WELCOME TO supportME! FROM RINGZU TELECOM!

Section 1 — The Admin Dashboard

Purpose and Overview

The **Admin Dashboard** is the central control hub of the SupportME! system.
It brings together customer management, ticket tracking, internal team chat, and account settings into one cohesive interface.
Every panel and feature within this dashboard is designed to give administrators a clear, live overview of all support operations.
Whether managing a single client site or an entire team, this page serves as the heartbeat of daily service activity.

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1. Header Bar

At the top of the interface, you'll find the **Customer Support Admin Dashboard** banner, which remains fixed during navigation for easy orientation.

Customer Number (12 Digits)

On the far right of the header, twelve placeholder digits (`000000000000`) appear until your subscription is activated.
Once active, this sequence becomes your **official SupportME Customer Number** — your permanent system identifier.
This number is required for verification when contacting SupportME or RingzU support and functions as your access key for phone-based support on eligible plans.

Plan Badge

Next to your customer number is your **Plan Badge**, which visually identifies your current subscription level (Starter, Pro, Premier, Ultimate, or Developer).
The badge updates automatically when your plan changes and helps both your team and SupportME support staff quickly recognize which tools and services are available under your account.

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2. Server Time Bar

Beneath the header sits the **Server Time Bar**, showing the current time directly from the SupportME system clock.
This clock runs on a 24-hour format based on Pacific Time (PT) and ensures all ticket and message timestamps remain consistent across users and devices.
On the right-hand side of the bar is your **Avatar**, which defaults to your website's favicon if no personal image has been added.
This small but useful visual cue personalizes the workspace and helps identify the active user.

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3. Plan Management Controls

Two key action buttons are displayed beneath the time bar:

- **Manage Plan** — Opens your plan management panel, where you can view your current tier and upgrade to higher levels. Downgrades are temporarily unavailable until that feature is restored to the billing platform.
- **+ New Ticket** — Opens a new ticket entry form, allowing you to log an issue on behalf of a customer. When submitted, the ticket immediately appears in your ticket list for tracking, updates, and assignment.

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4. Alert Bar

The **Alert Bar** provides live notifications and updates directly from SupportME.
This is where important messages appear — such as scheduled maintenance, new feature announcements, or urgent system-wide advisories.
It ensures every administrator stays informed about the current operational state of the platform.

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5. Ticket Container (Primary Workspace)

The ticket container is the main area of the dashboard and the center of your daily workflow.
It's organized into three major parts: the control header, the statistics bar, and the ticket grid.

Search and Filter Controls

At the top of the container, you can:

- **Search** for tickets by number, customer, issue, or assigned agent.
- **Filter by Status** (All, Open, Pending, Closed).
- **Filter by Priority** (Critical, Moderate, Low).

- **Refresh** to reload your ticket data from the SupportME database.

Statistics Bar

This bar displays total ticket counts and divides them by priority: Critical (red), Moderate (yellow), and Low (green).
When any tickets are selected, the bar automatically switches to display a “Selected” counter with available bulk actions.

Bulk Actions

After selecting one or more tickets, you can perform group operations:

- **Mark Closed**
- **Mark Pending**
- **Mark Open**
  These actions instantly update the chosen tickets and refresh their timestamps to the current SupportME system time.

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6. Ticket Table

The ticket grid presents every case in a clean, structured row layout. Each column provides critical details about the case:

Column	Description
Ticket #	A unique SupportME ticket identifier.
Issue Raised	The type and short description of the issue.
Customer Name	The customer’s name associated with the ticket.
Contact Via	The method used by the customer to reach support (Email, Phone, Chat, or Web Form).
Priority / Status	Two-tier display: urgency color (Critical, Moderate, Low) and current state (Open, Pending, Closed).
Last Action	The most recent update time.
Attachments	Displays a 📎 icon when attachments are present. Links remain active for 24 hours and automatically expire on day five for security.
# of Messages	The number of replies and messages within the case.
Assigned To	A dropdown menu used to assign the ticket to a team member or department.

