

WSC UI

The WSC user Interface

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WSC Forms

Credentials Form

WSC Forms allow you to place a secure form inside your WHMCS installation. In the WSC UI > WSC Forms, Pro license holders can edit the form fields. This allows you to collect any type of information from end users. The form is divided into sections. Let's look at the top section. "SSH Credentials". You can show or hide this entire section using the first form field. For each section, you can change the text assigned to the form fields. We will change the "SSH Credentials Title" to "Hello. This is a Test".

WSC Crededntials Form

SSH Credentials

Show

SSH Credential Title

SSH Credentials

Show SSH Host Field?

Show

SSH Host Field Type

Textbox

SSH Host Field Label

SSH Host (IP or FQDN)

Show SSH User Field?

Show

User Host Field Type

Textbox

SSH Username Field Label

SSH Username

Show SSH Password Field?

Show

SSH Pass Field Type

Textbox

SSH Password Field Label

SSH Password

Show SSH Port Field?

Show

SSH Port Field Type

Textbox

SSH Port Field Label

SSH Port

Navigating to the credentials form from the WHMCS client area now shows the new form field heading. You can change the text assigned to any field by using the right "Label" field.

Hello. This is a Test.

SSH Host (IP or FQDN)

SSH Username

SSH Password

SSH Port

root

22

Limitations

In the current versions of WSC, you cannot add further form fields to the credentials form. We plan to redesign the form in the coming versions of WSC to allow you to add further fields but to also use multiple credentials forms. One per support department. It is on our roadmap but we do not yet know which version this will be included in.

WSC Configuration

All license types have access to some of the basic features of WSC. These are contained in the WSC UI > Configuration. We will go through each feature and explain each one. Free license holders only have access to the basics here.

Automatically Collect Credentials

Here you can decide to send the end user to the credentials form after ticket submission. This can be on a per-department basis. For example. You might want to send end users submitting a ticket to your support department to the credentials form. But for end users contacting your billing department you likely would want this.

Automatically Collect Credentials

After ticket submission by customers, WSC can automatically forward the user to the credentials form. This is useful because it's unlikely you would want a user submitting a ticket to a billing department to see the credentials form.

Select

Yes

Redirect Departments

General Enquiries

Module Support

Management Team

Bug Reports

Beta Testers

The credentials form will be displayed after ticket submission to these departments. This feature works on all credentials forms. If you enable this feature, any ticket submitted to the departments selected above will be shown the credentials form pinned to that department at submission.

> Submit

Credentials Ticket Status

In this section, you can decide what status the WHMCS ticket will be set to after an end-user has filled out the credentials form. Ticket statuses are imported in from WHMCS > Setting > Support Ticket Status. The default is to set all tickets to "Encrypted" once the credentials form has been filled out.

Credentials Ticket **Status**

When a customer attaches credentials to a support ticket, WSC will update the ticket status. The default value used by WHMCS is "Open". By default, WSC will set all tickets with credentials attached to them to "Encrypted".

Select

Encrypted



> Submit

Show Default WHMCS **Sidebar**

WHMCS adds a support sidebar to most pages connected with the support system. This is true for the credentials form. When using WSC you see the following sidebar to the left of the credentials form. It's so it looks like the rest of the support process. You can choose to hide this sidebar on the credentials form.

Show Default WHMCS **Sidebar**

On most WHMCS pages there is a sidebar to the left of the page. To help make your credentials form(s) look like system pages, you can choose to add the default support sidebar to the credentials form page.

Select

Yes



> Submit

Urgent **Tickets**

Urgent tickets allow end users to flag a support ticket as urgent. When an end user does this WSC will send an email to every WHMCS Administrator. The email highlights the ticket number and that the user has an urgent problem that needs immediate assistance. The email that is sent to administrators can be modified in WHMCS > Settings > Email Templates.

Urgent Tickets

Allow customers to flag support tickets as urgent. This notifies every WHMCS administrator that a customer needs emergency assistance. The language for the warning box can be changed in the language files.

Select

Yes

> Submit

Allow Ticket Escalations

Ticket escalations can be used by end users if they are not happy with the service they have received. Users can choose to escalate a ticket to any configured support department. This can be used to escalate a ticket to management or a higher support level. The ticket is reassigned to the configured department when used and administrators assigned to that department are notified.

Allow Ticket Escalations

Allow the customer to escalate a ticket to a different department. This can be used if the customer would like to make a complaint. The alert box text can be changed in the language files.

Select

Yes

Escalation Department

Management Team

> Submit

WSC Buttons

WSC buttons is the section you use to place the "Submit/Update" Credentials button. There are two locations where this can be placed. The left sidebar places a new sidebar on the left with the button. Ticket top places the button at the top of all support requests.

WSC Buttons

The credentials buttons allow customers easy access to the credentials form pinned to the department the ticket is submitted too. You can choose to hide or show these buttons below. You should ensure at least one button is visible.

Show Credentials Buttons

☒ Left Sidebar ☐ Ticket Top

> Submit

WSC Ticket Updater

WSC ticket updaters help to speed up the support process and to automate certain tasks. In WSC UI > Ticket Updaters you can configure a maximum of four. We have provided four different examples of how to use these in the WSC UI. Actions start from top to bottom. Ticket Updater #1 is being used to remind end users to supply login credentials to services. If an end user requests help but does not provide access this will elongate the support process.

