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## Step 1: Purchasing a 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.

**RSJoomla! - Quality Joomla! Components**

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?](#)

## Step 2: Downloading RSTickets!Pro

### 2.1 Downloading the component

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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## 2.2 Downloading the plugins/modules

There are three plugins available for **RSTickets!Pro**:

- **Cron Plugin** : you can use this plugin in order to create and reply to tickets through emails sent to a pre-configured email address;
- **Reports Plugin** : this plugin allows you to create different reports from your tickets database;
- **Import Plugin** : you can import your tickets and settings from **RSTickets!** into **RSTickets!Pro** with this plugin.

The **Import** plugin is included in the **RSTickets!Pro** license cost, you do not need to pay anything extra in order to use it. The remaining plugins need to be purchased separately in order to appear in your download section. You can purchase them either with the component or by clicking the *Purchase this* link from the *Membership extra* field. After the purchase is completed you will be able to download them by going to **View my downloads >> Downloads >> RSTickets!Pro Cron** or **RSTickets!Pro Reports**.

## 2.3 Downloading additional language packs

If you own a multi-language site, you can download the available **RSTickets!Pro** translations (language packs) from **View my downloads >> Downloads >> RSTickets!Pro Files >> Languages**

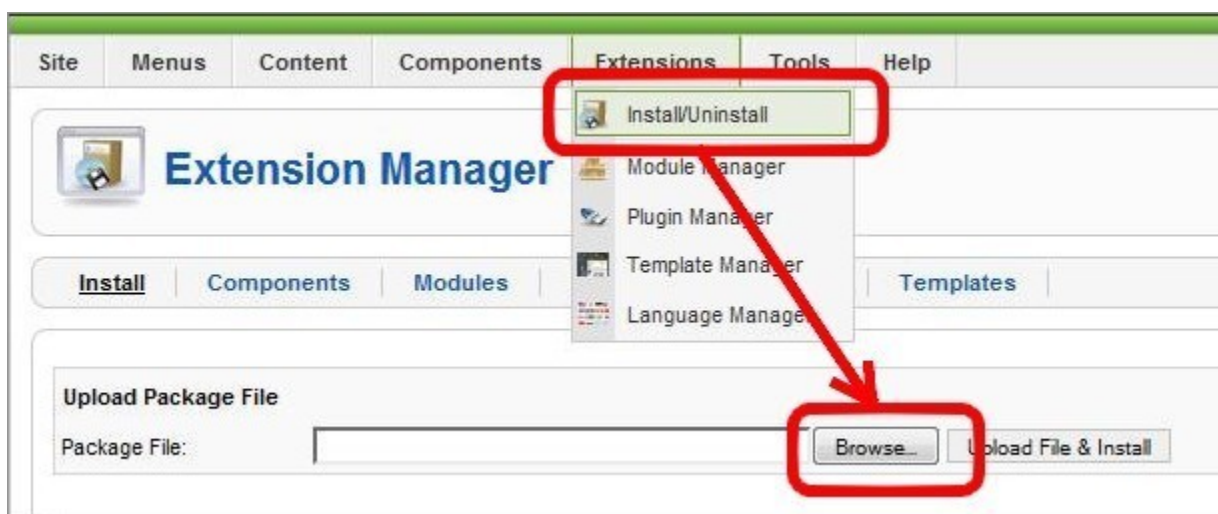


You can also create your own translation of RSTickets!Pro by following the instructions from the **step 3.4 Create your own translation**

## Step 3: Installing RSTickets!Pro

### 3.1 Installing the component

**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**.



## 3.2 Installing add-ons

All the **RSTickets!Pro** add-ons are installed through the default Joomla! installer as well, just go to **Extensions > Install/Uninstall**, browse to the plugin install file on your PC and click **Upload File&Install**.

## 3.3 Installing a new language file

You can install additional language files for **RSTickets!Pro** exactly the same way that you installed the component, through the default Joomla! installer (see the above screenshot). Please note that, in order to be able to use these language files you have to previously install the according Joomla! language pack for frontend and backend.

