Support

Overview

- Tickets
- Messages
- Resolutions
- Abuse Reports
- Tag/Group
- Stats
- ACL

Tickets

Tickets

Messages

To aid in responding to support ticket submissions, you may create custom message templates for frequently used responses. Example responses include a "Ticket resolved" message sent upon closing a ticket or a "Request for more information" message.

Messages may also includes placeholders where information that changes can be specified. For instance your message template may include references to the specific ticket ID number or site name. A "Ticket resolved" template could look like this:

> Thank you for using the {sitename}, and for reporting this problem. We believe that your issue (ticket #{ticket#} in our system) has been resolved. If you continue to have problems please let us know. You may reopen a closed issue at any time by following the link at the end of this message and adding a comment to the ticket.
>
> Thank you for helping us to improve {sitename}!
> --the {sitename} team

Here we have two placeholders: {ticket#} and {sitename}. The placeholders are replaced with their current value at the time of composition. When chosen from the select box under "Comments" of the response form, the comments text box will be filled with the following:

> Thank you for using the YourHUB, and for reporting this problem. We believe that your issue (ticket #123 in our system) has been resolved. If you continue to have problems please let us know. You may reopen a closed issue at any time by following the link at

the end of this message and adding a comment to the ticket.

Thank you for helping us to improve YourHUB!
--the YourHUB team

Resolutions

Resolutions

Abuse Reports

Abuse Reports

Tag/Group

Tag/Group

Stats

The stats page gives a basic overview of support ticket activity starting at the beginning of a chosen year, defaulting to the current year if none specified.

The following data is shown:

- Tickets opened for the given year
- Tickets closed for the given year
- Tickets opened for the current month of the year
- Tickets closed for the current month of the year
- Tickets opened for the current week of the year
- Tickets closed for the current week of the year
- Open tickets
- Unassigned tickets
- Average ticket lifetime
- A list of administrators and the number of tickets closed
    - closed for the given year
    - closed for the current month of the year
    - closed for the current week of the year
- A line chart displaying Tickets Submitted (red) vs. Closed (green) on a monthly basis

Stats shown may also be filtered by group.

ACL

The ACL (Access Control Layer) works in conjunction with a user login system to allow or deny a user access to support tickets and various information or features of a ticket.

Permissions may be set for individuals or entire groups of users. All members of a group will inherit any permissions set for the group. If a user is a member of multiple groups with ACL settings, the highest permissions will take affect. Take, for example, the following group settings:

Table 1: ACL

	Tickets			Comments		Private Comments	
Object	Model	Read	Update	Delete	Create	Read	Create	Read
dev (111)	group	yes	yes	yes	yes	yes	yes	yes
support (222)	group	yes	no	no	yes	yes	no	no

If user "john" is a member of both groups, his permissions will result as follows:

Table 2: Resulting permissions

	Tickets			Comments		Private Comments	
Object	Model	Read	Update	Delete	Create	Read	Create	Read
john (333)	user	yes	yes	yes	yes	yes	yes	yes

Individual ACL settings take precedence over any other settings. Once again, take the following two groups and their permissions settings. User "john" is a member of both groups. We then add specific permissions settings for "john":

Table 3: ACL

	Tickets			Comments		Private Comments	
Object	Model	Read	Update	Delete	Create	Read	Create	Read
dev (111)	group	yes	yes	yes	yes	yes	yes	yes
support (222)	group	yes	no	no	yes	yes	no	no
john (333)	user	no	no	no	no	no	no	no

The ACL in table 3 will result in the following permissions for user "john":

Table 4: Resulting permissions

	Tickets			Comments		Private Comments	
Object	Model	Read	Update	Delete	Create	Read	Create	Read
john (333)	user	no	no	no	no	no	no	no

Note: A user will always have read access to tickets they submitted or are assigned to. This will

even override any specific ACL settings.