

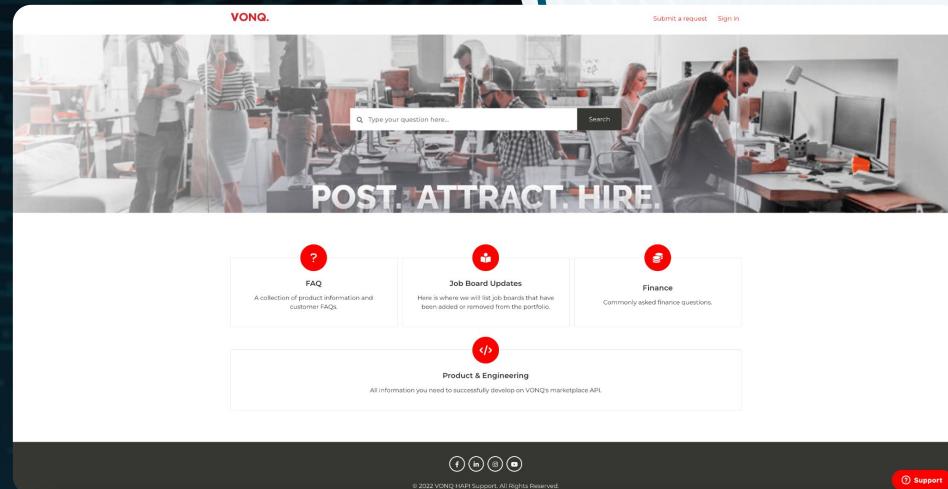
API Support Process

For ATS Agents

VONQ



VONQ HAPI Help Center

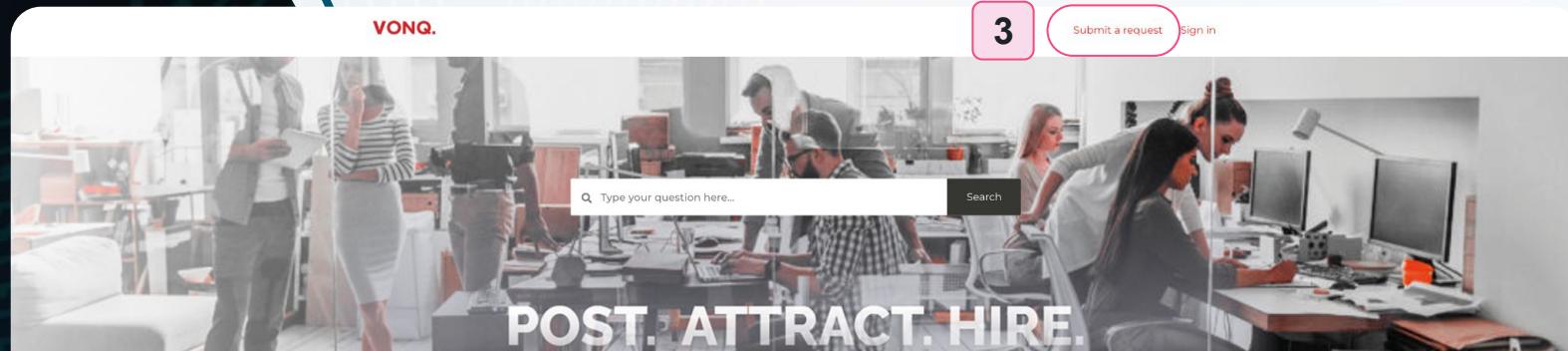


ATS Agents can begin the troubleshooting process at the VONQ HAPI Help Center [here](#).

Below is a quick tour of useful areas of the Help Center -

1. **Knowledge Base** - The VONQ Knowledge Base is the place where common questions can be quickly accessed and answered. This will be the most helpful area of the Help Center for most day to day issues.
2. **Support Widget** - it can guide you to the right article in real time based on your question. The AI agent possess all the FAQs and technical documentation
3. **Submit a Request and Sign In** - Agents can jump right into to the ticket submission form here. Also, you can sign in to your account to view your own active tickets, respond to VONQ Agent requests, and share tickets across your team.

VONQ HAPI Help Center



1



FAQ

A collection of product information and customer FAQs.



