

HAPI Support Process

For ATS Agents

A conceptual illustration of a rocket launching from a laptop screen. The rocket is dark blue with a glowing blue window and is emitting a bright orange and yellow flame. The laptop screen displays a vibrant, colorful nebula or galaxy background. The laptop is open on a wooden surface, and the background is dark with blurred city lights. A pink rounded rectangle with the word 'VONQ' in white is overlaid on the image.

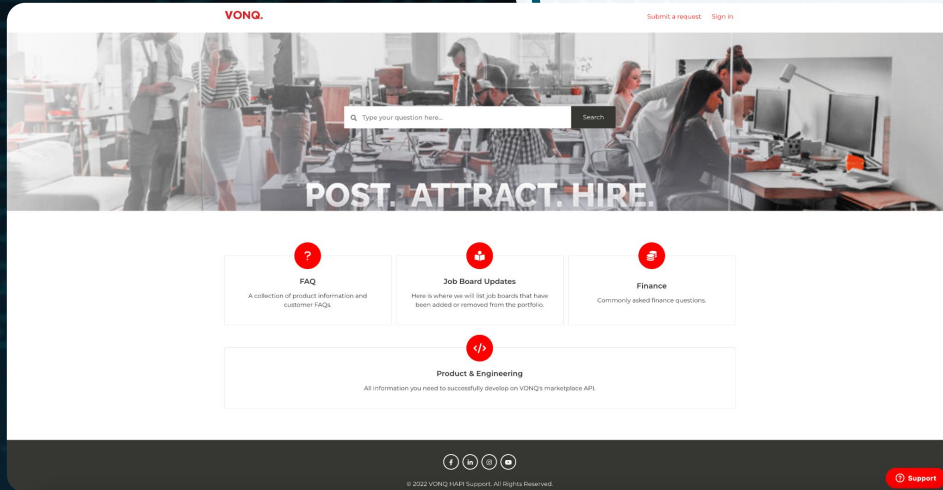
VONQ

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.



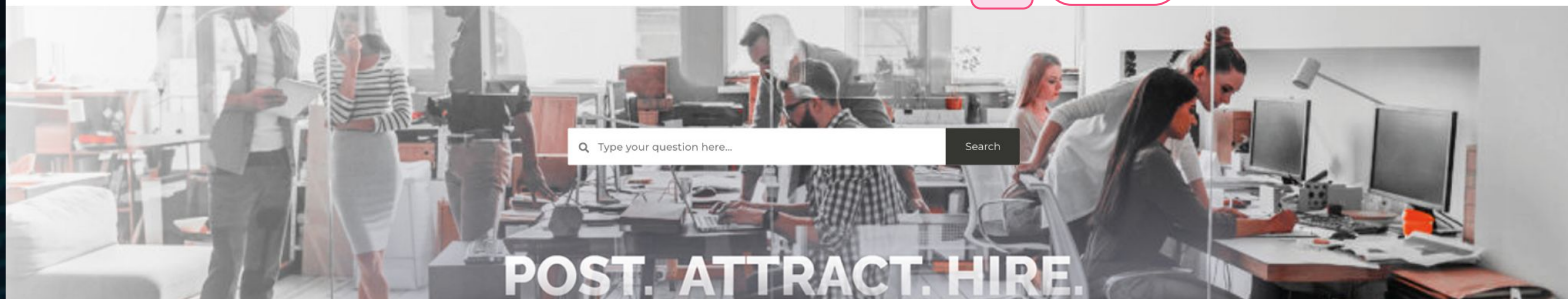
VONQ HAPI Help Center

VONQ

VONQ.

3

[Submit a request](#) [Sign in](#)