Each column has a fixed width for visual balance and alignment across devices.
Color coding helps you quickly identify which tickets require immediate attention, and selecting a ticket reveals a detailed flip-view with full conversation and note history.

Ticket Detail Flip-View

Clicking on a ticket opens the back-side detail view.
This panel contains:

- The customer's full information and ticket metadata.
- Notes and history with both internal and public visibility options.
- File attachments with an in-line preview area.
  Admins can add new notes, update assignments, and mark actions directly from this screen.

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7. Team Chat Footer

The **Team Chat Footer** enables real-time communication between all logged-in team members. It is designed as a persistent, always-available collaboration bar for quick coordination.

Team Roster

The roster lists every active team member and their current activity state:

- **A** — Available
- **B** — Busy
- **AC** — After Call (wrap-up period after a customer interaction)

Chat and Broadcast

The central chat window displays ongoing messages.
You can chat directly with a teammate using their Chat ID or broadcast a message to all team members by using the special code **9999**.
Broadcasts are displayed in red, play an audible alert, and appear in every open chat window simultaneously.

Chat-to-Ticket Integration

The chat bar includes two functions for connecting internal communication to ticket activity:

- **+ TO NOTE** — Sends the message to a specific ticket's note history as a private internal note.
- **SEND MSG** — Sends a live chat message to the selected Chat ID.

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8. Sidebar Navigation

The left-hand sidebar provides access to core system areas and account information.

It includes:

- **SupportME Logo and Branding** for system identification.
- **Tickets** link, which returns you to the main dashboard view.
- **Business Phone Number**, displayed for users with RingzU telecom integration (Ultimate Plan or higher).
- **Next Billing Date**, showing the upcoming renewal date as recorded in your SupportME billing profile.
- **Legal and Policy Links**, giving quick access to Privacy Policy, Terms of Service, and Billing Policy documents provided by RingzU Telecom.

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9. Data Synchronization

All displayed information in the Admin Dashboard is continuously synchronized with the **SupportME database**.
Ticket updates, chat messages, and notes appear in real time for all users who share the same tenant account.
This ensures administrators and support agents are always viewing current, consistent data.
Additional features such as voicemail and SMS alerts (for telecom-enabled plans) refresh automatically at scheduled intervals.

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10. Security and Access

The Admin Dashboard is secured by the **SupportME Global Lockout System**.
This mechanism verifies administrative permissions before granting access to protected features.
If an unauthorized user attempts to access the dashboard or restricted tools, a lockout banner will appear, preventing the page from loading sensitive content.
This layered security model guarantees that only verified administrators can modify data or view ticket records.

Summary

The **SupportME Admin Dashboard** merges live operational data, communication tools, and account management functions into a single, streamlined interface.
Its design prioritizes clarity and responsiveness—ensuring that every administrator can track issues, communicate with their team, and manage their customer base in real time.
Every element—from priority indicators to broadcast alerts—is built to enhance workflow efficiency and strengthen collaboration between teams.

Section 2 — The AI Agent (RealAIGENT / Ancetron 3000)

Purpose & Overview

The **AI Agent**, also called **RealAIGENT** or **Ancetron 3000**, is the autonomous intelligence system built directly into SupportME.
It operates entirely without human input, using training materials you provide—such as uploaded PDFs, Word docs, or web URLs—to interact with visitors to your website in real time.

The AI Agent functions as a 24/7 digital team member capable of handling inquiries, giving step-by-step guidance, and performing self-help routines based solely on your verified information.
It never invents answers, never guesses, and always represents your business exactly as you've trained it to.

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1. AI Agent Header Controls

At the top of the page, the section header reads **"AI Agent – Ancetron 3000."**
On the right side are two key buttons:

- **AI Active / AI Inactive** – This toggle controls whether the AI Agent is currently engaged.
  - When set to **Active**, the AI Agent becomes the sole point of contact for customers—**Live Chat is automatically disabled** to prevent two systems from responding to the same visitor.
  - When set to **Inactive**, Live Chat becomes available again, allowing you or your team to take over customer communication directly.
- **Train AI** – Redirects you to the **SupportME Control Panel** in your app dashboard, where you can upload or refresh your training materials.
  Here, you'll supply the files and links the AI Agent learns from—everything it needs to represent your business accurately.