1. **Install the Joomla language pack (if you don't have them already installed):**

- a. Head to <http://community.joomla.org/translations.html> and choose the desired language pack;

- b. Download the Joomla! language pack for frontend and backend;

- c. Install the Joomla! language pack (regular installation through the Joomla! installer): in the backend panel head to **Extensions >> Install/Uninstall >> Browse the Joomla! language files >> Upload**

**e.g.** If you want to use the **RSTickets!Pro** Dutch translation, first of all install the Dutch Joomla! language packs for frontend and backend:

nl-

NL\_joomla\_lang\_site.1.5.20.zip

nl-

NL\_joomla\_lang\_admin.1.5.20.zip

2. **Install the RSTickets!Pro languages pack:** (through the Joomla! installer)

- a. Download the **RSTickets!Pro** language files from [www.rsjoomla.com](http://www.rsjoomla.com) - **Customer Downloads** (see [Step 2.3 Downloading additional language packs](#))

- b. In the backend panel, head to **Extensions >> Install/Uninstall >> Browse the RSTickets!Pro language files >> Upload**

## 3.4 Create your own translation

### 3.4.1 Frontend language pack

**To create a new site (front-end) language pack, follow these steps:**

1. Download the English administration (front-end) example language pack listed in your download files.
2. Unzip the file.
3. Edit the install.xml file and apply the changes accordingly.
4. Edit and translate the en-EN.com\_rsticketspro.ini file. Note that will also have to rename the file according to the adjustment made in the XML file.

### 3.4.2 Backend language pack

**To create a new administrator (back-end) language pack, follow these steps:**

1. Download the English administration (back-end) example language pack listed in your download files.
2. Unzip the file.
3. Edit the install.xml file and apply the changes accordingly.
4. Edit and translate the en-EN.com\_rsticketspro.ini file. Note that will also have to rename the file according to the adjustment made in the XML file.




**Notice:**

- We recommend that you use the corresponding HTML code for UTF-8 characters. If you choose not to use HTML codes for your UTF-8 characters, please make sure that you save the file with UTF-8 no BOM encoding.


## 3.5 Updating to a newer version

Keeping your component up to date is essential to its overall functionality. You can check the component version that you are using by going to **Components >> RSTickets!Pro**, you will be able to see the revision number on the right side of the screen, above the component logo.

RSTickets! PRO 2.0.0 REV 5	
	
Installed version:	2.0.0
Copyright:	© 2010 RSJoomla!
License:	GPL Commercial License
Author:	<a href="http://www.rsjoomla.com">www.rsjoomla.com</a>
Please enter your license code to receive updates	My License Code
<input type="button" value="Modify Registration"/>	

You can check if a new update is available for your component by going to **Components >> RSTickets!Pro >> Updates**.

Checking for updates


**RSTickets! Pro 1 Domain Life Time** A newer version is available! [Click here to download the update.](#)

You will need a valid license code to be able to search for any available updates. In order to retrieve the license code for your component you will have to register your domain on [www.rsjoomla.com](http://www.rsjoomla.com). To do this, you simply need to log in with your purchase user, go to **View my downloads >> Licenses >> Please specify a domain first**, enter your domain and click **Save**.

The license code will be available when you return to the **Licenses** page, just copy this code in your Joomla! administrative panel **Components >> RSTickets!Pro >> Please enter your license code to receive updates**.

If an update is found, you will need to follow the **Click here to download the update link**, download the update file, return to your Joomla! administrative panel **Extensions >> Install/Uninstall**, browse to your downloaded file and click **Upload File&Install**.

## 3.6 Uninstalling the component

In order to uninstall **RSTickets!Pro** you will need to go to **Extensions >> Install/Uninstall >> Components**, select the component from the list and click **Uninstall**.

If you encounter any problems when uninstalling **RSTickets!Pro** from the default Joomla! installer you can also perform a manual uninstall by following these instructions:

1. Locate your Joomla! /administrator/components/ folder. Delete the folder named **com\_rsticketspro**.
2. Connect to your MySQL database and remove all of the **\_rsticketspro** tables. For example, if your Joomla! database prefix is "jos", remove all tables that start with **jos\_rsticketspro**. For instance, you can use this SQL script: 

```
DROP TABLE `jos_rsticketspro_configuration`, `jos_rsticketspro_custom_fields`, `jos_rsticketspro_custom_fields_values`, `jos_rsticketspro_departments`, `jos_rsticketspro_emails`, `jos_rsticketspro_groups`, `jos_rsticketspro_kb_categories`, `jos_rsticketspro_kb_content`, `jos_rsticketspro_priorities`, `jos_rsticketspro_searches`, `jos_rsticketspro_staff`, `jos_rsticketspro_staff_to_department`, `jos_rsticketspro_statuses`, `jos_rsticketspro_tickets`, `jos_rsticketspro_ticket_files`, `jos_rsticketspro_ticket_history`, `jos_rsticketspro_ticket_messages`, `jos_rsticketspro_ticket_notes`
```
3. Browse the **\_components** table. Delete all records that have the value **com\_rsticketspro** in the option column. For instance, use this SQL script: 

```
DELETE FROM `jos_components` WHERE `option`='com_rsticketspro'
```

