


Tickets Export

PUQ Customization module **WHMCS**

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Export Setup

Tickets Export Mattermost Export 



Departments

whmcs-dev@puq.pl - Technical Support (Technic


Channels

DEV - Off-Topic (off-topic)

Save Changes

ID	Department	Channel	
14	whmcs-dev@puq.pl - DNS (FOR DNS)	DEV - Town Square (town-square)	
15	whmcs-dev@puq.pl - General Enquiries (All Enquiries)	DEV - Off-Topic (off-topic)	

To configure notifications for new tickets, establish a connection between departments and channels. You can create this connection by selecting the department and the corresponding notification channel, then click the "Save Changes" button.

You can delete the necessary connection to change the channel for a particular department. To do this, click on the red icon "  "

Annotation containing a direct link to discuss

When creating a new ticket, an annotation will appear within the same ticket from the administrator's side, containing a direct link to discuss this ticket on your Mattermost server.

If you encounter an error upon accessing the link, it indicates that you do not have access to this channel.

<div data-bbox="234 129 555 150"><div data-bbox="234 129 295 141">Julia Noga</div><div data-bbox="248 141 295 150">OWNER</div></div> <div data-bbox="234 150 555 170"><div data-bbox="204 192 295 212"><div data-bbox="204 192 239 201">Edit</div><div data-bbox="239 192 295 201">Delete</div></div></div>	<div data-bbox="555 129 1350 150">Posted today at 11:05</div> <div data-bbox="555 150 1350 170"><p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Diam volutpat commodo sed egestas egestas fringilla phasellus faucibus. Amet justo donec enim diam vulputate ut pharetra sit.</p><p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Enim diam vulputate ut pharetra. Amet risus nullam eget felis eget nunc. Cras tincidunt lobortis feugiat vivamus at augue. Fringilla ut morbi tincidunt augue interdum velit euismod. Sem et tortor consequat id porta nibh venenatis.</p></div>
	<div data-bbox="555 170 1350 192">IP Address:</div>

OPERATOR


Private Note

Delete

posted a note today at 11:05

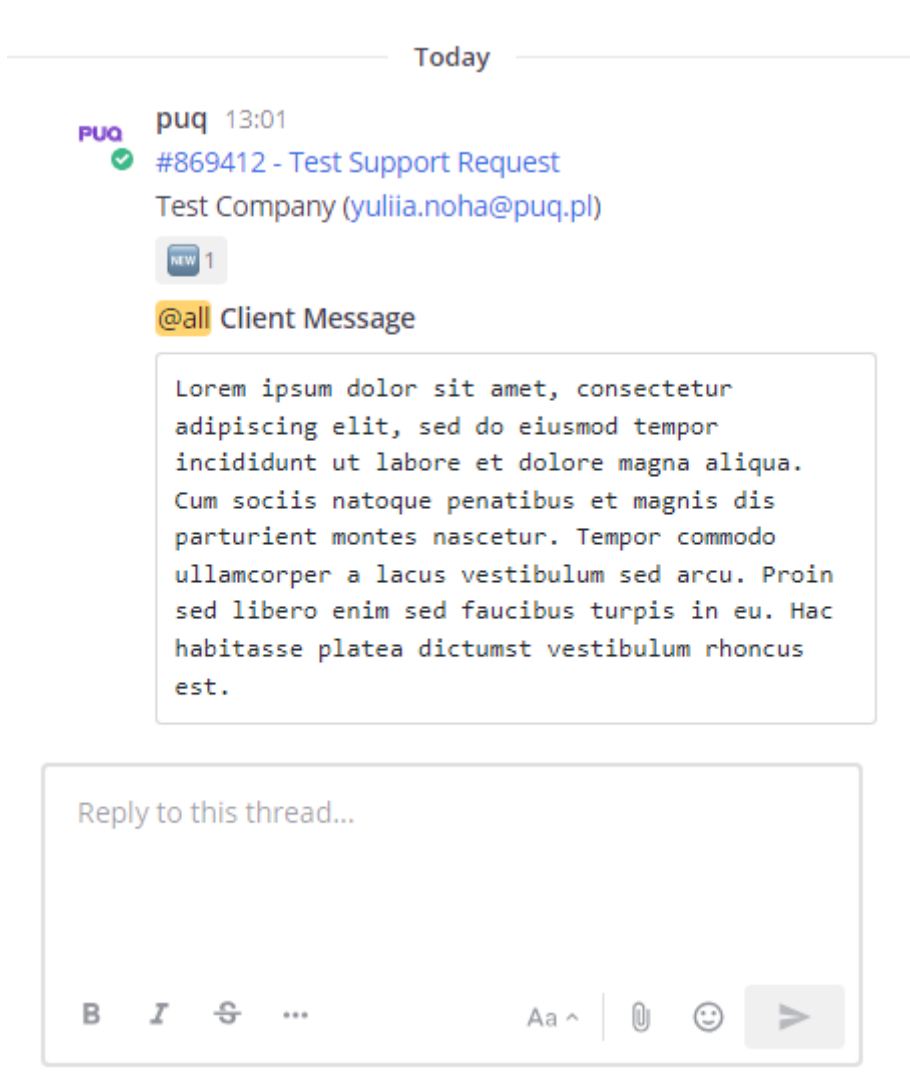
https://[REDACTED]/dev/pl/4omdl[REDACTED]o5e

