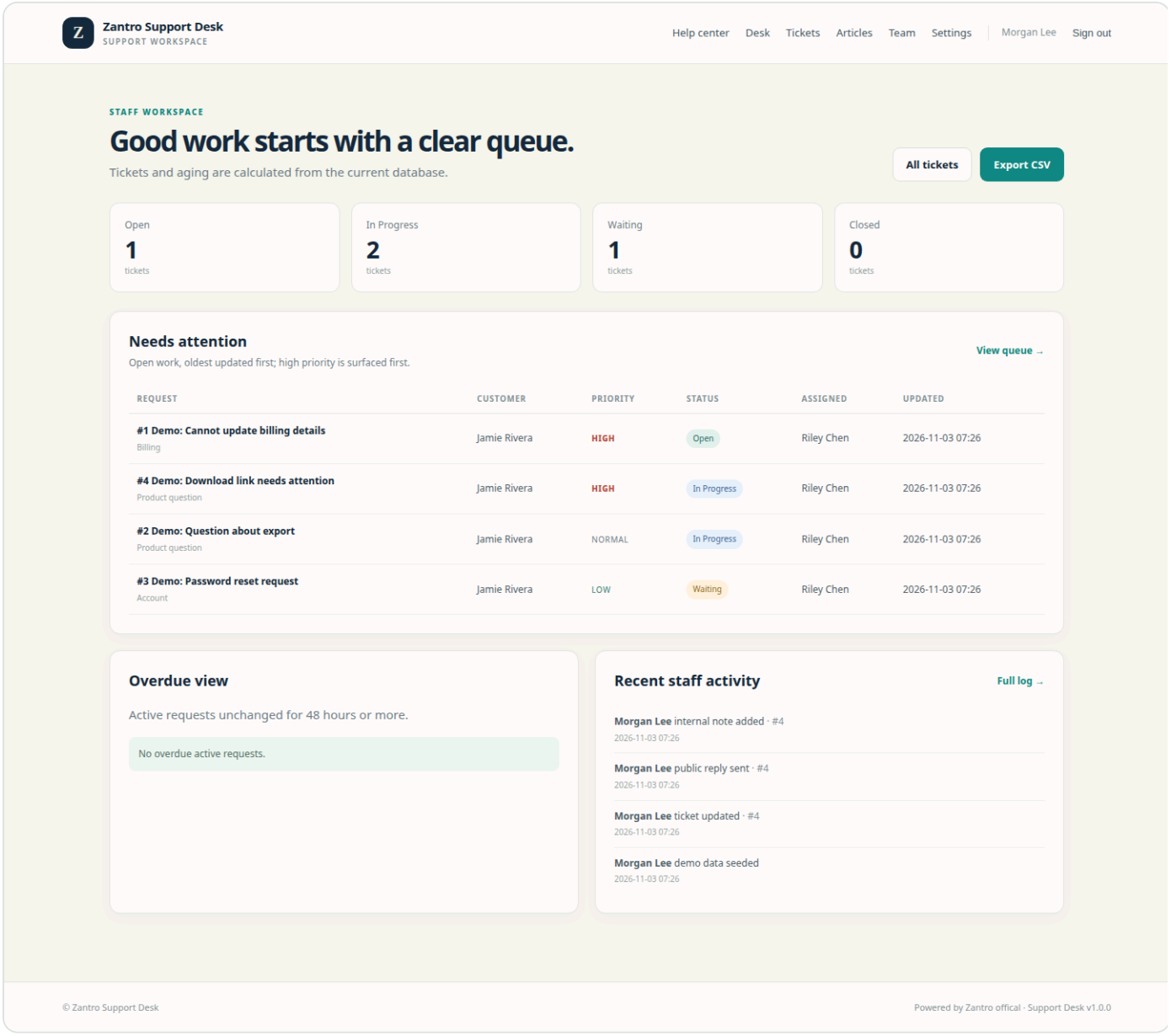
Zantro Support Desk

A real support workflow—not just a dashboard image

This read-only sample shows the actual v1.0.0 Python/Flask/SQLite application running locally with fictional records. It is not a hosted trial and does not include the paid application source. The paid download includes the working source, local seeded demo, tests, setup/deployment guidance, operating guide and single-business license.

