

Tickets Export





PUQ Customization module **WHMCS**

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Export Setup

Tickets Export

Mattermost Export 

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

<p>Julia Noga OWNER</p> <p>Edit Delete</p>	<p>Posted today at 11:05</p> <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> <p>IP Address: *</p>
<p>OPERATOR Private Note</p> <p>Delete</p>	<p>posted a note today at 11:05</p> <p>https://[redacted]/dev/pl/4omd/[redacted]p5e</p>


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 puq 13:01

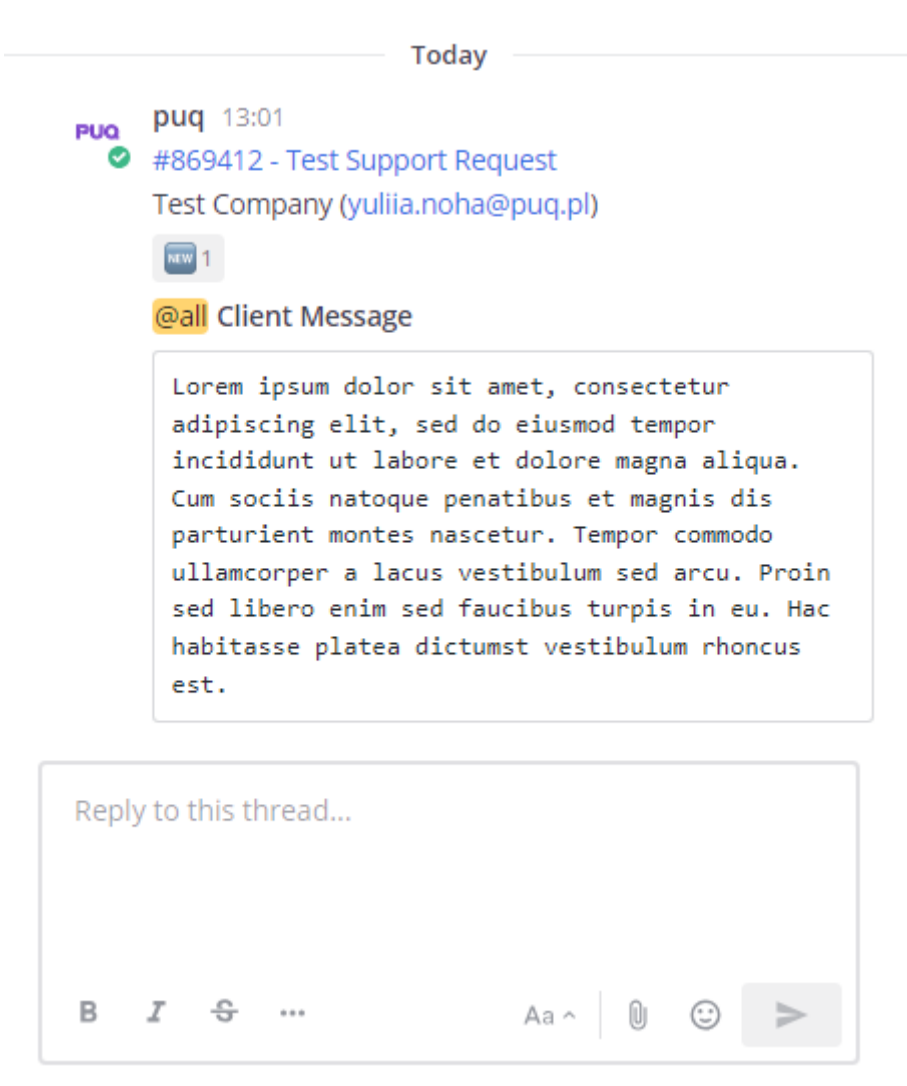
 **#869412 - Test Support Request**

Test Company (yuliia.noha@puq.pl)




  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  1 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.

Today

puq 13:01

#869412 - Test Support Request

Test Company (yuliia.noha@puq.pl)

1

@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

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Show more

Reply to this thread...

B *I* **H**

Aa ^

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)



1

2 replies

Following

Created 9 February 2024 04:45:07 by Yuliia Noha
Updated 11 June 2024 05:10:42 by Yuliia Noha