Resuelto

Admin Guide

For company administrators

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resuelto.xyz

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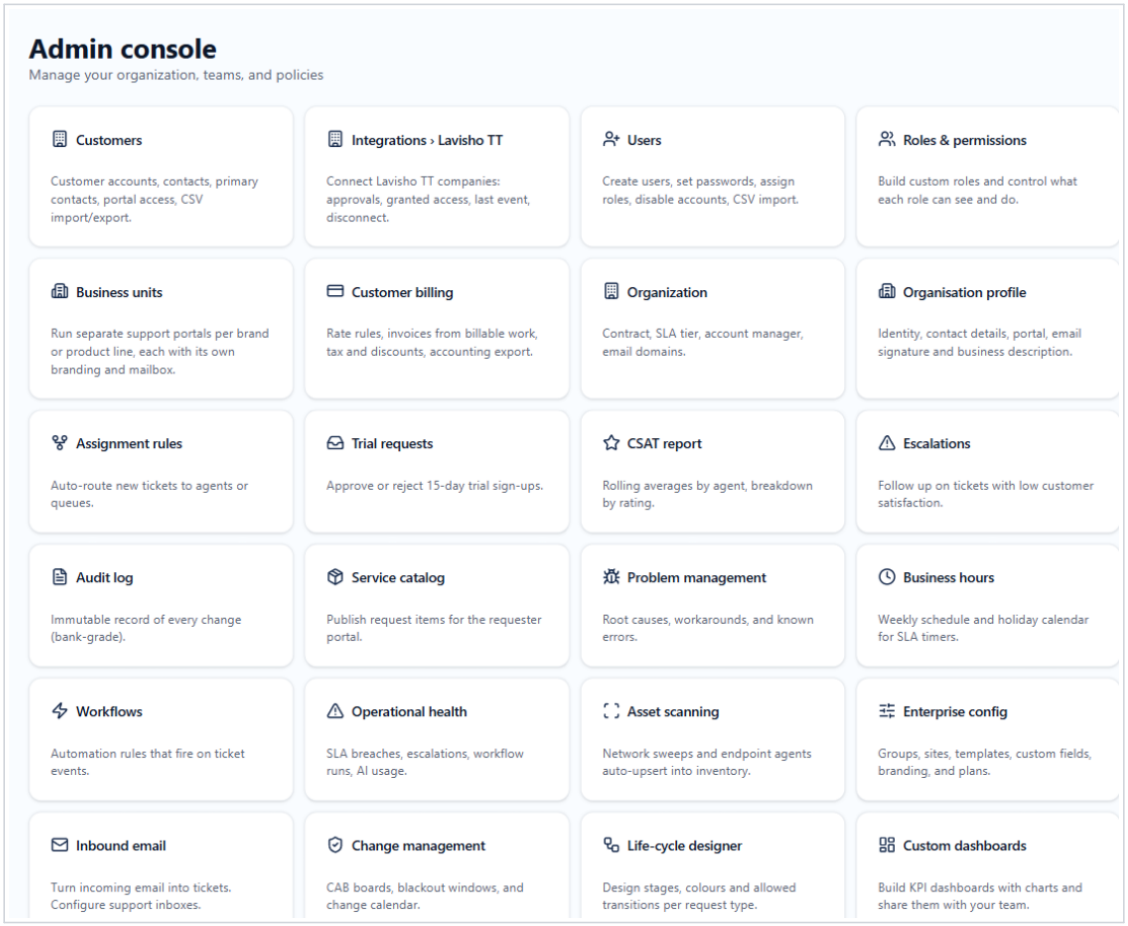
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1. The Admin console

This guide is for **company administrators**: the people who set up Resuelto for their organisation, manage users and keep the service desk running. Administrators must use two-factor authentication; admin actions are refused until it is set up (see *Profile* in the User Guide).

Open **Admin** in the left menu. Each card opens one area of configuration. The most important ones are covered in this guide, in the order you will usually need them:

Area	What you set up there
Organisation profile	Your name, logo, colours, contact details, portal text and email signature
Users, Roles & permissions	Who can sign in and what each person can see and do
Customer accounts	The client organisations and contacts you support
Assignment rules, Workflows	Automatic routing and automation on tickets
Business hours	Working hours and holidays that SLA timers respect
Approval workflows, Change management	Who approves requests and changes
CSAT report, Escalations	Customer satisfaction and follow-up on low ratings
Audit log	The tamper-evident record of every change
Integrations	Connections to other Lavisho apps such as Lavisho TT



