

Tickets Export

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.

Julia Noga

OWNER

Edit Delete

Posted today at 11:05

IP Address:

IP Address:

posted a note today at 11:05

https://[redacted]/dev/pl/4omdl[redacted]p5e

OPERATOR


Private Note


Delete


posted a note today at 11:05

https://[redacted]/dev/pl/4omdl[redacted]p5e

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)

 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.

Today

 **puq** 13:01
✓ [#869412 - Test Support Request](#)
Test Company (yuliia.noha@puq.pl)

 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.

Reply to this thread...

B *I*  ... Aa ^   


What ticket reply notifications look like

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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.

The screenshot displays a chat application interface. At the top, a header bar shows the time 'Today' and a status 'puq 13:01' with a green checkmark. Below this, a message from 'Test Company (yuliia.noha@puq.pl)' is visible, with a speech bubble icon indicating 1 reply. The main chat area shows a message from '@all' titled 'Client Message' containing a block of Lorem Ipsum text. Below this, a section titled 'New Messages' is highlighted with a yellow background. It contains another message from '@all' titled 'Client Message' with a longer block of Lorem Ipsum text. A 'Show more' button is located at the bottom of this message. The bottom of the interface features a text input field with the placeholder 'Reply to this thread...' and a toolbar with various icons for text formatting (bold, italic, link, link icon, code, quote, list, list icon) and a 'Send' button with a right-pointing arrow.

What closed ticket notifications look like

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

PUQ

puq 13:01

✓

#869412 - Test Support Request

Test Company (yuliia.noha@puq.pl)

✓

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PUQ

↩ 2 replies

Following

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Created 9 February 2024 11:45:07 by Yuliia Noha
Updated 8 March 2024 12:11:07 by Yuliia Noha