
- **Search and quick views** such as *My issues*, *Assigned to me*, *Unassigned* and one view per status category
- **Access control** with roles, groups and permissions. Each issue is *Public*, *Registered* or *Reporter only*

- **Notifications** in the application and by email, configurable per user and event
- **Dashboard** with statistics and charts
- **Spam protection** with hourly limits and a honeypot field
- **Dark and light mode** and two languages (English and German)

Who is this manual for?

You are…	Start here
A customer or colleague reporting issues	Quick Start Guide and User Guide
A member of the support team (Agent)	User Guide, especially Issue Actions
An administrator	Installation and Administration

> *i* What you can see and do depends on your role and the permissions granted to it. If a menu entry or button described in this manual is missing for you, ask your administrator.

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