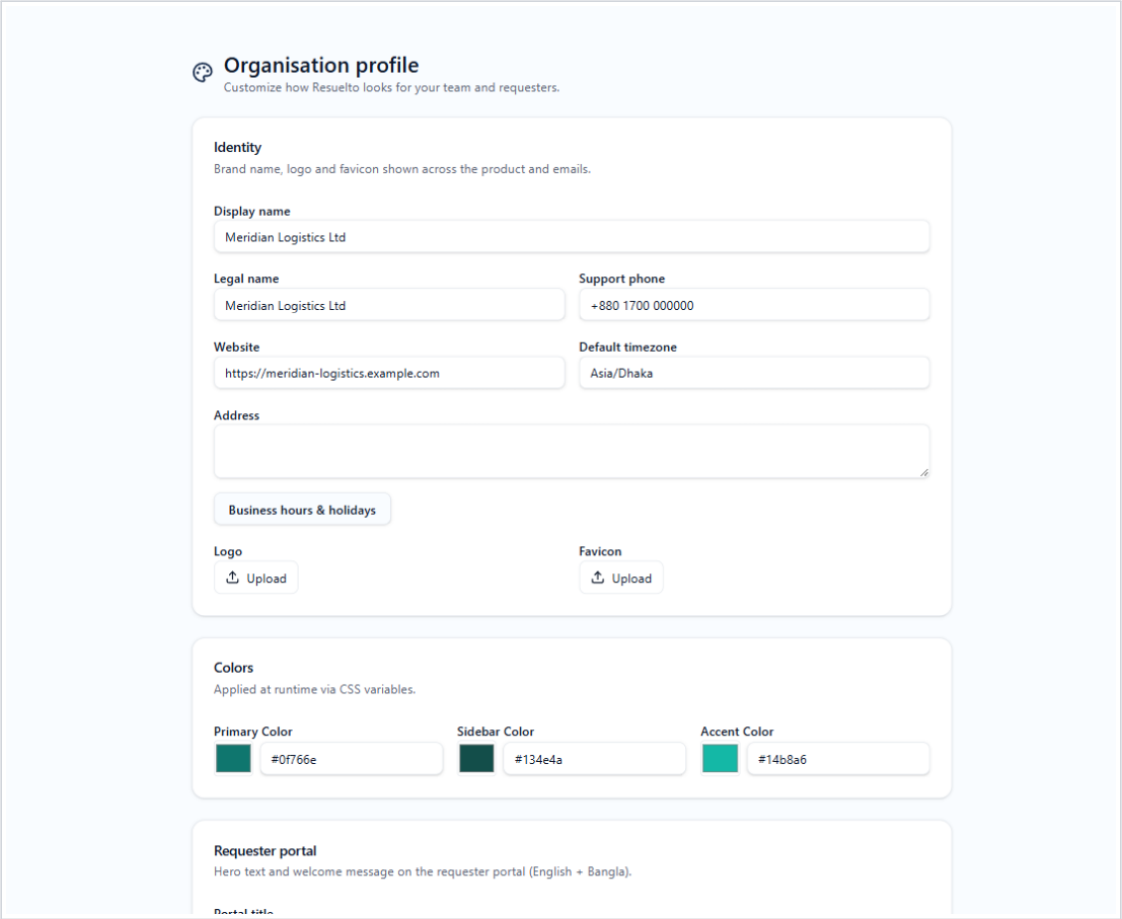
Admin console

2. Organisation profile

Admin → Organisation profile controls how Resuelto looks for your team and your requesters. Every company has its own profile; nothing is shared between companies.

- **Identity:** display name, legal name, support phone, website, timezone and address.
- **Logo and favicon:** shown in the app, the customer portal and emails.
- **Colours:** primary, sidebar and accent colours, applied immediately.
- **Requester portal:** portal title and welcome message, in English and Bangla.
- **Email signature and business description:** used on outgoing emails and to give AI features context about your business.

Click **Save** at the bottom. Saving requires an administrator with two-factor authentication.