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2. Training Your AI Agent

Training determines how accurate and intelligent your AI Agent becomes. The more complete your material, the stronger and smarter it will perform.

Recommended sources include:

- Your company website URL and any related subpages
- Frequently Asked Questions (FAQ) content
- Policy or procedure documentation
- Product or service brochures
- Internal instructions or help sheets used by staff

You may upload these as URLs, PDF files, or Word documents. The agent reads and indexes each source to form its knowledge base.

Best Practice:
Run two to three training cycles with your documents to ensure the AI fully absorbs your content. After training, test the agent by asking real customer questions in multiple phrasings to confirm accuracy.

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3. Response Behavior

The AI Agent **only** answers based on information contained in your uploaded documents and URLs.
If a question falls outside that knowledge, it simply won't fabricate an answer—it will acknowledge that the information is unavailable.

For example:
If your documents list your business hours as *Monday–Friday 8 AM–5 PM*, then:

- "What are your hours?" → returns "Our office is open Monday through Friday from 8 AM to 5 PM."
- "Are you open weekends?" → returns "We're closed on weekends."
  If you failed to include hours in your training materials, the AI Agent will not guess—it will respond that the information was not provided.

Encourage your customers to ask **complete questions**, e.g.:

"What are your business hours?" rather than "What time?"
This ensures the AI Agent interprets the question correctly and responds with precision.

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4. Transition to Live Chat

When you're back in the office or want to handle conversations personally, simply toggle the AI Agent to **Inactive**.
This immediately re-enables **Live Chat** on your site, allowing human team members to step in without interference.

The AI Agent automatically powers down to prevent overlapping chat sessions or message conflicts.

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5. Reviewing AI Conversations

Administrators can review prior AI Agent interactions directly within the interface.
Before contacting a customer or escalating an issue, scroll through the previous exchanges to see what the AI Agent discussed and how it responded.
This history gives you full context so you can seamlessly continue the conversation without repeating questions or missing details.

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6. Interface Consistency

The AI Agent page mirrors the layout of the main Admin Dashboard for visual and navigational consistency:

- The **Sidebar** remains on the left, providing access to Tickets, Chat, Team Roster, and Telecom sections.
- The **Header Bar** (Customer Number and Plan Badge) remains fixed across the top.
- The **Footer** remains identical, containing system information, RingzU Telecom branding, and privacy or billing links.

This uniform design ensures that every page in the SupportME suite feels connected and intuitive.

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7. Operational Integrity & Safety

The AI Agent identifies itself transparently as an automated assistant—it never impersonates a human user.
It communicates exclusively within the ethical boundaries of the SupportME platform, providing factual, verified, and business-specific information.

Security for this module is managed by the **SupportME Global Lockout System**, which restricts configuration access to verified administrators and prevents unauthorized modifications or viewing of AI data.

Summary

The **SupportME AI Agent** (RealAIGENT / Ancetron 3000) is your intelligent, self-sufficient front-line assistant.
Trained entirely on your own materials, it delivers real-time, accurate customer interactions, handles basic support requests, and relieves your team of repetitive questions.
When paired with the Live Chat system, it forms a flexible hybrid model—AI when you're away, human when you're online—creating seamless, professional customer service 24 hours a day.

Section 3: Customer Chat (Live Chat Dashboard)

The **Customer Chat Dashboard** is the live, human-to-human alternative to the AI Agent (RealAIGENT) system. Only one of these tools may be active at any given time. When the AI Agent is active, live chat is automatically disabled. When the AI Agent is deactivated, the live chat dashboard becomes fully operational, allowing administrators and team members to communicate directly with customers in real time.

System Overview

The live chat dashboard provides a central workspace for managing all ongoing conversations between your support team and customers currently interacting with your website. It allows multiple agents to manage multiple customers simultaneously, switch between conversations instantly, and monitor the status of all open chats from one location.

Each chat session is independent and linked to the specific user seat and email address of the logged-in team member. As long as your account includes available seats and the user is registered on your "My Team" roster, they may initiate and participate in live conversations.

