



# **RSTickets!Pro**

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## Step 1: Purchasing an RSTickets!Pro membership

When you purchase a membership for the first time, a **RSJoomla!** account is automatically created for unregistered users, after the purchase has been approved, based on the filled in data. The transaction along with the user details are sent in the registration email.

After purchasing a license, users have 2 means of accessing the [www.rsjoomla.com](http://www.rsjoomla.com) account and download **RSTickets!Pro**:

1. Log in with the user and password automatically created and sent through email during the transaction process, using the **Customer Login** form.
2. Log in with the order number received on the user email.

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If you did not receive your username and password, you can login with the order number upon purchasing.

Order Number:  (\*)

Email:  (\*)

**→ Customer Login**

Your username ...

Remember Me

[Forgot your password?](#)

[Forgot your username?](#)

[Login with order number](#)

## Step 2: Downloading RSTickets!Pro

In order to download **RSTickets!Pro** you will need to:

- log in on [www.rsjoomla.com](http://www.rsjoomla.com) with the user details or the order number received by email;
- in the right side, you will find a section dedicated to RSJoomla! customers: **Customer Login**, click on **View my downloads**;

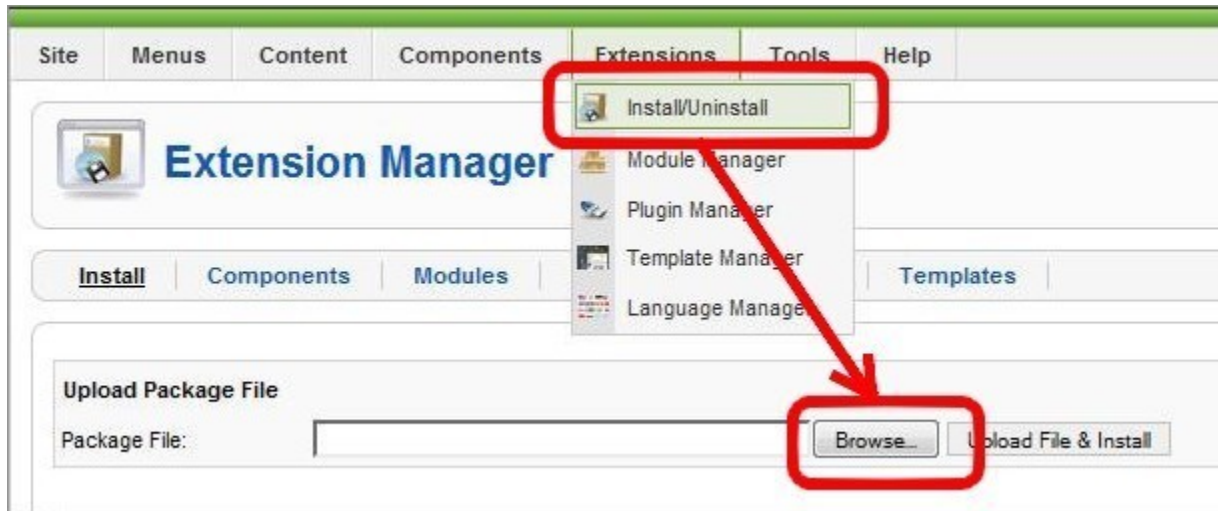


- all the user's memberships are listed in the **Customer downloads** section, click on **Downloads >> RSTickets!Pro Files >> Component >> Download RSTickets!Pro for Joomla 1.5**

11	<a href="#">RSTickets! Pro 1 Domain Life Time</a>	<a href="#">Downloads</a>	<a href="#">Licenses</a>	14.05.2010 03:42:08	Unlimited	Active
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## Step 3: Installing RSTickets!Pro

**RSTickets!Pro** is installed like any other component, from the default Joomla! installer. In the back-end panel, just go to **Extensions >> Install/Uninstall**, browse to the component install file on your PC and click **Upload File&Install**.



## Step 4: Configuring RSTickets!Pro

The general behavior of the **RSTickets!Pro** component can be configured from here.

**Messages tab** allows you to set a message that will be displayed on all **RSTickets!Pro** pages or on the submit ticket page

### Tickets tab

- **Ticket View Type:** this setting will define the layout of your ticket page.
- **Receive Tickets From:** You can choose to accept tickets from any user that accesses your site, or only from users that are already registered on your site;
- **Show Submitter Information:** view customers information;
- **Show Submitter Field:** you can choose to display the user's name, username or email;
- **Submitter Field is an Email Link:** you can create a mailto link from the user information you have selected in the previous field;
- **Allow Ticket Voting:** when a ticket is marked as solved (closed), this will allow users to rate it on a scale from 1 to 5

- **Allow Customers to Close Tickets:** this will allow a customer to close his own ticket;
- **Allow Customers to Re-open Closed Tickets**

**Avatars tab:** you can allow avatars from Gravatar, Community Builder, JomSocial, Kurena, Fireboard.

**CAPTCHA tab:** you can use the built-in Captcha or the reCAPTCHA

### Emails tab

- you can choose to use the email settings from your Joomla! Global Configuration settings for **RSTickets!Pro** from the **Use Joomla! Global Configuration** field;
- if you do not want to use those email setting you will need to enter your desired email address in the **From Email Address** field;
- the name of the email sender will be entered in the **From Name** field, this field is also only available when you choose **No** for the first field;
- the **Reply Above Message** field is used in order to identify the new reply from the email message.

**Autoclose tab:** if a ticket has no activity for a pre-configured number of days, it can become eligible for autoclosing.