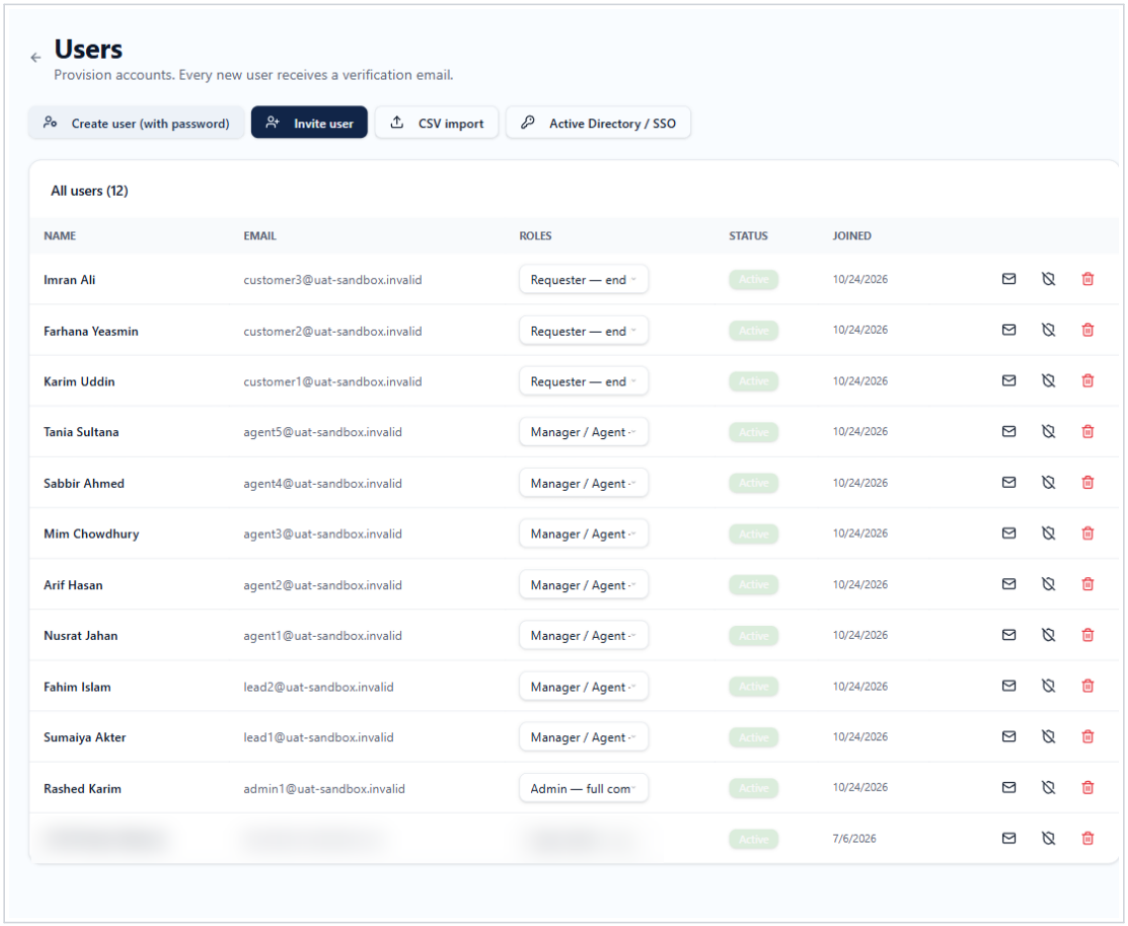


Organisation profile: identity, logo and colours

3. Users

Admin → Users lists everyone in your company with their email, role and status.

- **Invite user** sends an invitation; the person sets their own password.
- **Create user (with password)** creates an account directly, for example for shared kiosks.
- **CSV import** creates many users at once; **Active Directory / SSO** connects your identity provider.
- Change a person's role from the drop-down in their row. The icons on the right resend the invitation, disable the account or delete it.



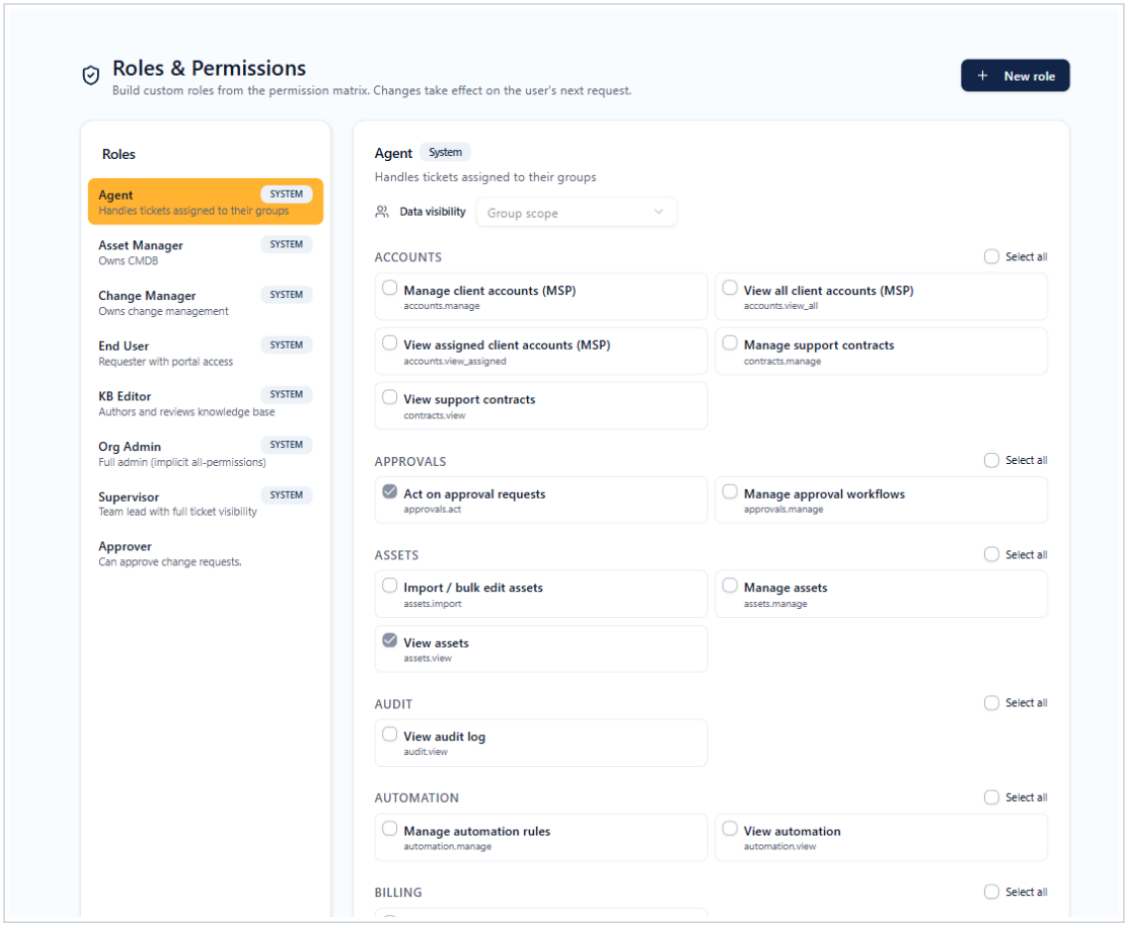
Users with roles and status

4. Roles & permissions

Resuelto ships with system roles (Agent, Asset Manager, Change Manager, End User, KB Editor, Org Admin, Supervisor). You can also build your own.