At the top of the dashboard, you'll find the **chat status summary bar**, displaying the total number of active chats, customers currently online, those marked as away, and any conversations tagged as urgent. On the far right is a count of **unread messages**, giving you an instant view of activity across all ongoing chats.

Search and Filtering Tools

The control header at the top of the chat grid contains quick-filter tools:

- **Search box:** Find specific customer names, chat IDs, or keywords.
- **Status Filter:** Toggle between *All, Online, Away,* or *Offline* users.
- **Priority Filter:** Organize chats by *Urgent* or *Normal* designations.
- **Refresh Button:** Instantly reload the chat list.
- **+ New Chat Button:** Opens a new conversation window with a contact in your CRM, provided the individual is currently online.
  (Advanced new-chat functions are coming in a future update.)

Managing Conversations

On the left-hand side, under **Customer Conversations**, you'll find the list of all active and recent chat threads. Selecting any conversation loads it into the center chat window, where messages appear in chronological order. You can switch between different customer threads without losing progress or reloading the page.

At the bottom of the active chat window is the **message entry bar**, where team members type and send live messages. Press **Enter** or click **SEND** to deliver a message.

⚠️ *File and media attachments (images, screenshots, or videos) are not currently supported in live chat. Attachments should be sent via the Support Ticket system.*

Chat Archiving and Storage Policy

The SupportME platform is designed for *live assistance*, not long-term data storage. To maintain performance and minimize hosting costs, chat records are only stored temporarily:

- Chat text logs are *not* permanently archived.
- Attachments (from the ticket system) are accessible via temporary links for 24 hours, renewable twice.
  On the **third day**, attachment access expires; on the **fifth day**, the file is permanently deleted.

This design ensures free, efficient cloud operation while keeping your customer data private and compliant.

Converting a Chat to a Ticket

If an issue discussed in chat needs to be tracked or escalated, you can convert it to a **Support Ticket**:

1. Copy or note the ticket ID if it already exists.
2. Open the **Team Chat Footer** and enter that ticket ID in the input box.
3. Click the **orange "To Note" button** — this adds your note or relevant chat text directly to the ticket as a private internal note.
4. If no ticket exists, click **+ NEW TICKET** at the top of the dashboard to create one, then return to the ticket page to continue tracking.

Transitioning Between AI and Live Chat

Because the RealAIGENT and Live Chat systems cannot run simultaneously, switching between them is simple but global:

- To **return control to AI**, open the sidebar, click **AI Agent**, and press **Activate AI**. This immediately deactivates live chat for all users.
- To **resume live chat**, deactivate the AI Agent. The live chat interface will automatically reactivate for all team members.

For operational consistency, it's recommended that **live chat remain active only during staffed hours**. During breaks, after hours, or meetings, activate the AI Agent to handle routine customer inquiries automatically. When returning, review the AI logs for customer interactions and create tickets or follow up on unresolved issues as necessary.

Persistent Layout

The page layout maintains the same consistent structure used across the SupportME platform:

- The **Sidebar Menu** provides navigation to all other admin dashboards.
- The **Header Bar** includes customer number, plan badge, and timestamp.
- The **Footer** contains company information, links to Terms of Service, Privacy Policy, and Billing.

Note: The *"Begin Chat"* text box and *Send* button only appear **after a chat has been initiated by a customer**. There is no ability for the admin to type or send messages until a chat session is active. Once a customer starts a chat (or the admin selects an existing one from the "Customer Conversations" list), the input area automatically appears at the bottom of the screen, allowing real-time messaging

Section 4: SMS Messaging Center

The **SMS Messaging Center** is your built-in text communication hub within SupportME. This feature is available **only** to users subscribed through **RingzU Telecom** or those on the **Ultimate Plan** of SupportME.

At present, the system supports **SMS (text)** messaging only — **MMS** (media messaging) will be introduced in a future release. As with every section of the app, the **header**, **sidebar**, and **footer** retain the same layout and functionality across all dashboards for consistent navigation.

