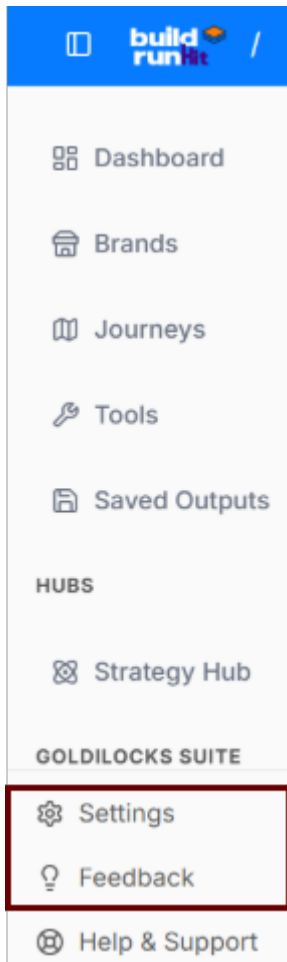


Feedback, Help & Support Navigation

Feedback, Help & Support Navigation



The bottom section of the primary application sidebar menu manages direct user input channels, technical support ticketing, and educational platform resources.

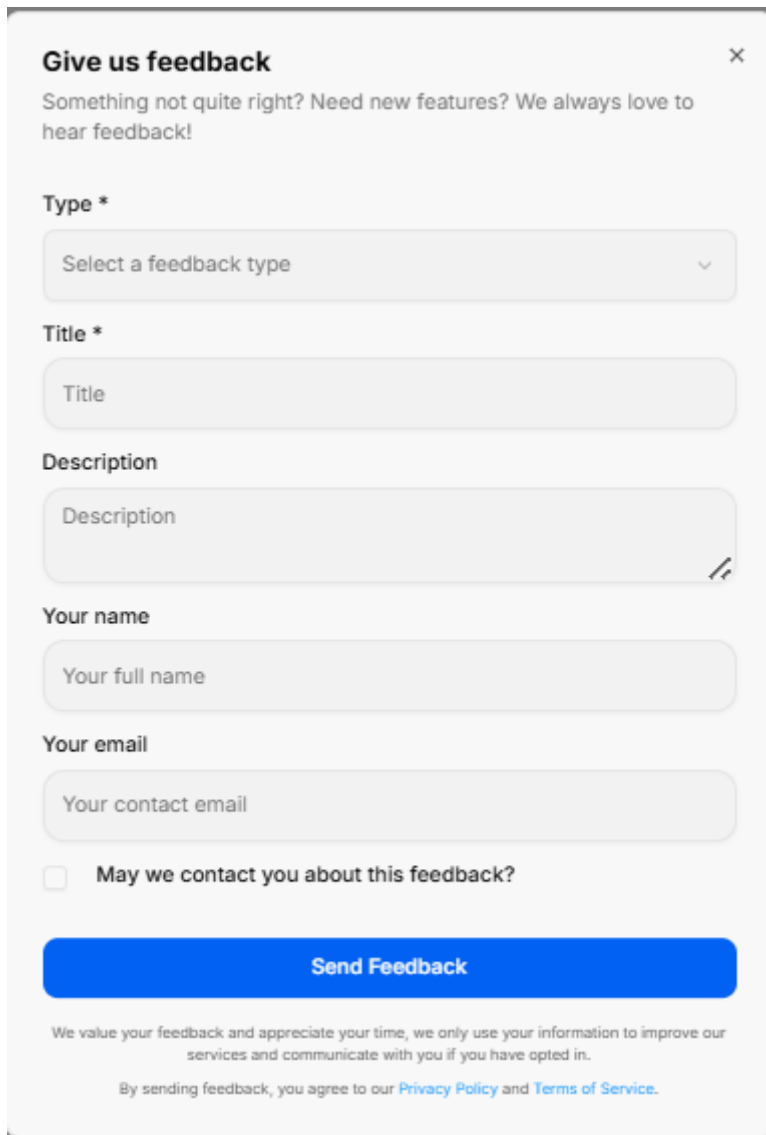
Navigation Utilities Overview

The two bottom items on the sidebar provide straightforward gateways to assist with operational questions or platform evaluations:

- **Feedback:** Clicking this option opens an interactive portal designed for submitting tool feature suggestions, performance reviews, or specific software optimization requests.
- **Help & Support:** Selecting this final option launches the platform's customer service hub, providing immediate access to technical troubleshooting articles, user documentation,

and live support resources.