1. Click **New role**, or select an existing role.
2. Set **Data visibility**: own tickets, group scope or everything.
3. Tick the permissions the role needs. Permissions are grouped by area (accounts, approvals, assets, audit, automation, billing…).
4. Save. Changes apply on each user's next request.

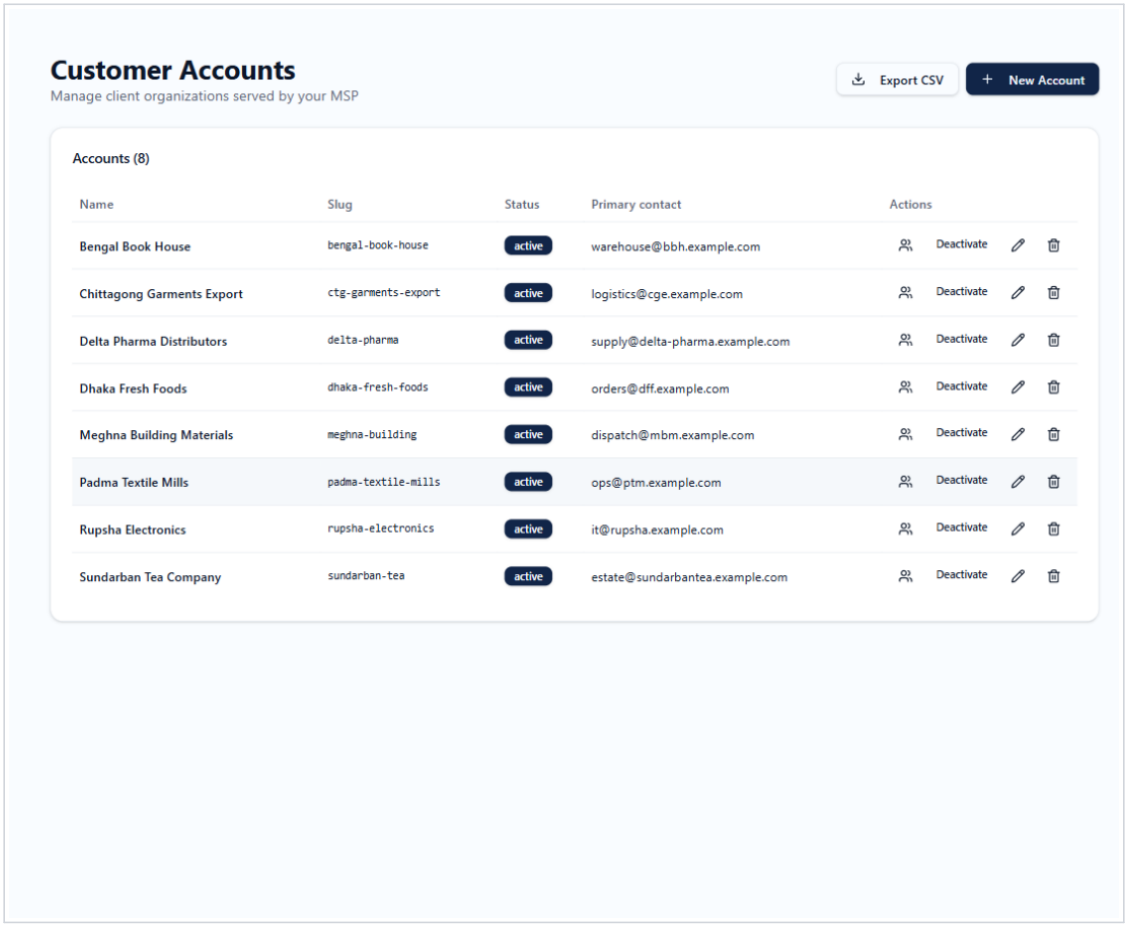
Give people the smallest role that lets them do their job, and keep the number of Org Admins small.



Roles & Permissions: permission matrix per role

5. Customer accounts

If you support other organisations (as an MSP or shared service centre), add them under **Admin → Customer accounts**. Each account has a primary contact, its own contacts and portal access. Tickets are linked to an account so that reports, SLAs and billing can be split by customer. Use **Export CSV** or import to manage accounts in bulk.