Job Board Updates

Here is where we will list job boards that have been added or removed from the portfolio.



Finance

Commonly asked finance questions.



Product & Engineering

All information you need to successfully develop on VONQ's marketplace API.

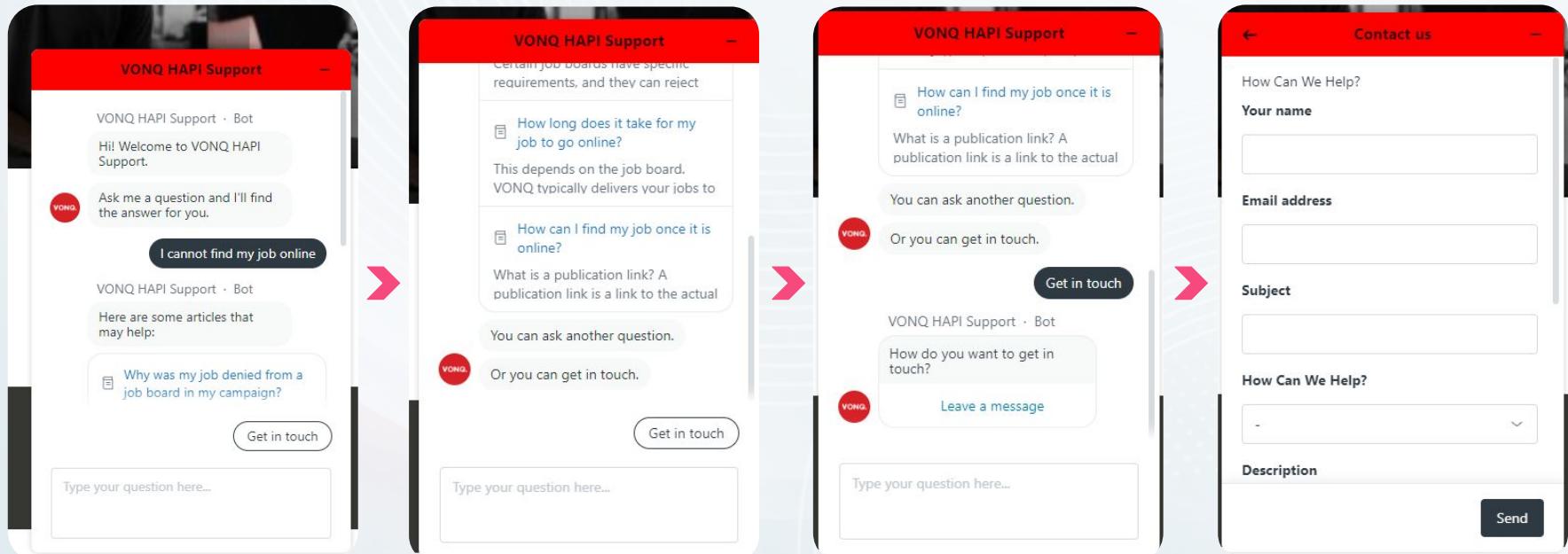
2



Support Widget Workflow

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The Support Widget is an easy to use guided system that can direct you to a relevant article or get you assistance with a support ticket. AnswerBot, the tool that powers the widget, uses machine learning to recommend the correct FAQ articles, so the more you use it the smarter it becomes!



Request Form Workflow

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If you're ready to submit a request directly, you can use the Submit a Request link which takes you to the Request Form. Just like the Support Widget, the Request Form options are dynamic based on selections you make.

This ensures you're getting best service possible.

Submit a request

Your email address*

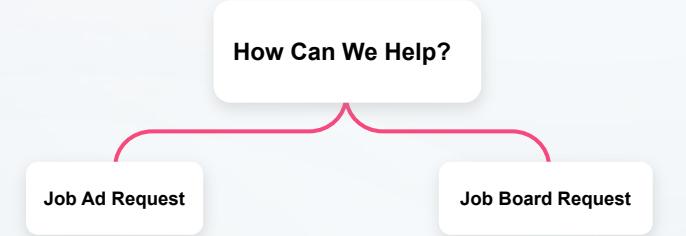
Subject*

How Can We Help?*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)
 Add file or drop files here



Submit a request

Your email address*

Subject*

How Can We Help?*

Job Ad Request*

Why is my job not live?

