

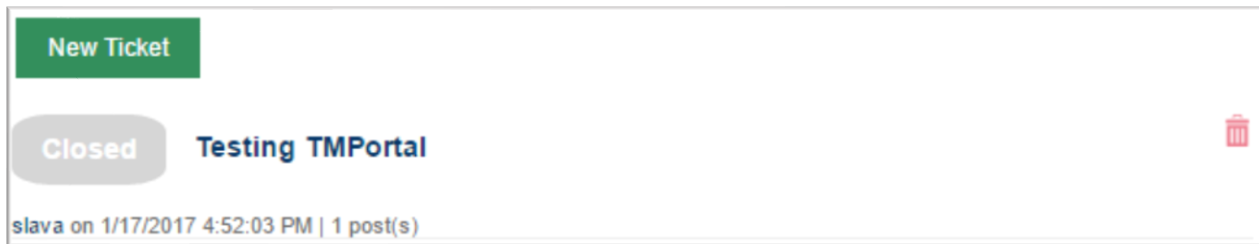
Tickets

If you plan to use your website as a help and support site for your products, you will have to give your clients ability to create support tickets and request help from you. This article describes how support tickets are implemented.

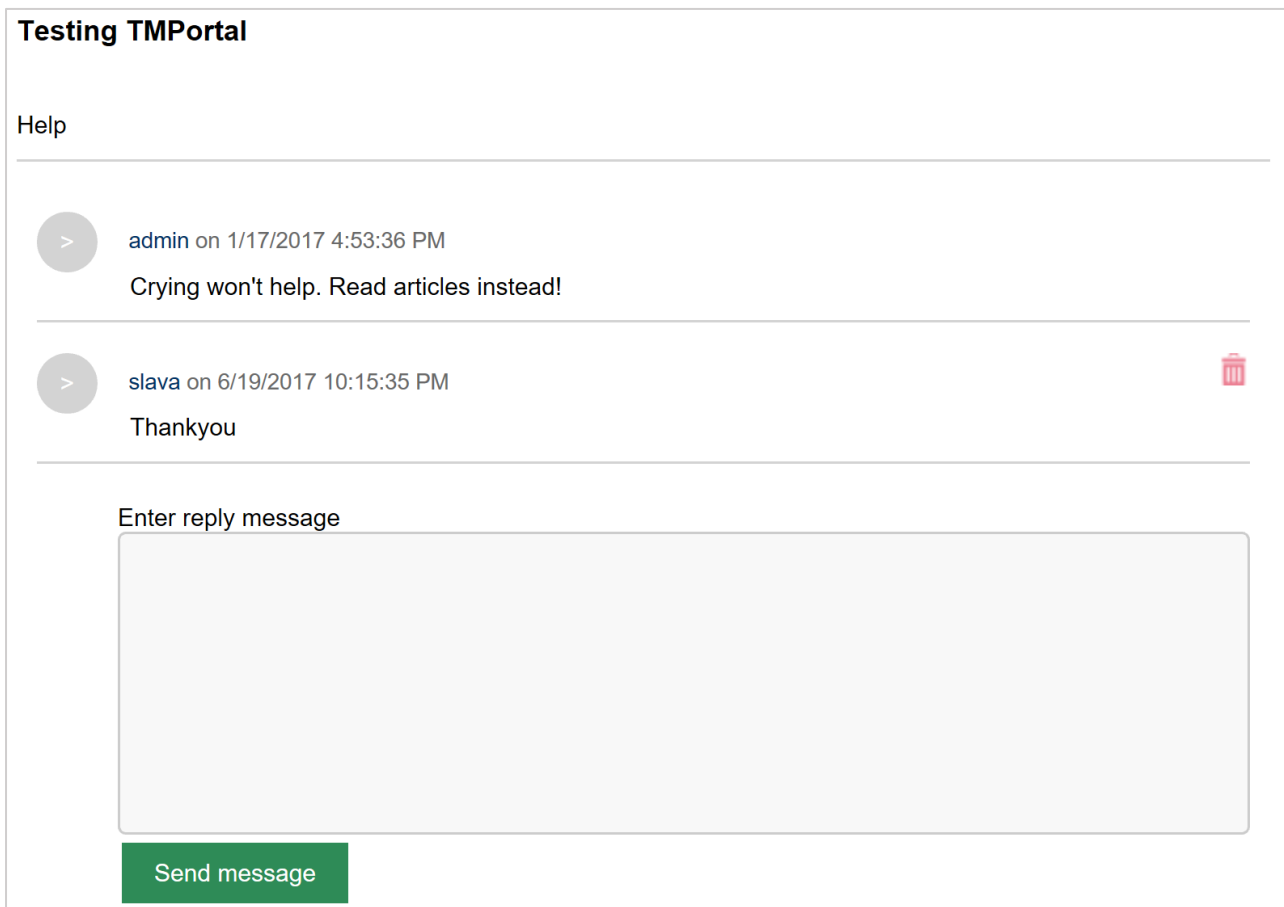
Using Tickets

Tickets are used via Tickets Component.