Telecom Service Eligibility

SMS services are available **only to users in the United States and Canada.**
This limitation exists because U.S. and Canadian telecom regulations require that all numbers capable of sending or receiving texts comply with **10DLC (10-Digit Long Code)** and **KYC (Know Your Customer)** verification standards.

If your business operates outside these regions, SMS functionality will not be available within your SupportME dashboard.

For U.S. and Canadian users:

- Each text campaign must be verified and approved under **10DLC** before you can send customer-facing messages.
- There is a **$17 campaign registration fee** per campaign (charged by cellular carriers and collected by SupportME for remittance).
- More information and compliance details are available at **getsupportme.com/10DLC**.

Dashboard Layout and Functionality

Inside the SMS dashboard, the layout mirrors your other SupportME pages:

Left Sidebar

Displays a **dynamic list of customer contacts** who have opted in to receive messages under 10DLC compliance.
This list pulls directly from your **CRM records**, specifically from entries that include:

- A valid **phone number**
- Properly formatted **customer name**

If a contact's name does not appear, verify that the CRM fields are filled correctly. In Wix CRM, some users have multiple phone fields (e.g., *Company Number*, *Business Phone*, *Mobile*). Ensure the correct number is entered in the proper field.

Creating and Sending Messages

To send a message:

1. Click the **"+ New Message"** button at the top of the SMS window.
2. Select a contact from your approved CRM list.
3. Type your message in the text box and click **Send**.

Messages sent by you will appear on the **right side** of the screen in blue bubbles; replies from customers will appear on the **left**. All messages include **timestamps** and display in a **two-way, real-time view**.

You can also use **message templates** to speed up responses. Click the **green Templates** button to choose from standard quick-reply messages. Future updates will expand this template library for marketing campaigns, auto-replies, and more.

Notifications and Real-Time Polling

At the top of the dashboard, you'll see a **status bar** displaying:

- Active conversations
- Online customers
- Away customers
- Urgent conversations
- Unread messages count

If you have multiple team members logged in, each one can manage their assigned chats simultaneously. When new SMS activity occurs, a **red notification dot** will appear beside the **SMS** item in your sidebar. The alert disappears automatically after viewing.

Audible alerts (“ding” notifications) also sound when new messages arrive — ensure your system volume is on to hear them.

Polling frequency depends on your subscription level:

- **Ultimate Plan users** with telecom integration enjoy *real-time updates*.
- Other tiers may refresh on timed polling intervals.

Attachments, Templates, and Storage Policy

Currently, the SMS feature supports **text-only** messages. You cannot send images, videos, or documents via SMS.
For those, use the **Support Ticket** system, which provides temporary, secure upload links for attachments.

All SMS messages are **stored for 90 days** as required by federal law under the **Telephony Protection Act of 2025**.
Storage and compliance are handled by **RingzU Telecom**, not SupportME.

- Neither SupportME nor RingzU staff can access or read your message content.
- Automated systems scan only for legally required violations (e.g., human trafficking, drug sales, weapons trafficking).
- SupportME never sells or analyzes customer message data.

Security and Privacy Policy

SupportME’s SMS system uses a **MagicLink login** instead of traditional username and password credentials.
This design ensures that **no sensitive user data** is stored on our servers, minimizing exposure in the event of a breach.

Our focus is **support, not surveillance** — your communications stay private, and your customer data remains yours.

Summary

The SMS Messaging Center functions just like a smartphone texting app — simple, intuitive, and real-time. Messages flow left and right, timestamps are included, and the interface behaves exactly as you’d expect.

SupportME doesn't reinvent texting; it just gives you a compliant, integrated way to do it **within your business support system**, all while staying secure, legal, and seamless.

Section 5: Voicemail Dashboard

If you're an **Ultimate Plan** subscriber, your SupportME dashboard automatically includes access to a full suite of **business telecom tools** powered by **RingzU Telecom** — including professional phone service, business texting, and integrated voicemail.

You can **port in your existing number** to RingzU Telecom **for free** or request a **new number** at no cost when you subscribe to Ultimate. RingzU service begins at **just $0.85 per line**, making it an affordable yet enterprise-grade solution for small-to-medium-sized businesses.

