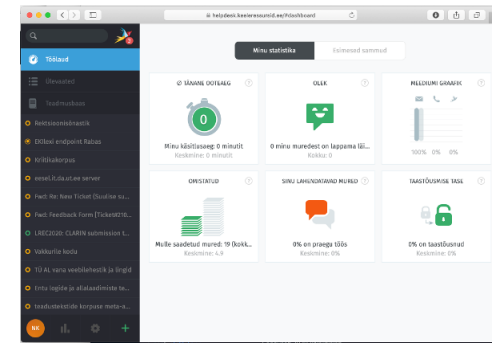


## Helpdesk at CELR

### Zammad as hepdesk

A brief introduction to Estonian Hepdesk system by Neeme Kahusk at [CLARIN Centre Meeting, 2020](#) Tuesday, 31 March, 2020 via Zoom.



### Main features

- Report the history of issues
- Be sure that nothing is forgotten
- Several sources
- Knowledge base (FAQ)
- SSO authentication

### Tech overview

- [Zammad](#) ver. 3.3
- Ruby, Elasticsearch, memcached, nginx, postgres
- docker-compose

### Sources

- E-mails
- Phone calls
- Web form
- Web Chat
- Twitter
- other sources possible

### Pros and Cons

#### Pros

- easy to set up
- multiple sources
- configurable and translatable

#### Cons

- one can use one language at a time
- only one web form available

### Notes

#### Main concepts

Users may have 3 different roles: Customer, Agent or Manager. Customer reports issues, Agent solves them and Manager has administrative rights.

Customers can be grouped to Organizations, and Agents into Groups.

#### Setup with docker-compose

It is rather easy to set up a test system out-of box, but it was virtually impossible to use existing Elastic server. Our setup is almost out-of-the box, but we use external Postgres server, not the default docker container.

### Notes (2)

#### Languages

It is easily translatable, and translations can be uploaded, but you have to use one language for the service: it is difficult, if not impossible to use different languages for different clients or agents.

#### SSO

Versions 3.x support SSO, but we have not tried this feature yet.

#### Knowledge base

Zammad has a feature called Knowledge Base, this is actually an option to set up some thematic FAQs and link issues to the answer. It has possibility to set some topics internal, and is the only section that supports more than one language at a time.

### Address

#### CELR helpdesk

- [helpdesk.keeleressursid.ee](http://helpdesk.keeleressursid.ee)

#### Zammad web site

- [Zammad](#)