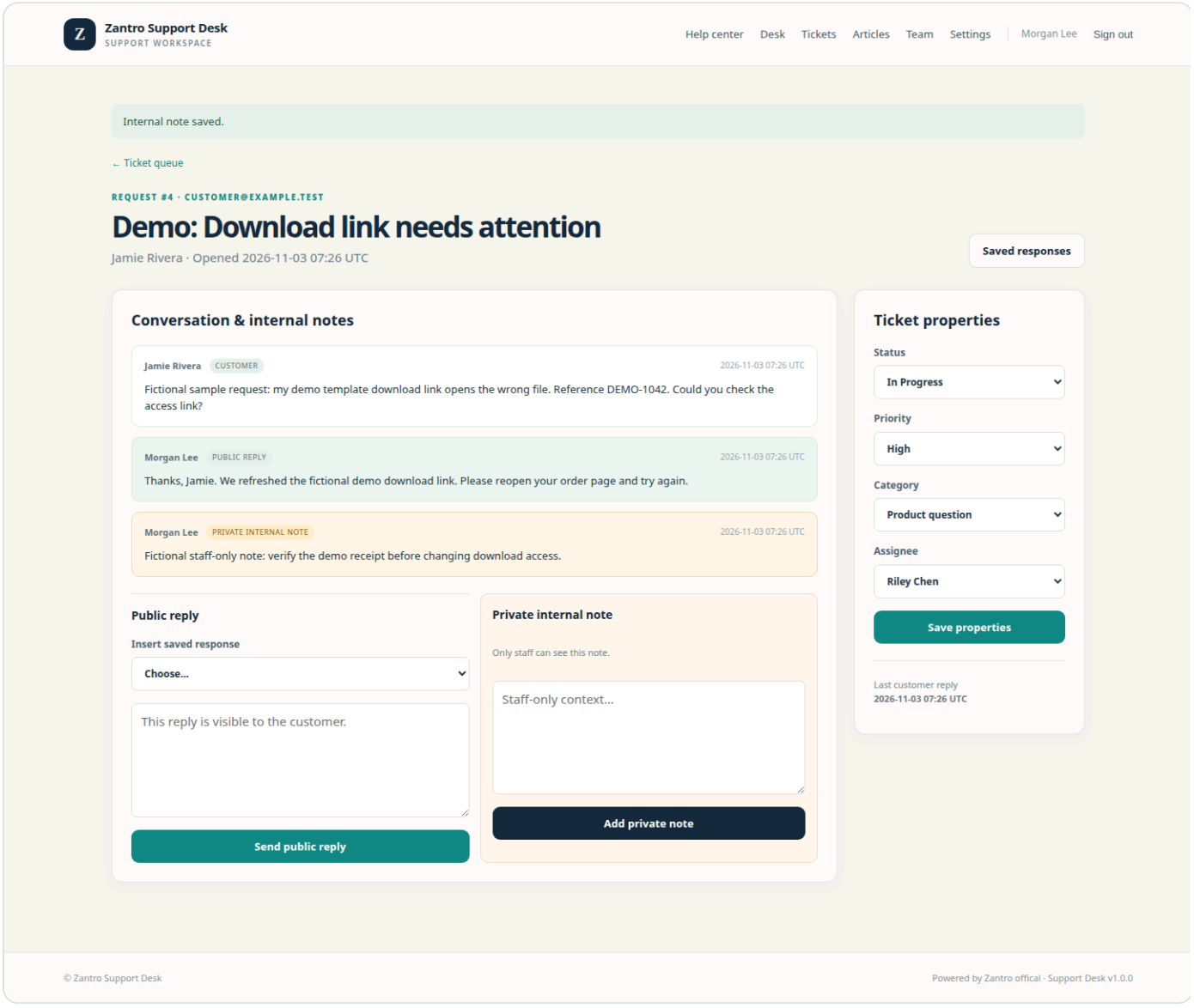
1. Keep the queue visible

The staff workspace derives counts from its SQLite database and opens real tickets. Status, priority, category and assignee can be changed. This screenshot was captured after creating the sample download-link request through the customer portal.



