Support

Tickets

Users can create tickets when they experience a problem on the Hub that is not answered in Questions and Answers or Knowledge Base. Tickets are ways to report bugs or issues that they experienced with the Hub. Administrators are then able to access the Support component to help solve these issues.

Answering Tickets

1. On the frontend of the Hub access the "Support and Ticket Tracking System".
2. Select the tickets that are under the open tab on the side of the page.
3. Select the ticket that has been unanswered.
4. In the Comment Form, add tags to connect the ticket to search engines in the ticket system.
5. In the assignee dropdown select your name. Note: You can only be an assignee if you have gained ACL access on the back-end of the Hub.
6. Select the severity of the ticket. Critical and major are high priority tickets. Normal tickets are common yet important tickets. Minor and Trivial tickets are low priority.
7. Select the status of the ticket from the drop down. Open tickets are unanswered tickets; "Awaiting User Action" holds the ticket until they answer or respond. Closed tickets are listed by the reason they are closed: Answered, Duplicate, Fixed, Invalid, Spam, Transferred, Won't fix, and Works for me.
8. Answer or leave a canned response for the user that submitted the ticket. Canned responses allow the assignee to respond using generic responses premade to fit various situation such as: first response, second response, and closing ticket.
9. In the bottom box CC any users or other assignees to the ticket to include in the conversation on the ticket, then submit your response.

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 include 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 give a report of how the ticket was solved once it is closed. For example if a ticket was answered the resolution would be "Answered" or if the ticket was never answered because the ticket owner did not respond with new information then the ticket could be closed with the resolution "Closed (No Answer)." This system helps inform the support team or administrators that search through closed tickets the necessary information on why the ticket was closed.

- Open- unanswered ticket
- Awaiting user action- waiting for user to respond
- Closed- ticket has been answered or fixed
- Answered- answered question of the user
- Duplicate- the issue has already been reported
- Fixed- the bug that was reported has been fixed
- Invalid- this status is used for testing purposes and spam
- Transferred- the issue was a enhancement request and moved to the wish list
- Won't fix- no solution to the issue
- Works for me- the bug reported is not reoccurring for assignee of the ticket

Tags

The tags allow tickets to be searched and tracked easily. Tags can also serve to inform the support team about the problem without reading through the whole context of the ticket.

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 is specified. Stats shown may also be filtered by group.

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

Support: Access Control Layer (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 permission set for the group. If a user is a member of multiple groups with ACL settings, the highest permissions will take affect.

Individual ACL settings take precedence over any other settings.

ACL Options

1. Log in to the back-end of the Hub and access the component tab bar.
2. Click on "Options" to view details in the ticket submission process.
3. There are three tabs that all define the parameters of tickets and available options for the Hub ticket system.
   a. Defaults: displays the front page options when submitting and answering tickets
   b. Files: controls the parameters of how documents and tickets are uploaded
   c. Antispam: controls the words that can be used when submitting tickets to keep spam out of the ticketing system
4. Click "Save" or "Save & Close" to allow the changes that were made in these tabs to be saved on the Hub.

Giving ACL Permission

1. Log in to the backend of the Hub and access the component tab bar.
2. Select the Support component, and in the component access the ACL tab.
3. Under all of the available users that have permission for ACL access, there is a text box to input alias or ID name.
4. Input the name of the new ACL access, then select the sections that the user can have control in.
5. Click "Add" to confirm the new ACL access for the user.