# Step 4: Configuring RSTickets!Pro

## 4.1 Configuration

The general behavior of the **RSTickets!Pro** component can be configured from here. To facilitate component management, the configuration area is divided into **eight tabs**: *General*, *Messages*, *Tickets*, *Avatars*, *Captcha*, *Email*, *Autoclose* and *Plugins*.

### 4.1.1 General tab

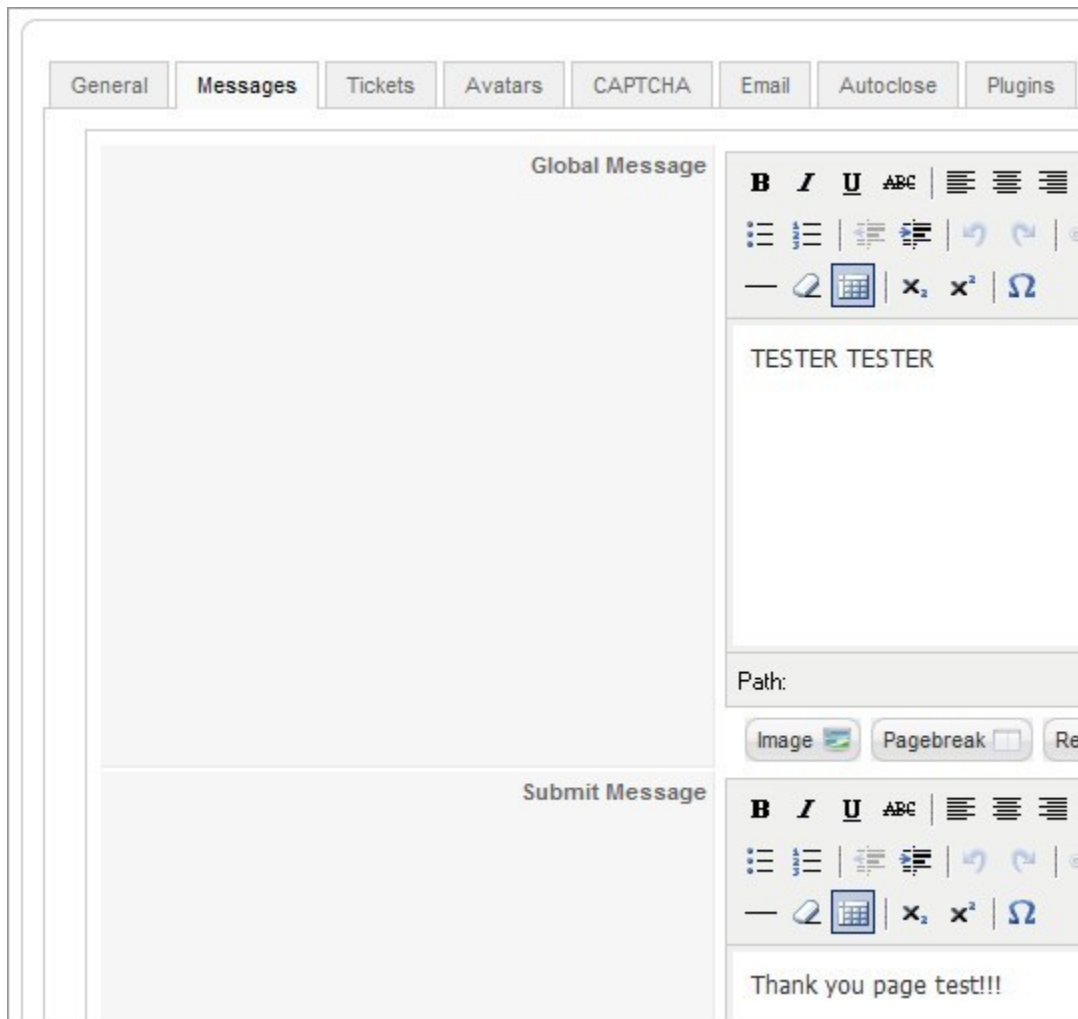
The screenshot shows the configuration interface for the RSTickets!Pro component, specifically the 'General' tab. The 'General' tab is highlighted with a red box. The interface includes several configuration options:

