# Task 6 – General Settings Configuration Guide

# 1. Admin Panel Access

• Navigate to Admin > Global Settings > Account Settings.

• Verify that system-wide options are visible and editable.

# 2. Company Branding and Identity

• Update company name and upload logo.

• Modify portal name and subdomain if necessary.

• Add login banner, favicon, and apply theme colors.

# 3. Time and Locale Configuration

• Set global time zone to match operations center.

• Define working hours and holidays under Business Hours.

• Confirm SLA timers reflect this configuration.

# 4. Email Configuration

• Add official support email address (e.g., support@yourcompany.com).

• Configure SPF/DKIM for custom domain authentication.

• Set reply-to name and email footer.

# 5. Default Ticket Behavior

• Set default statuses: Open, Pending, Resolved.

• Choose the default priority for new tickets.

• Enable/disable auto-acknowledgments and suggested replies.

• Consider merging logic for duplicate tickets.