



Wolken Care

User Guide

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Channel configuration

Configure various social channels (Email, Facebook, Twitter) to handle user queries.

Email configuration

- Manage all your support mailboxes.
- All email received to your support email address is automatically converted into a ticket.
- Add unlimited incoming and outgoing mailboxes.
- Automatically assign emails from each mailbox to a specific group.
- Reply emails automatically uses your respective support email IDs as the from email address.

To configure Email

- Login to **Wolken Care**.
- Click the Hamburger icon ☰, Search **Channel configuration** menu.
- Click the **Email** Setup menu, click **the New Email** button.

☰ [Icon](#) > [Channel configuration](#) > [Email Setup](#) > [New Email](#)

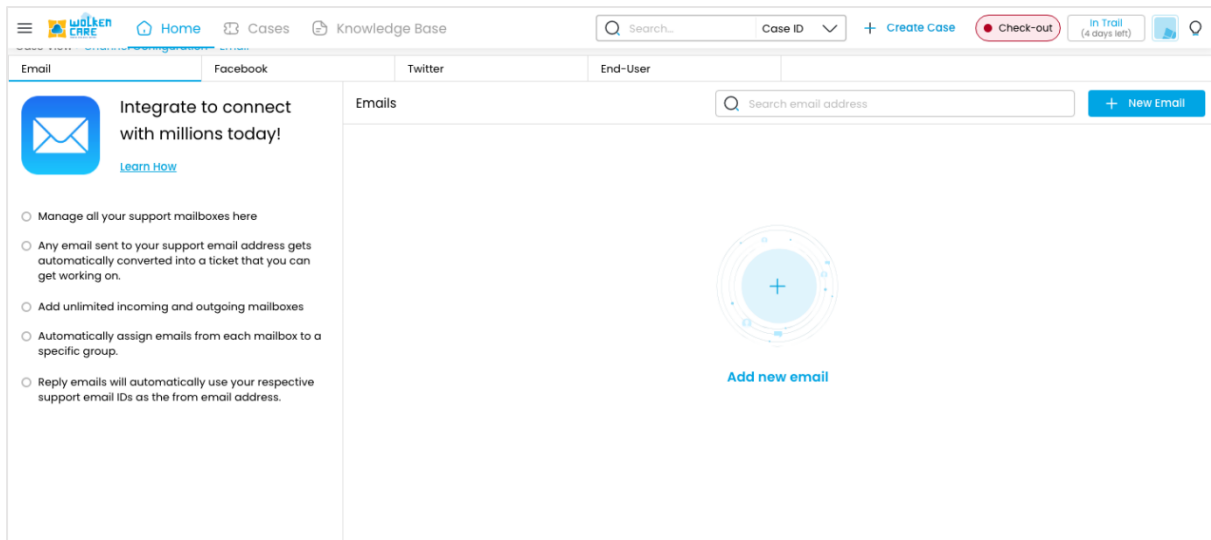


Fig-01

Mail Server Type – Default

Manage all your support mailboxes here. Wolken handles complete service provider and generates the forwarding address.

- The mail sent to support@wolken.com is auto forwarded to the generated mail address.