Customer accounts with primary contacts

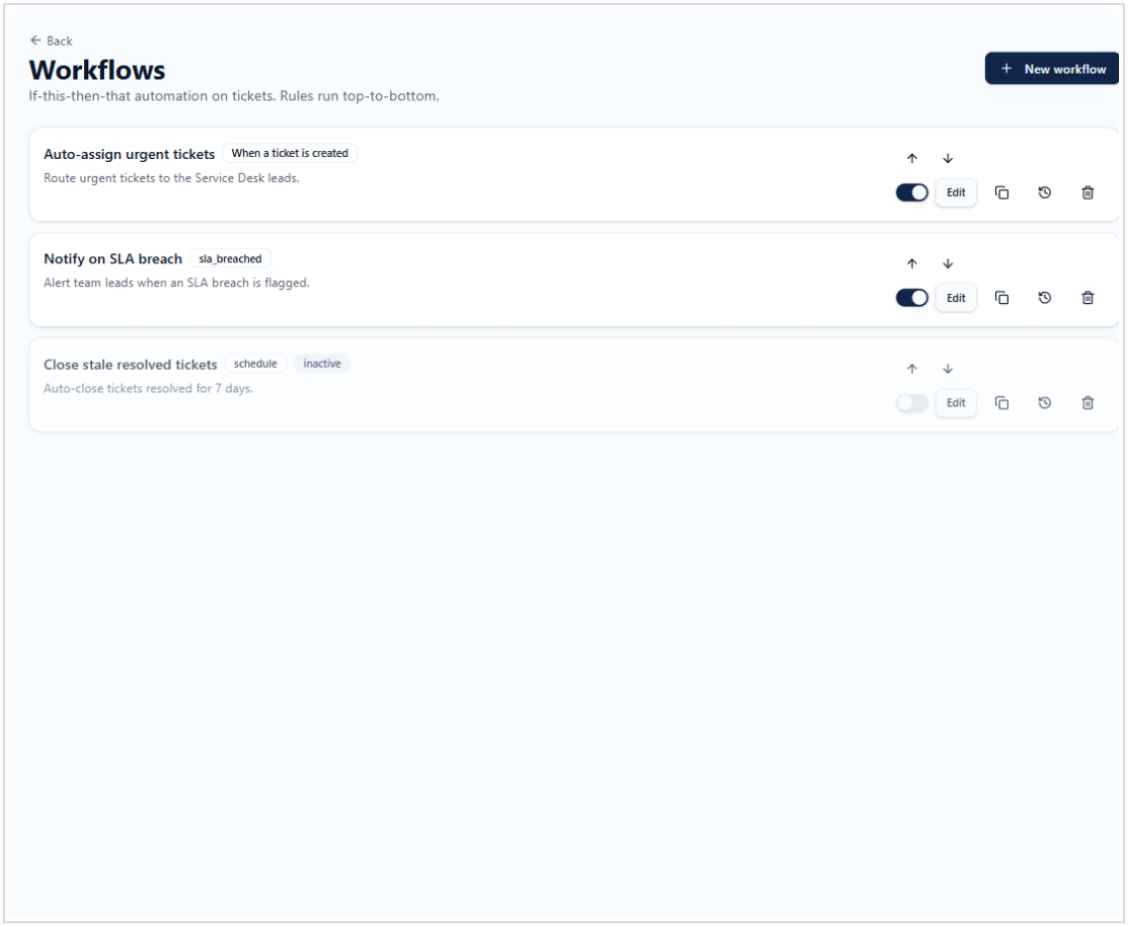
6. Routing and automation

Assignment rules

Assignment rules route new tickets automatically to a person, group or queue. The first matching active rule (lowest sort order) wins, so put the most specific rules first.

Workflows

Workflows are if-this-then-that rules that run on ticket events, for example *when a ticket is created → assign urgent tickets to the Service Desk leads*, or *when an SLA is breached → alert team leads*. Rules run top to bottom; use the arrows to reorder, the switch to turn a rule on or off, and the history icon to see when it ran.



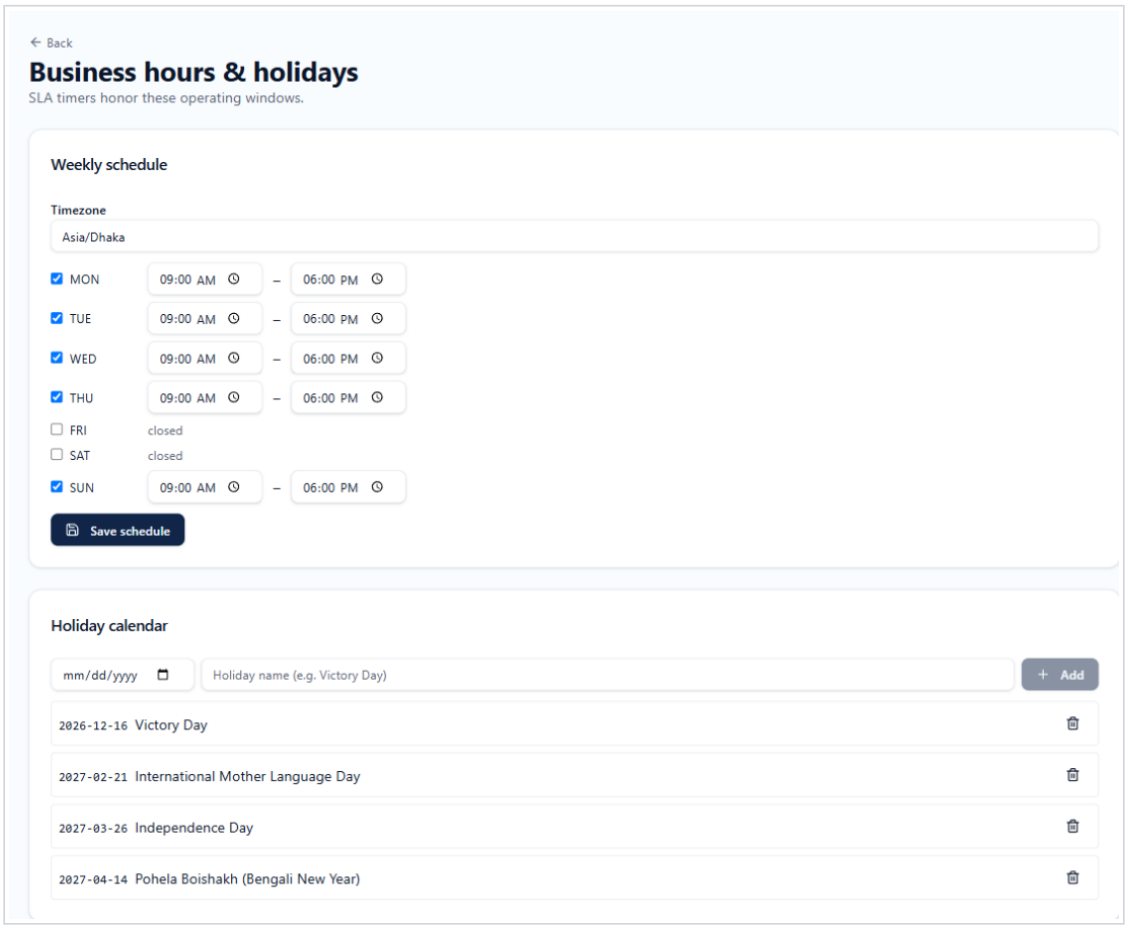
Workflows: automation rules with triggers

