

Open a support ticket

☒ Open a support ticket

Only one ticket per client: while a sanctions ticket is open, no duplicates are created. If the ticket was closed and the client still matches on a later check, a new ticket is opened.

Support department

Technical Support

Ticket subject

Sanctions screening alert: {client_name} #{client_id}

Ticket message

Automatic sanctions screening found possible matches for client {client_name} (ID: {client_id}, email: {client_email}, country: {client_country}).

Matches:
{matches}

Checked at: {date}
Please review this client manually.

Merge fields: {client_id} {client_name} {client_company} {client_email} {client_country} {matches} {date}

Setting	Description
Open a support ticket	Master toggle. One ticket per client: while a sanctions ticket is open, repeated checks do not create duplicates. If the ticket was closed and the client still matches later, a new ticket is opened.
Support department	Where the ticket is created.
Ticket subject / message	Your own templates with merge fields: {client_id}, {client_name}, {client_company}, {client_email}, {client_country}, {matches}, {date}.

A real ticket produced by the module — {matches} expands into the full list with sources, scores, and the method that matched:

Ruslan Polovyi

OPERATOR

EditDelete

Posted today at 00:37

Automatic sanctions screening found possible matches for client Super User (ID: 4, email: test.puq@gmail.com, country: UA).

Matches:

- [ca_dfatd] ANO NPC Ushkuynik (alias: ANO SPC Ushkuynik and Autonomous non-profit Organisation "Scientific and Production Center for Testing and Competence in the Field of Development of Unmanned Aircraft Systems and Means of Protection Against their Illegal Use "Ushkuynik") (score: 43) LegalEntity ru [words 1/2 (user-use)]
- [eu_fsf] 185th Center for Combat Use and Combat Purpose of the Aerospace Forces "Ashuluk" (score: 43) Organization [words 1/2 (user-use)]
- [eu_fsf] Autonomous non-profit Organisation "Scientific and Production Center for Testing and Competence in the Field of Development of Unmanned Aircraft Systems and Means of Protection Against their Illegal Use "Ushkuynik" (score: 43) Organization ru [words 1/2 (user-use)]

Checked at: 2026-07-08 00:37:44
Please review this client manually.

View Printable Version

Client actions

 Client actions

Applied on every check that finds a match. Leave empty to keep the client status or group unchanged.

Set client status

Closed

Move client to group

test

Setting	Description
Set client status	Optionally set the client to Active / Inactive / Closed on a match. Leave empty to keep the status unchanged.
Move client to group	Optionally move the client into a chosen client group (handy for a "Sanctions review" group). Leave empty to keep the group.

Both actions are applied on every check that finds a match — but **never** for **verified** clients. Every action is written to the log (`|client_updated|`, `|ticket_opened|`, `|ticket_skipped|` with the reason).