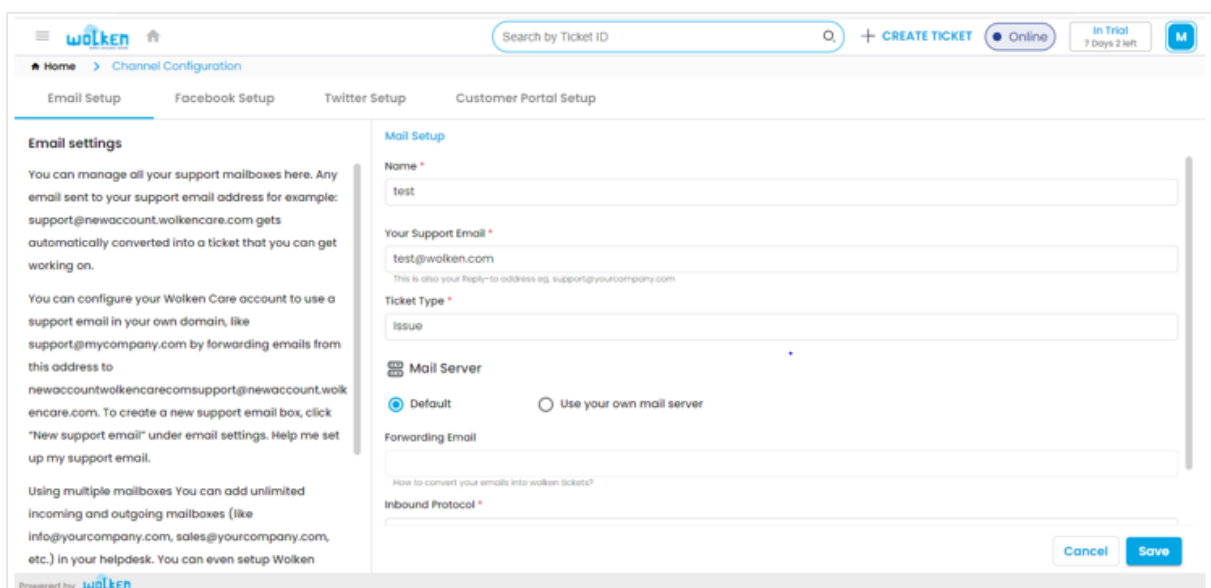


Fig-02

Email verification using DKIM(DomainKeys Identified Mail)

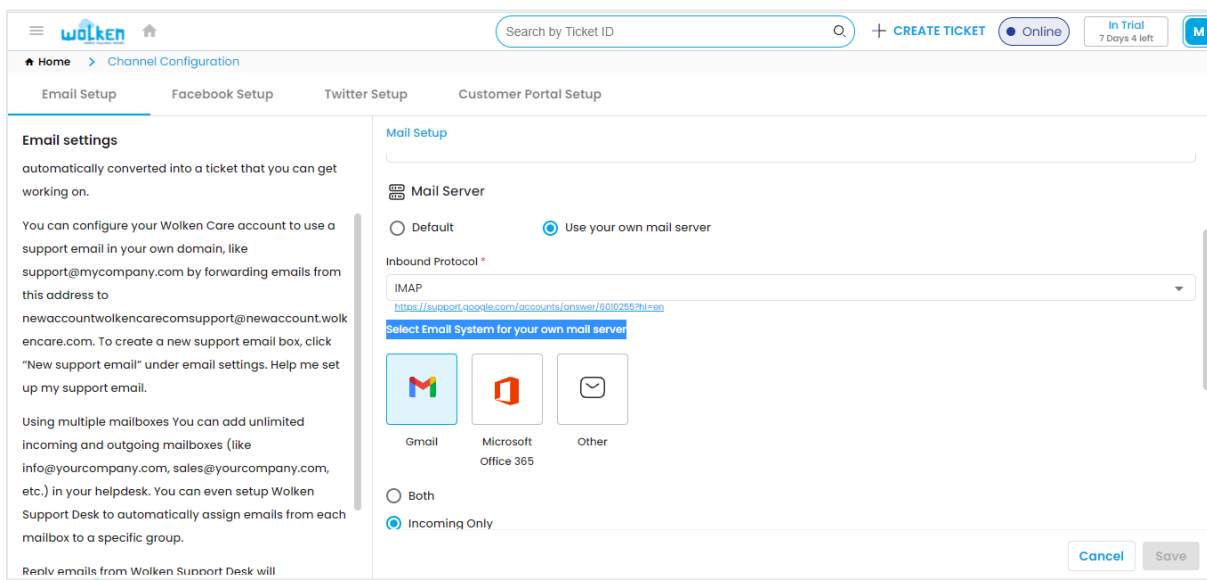
- Domain verification is necessary when you're using the default Wolken server for email communication.
- DKIM generates a signature, which is attached to the message while in transit, to verify the authenticity of the message source. This signature is associated with the organization's registered domain name.

Use your own mail server

(Note: Will be available in our next release version)

Configure your Wolken Care account to use a support email in your own domain, like support@mycompany.com by forwarding emails from this address to newaccount@wolkencares.com.

- Select **Use your own mail server** option, to configure your own mail server.
- Select Email System for your own mail server.



The screenshot displays the 'Mail Setup' configuration interface within the Wolken Care application. The top navigation bar includes a search bar, a 'CREATE TICKET' button, and a status indicator showing 'Online' and 'In Trial 7 Days 4 left'. The main content area is divided into two sections: 'Email settings' on the left and 'Mail Setup' on the right. The 'Email settings' section provides instructions on how to configure the account to use a support email in your own domain, such as support@mycompany.com, by forwarding emails from this address to newaccount@wolkencares.com. The 'Mail Setup' section contains a 'Mail Server' dropdown menu with two options: 'Default' and 'Use your own mail server'. The 'Use your own mail server' option is selected. Below this, there is an 'Inbound Protocol' dropdown menu with 'IMAP' selected. A link 'Select Email System for your own mail server' is provided. At the bottom, there are three buttons: 'Gmail', 'Microsoft Office 365', and 'Other'. The 'Gmail' button is highlighted. At the bottom right, there are 'Cancel' and 'Save' buttons.