Give Us Feedback



The image shows a 'Give us feedback' modal window. At the top left is the title 'Give us feedback' and a close button 'x'. Below the title is a short introductory message: 'Something not quite right? Need new features? We always love to hear feedback!'. The form contains several input fields: a required dropdown menu for 'Type *' with the placeholder 'Select a feedback type'; a required text field for 'Title *' with the placeholder 'Title'; a multi-line text area for 'Description' with the placeholder 'Description'; a text field for 'Your name' with the placeholder 'Your full name'; and a text field for 'Your email' with the placeholder 'Your contact email'. Below these fields is a checkbox labeled 'May we contact you about this feedback?'. A prominent blue button labeled 'Send Feedback' is positioned below the checkbox. At the bottom of the modal, there is a small disclaimer: 'We value your feedback and appreciate your time, we only use your information to improve our services and communicate with you if you have opted in. By sending feedback, you agree to our [Privacy Policy](#) and [Terms of Service](#).'

The Give us feedback portal opens as a dedicated pop-up modal designed to collect user input, feature requests, and system evaluations directly.

1. Feedback Input Fields

The submission form contains structured fields to accurately categorize and detail user input:

- Type: A required dropdown menu to select the specific category of input, such as choosing a feature idea.
- Title: A required text field to provide a brief, high-level summary of your input.
- Description: A multi-line text area to expand on your idea, issue, or enhancement request with full context.
- Your name: An optional text block to enter your full identification name.

- Your email: An optional field to input your primary contact email address for follow-up correspondence.

2. Permissions & Execution

- Contact Permission: A checkbox labeled May we contact you about this feedback? allows you to opt into direct follow-up communications regarding your submission.
- Send Feedback: A solid blue action button centered at the base to execute and submit the form data to the support team.

Support Center

The screenshot shows the BuildRunKit Support Center interface. At the top left is the BuildRunKit logo. At the top right, it says "Guest User | Sign In". Below the logo is a navigation bar with four items: "Support Center Home" (with a home icon), "Knowledgebase" (with a book icon), "Open a New Ticket" (with a ticket icon), and "Check Ticket Status" (with a status icon). Below the navigation bar is a search bar with the placeholder text "Search our knowledge base" and a green "Search" button. To the right of the search bar are two buttons: a blue "Open a New Ticket" button and a green "Check Ticket Status" button. Below the search bar is a large heading "Welcome to the Support Center" followed by a paragraph of text: "In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket." At the bottom of the page, there is a footer with the text "Copyright © 2026 BuildRunKit - All rights reserved." and "powered by OSTicket" with the OSTicket logo.

The Support Center is a dedicated external portal designed to streamline assistance requests and provide self-service documentation. It operates on a structured ticketing system to track, archive, and manage technical inquiries.

1. Main Navigation Header

The upper dashboard contains a persistent menu bar to jump between standard support desks:

- Support Center Home: Navigates back to the main welcome dashboard landing page.
- Knowledgebase: Opens a repository of self-service articles, setup documentation, and platform user guides.
- Open a New Ticket: Toggles the submission form to file a new technical assistance request.

- Check Ticket Status: Opens a login and tracking screen to check the history or updates of an active request.
- Authentication Links: Located in the top right corner, allowing users to sign in or view their profile status.

2. Search Engine & Core Features

- Knowledge Base Search: A prominent search bar sits beneath the header navigation. Users can type keywords, tools, or errors directly into the input line and click the green Search button to query documentation.
- Ticketing System Overview: To maintain organization and response quality, every submitted request is instantly assigned a unique ticket number. This reference string allows you to review historical archives, monitor progress, and read technician responses online. A valid email address is mandatory to lodge a ticket.

3. Direct Action Sidebar

Two high-visibility action buttons are anchored on the right side of the layout for fast access:

- Open a New Ticket: A bright blue tab providing an immediate shortcut to create a help request.
- Check Ticket Status: A green tab offering a quick shortcut to log in and look over active ticket histories.

Revision #1

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