It will not be automatically closed until a notification message is sent. Additionally, you can check for tickets marked for autoclosing, set the number of days a ticket should go into autoclose status or autoclosed after notification is sent.

## Step 5. Add new departments

The **Departments** tab allows an administrator to add new departments to the **RSTickets!Pro** installation.

By default, **RSTickets!Pro** comes with three predefined departments:

1. **Billing,**
2. **Licensing and**
3. **Tech Support.**

You can add a new department by going to **Components >> RSTickets!Pro >> Departments** and clicking **New**.

For each department, you can choose:

### In the General tab

- the **Department** field: the name of your new department;

- the **Prefix** field: you can set a unique prefix for your department that will be used by the component when generating the ticket id;
- to enable/disable the new department until all settings are configured

#### In the Tickets tab:

- the **Ticket Assignment Type** will define how tickets will be distributed between the staff members of your new department: **Static** or **Automatic**.

When is set to **Static**, the ticket will not be assigned to anyone - it will be flagged as *Unassigned*.

When is set to **Automatic**, the ticket is assigned to one of the staff members with the fewest opened tickets

- the **Ticket Code Generation Rule** : it generates a random string or a sequential list of numbers.
- the **Priority**: the department's default priority for incoming tickets

In the **Emails Tab** you can configure some emails that are specific for every department.

In the **Uploads tab** you can choose to allow attachments for your new department

## Step 6. Add new staff groups

The *Staff Groups* tab allows you to set some restrictions to your staff members. Different groups can have different permissions, thus offering a better control of your staff member's actions and what they can view as far as support tickets goes.

Clicking on the **Components >> RSTickets!Pro >> Staff Groups** will display a list of all your configured **RSTickets!Pro** groups.

You can add a new staff group simply by clicking the *New* button.

For each Staff group, you can allow members to:

- **submit his own ticket**
- **submit a ticket on behalf of a customer**
- **submit a ticket on behalf of another staff member**
- **submit ticket replies**
- **update ticket replies**
- **update other staff ticket replies**
- **delete ticket replies**
- **delete customer ticket replies**
- **delete other staff ticket replies**

- see unassigned tickets
- tickets assigned to other staff members
- update ticket
- update ticket's custom fields
- update ticket's custom fields
- change the ticket status
- move tickets from one department to another
- delete tickets
- view or add notes to tickets
- update own or other staff's notes
- delete own or other staff's notes

## Step 7. Add new staff members

After you have created your staff group you will need to select your staff members. **Staff members** are assigned Joomla! users that respond to support tickets. They need to be assigned to one or more departments and must belong to one group.

This can be done by going to **Components >> RSTickets!Pro >> Staff Members** and clicking *New staff member*.

## Step 8. Add ticket Priorities

By default the following priorities are available for your tickets: "low", "normal", "high". In order to add a new priority for your tickets you just need to click the "New" button:

## Step 9. Add ticket Statuses

In the **Ticket Statuses** screen you can create/delete statuses for your tickets, and also publish or unpublish them. By default the following statuses are created: Open, On-hold and Closed. Similar to the ticket priorities, you can easily add a new status for your tickets by clicking the *New* button:

## Step 10. Email Messages

The **Email Messages** tab allows a central place for all the emails that will be generated with **RSTickets!Pro**.

By default, eight email types are generated, each with their own list of placeholders that can be used in order to send ticket information.

Clicking on a email, will open up a simple screen with a WYSIWYG editor for easy HTML message creation.

## Step 11: Managing Add-ons

### 11.1 Reports plugin

The **Reports** plugin offers an **statistical overview** of your tickets.

Overall, the **Reports** plugin incorporates a lot of parameters that can be easily configured in order to provide you an overall view of your support system.

After the plugin installation, the **Reports** area can be accessed by clicking on **Components >> RSTickets!Pro >> Overview and then on Reports**. A generated report example can be seen below.

### 11.2 Cron plugin

The **RSTickets!Pro Cron** plugin extends the standard **RSTickets!Pro** functionality by adding the possibility to **transform an email into a ticket**. Basically the administrator can configure an email account, and any emails received on that address can be transformed.

After the successful installation (through the default Joomla! installer), the **Cron** plugin can be accessed from within the **Components >> RSTickets!Pro >> Cron Email Parser Configuration** area

## Step 12: Manage the knowledgebase

A staff member can simply build an article regarding a common issue and publish it, thus whenever a user submits a ticket regarding this issue, the staff member can simply search through the knowledgebase (**integrated AJAX search**) upon adding a reply.

Accessing the **Components >> RSTickets!Pro >> Knowledgebase** will open up the Knowledgebase control center. Here you can create new categories and knowledgebase articles.

## Step 13: Menu Items

The access to the front-end functionality of **RSTickets!Pro** is done via the following menu items:

**Knowledgebase Article:** display a certain article from your knowledgebase

**Knowledgebase Layout:** create a listing of all your configured **RSTickets!Pro** knowledgebase categories and articles.

**Tickets Layout:** display a list of tickets:

**Search Layout:** search through already submitted tickets.

**Predefined Searches Layout:** manage ticket searches

**Change Signature Layout:** add/edit the signature.

**Submit Layout:** post new tickets

## The purpose of this guide

This guide is designed to help you quickly setup a Joomla! help desk ticketing system with [RSTickets!Pro](#), by following some basic steps.

We've also created a detailed RSTickets!Pro Guide, that explains all required steps to configure the component.

Additionally, we've launched the [RSJoomla! TV Channel](#) to support our components with a series of video tutorials and presentations.

The RSTickets!Pro Documentation can be found [here](#).  
For any other questions, please submit a ticket to the [RSJoomla! support department](#).