Fig-03

Gmail / Microsoft 365 / Other

Using multiple mailboxes, you can add unlimited incoming and outgoing mailboxes in your helpdesk (e.g., info@yourcompany.com, sales@yourcompany.com, etc.). You can even set up Wolken Support Desk to automatically assign emails from each mailbox to a specific group.

- Select **Both** option, to deal with both incoming and outgoing mails.
- Fill in the Incoming mail Settings, IMAP Port number, the username, and password of the mailbox to which you would be receiving the mails.
- Fill in the Outgoing mail settings, SMTP Port number, the username ,and password of the mailbox from which you would be sending out the mail. Click **Save**.
- The Outgoing mail server is also your Reply-to address.
- Reply emails from Wolken Support Desk will automatically use your respective support email IDs as the from email address.
- Creating an SPF record in your DNS zone file will ensure the proper delivery of emails.
- Inbound and Outbound mail flow is now configured.

WOLKEN CARE

[Home](#)[Cases](#)[Knowledge Base](#)

Case ID ▾

+ Create Case

● Check-out

In Trail
(4 days left)

Case View > Channel Configuration - Email

EmailFacebookTwitterEnd-User

Email settings

You can manage all your support mailboxes here. Any email sent to your support email address for example: support@newaccount.wolkencare.com gets automatically converted into a ticket that you can get working on.
You can configure your Wolken Care account to use a support email in your own domain, like support@mycompany.com by forwarding emails from this address to

newaccount.wolkencare.comsupport@newaccount.wolkencare.com. To create a new support email box, click "New support email" under email settings.
Help me set up my support email. Using multiple mailboxes

You can add unlimited incoming and outgoing mailboxes (like info@yourcompany.com, sales@yourcompany.com, etc.) in your helpdesk. You can even setup Freshdesk Support Desk to automatically assign emails from each mailbox to a specific group.
Reply emails from Freshdesk Support Desk will automatically use your respective support email IDs as the From email address. Creating an SPF record in your DNS zone file will ensure proper delivery of emails.

Mall Setup

Name
Wolken Care

Your Support Email*
support@newaccount.wolkencare.com

Assign to Group
Customer Support ▾

Link with a product
-- Select -- ▾

Mail Server

☐ Default

☒ Use your own mail server ⓘ

Select Email System for your own mail server

Gmail

Microsoft Office 365

Other

☒ Both

☐ Incoming Only

☐ Outgoing Only

Incoming mail settings

Incoming mail Server*
Wolken Care

IMAP Port*
Wolken Care

Authentication
User Name*
wolkencare@gmail.com

Password*

Outgoing mail settings

Outgoing mail Server*
Wolken Care

SMTP Port*
Wolken Care

Authentication
User Name*
wolkencare@gmail.com

Password*

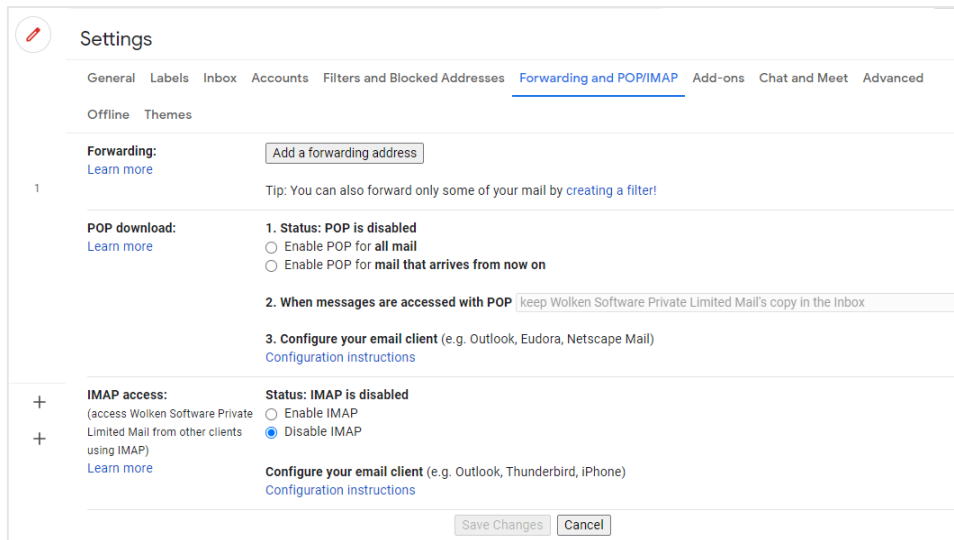
Cancel

Save

Fig-04

To Setup Auto forwarding Mail ID in Gmail:

- Go to your **Gmail account > Settings**.
- Click **Forwarding and POP/IMAP** menu.
- Click on **Add a Forwarding address** button.