Dashboard Overview

Like all SupportME dashboards, the **header**, **sidebar**, and **footer** remain consistent across every page, keeping navigation simple and familiar. The central container on this screen is your **Voicemail Playlist** — a live-updating window that polls your telecom account every 30 seconds for new messages associated with any phone numbers on your account.

This includes:

- **Primary business lines**
- **Secondary or department numbers**
- **Toll-free numbers**
- **Seasonal or campaign-specific lines**

Essentially, any number tied to your RingzU Telecom account under your Ultimate subscription will sync automatically.

Voicemail Controls

Across the top of the playlist is a **control bar** allowing you to manage messages in bulk or individually. From here you can:

- **Select All:** Highlight all messages in your inbox for group actions.

- **Mark as Read/Unread:** Visually separate new messages from handled ones.
- **Archive:** Store a voicemail for later review.
- **Download:** Save the .wav audio file directly to your computer.
- **Delete:** Remove a message permanently from your telecom storage.

All voicemail data is **securely stored on the RingzU Telecom side**, not within SupportME. SupportME functions strictly as the user-interface layer, allowing convenient playback and management while keeping your telecom data isolated and compliant with industry standards.

Message Display and Filtering

Each voicemail appears in the playlist with full metadata:

- **Caller Name** (if available)
- **Caller Number**
- **Duration of Message**
- **Timestamp of Reception**

You can listen to any voicemail directly within the embedded audio player or use the controls to save, download, or delete messages.

Filter options include:

- **New Only**
- **Saved Today**
- **This Week**
- **Archived**

A **Refresh** button is available, but manual refresh isn't necessary — polling occurs automatically every 30 seconds.

Notifications

When new voicemail arrives, a **red notification dot** will appear beside the **Voicemail** menu item in your sidebar. The indicator shows:

- **Number of new messages**
- **Total voicemails in the box**
- **Number of saved messages**

These metrics help you manage capacity at a glance.

Storage and Limits

You can control how many voicemails remain stored on your account by setting your **maximum mailbox size** inside your RingzU Telecom account. Choose from limits like 5, 10, 20, or more messages based on your business needs.

All voicemails are hosted and secured within the RingzU Telecom infrastructure. SupportME itself holds no copies of these audio files.

Managing Your Voicemail Greeting

You can update your business voicemail greeting in two ways:

1. **From the SupportME Dashboard:** Upload a pre-recorded greeting or record a new one using your computer's microphone.
2. **From a Physical or Soft Phone:** If you have a physical SIP phone or use a softphone app, you can dial *97 or your assigned voicemail access code to record directly.

If you've ported an existing number from another carrier, your old devices can typically be **reprovisioned** to function with RingzU Telecom. Nearly 99% of SIP-compliant devices are supported.

Feature Integration

Voicemail integrates with the broader **RingzU Telecom feature set**, which includes over 70 available calling features — such as call forwarding, simultaneous ring, voicemail-to-email, call waiting, and advanced routing.

Any features activated within your RingzU Telecom account automatically extend into the SupportME Voicemail Dashboard for unified control.

Summary

The Voicemail Dashboard is designed for simplicity and control. You can monitor, listen, download, and manage business voicemail across all your registered numbers without leaving the SupportME environment.

Messages are secure, real-time, and managed under the same privacy-first principles as the rest of the SupportME suite.

SupportME gives you the **front-end clarity**, while RingzU Telecom handles the **back-end power** — together providing a full business-class telephony experience directly within your support dashboard.

Section 6: VoIP Phone Dashboard

The **VoIP Phone Dashboard** is the administrative gateway to your full **RingzU Telecom account**.
This section doesn't contain standalone controls inside SupportME — instead, it serves as a **direct link** to your business phone portal, where you can manage your telecom settings in detail.

When you click the **"VOIP Phone"** option in the sidebar, you'll be redirected to your RingzU Telecom account page. From there you can:

- Configure or edit your **business phone numbers**
- Manage **extensions, routing, and forwarding rules**
- Set up **caller ID, voicemail greetings, and ring groups**
- View **call logs** and **billing information**

Because this connects directly to the telecom infrastructure, any changes made in your RingzU Telecom account will instantly apply to your SupportME dashboards.
All phone-service data is securely hosted and managed by RingzU Telecom to ensure compliance, reliability, and uninterrupted service.