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



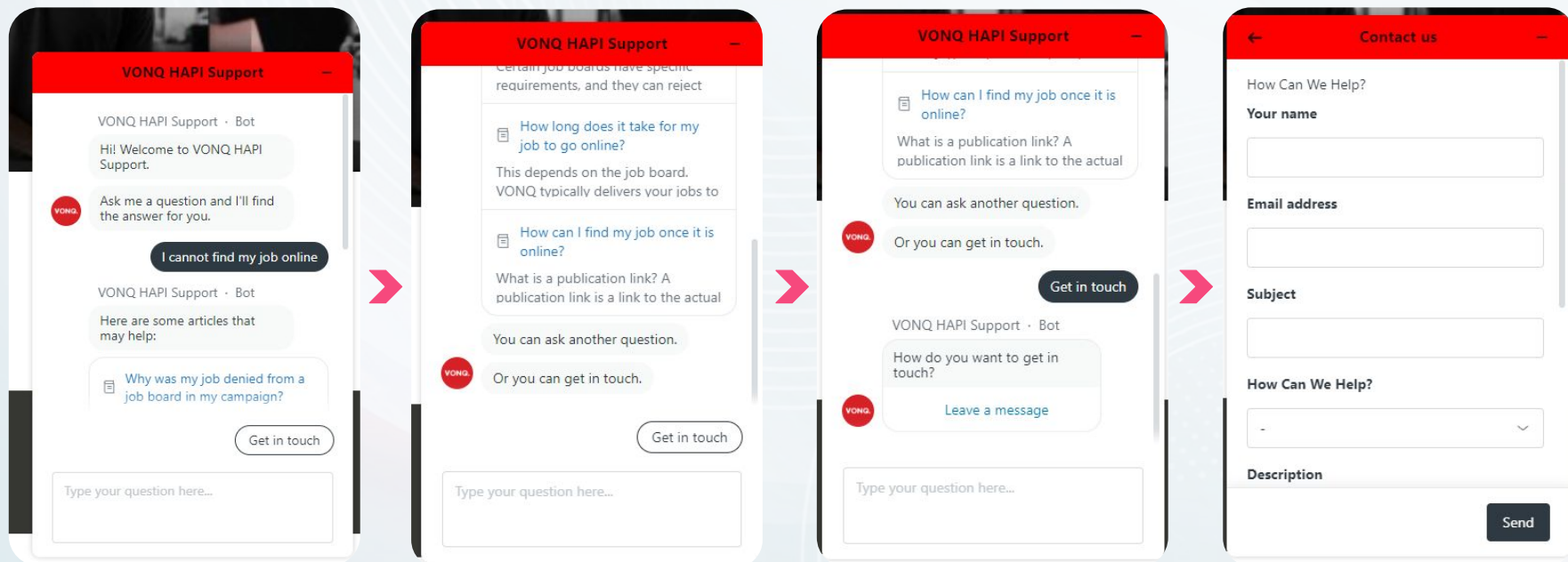
© 2022 VONQ HAPI Support. All Rights Reserved.

[Support](#)

Support Widget Workflow

VONQ

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

VONQ

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.

How Can We Help?

Job Ad Request

Job Board Request

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

Submit a request 

Your email address *

Subject *

How Can We Help? *

Job Ad Request

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

Submit a request 

Your email address *

Subject *

How Can We Help? *

Boards 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.

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

Submission Response

VONQ

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!

Hi Jim!

Thank you for reaching out to VONQ HAPI Support. A ticket (51694) has been created for you and a representative will get back to you within one business day.

Ticket Details

How Can We Help?: Job Ad Request

Job Ad Request: Can I edit/change my job ad?

Campaign ID: 5bf791f7-7264-5429-899b-e5672f465578

Job Title: Sales Associate

Job Board: [Careerbuilder.com](#)

To view your ticket, click on this link: <https://vonqhapi.zendesk.com/hc/requests/51694>

To add additional comments, reply to this email.

Here are some great articles that may help:

Do any of these articles answer your question?

☐ [How can I have a job board added to the portfolio?](#)

You can request a new channel by using our Job Board Request form here. Please provide us with the following... [Read more](#)

☒ Yes, close my request

☐ [Can I edit my live campaign \(e.g. job title, job description, salary information\)?](#)

This depends on the job board in question and how they operate. Most boards will allow for small edit to the job, but not a full change as they see this as a new job and will charge it as a new... [Read more](#)

☒ Yes, close my request

✓ Your request was successfully submitted.

While you wait, do any of these articles answer your question?

[Can I edit my live campaign \(e.g. job title, job description, salary information\)?](#)

This depends on the job board in question and how they operate. Most boards will allow for small edit to the job, but not a full change as they see this as a new job and will charge it as a new...

[My campaign has not performed well. Why, and what can be done to improve it?](#)

[Why was my job denied from a job board in my campaign?](#)

Does this article answer your question?

If it does, we can close your recent request (#51717)

Account Registration

VONQ

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

Johnny Barone

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 *

Johnny Barone

Your email *

JB@roritor.com|

Sign up

Cancel



Choose your secret password

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

Your name

Johnny Barone

Your password

.....