Settings

General Labels Inbox Accounts Filters and Blocked Addresses **Forwarding and POP/IMAP** Add-ons Chat and Meet Advanced

Offline Themes

Forwarding: [Learn more](#) [Add a forwarding address](#)

Tip: You can also forward only some of your mail by [creating a filter](#)!

POP download: [Learn more](#)

1. Status: POP is disabled

☐ Enable POP for all mail

☐ Enable POP for mail that arrives from now on

2. When messages are accessed with POP [keep Wolken Software Private Limited Mail's copy in the Inbox](#)

3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)
[Configuration instructions](#)

IMAP access: (access Wolken Software Private Limited Mail from other clients using IMAP) [Learn more](#)

Status: IMAP is disabled

☐ Enable IMAP

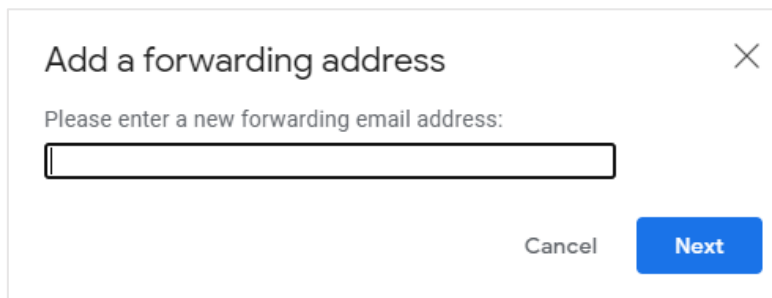
☒ Disable IMAP

Configure your email client (e.g. Outlook, Thunderbird, iPhone)
[Configuration instructions](#)

[Save Changes](#) [Cancel](#)

Fig-05

- Enter the **new forwarding email address**. Click **Next**.



Add a forwarding address [×](#)

Please enter a new forwarding email address:

[Cancel](#) [Next](#)

Fig-06

- The verification code sent to the forwarding mail id , will be converted as a new case. Copy and paste the code to verify the Mail ID.

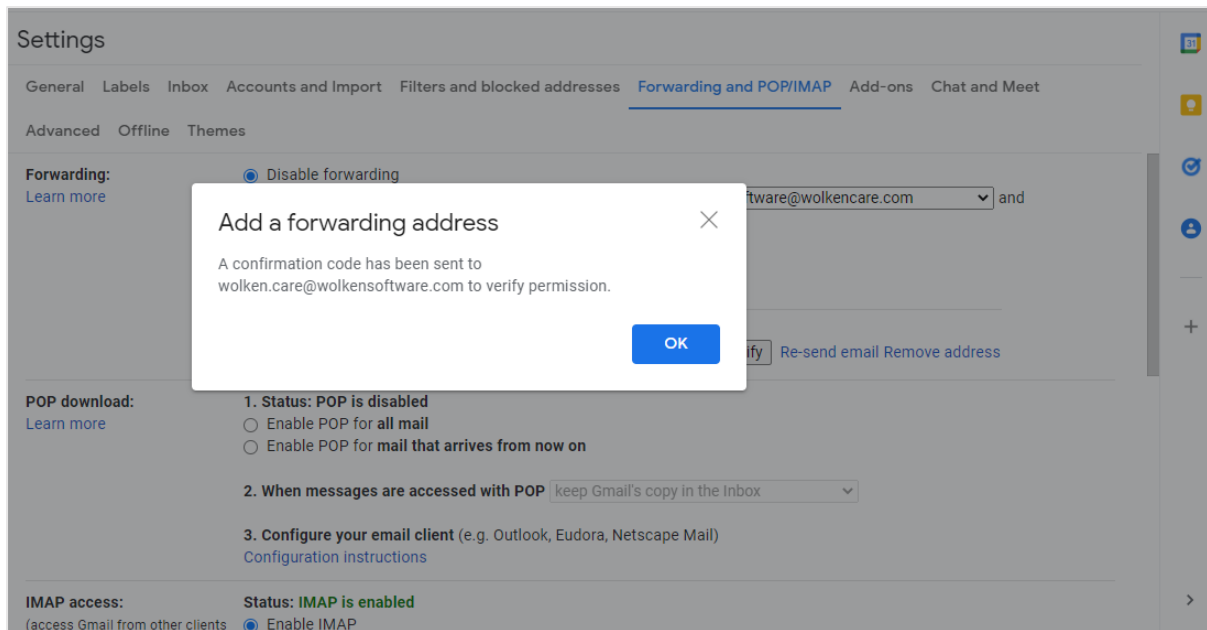


Fig-07

Facebook configuration

Add your Facebook account to the Wolken care account (Available on Basic/Plus, and Enterprise plans.)