Campaign ID*

Job Title*

Job Board*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)
 Add file or drop files here

Submit a request

Your email address*

Subject*

How Can We Help?*

Job Board Request*

Board Requested*

Board URL*

Board Contact Email (optional)

Name of client(s) that would like this board*

Estimation of how many times you expect your customer(s) to use this board per year.*

This helps us to negotiate the best price and appropriate volume.

Descriptions*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)
 Add file or drop files here

Submission Response

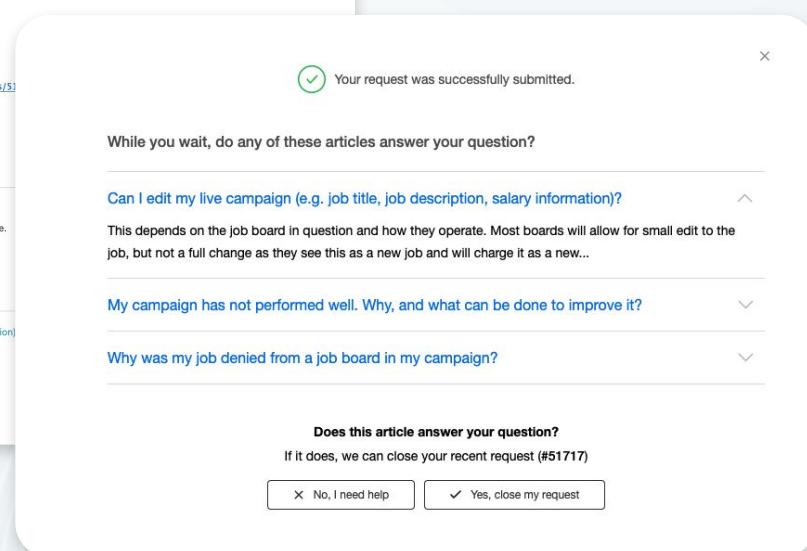
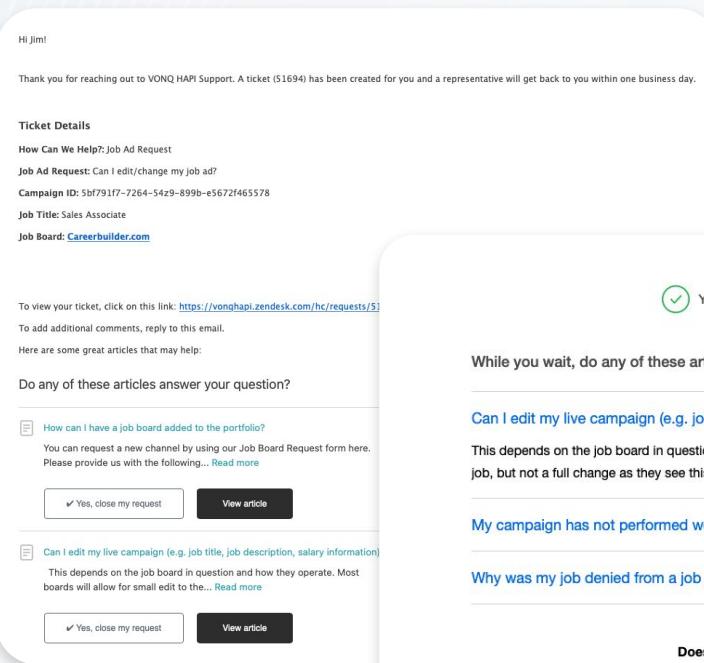
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Once a ticket is created, you'll receive a confirmation email containing -

- Your ticket number
- Ticket details
- A live link to your ticket on the Help Center website
- Additional suggested articles (Support Widget Only)

If you submit a ticket through the Request Form, the same articles will be presented to you when you click Submit, but they will not be included in your confirmation email.

This is in case you'd like to view your suggested articles again. You can even close your request from this message if you find your solution in our FAQ. No other action is required!