Password requirements:

✓ must be at least 5 characters

✓ must be fewer than 128 characters

✓ must be different from email address

Set password

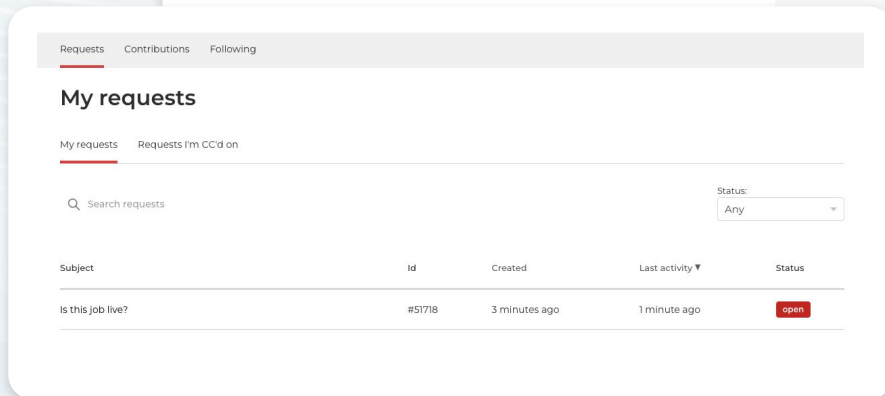
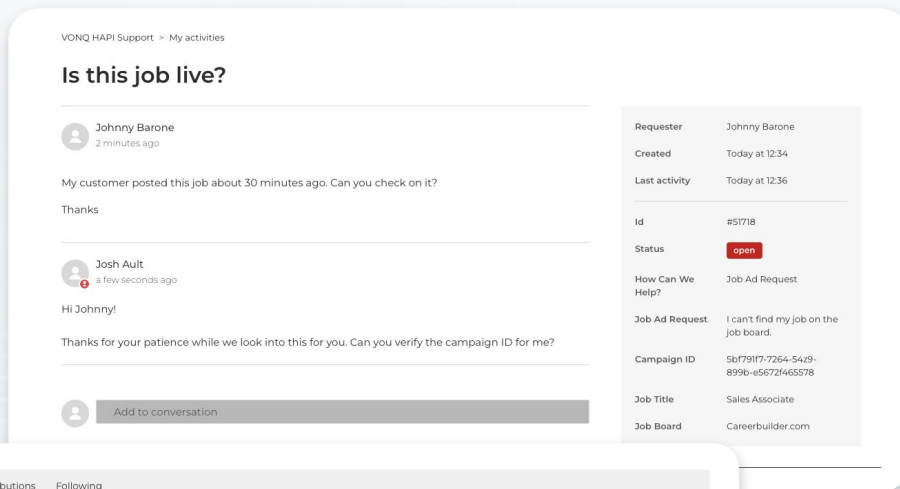
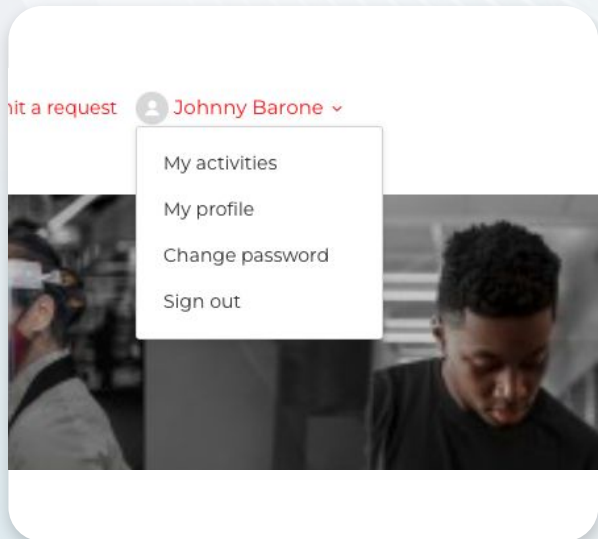
Help Center User Management Menu

VONQ

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.



The background of the entire image is a deep space scene. It features a view of the Earth's horizon from space, with a bright blue and white atmospheric glow. The Earth's surface is visible, showing continents and oceans. In the upper right, there are vibrant, colorful nebulae and galaxies in shades of blue, purple, and pink. The overall lighting is dramatic, with the sun or a bright star illuminating the scene from the right.

VONQ

**HIRE
SMARTER.
FASTER.**

hello@vonq.com