

Desktop application for feedbacks

User's manual

The application is aimed to send feedbacks and error reports to ACS-Solutions support team.

Customer may see this application either in ACS-Solutions folder of the Windows Start-Menu or after a main application crash.

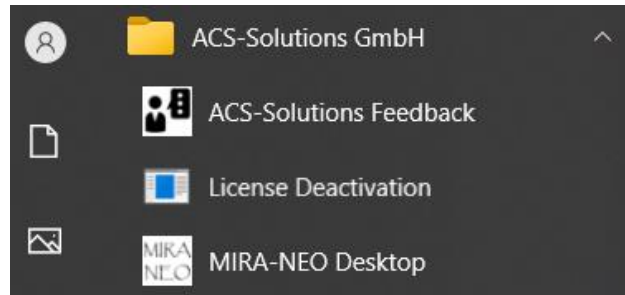


Figure 1 Feedback application in Windows start menu

The application will send an e-mail on ticketing system of our support team. It means an active internet connection is required. If no connection built the feedback application will do nothing, no report will be sent.

The report includes the following:

- time and date of the feedback request
- the last log-files of the main application
- optionally reporter's name, e-mail and description of the issue
- serial number of the main application used for activation (will be acquired automatically)
- type of a report: customer's feedback or crash report
- optionally one or more attachments for better description of a feedback

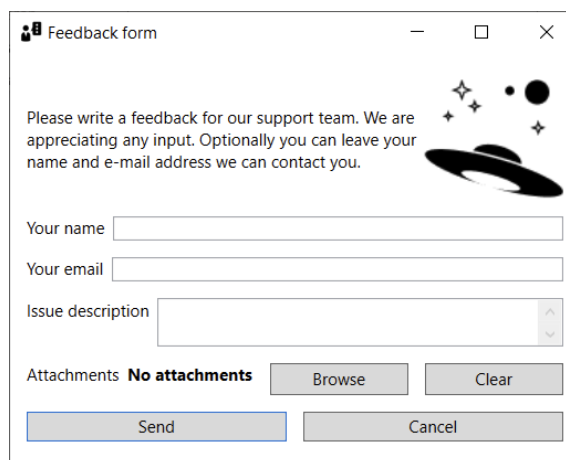

A screenshot of a 'Feedback form' application window. The window has a title bar with a close button. Inside, there is a message: 'Please write a feedback for our support team. We are appreciating any input. Optionally you can leave your name and e-mail address we can contact you.' To the right of the message is a small graphic of a UFO. Below the message are three input fields: 'Your name', 'Your email', and 'Issue description'. At the bottom, there is an 'Attachments' section showing 'No attachments' and buttons for 'Browse' and 'Clear'. At the very bottom are 'Send' and 'Cancel' buttons.

Figure 2 Feedback application

If an e-mail address has been provided, the reporter will receive a confirmation e-mail with a link to a ticket in ACS service desk. Here one can check the status of the feedback and follow the support team's activity.

[Help Center](#) / [A1040 MIRA 3D Desktop](#) / [MND-19](#)

Customer's feedback

 **[Redacted]** raised this on Today 08:27:28 [Hide details](#)

Body
Hello.

We have a feedback from our customer. Please see details below.

Reporter's name is **[Redacted]**

Customer's serial number: **[Redacted]**

Report composed at **Donnerstag, 13. Januar 2022 08:28:51**

Type of feedback: **Feedback**

Customer provided description:

test


See also attachments.


Sincerely,
your automatic feedback informer <3

Status
WAITING FOR SUPPORT

[↔ Escalate](#)
[↔ Resolve this issue](#)
[↔ Cancel request](#)

Request type
☒ Emailed request

Shared with
 **[Redacted]**
Creator
[+ Share](#)

Activity
 **[Redacted]** Today 08:27:30


mndlogs.zip
 3 KB
(3 kB)

Figure 3 Ticket in ACS Solutions service desk