The component lists on the webpage tickets that members have entered like this:



When you click on a ticket name the ticket details form opens:



A user has option to close the ticket (if it is still open):



Users can easily create new tickets. A new ticket button opens the following form:

Back

Subject

Message

Send message

Newly created ticket automatically gets status of 'New'.

Once entered the ticket is saved and a message is sent to the admin.

Managing Tickets

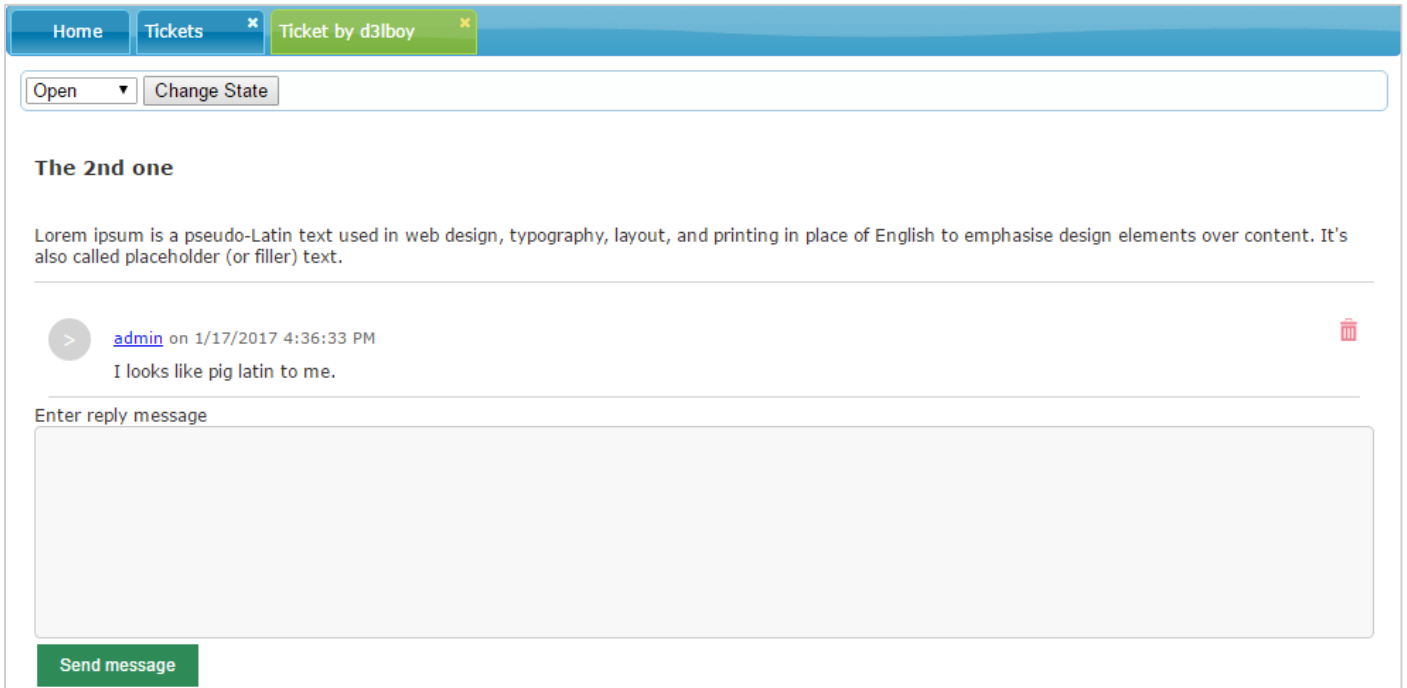
Tickets are managed by the Admin Centre.

A list of tickets in Admin looks:

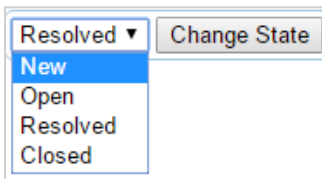
The screenshot shows the Admin Centre interface for managing tickets. At the top, there are tabs for 'Home' and 'Tickets'. Below the tabs, there are filters for 'Show from:' (All Groups) and 'Show:' (New & Open). The main content is a table with columns: Group, State, Title, Created By, Messages, Last Message, E, D, and a refresh icon. The table contains three rows of ticket data.

Group	State	Title	Created By	Messages	Last Message	E	D	Refresh
TMPortal	New	test	d3lboy	4	Jan 24 2017 12:21PM by d3lboy			
TMPortal	New	New Ticket	d3lboy	6	Jan 18 2017 11:50AM by admin			
TMPortal	Open	The 2nd one	d3lboy	1	Jan 17 2017 4:36PM by admin			

An individual ticket is displayed in the form:



The admin can change the state of a ticket



and provide reply message and send it to the member.

A user name displayed next to every post on the tickets is taken from the first part of user emails (name before @). In that way we don't expose the full users email to others.

If you have more subsites with Tickets, all posts will be listed and managed together in Admin Centre with the Ticket module.

End of document

Home Tickets * Ticket by admin@timemark.com.au *

New Change State

My PC is not working

I have tried everything, pressed all buttons but no sign of life. What should I do?

Enter reply message

Send message

Back

Ticket state: New

Set As Resolved

My PC is not working

I have tried everything, pressed all buttons but no sign of life. What should I do?

Enter reply message

Send message