Section 7: My Team Dashboard

The **My Team Dashboard** is your command center for managing every member of your support operation.
This roster shows all employees and seat assignments that have been registered under your SupportME subscription.

Each SupportME plan level includes a specific number of **licensed seats**, determining how many active users can be logged in and interacting with customers at any given time.
Your team roster displays all users currently occupying those seats.

Seats and Licensing

Each user seat is registered to one individual email address.
Once a team member is invited and confirmed, that seat becomes locked to that employee.
The only way to free up a seat is to **terminate** the employee from your organization.

SupportME's system is built to ensure fair use and storage balance — it actively monitors seat activity, IP address usage, and concurrent logins to prevent abuse or seat swapping.
Violating these usage rules (such as deleting and re-adding users to bypass your seat limit) can result in suspension or cancellation of your account without refund.

If you need more active team members, simply click the **Upgrade** button in the upper header to move to a plan that supports your required seat count.

Adding and Managing Team Members

To add a team member, click **+ Add Team Member**, enter their **name** and **email address**, and send an invitation.
The user will receive a **MagicLink login** — SupportME never uses usernames or passwords.
Once registered, their email becomes their permanent login identifier.

You can assign **roles** that control what each user can view or modify:

- **Administrator** – Full access, including billing and plan management
- **Agent** – Standard access to tickets, chat, and SMS
- **Viewer** – Read-only access for oversight or training

You can modify user roles anytime under the **Actions** column.

Live Status Control

In the **My Team** interface, each user has a visible **status indicator** using the standard SupportME color-coded format:

- 🔴 **A (Available)** – The user is online and ready to assist customers.
- 🟡 **B (Busy)** – The user is currently handling a ticket, chat, or call.
- 🟢 **AC (After Call)** – The user is finishing wrap-up work before becoming available again.

These statuses update in real time across the entire platform — including **Tickets**, **Chat**, **SMS**, and the **Team Chat Footer** — so everyone knows who's online and who's available to take a customer.

Team Chat and Internal Messaging

Each team member is assigned a **four-digit ID number** that remains permanent throughout their tenure.
This ID enables **direct team chat** within the **Team Chat Footer** on every page of the app.

You can message any coworker using their assigned chat ID, or use **Chat ID 9999** to send a **broadcast alert** to all logged-in team members at once.
Broadcasts appear in **red**, signaling system-wide notifications or urgent updates.

If a team member's status is set to Busy or After Call, messages will still queue for them to view when they return to Available.

Roster Columns

The My Team roster includes the following fields:

Column	Description
Name	The employee's display name as entered at registration.
Email	Their login email address and MagicLink destination.
Access Level	Admin, Agent, or Viewer permissions.
Status	Real-time status: Available, Busy, or After Call.
Last Login	Timestamp of their most recent session.
Created	Date the seat was first assigned.
Actions	Management tools (invite, suspend, terminate).

Above the grid, the upper-right corner of the container shows your **current seat usage** (e.g., *3 of 5 seats used*) and the **plan name** associated with your account.
This should match the **plan badge** displayed in the top header beside your customer number.

Integration Across Dashboards

Your team roster isn't just a list — it's the data source for every other SupportME feature.
It powers ticket assignments, live-chat routing, and visibility in the **Team Chat Footer**, ensuring every customer interaction can be tracked back to a specific team member.

When a team member logs out, their seat remains occupied by that email until terminated.
If another shift worker needs access, you'll need to upgrade your plan to include more seats.

Summary

The **My Team Dashboard** centralizes staff management, seat licensing, and live status visibility.
It ensures compliance with plan limits, keeps your team organized, and synchronizes staff availability across all customer-facing dashboards — creating a smooth, transparent support workflow for your business.

