Mobihelp for Buzztouch users

What Mobihelp helps you achieve:

As mobile App developers, you might want to get users' feedback about your App and engage with them easily, at the same time you might want your users to access all your "How-To" articles regarding your App when they are actually using the App. Mobihelp does exactly that! Your users no longer have to leave the app to provide feedback, they could raise support tickets, access all your "Knowledge Base" or "How-To" articles which you might have configured in your support portal. They could do all this from within the App through Mobihelp.

Steps to add Mobihelp to your project:

1. If you don't have a Freshdesk account yet, signup for a new account over here: http://freshdesk.com/signup. We have free plans, so don't worry! Go ahead and sign up.

2. Download the SDK files from here: https://github.com/freshdesk/MobiHelp/tree/master/FreshdeskSDK-iosdevice

3. To add Mobihelp to your iOS project: Copy these files into the Frameworks section of the Project Navigator in your XCode project.

4. To link your App with a Freshdesk account:
    a. Open the appDelegate.m file in BT_Config folder. Add this line:
       `#import <FreshdeskSDK/FreshdeskSDK.h>`
    b. Now add the below line inside application: didFinishLaunchingWithOptions:
       [FDSupport setUpWithSite: @"<*yourdomain.freshdesk.com*>" andApikey: @"<*B0yW4sTh4t3asy*>" enableSSL:YES];
       Remember to replace with your Freshdesk domain, and with your API key. Your API Key can be found within your Freshdesk account 'Profile settings'

5. In the BT_ViewController.m file, add the below line of code to the function navRightTap{..} :

   [[FDSupport sharedInstance] presentSupport:self];

   (**Note**: This piece of code is to configure your support as a button in the Top Nav bar towards the right side. Feel free to configure it the way you would like to inside your Buzztouch App.)

6. That's it, We are ready to go! If you are interested in making any advanced configurations, or would want to customize the look of the support portal, refer steps 5 and 6 here: https://github.com/freshdesk/MobiHelp

<u>Sample screenshots:</u>

This is how the 'Support' button would look like in your App in the top Nav bar towards the right. And if an end-user clicks on the 'Support' button, they would be lead to the next screen where they can raise a support ticket through the 'Give Feedback' button (which can also be done through the 'Feedback' button in the bottom right in the main screen). Users can also view the past tickets that they had raised by clicking on the 'Inbox' button. Also notice that all the "How-To" articles have been imported from the Freshdesk account and accessible to users for their reference.