7. Business hours and SLAs

Admin → Business hours sets your weekly working hours, timezone and holiday calendar. SLA timers only count down during working hours, so set this before you go live.

1. Choose your timezone.
2. Tick the working days and enter start and end times.
3. Click **Save schedule**.
4. Add public holidays under **Holiday calendar**.

SLA targets themselves are set per priority and support plan (see *Support plans* and *Priority matrix* in the Admin console).



Business hours and holiday calendar

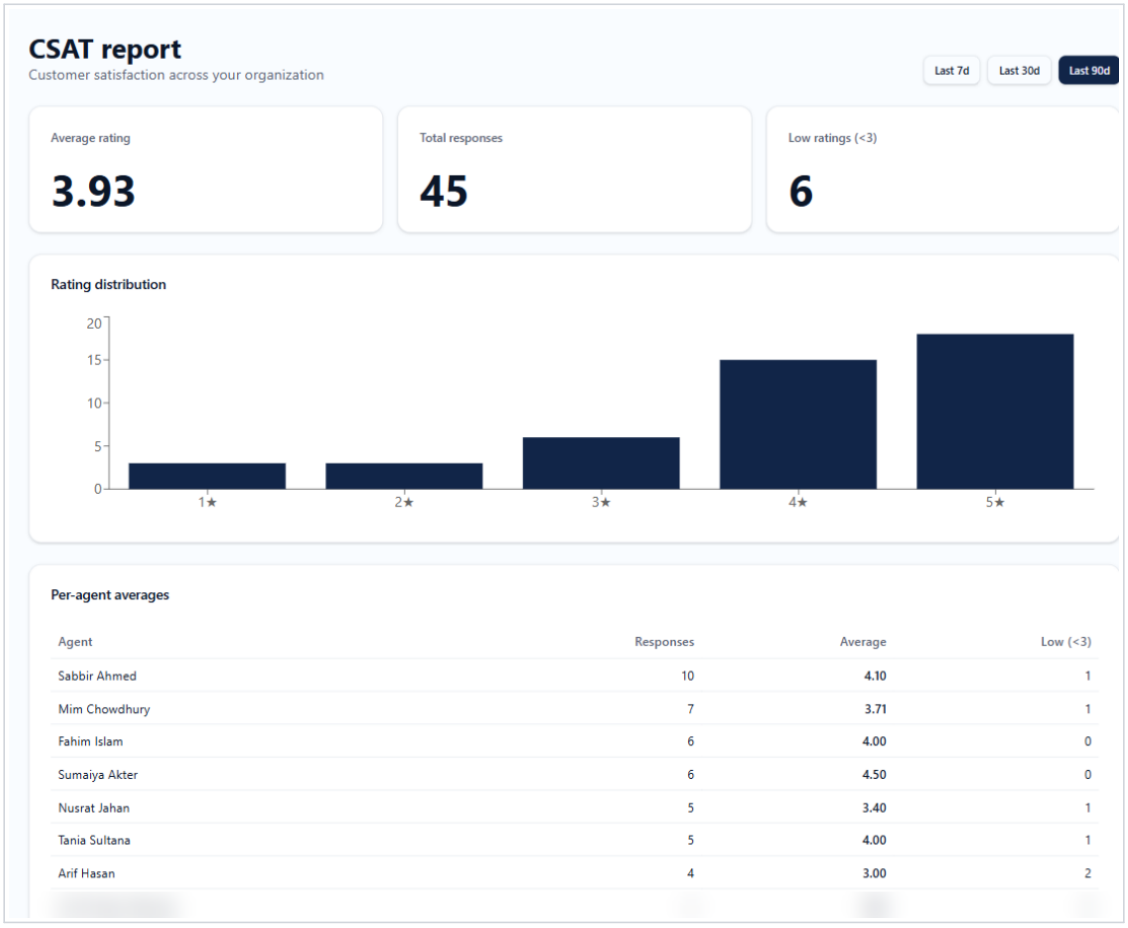
8. Approvals and change management

- **Approval workflows** define multi-step approvals for service requests and changes: who approves, in what order, and what happens on rejection.
- **Change management** sets up Change Advisory Boards (CAB), blackout windows and the change calendar.

Approvers see their pending items under **Approvals** (and at the top of **Changes**). Every decision is recorded with the approver, time and comment.