Section 8: Get Help

The **Get Help** menu option connects you directly to the SupportME Support Center. Clicking it opens the **GetSupportMe.com contact page**, where you can access:

- Support phone numbers (based on your plan tier)
- A web form to submit a **Support Ticket** for assistance
- Developer contact for **custom feature requests** or app modifications

If you need specialized development work, such as adding new integrations or tailoring SupportME for your website's unique needs, the **Get Help** page outlines available options and associated costs.

This page exists outside the SupportME dashboard and links securely to **GetSupportMe.com**, ensuring you always have a direct line to technical and account assistance.

Section 9: Closing Statement — The SupportME Mindset

Congratulations — you've just completed the full SupportME system walkthrough! 🎉

You now know every inch of your new command center: how to manage your tickets, your chats, your team, your telecom tools, and your customers — all from one place. Whether you're running a single-person business or managing a full support department, SupportME is built to make you look like a pro and perform like an enterprise.

This platform was created for entrepreneurs and innovators who don't want to waste time wrestling with bloated software. It's for the people who actually *do* the work — the ones who answer late-night customer messages, build their own websites, and keep their customers happy while still chasing the next big idea.

From day one, SupportME was designed around **clarity**, **speed**, and **autonomy**. Every dashboard, every chat window, and every line of code was built so you can focus on what matters — **serving your customers and growing your business**.

So take a moment. You've just mastered a system that merges customer service, communication, and telecom into one unified tool. You've joined the new generation of website owners who don't wait for big software to catch up — they build smarter, faster, and leaner.

Now go make it sing.
Support smarter. Serve faster. Lead louder.
Because the best support isn't hidden behind a ticket number — it's built right into *you*.

Welcome to SupportME. Let's get to work.

Section 10: Developer Credits & Production Notes

Primary Developer

RingzU Telecommunications Corporation
Portland, Oregon • www.RingzU.com

RingzU Telecom is the parent company and core infrastructure provider behind s**upportME!**, offering enterprise-grade telecommunication, cloud messaging, and customer-interaction services for small and medium businesses across the U.S. and Canada.

Application Developer

Trigger Media Group
A Division of RingzU Telecommunications Corporation

Trigger Media oversees the creative direction, user-experience design, and production development of the supportME! platform. Every dashboard, button, and data path was designed with a single purpose — to make business support tools simple, secure, and visually flawless.

Product Family

supportME! is part of the **RingzU Imagination Platform™**, a growing suite of connected business and creative tools that merge automation, design, and communication into one ecosystem.
Current offerings include:

- **supportME!** — Customer Support & Communication Platform
- **RingzUView** — Telecom Analytics & Call Insight Dashboard

- **RingzU Telecom Core Services** — VOIP, SMS, and Business Telephony
- **AnswerTron AIgent Engine** — Integrated Artificial Intelligence Assistance
- **Trigger Studios** — Media Production and Animation Division
- **Mobile-Deploy** — a mobile site builder that styles and deploys in 90seconds

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Executive Leadership

- **Steve Divine — Lead Developer (Telecom) & Creative Director (Media)**
  Founder, Trigger Media Group / RingzU Telecom Corp.
- **Trigger Media Development Team** — Full-stack Engineering, UX/UI Design, and Telecom Integration
- **RingzU Telecom Operations Team** — VOIP Services, Infrastructure Management, Compliance & Customer Support

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Production Acknowledgments

supportME! was built on years of real-world experience in customer service, telecom operations, and enterprise workflow design. Every detail was engineered for real users — the ones building, fixing, selling, and supporting in real time.

The supportME! Admin Manual was written and produced entirely in-house by Trigger Media and RingzU Telecom using proprietary documentation standards.

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Mission Statement: *We believe business support should feel human again — simple tools, real people, and limitless imagination behind every line of code.*

supportME!

Built on the RingzU Imagination Platform™

Support smarter. Serve faster. Lead louder.
The next generation of customer support has arrived — powered by innovation, independence, and imagination.

Developed and proudly produced by
Trigger Media Group
for
RingzU Telecom Corporation
Portland, Oregon

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www.GetSupportME.com
www.RingzU.com

Powered by Imagination. Fueled by Innovation. Built for You.