Post Facebook account addition, all the comments/@mention to your account in your social tab are visible and comments/@mention are converted into tickets automatically. The converted tickets can be viewed with other channel tickets.

- Login into **Wolken care**.
- Click the **Hamburger** icon, search **Channel configuration**.
- Click **Facebook Setup**, then Click **Add Account**.

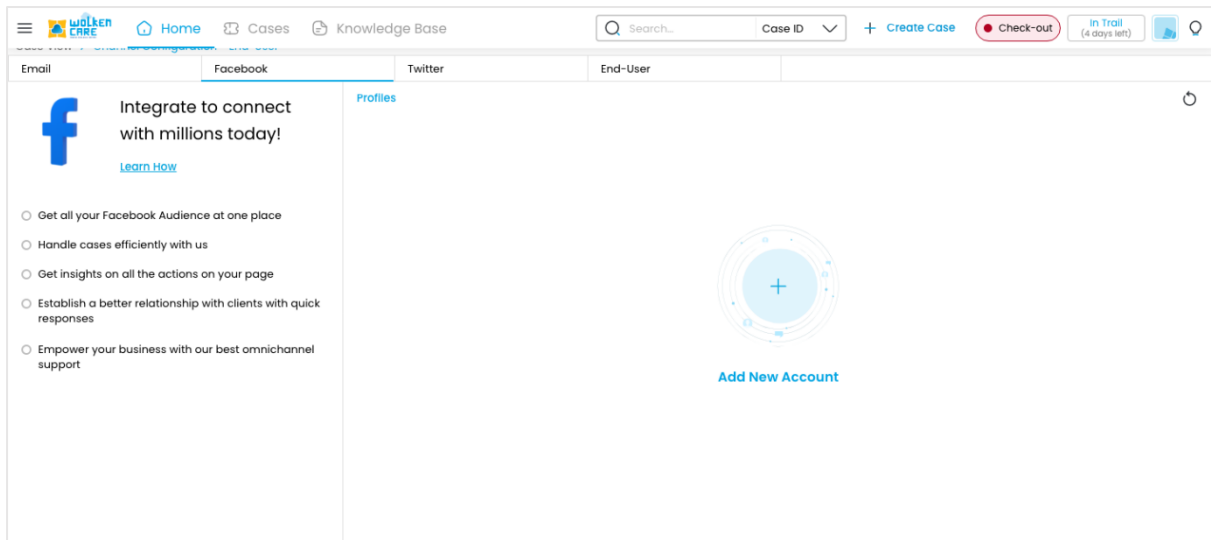


Fig-06

- Enter your **Email ID** and **Password**, click **Login**.

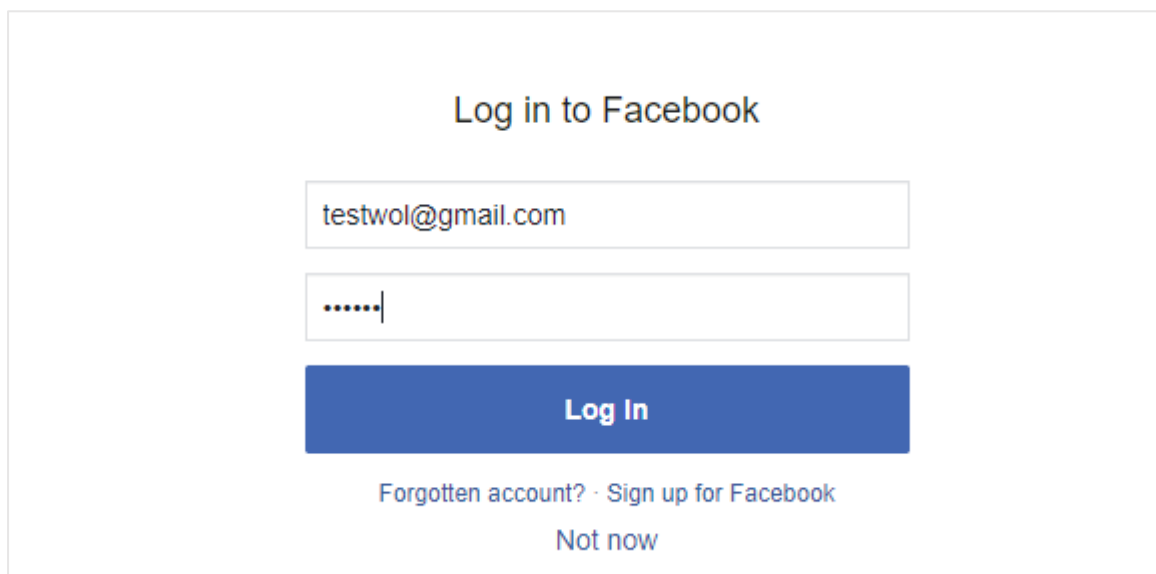


Fig-07

- Once you log in to Facebook, you will have to authorize Wolken Care.
- Through the Dispatcher rule you can decide not to Convert the posts or comments into tickets if you would prefer your agents to engage the customers via messenger.