9. Customer satisfaction

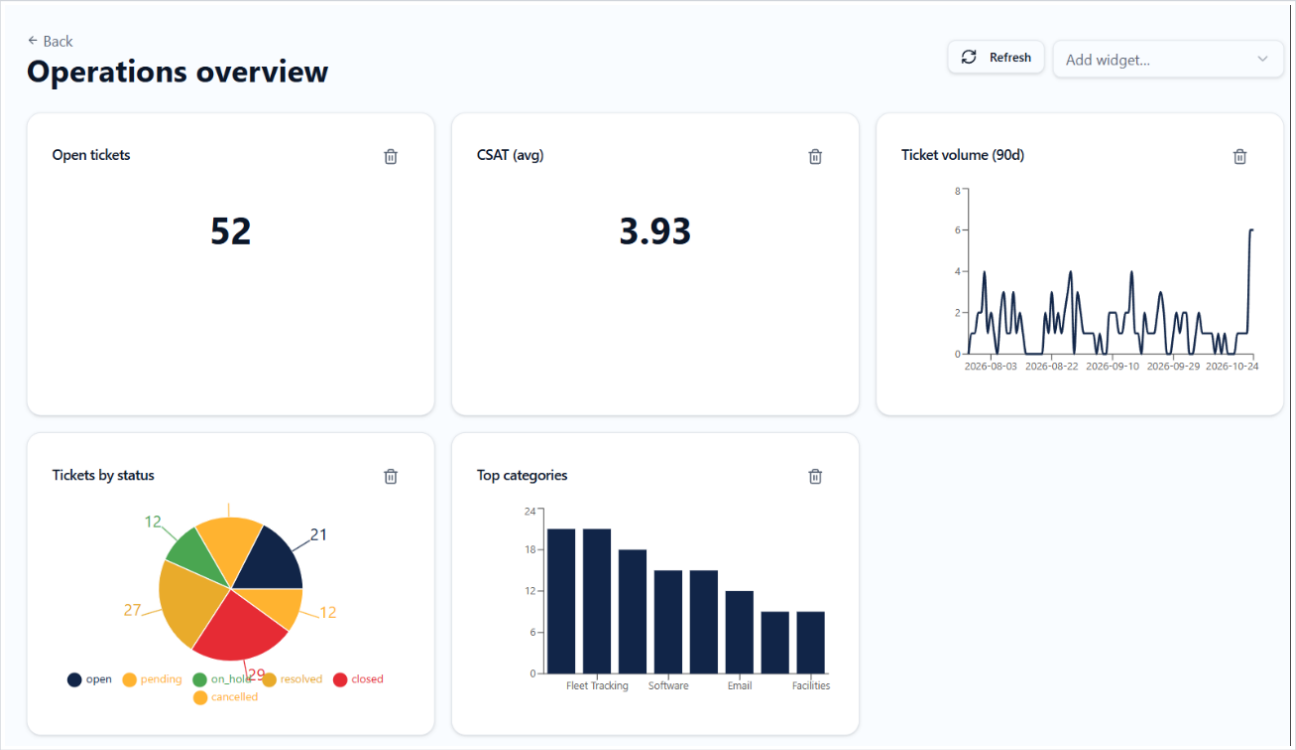
When a ticket is resolved, the requester can rate it from 1 to 5 stars. **CSAT report** shows the average rating, number of responses, low ratings, the distribution and per-agent averages for the last 7, 30 or 90 days, plus recent comments. Low ratings appear under **Escalations** so a team lead can follow up.



