PUQ Mautic

Image not found or type unknown

Ticket header

Support by Time module **WHMCS**

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Screenshot with additional options in the ticket header

Ticket open

- The screenshot shows a standard panel for adding the time of day of an open ticket
- It is possible to add time without closing the ticket
- It is also possible to add time and close the ticket

Support Tickets

#909194 - TEST222 | Open ⌄ | Close   Last Reply: 2 Days 18

| What support service | How much time was spent | Pressing will overwrite the time | Pressing will overwrite the time |
| Support 1h (Active) ⌄ | - 0 + hours | 🕐 Save time | ✖ Close ticket and save time |

| Add Reply | Add Note | Custom Fields | Other Tickets | Client Log | Options | Log |

| B | I | H | 🔗 | ☰ | ☰ | >_ | 💬 | 🔍 Preview | ❓ |

Ticket closed

- If the flow is closed, then the possibility of editing the time disappears
- It is possible to reopen the ticket and continue processing the ticket in standard mode

Support Tickets

#910484 - Jakis problem | Closed ⌄ | Close   Last Reply: 490 Days 0

✏ ReOpen

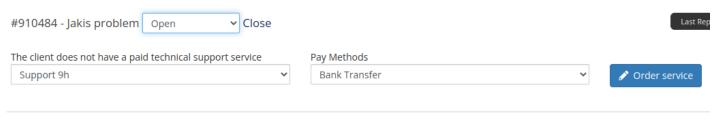| What support service | How much time was spent | Pressing will overwrite the time | Pressing will overwrite the time |
| Support 9h (Active) ⌄ | - 3.5 + hours | 🕐 Save time | ✖ Close ticket and save time |

Tickets not this month

- Tickets that were opened last month will be counted as the last month. And in the current month there will be no possibility to change the time.
- To add time, you must create a new ticket or split the previous one.

Support Tickets

#663868 - Set a new reverse dns record [Closed] Close
Last Reply: 17 Days 22 Hours 33 Minutes 52 Seconds Ago

✏ ReOpen

This ticket was closed and charged in the past months
Recreate or split the ticket

What support service	How much time was spent	Pressing will overwrite the time	Pressing will overwrite the time
Support 1h (Active)	- 0.75 + hours	🕐 Save time	✕ Close ticket and save time

The client does not have a support service.

- It is possible to add a service to the client when processing a ticket, this can be done by the operator.

Support Tickets

#910484 - Jakis problem [Open] Close
Last Rep

The client does not have a paid technical support service	Pay Methods	
Support 9h	Bank Transfer	✏ Order service

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