- Similarly, you can configure rules to convert every post and every comment in your account into tickets.
- The agents can sort comments by latest, oldest, newest.
- Multiple messages from the same customer regarding the same issue can be converted into a single thread ticket.
- Filter out the unwanted comments, by changing the Facebook settings.

Twitter Configuration

Add your Twitter account to the Wolken care account if you're on the Basic, Plus, and Enterprise plan.

- Get all your Twitter Audience in one place
- Handle tickets efficiently with us
- Establish a better relationship with clients with quick responses
- Empower your business with our best omnichannel support

Post Twitter account integration, you can see all the tweets to your account in your social tab and can convert the tweets into tickets automatically, then view in the tickets tab along with tickets from other channels.

- Login into Wolken care.
- Click the **Hamburger** icon, search **Channel configuration**.
- Click **Twitter Setup**, then Click **Add Account**.

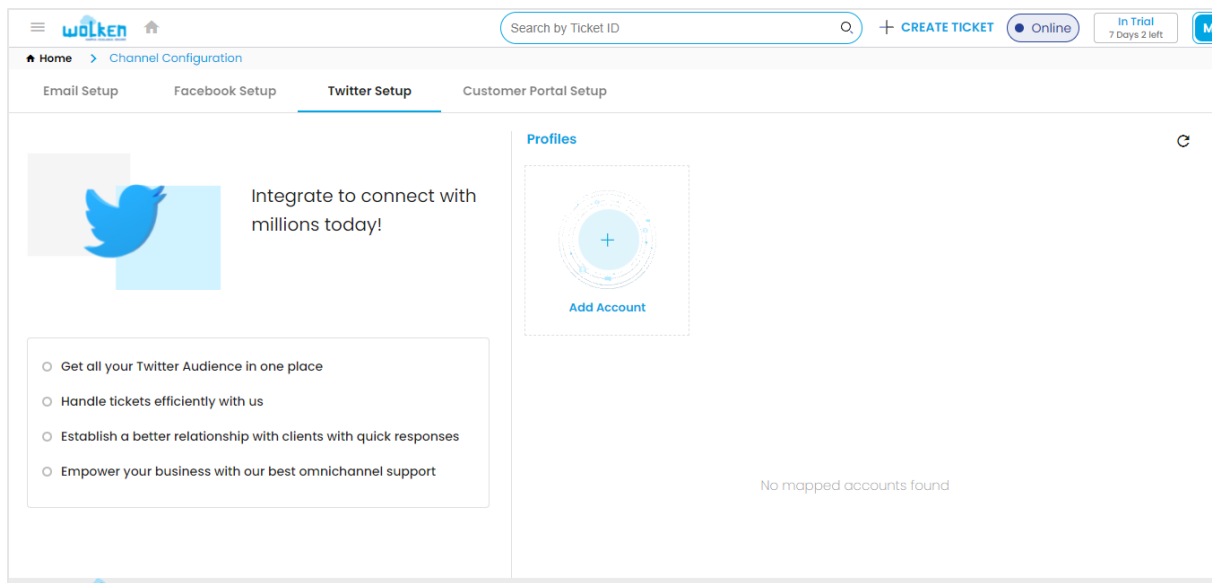


Fig-08

- Enter the Username and Password. Click **Authorize app** button.