Account Registration

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When you click the link in your confirmation email, or visit the main page and click 'Sign In,' you'll be presented with a few options

- If you're registering for the first time, *and have submitted a request with your valid email address*, click 'Get a password.'
 - We already have your email address on file, and will associate your name and account to it.

Sign in to VONQ HAPI Support

Email

Password

Sign in

[Forgot my password](#)

New to VONQ HAPI Support? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.



Check your email

You'll receive a link to set a new password for your account. If you don't find the email in your inbox, check your spam folder.

Close



Choose your secret password

You'll use this password to sign in to VONQ HAPI Support.

Your name

Your password

Password requirements:

- ✓ must be at least 5 characters
- ✓ must be fewer than 128 characters
- ✓ must be different from email address

Set password

Account Registration

VONQ

If you are visiting the main page, are registering for the first time *and have never submitted a request before*, click 'Sign up.'

- You'll be prompted to enter your name and create a password.

Sign in to VONQ HAPI Support

Email

Password

Sign in

[Forgot my password](#)

New to VONQ HAPI Support? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.



Sign up to VONQ HAPI Support

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

Your email *

Sign up

Cancel



Choose your secret password

You'll use this password to sign in to VONQ HAPI Support.

Your name

Your password

Password requirements:

- ✓ must be at least 5 characters
- ✓ must be fewer than 128 characters
- ✓ must be different from email address

Set password

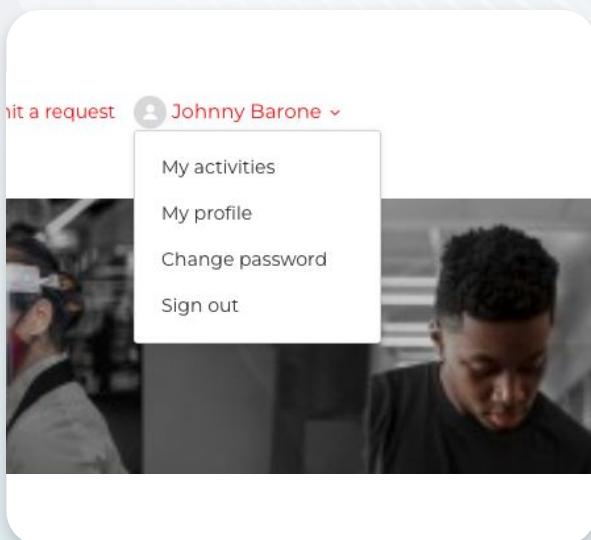
Help Center User Management Menu

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On the main page, you can click your name to view profile options. Clicking 'My activities' will take you to your requests page.

This is where you can manage your tickets, respond to requests from the VONQ team, and view ticket status, details, and history.

- You can also reply to your ticket via email, if you prefer.



A screenshot of the 'My activities' page. At the top, it shows the navigation path: 'VONQ HAPI Support > My activities'. Below this, the title 'Is this job live?' is displayed. A conversation between 'Johnny Barone' and 'Josh Ault' is shown. Johnny Barone posted a message 2 minutes ago: 'My customer posted this job about 30 minutes ago. Can you check on it?'. Josh Ault responded a few seconds ago: 'Hi Johnny!'. Below the conversation, there is a button labeled 'Add to conversation'. To the right of the conversation, there is a table with the following data:

| Requester | Created | Last activity |
|------------------|---------------------------------------|----------------|
| Johnny Barone | Today at 12:34 | Today at 12:36 |
| Id | #51718 | |
| Status | open | |
| How Can We Help? | Job Ad Request | |
| Job Ad Request | I can't find my job on the job board. | |
| Campaign ID | 5b799177264-5429-899b-e56721465578 | |
| Job Title | Sales Associate | |
| Job Board | Careerbuilder.com | |

Below the table, there is a section titled 'My requests' with tabs for 'My requests' (which is underlined in red) and 'Requests I'm CC'd on'. A search bar is present, and a filter for 'Status: Any' is shown. A table of requests is displayed, with the first row showing the details for the ticket from the conversation:

| Subject | Id | Created | Last activity | Status |
|-------------------|--------|---------------|---------------|-------------------|
| Is this job live? | #51718 | 3 minutes ago | 1 minute ago | open |



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**HIRE
SMARTER.
FASTER.**

hello@vonq.com