Configure Ticket Updaters

In the following example, we can see this updater is using the WHMCS administrator DEVGB. This is the name of the administrator that posts messages to support tickets. In the message delay, we can see it's being run every 5 minutes and it's configured to post to tickets in the "Module Support" queue.

Ticket Updater #1



This example posts a reminder for customers to complete the credentials form after ticket submission. It should be configured to post to tickets on the Open status after 5 minutes. You could set the ticket status to Hold after posting the message if required.

Configure Updater

Enable ☒ Enable Ticket Updater

Ticket Admin

DevGB



WHMCS Administrator used to post updates to tickets.

Message Delay

5

Hours

Delay before message is posted. You should only use one of these options.
Entering 5 in the minutes box posts our credentials reminder to tickets on the open status after 5 minutes.

Active Department

General Enquiries
Module Support
Management Team
Bug Reports
Beta Testers



Post message to tickets in these departments. Use CNTRL to select multiple departments.

Default Message

Next, we can see ticket updater #1 is looking for support tickets on the "Open" status in the "Module Support" queue. When it finds a request with this status it will post the configured message to the support request using the DevGB administrator.

Ticket Status

Open
Answered
Customer-Reply
Closed
On Hold
In Progress

Post message when the ticket is on this status

Message

Hello [NAME],

Thank you for reaching out to Dev GB. We noticed that you didn't leave any access information for the support team. If your ticket requires our support team to have access to your service to diagnose problems, providing this access before the support team reviews your ticket will reduce the time it will take to complete this support ticket.

When you leave access details we encrypt that information and hold it in our database. Once your ticket is completed and marked as closed we delete any information left.

Our support team always connects to customer services from one of the following IPs. If you have any type of security that only allows access from certain IPs please ensure you whitelist all of our support IPs below.

-139.99.88.137 | Singapour
-144.217.81.210 | North America
-51.75.251.0 | France
-54.37.16.88 | United Kingdom
-51.68.136.59 | Poland
-51.195.119.53 | Germany

To provide access information please click the "Submit/Update" Credentials button at the top of this ticket or the "Update" button to the left in the sidebar and complete the form.



Once the ticket updater has posted that message to the support request we can further see it's configured to change the status on the ticket to L1 Support. If we didn't do this, the ticket updater would set the ticket to "Answered" which is WHMCS's default. The ticket could then be closed by WHMCS or WSC. For example, if you have a ticket updater configured to post a closure message to tickets on the "Answered" status. To prevent this we just assign it a new status. You can create custom statuses in WHMCS > Settings > Support Ticket Status.

[wsc-ticket-updater-final.jpg](#)

Hundreds of combinations

This section has been designed to fit almost any use case. Anyone who uses WHMCS can automate a lot of the support process by using this feature. Some other examples are escalating requests when they have been active for X hours. Posting a message to the support request advising of an abnormal delay in responding to requests and posting a message then closing requests that have been on the answered status for x hours.

WSC Protect

WSC Protect is a module that provides two main functions. This section is designed to remind users not to do certain things when using the support request via trigger words and to secure WHMCS client accounts. WHMCS provides 2FA but only via App. To get the useful features you must pay. Many people do not like using an App to secure WHMCS accounts because if they lose their device they also lose access to WHMCS. This generates support requests and further work for your support team.

WSC Trigger Words

Trigger words are words that are typed by end users into the support reply box. When any of the configured words are typed a warning is displayed in the client area. If the end user removes the word from the reply box the warning is removed. By default, WSC is configured to display a warning when words related to passwords and root access are typed. The text in the warning is configured in the WSC Language files.

WSC Trigger Warnings

Trigger Warnings ☒ Enable

Trigger Words

Password
Root
Login

When any of these words are typed in the viewticket.php reply box the WSC Trigger Warning will be displayed. You can enter words in different languages.

> Submit

↺ Reset

WSC Protect

WSC Protect is a module that keeps a record of end users' IP addresses and sends notifications. Notifications can be edited in WHMCS > Settings > Email Templates. Upon each login by an end user to the WHMCS client area, the IP address is stored on the "WSC Protect" tab located on the

customer's WHMCS profile. When a user logs in, WSC will check the user's IP address against the IP list in the WSC Protect tab. If the user's IP does not appear in the list, WSC will make the user whitelist the IP by sending a code to their registered email account. This feature can be forced enabled which enables it for all users or can be optional and enabled/disabled by end users.

WSC Login Protection

Login Authentication

☒ Enable

This option records all IP addresses the customer uses to login to their account. You can view these IPs on the WSC Protect tab on the clients profile. You can customize the email templates in System Settings > Email Templates.

Successful Login Alerts

☒ Enable

You can customize the email templates in System Settings > Email Templates.

Failed Login Alerts

☒ Enable

You can customize the email templates in System Settings > Email Templates.

Force Login Protection

☒ Enable

Force clients to whitelist new IPs

> Submit

↺ Reset

WSC Update

WSC Update is the additional module that is uploaded with WSC. The module periodically polls our servers to check for a new version of WSC. If a new version is detected a notification appears in the top header inside the WHMCS administration area. WSC Update can be accessed from the WSC UI - ;

[wsc-update.jpg](#)

WSC Update can also be accessed by navigating to Addon > DGB Update Manager.