

# 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

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