What new ticket notifications look like


The main view of the ticket has a special structure and represents a link directly to the ticket in your WHMCS: `#(Ticket Number) - (Ticket Title)`. There is also a reaction  indicating that the ticket is new and has no new replies from the client.

puq 13:01
 #869412 - Test Support Request
 Test Company (yuliia.noha@puq.pl)
 NEW 1
 1 reply Following

In the Thread, the message about the new ticket will have the text of the client's email. This will help you immediately see the content of the ticket.



What ticket reply notifications look like

When receiving a notification that the client has replied to the ticket, the Thread will display the text of the client's email. The reaction will also change to  indicate that the ticket has a client reply.

Please note that this only works with tickets created after installing and configuring this module. All tickets opened before this and their replies will not be displayed on your Mattermost server.



puq 13:01



#869412 - Test Support Request

Test Company (yuliia.noha@puq.pl)



@all Client Message

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Cum sociis natoque penatibus et magnis dis parturient montes nascetur. Tempor commodo ullamcorper a lacus vestibulum sed arcu. Proin sed libero enim sed faucibus turpis in eu. Hac habitasse platea dictumst vestibulum rhoncus est.

New Messages



3:05

@all Client Message

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Adipiscing diam donec adipiscing tristique risus nec feugiat in. Quam id leo in vitae turpis massa sed elementum. Orci porta non pulvinar neque laoreet. Mauris pellentesque pulvinar pellentesque habitant morbi tristique senectus. Tortor at risus viverra adipiscing at in tellus. Non pulvinar neque laoreet suspendisse interdum consectetur libero id. Porttitor leo a diam sollicitudin tempor id. [Dolor purus non enim praesent elementum facilisis leo](https://puqcloud.com/). Eleifend quam adipiscing vitae proin sagittis nisl rhoncus. Adipiscing at in tellus integer feugiat scelerisque varius morbi. Ullamcorper malesuada proin libero nunc. Consequat semper viverra nam libero justo. Faucibus scelerisque eleifend donec pretium vulputate sapien nec sagittis. Nec feugiat nisl pretium fusce. Platea dictumst **vestibulum rhoncus** est.


Purus viverra accumsan in nisl nisi scelerisque eu. Nisl nunc mi ipsum faucibus. Gravida dictum fusce ut placerat orci. Felis eget velit aliquet sagittis id consectetur. Elementum nisi quis eleifend quam adipiscing vitae. Morbi tempus iaculis urna id volutpat. Mauris pellentesque pulvinar pellentesque habitant morbi tristique senectus. Viverra adipiscing at in tellus integer. Viverra aliquet eget sit amet tellus cras adipiscing. Nec ullamcorper sit amet risus. Hac habitasse platea dictumst vestibulum rhoncus. Consequat interdum varius sit amet mattis vulputate enim. Bibendum ut tristique et egestas quis ipsum suspendisse ultrices gravida. Velit euismod in pellentesque massa

[Show more](#)

Reply to this thread...



What closed ticket notifications look like

When a ticket is closed, the reaction will change to  1 indicate that the ticket has a closed status.



puq 13:01



#869412 - Test Support Request

Test Company (yuliia.noha@puq.pl)



2 replies

Following

