Image not found or type unknown

# Support Hours Widget

Support hours widget in the top of the sidebar on the submit ticket page.


- Description
- Configuration
- Clien Area

# Description

## PUQ Customization module **WHMCS**

Order now | Download | FAQ

The "Support Hours Widget" extension provides the ability to display a widget in the client area on the support ticket submission page, showing the support department's working hours and their online or offline status.

In the module configuration, you can configure the following data:

Panel Title: The title of the widget (supports multi-language).
Online Notice: The message to display when the support department is online (supports multi-language).
Offline Notice: The message to display when the support department is offline (supports multi-language).
Time Format: Choose between a 24-hour format or the American-style AM/PM format.
Additionally, you specify the working hours for the support department for each day of the week. You can also set a day as a non-working day or indicate 24/7 availability.

Based on the configured data, the extension will display the appropriate widget to the client based on the current day of the week and time. It's important to note that the status will be processed according to the server's timezone in WHMCS, so it's advisable to set it according to your target audience's timezone.

This widget enhances the customer experience by providing them with information about the support department's availability and working hours, helping them understand when they can expect assistance.

## Support Hours

ONLINE 00:00-18:00

*(Europe/Warsaw)*

Monday: **24 Hours**
Tuesday: **09:00 - 18:00**
Wednesday: **24 Hours**
Thursday: **00:00 - 18:00**
Friday: **24 Hours**
Saturday: **offline**
Sunday: **offline**

We are online and will respond to your request soon!

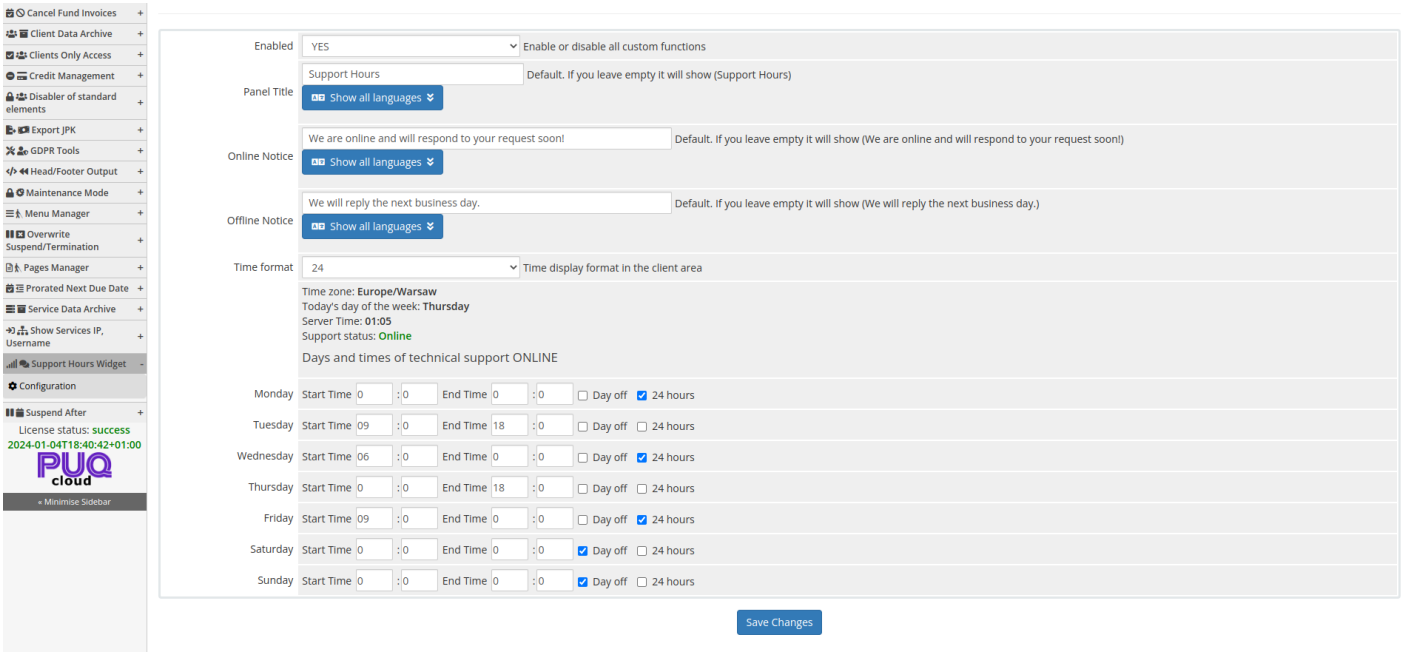
Showing 1 to 10 of 21 entries

| Department | Subject | Status | Last Updated |
|---|---|---|---|
| General Enquiries | #901793 Module problem | Open | Tuesday, March 21st, 2023 (22:09) |
| General Enquiries | #187816 **Install WHMCS** | Closed | Tuesday, March 21st, 2023 (22:09) |
| DNS | #383819 **Configuracion DNS Server** | Closed | Tuesday, March 21st, 2023 (19:31) |
| General Enquiries | #237434 Install WordPress | Open | Tuesday, March 21st, 2023 (19:30) |
| General Enquiries | #128124 Set a new reverse dns record | Closed | Friday, January 6th, 2023 (13:18) |
| General Enquiries | #311560 Set a new reverse dns record | Closed | Wednesday, September 28th, 2022 (09:23) |
| General Enquiries | #708131 **Set a new reverse dns record** | Closed | Wednesday, September 28th, 2022 (09:23) |
| DNS | #008905 Set a new reverse dns record [MERGED] | Closed | Monday, September 26th, 2022 (13:30) |
| General Enquiries | #050728 **TEST OLD** | Closed | Monday, September 26th, 2022 (11:40) |

# Configuration

## PUQ Customization module **WHMCS**

Order now | Download | FAQ




**Enabled** - Enabling or disabling all custom functions of this extension affects the automation and visibility of its features in the client area. When extension disabled, the automation capabilities and related features provided by the extension will not be active or visible to clients. However, as an administrator, you will still have access to configure and utilize the extension's functionalities through the administration interface. This gives you the flexibility to control the visibility and automation aspects of the extension based on your specific needs and preferences.

The extension provides the ability to display a widget in the client area on the support ticket submission page, indicating the support team's working hours and their online or offline status.

In the module configuration, you can set the following details:

1. Panel Title: The title of the widget (supports multi-language). You can specify the header for the widget that will be displayed in the client area. For example, "Support Hours".
2. Online Notice: The message displayed when the support team is online (supports multi-language). This message will be shown to the client when the support team is available to respond. For example, "We are online and will respond to your request soon!".
3. Offline Notice: The message displayed when the support team is offline (supports multi-

language). This message will be shown to the client when the support team is unavailable. For example, "We will reply the next business day.".

4. Time format: The display format for time in the client area. You can choose between a 24-hour format or the AM/PM format.
5. Days and times of technical support availability: You can specify the working hours for the support team for each day of the week. Additionally, you have the option to mark a specific day as a day off or as a 24-hour working day.

Based on the configured settings, the extension will display the appropriate widget to the client, considering the working hours for each day of the week and the time of day. Please note that the support status will be processed based on the server's time zone in WHMCS, so it is advisable to set it according to your target audience's time zone.

# Clien Area

## PUQ Customization module **WHMCS**

Order now | Download | FAQ