CSAT report: averages, distribution and per-agent results

Custom dashboards

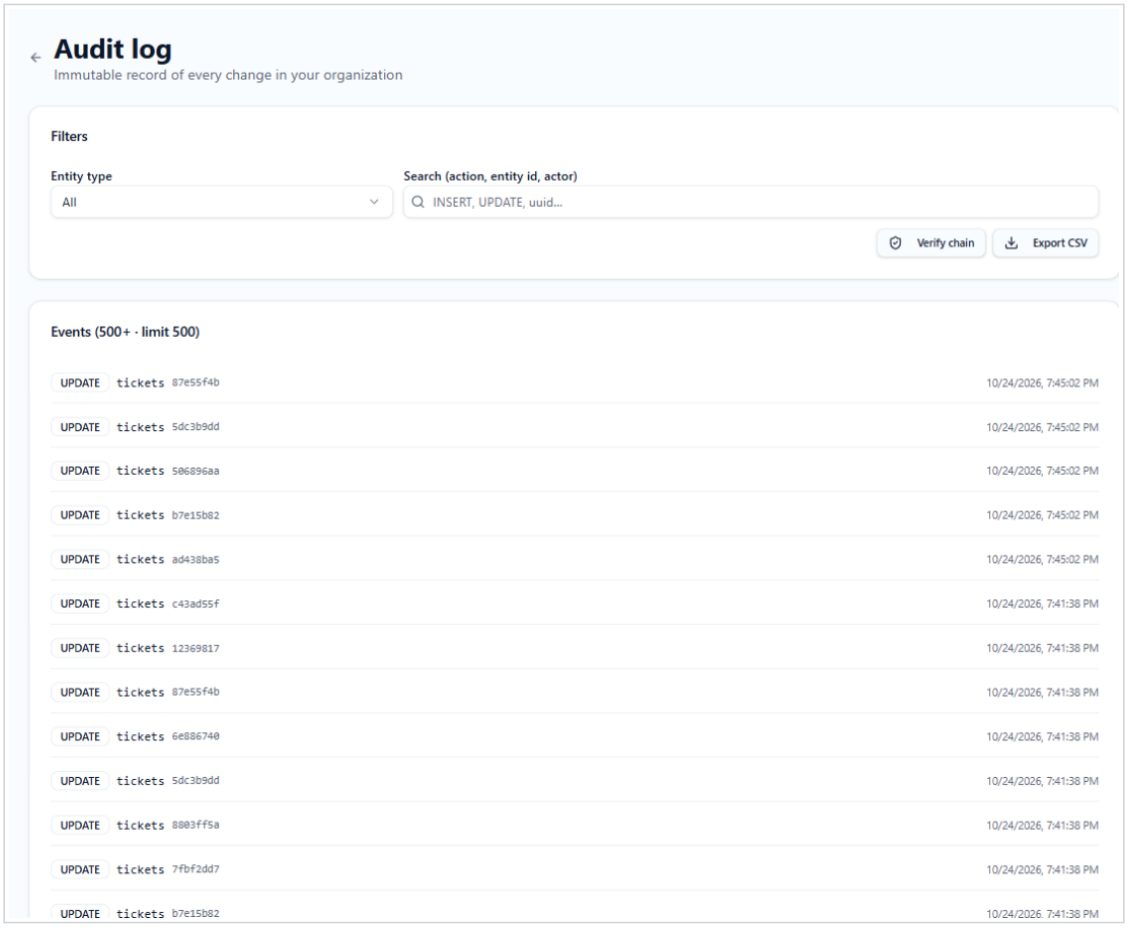
Admin → Custom dashboards lets you build dashboards from KPI tiles and charts (open tickets, CSAT, ticket volume, tickets by status, top categories and more). Create a dashboard, add widgets from **Add widget…**, and switch **Shared** on to make it visible to your whole organisation.



Custom dashboard: Operations overview

10. Audit log

Admin → Audit log is an immutable record of every change in your company: what changed, who changed it and when. Filter by entity type or search by action, record ID or person. **Verify chain** checks that no entry has been altered; **Export CSV** gives auditors a copy.



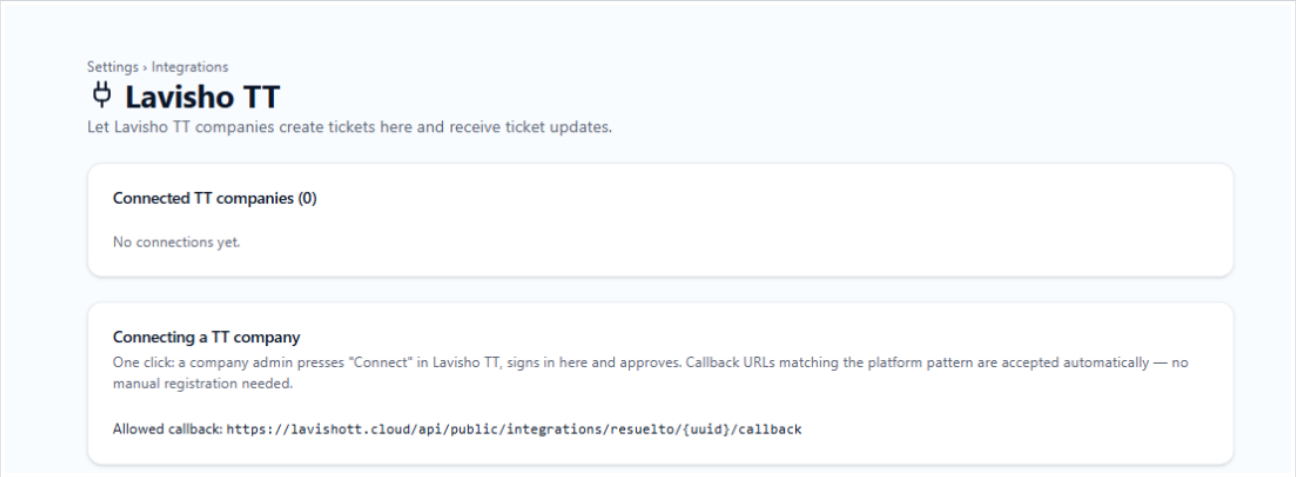
Audit log with filters, chain verification and export

11. Integrations: Lavisho TT

Resuelto connects to **Lavisho TT** (field sales and team management) so TT users can raise tickets from TT and see their status.

1. In Lavisho TT, a company admin opens *Settings* → *Integrations* and clicks **Connect** on the Resuelto card.
2. They sign in to Resuelto and approve the requested access.
3. The connection appears here under **Connected TT companies**, with the access granted and the last event. You can disconnect it at any time.

Only tickets raised through a connection can be closed by that connection, and only tickets marked as tests can be deleted by it.



Integrations › Lavisho TT

12. Security checklist

- Require two-factor authentication for all administrators (enforced) and, ideally, for all agents.
- Review **Users** monthly and disable accounts for people who have left.
- Keep Org Admin roles to a minimum and use custom roles for everyone else.
- Check the **Audit log** and run **Verify chain** regularly.
- Each company's data, branding and settings are isolated from every other company on the platform.