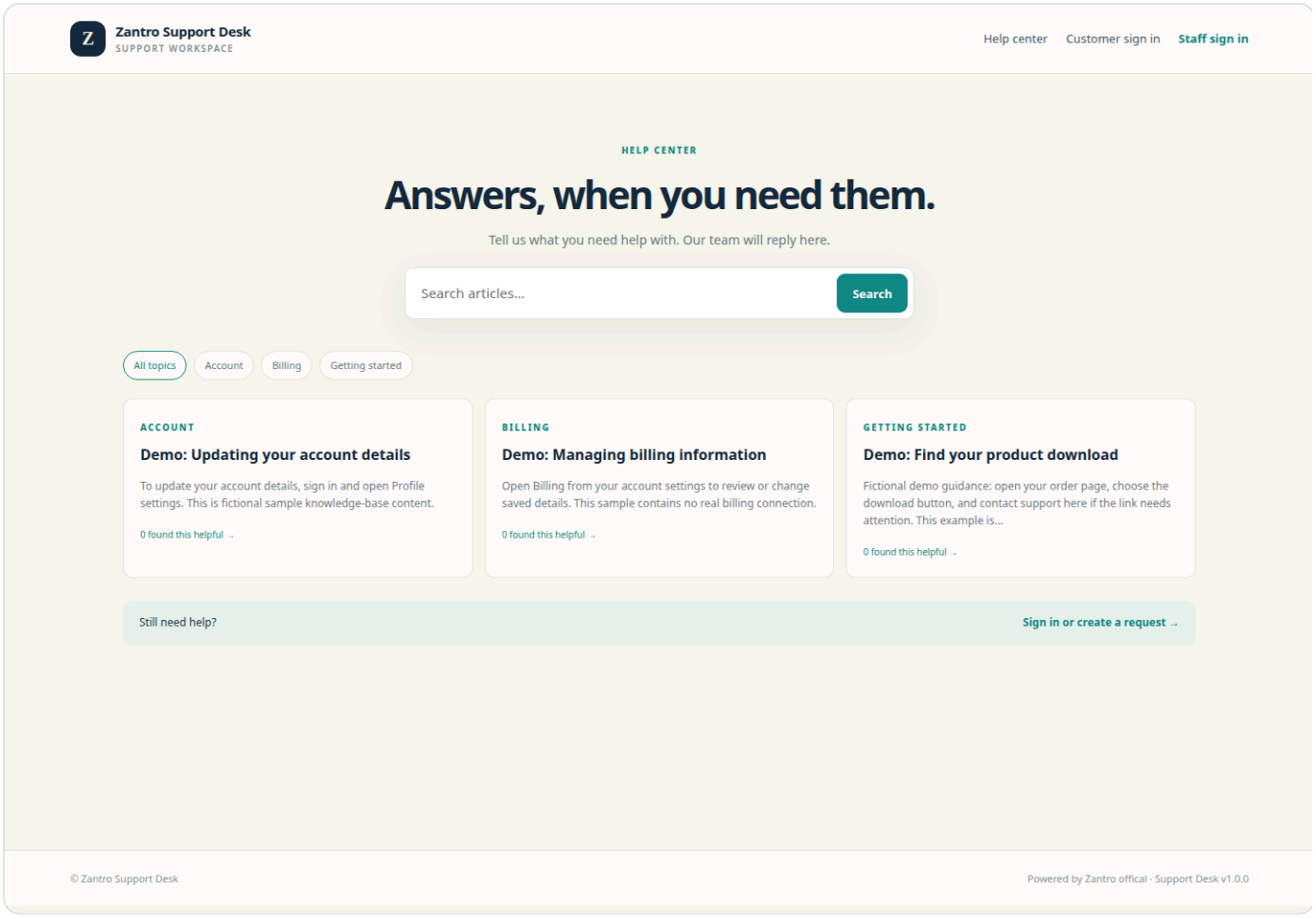
2. Reply publicly, keep internal notes internal

A customer creates a request. Staff sends a public reply and stores a separate internal note. In the tested browser workflow, the customer saw the public reply but not the private note. The app sends no email; customers return to their portal for updates.



3. Publish answers customers can search

The knowledge base uses plain-text articles, categories, search, drafts/publishing and lightweight helpful votes. The download-link article shown here was created and published during the walkthrough; the initial local demo also includes two other public sample articles and one private draft.



See an actual output

The accompanying `sample-ticket-export.csv` is the app's real CSV download from the same fictional workflow. It contains ticket metadata—not conversations or internal notes. Open it in a spreadsheet or text editor. All names, emails and requests are fictional; no real buyer orders or payment integrations are shown.

Check the fit before buying

The product is self-hosted source for one business, not a managed service. English UI/docs. Requires Python 3.10+, pip and local SQLite storage; tested on Python 3.12.3/Linux and Chromium. Windows/macOS setup guidance is unverified. A technical operator must install dependencies, configure production HTTPS/Gunicorn, manage secrets, updates, access and backups.

Attachments, outbound/inbound email, email password recovery/verification, AI, live chat, billing, multitenancy, SSO/MFA, API, Docker and a native mobile app are not included. No hosting, installation service, support SLA, security audit or future updates are promised. The dashboard's attention/overdue view is capped to its first 100 active tickets; the broader ticket list is paginated.

The paid release passed 32 automated regression tests and 15 actual Chromium UI checks in the stated environment. This is not a security or performance audit. The license covers one own-business or one-client deployment with white-label customization, not standalone source resale or multiple unrelated businesses.

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Read the complete single-business source license. A copy is included in this read-only sample archive so the full terms can be reviewed before purchase.