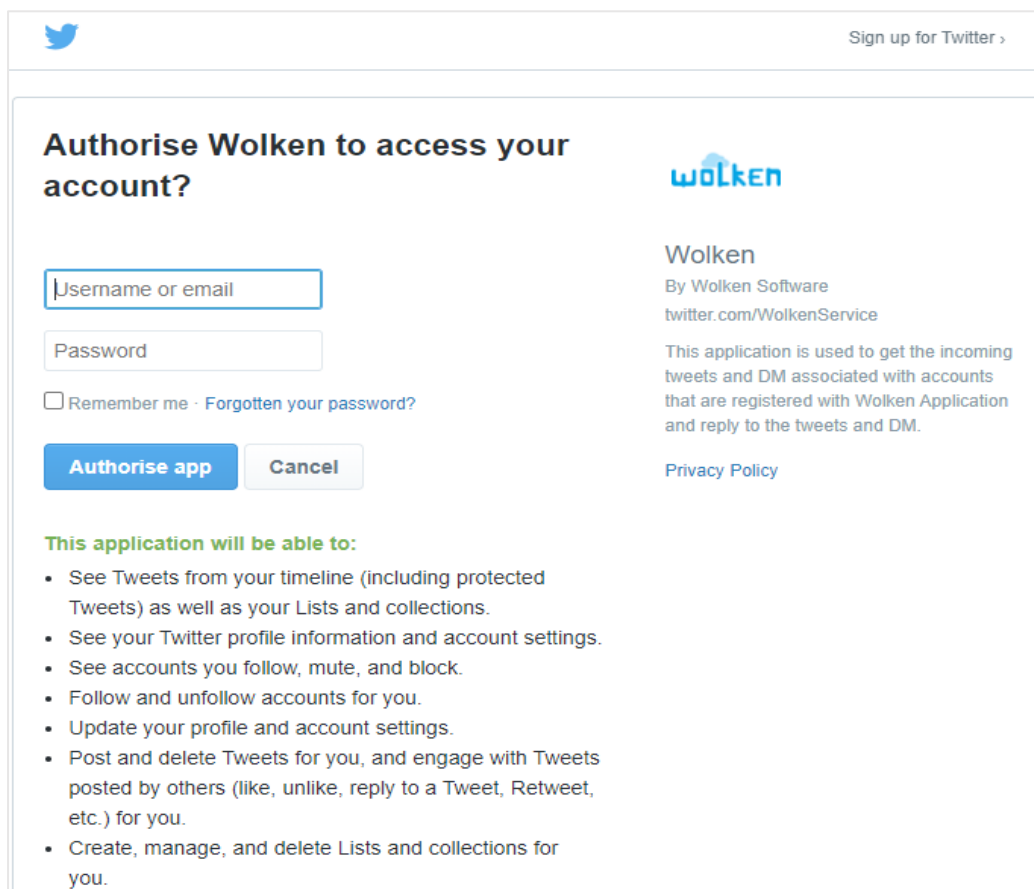


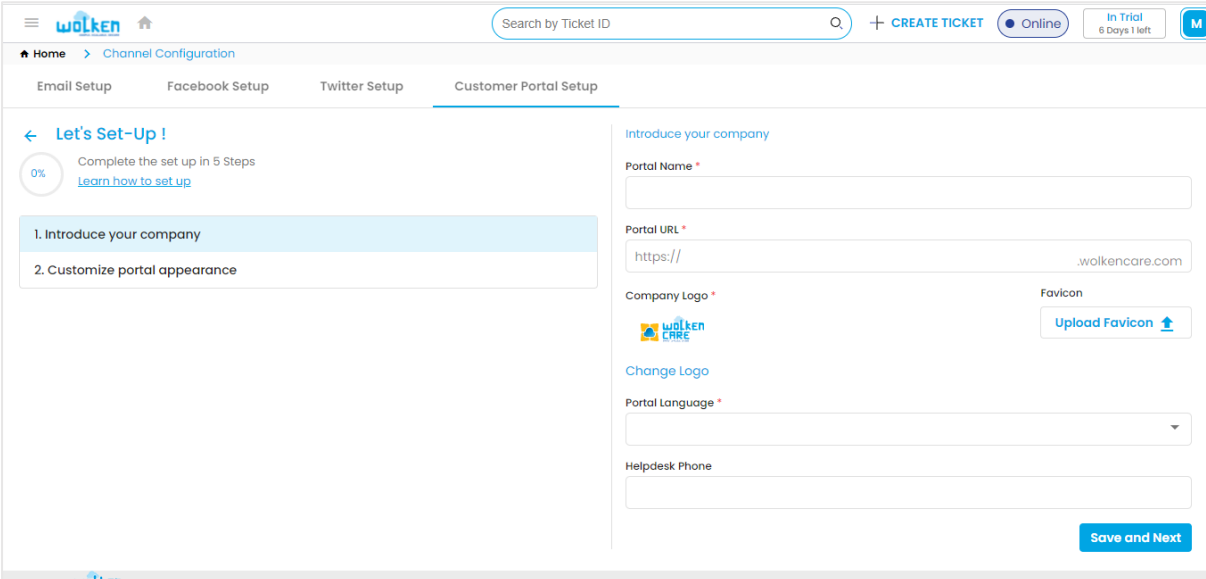
Fig-09

- Manage which of your agents can see the @mentions of this account into the social tab.
- All your direct messages can be converted into tickets, or you can set up a set of keywords, where the @mentions with that keyword would be converted into tickets.
- Dispatcher rule gives the privilege to convert @mentions/tweets into tickets when the conditions are satisfied.

