

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.

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