Customer Portal

Wolken Care's Customer/End-User Portal enhances Customer-user relationship. Wolken Care's robust system assists to Empower customer support.

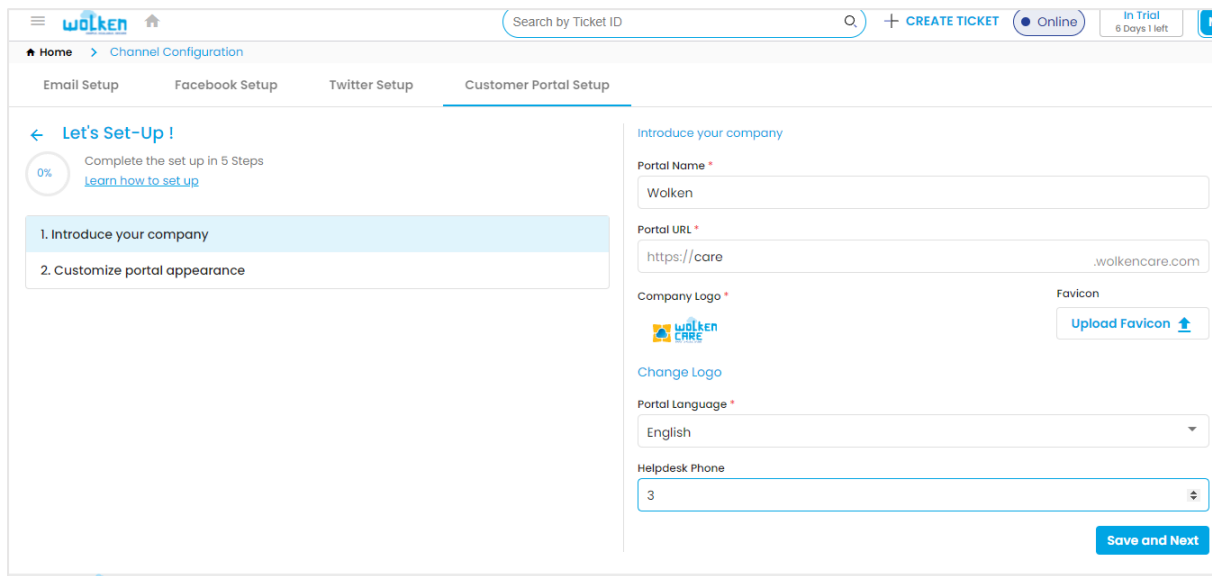
- Login into **Wolken care**.
- Click the **Hamburger** icon, search **Channel configuration**.
- Click **End User Portal**, then Click **Add Portal**.



The screenshot displays the 'Customer Portal Setup' page in the Wolken Care application. The top navigation bar includes the Wolken Care logo, a search bar for 'Ticket ID', and buttons for '+ CREATE TICKET', 'Online', 'In Trial (6 Days left)', and a user profile icon 'M'. The main content area is titled 'Let's Set-Up!' and shows a progress indicator for '0%' completion. A list of steps includes '1. Introduce your company' (highlighted) and '2. Customize portal appearance'. The 'Introduce your company' section contains the following fields: 'Portal Name' (text input), 'Portal URL' (text input with 'https://' and 'wolken care.com' suggestions), 'Company Logo' (image upload area with a 'Change Logo' link), 'Favicon' (upload button), 'Portal Language' (dropdown menu), and 'Helpdesk Phone' (text input). A 'Save and Next' button is located at the bottom right of the form.

Fig-10

- Enter the **Portal Name**, **Portal URL**, **Portal language**, and.
- Click **Change logo**, to change your company logo design.
- Click **SAVE and Next** button to continue.



Wolken CARE

Search by Ticket ID

+ CREATE TICKET

Online

In Trial 6 Days 1 left

Home > Channel Configuration

Email Setup Facebook Setup Twitter Setup Customer Portal Setup

Let's Set-Up !

0% Complete the set up in 5 Steps [Learn how to set up](#)

1. Introduce your company

2. Customize portal appearance

Introduce your company

Portal Name *

Wolken

Portal URL *

https://care .wolkencare.com

Company Logo *

Wolken CARE

Change Logo

Portal Language *

English

Helpdesk Phone

3

Save and Next

Fig-11

- Select the **Primary color**, **Secondary color**, and **Font** to design your brand. Click **Use Default** to use the inbuilt style.
- Click **Next**, to finish.
- Click **Restore defaults** to undo the changes applied.

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