Configuration Option	Value / Selection
Please enter your license code to receive updates	MY LICENSE CODE
Date and Time Format	d.m.Y H:i:s
Date (No Time) Format	d.m.Y
Show RSTickets! Pro Link in Footer	<input type="radio"/> No <input checked="" type="radio"/> Yes
Use the Joomla! editor for writing messages	<input type="radio"/> No <input checked="" type="radio"/> Yes
Redirect to URL (after successful submission)	
Staff members see only their departments	<input checked="" type="radio"/> No <input type="radio"/> Yes

- if you want to search for any updates available for your component you will need to enter a valid license key in the **Please enter your license code to receive updates** field;
- **Date and Time Format**: a date/time mask that will be used through **RSTickets!Pro** to display the time. It uses the standard [PHP date masks](#);
- **Date (No Time) Format**: throughout the component the date will be used without the time portion. Setting this field can enable a separate mask for displaying the time;
- **Show RSTickets! Pro Link in Footer**: if enabled a small HTML **RSTickets!Pro** footer will be displayed below the main pages of **RSTickets!Pro**;

**Use the Joomla! editor for writing messages**: if enabled, all **RSTickets!Pro** message boxes will display a WYSIWYG editor.

## 4.1.2 Messages tab



- **Global Message** : RSTickets!Pro allows you to set a message that will be displayed on all RSTickets!Pro pages. This can be used to announce support time schedule, or other useful information.

**Submit Message** : this message will be displayed on the submit ticket page. This can be used to advice the user to first use search through your FAQ area for example.

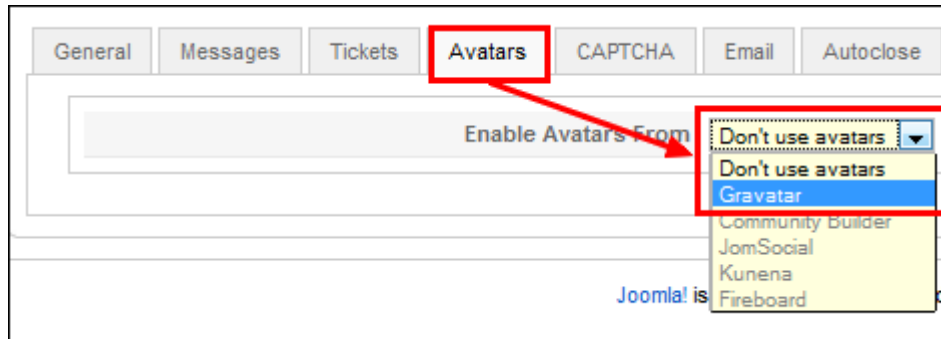
### 4.1.3 Tickets tab

Messages	<b>Tickets</b>	Avatars	CAPTCHA	Email	Autoclose	Notices	Knowledgebase
Ticket View Type		Tabbed ▼					
Receive Tickets From		Everyone ▼					
Show Submitter Information		<input type="radio"/> No <input checked="" type="radio"/> Yes					
Show Submitter Field		Name ▼					
Submitter Field is an Email Link		<input checked="" type="radio"/> No <input type="radio"/> Yes					
Allow Ticket Voting		<input type="radio"/> No <input checked="" type="radio"/> Yes					
Allow Customers to Close Tickets		<input type="radio"/> No <input checked="" type="radio"/> Yes					
Allow Customers to Re-open Closed Tickets		<input type="radio"/> No <input checked="" type="radio"/> Yes					
Ticket Viewing History		Enable and Allow Staff Members to View ▼					
Sort Ticket Messages		Descending ▼					
Colorize the Whole Ticket ?		<input checked="" type="radio"/> No <input type="radio"/> Yes					

- **Ticket View Type:** this setting will define the layout of your ticket page. You can choose between a tabbed (the ticket information will be displayed on a separate tab) or plain (the ticket information will be displayed on the same page as the ticket message) version;
- **Receive Tickets From:** with this option you can control the component's ticket submission. 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:** this option will enable/disable the viewing of the customers information;
- **Show Submitter Field:** this setting allows you to choose what user information you want to display on the ticket message page, you can choose between 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, this is a good way of receiving feedback on your customer support service;
- **Allow Customers to Close Tickets:** this will allow a customer to close his own ticket;
- **Allow Customers to Re-open Closed Tickets:** this allows customers to re-open their closed tickets instead of submitting a new ticket;

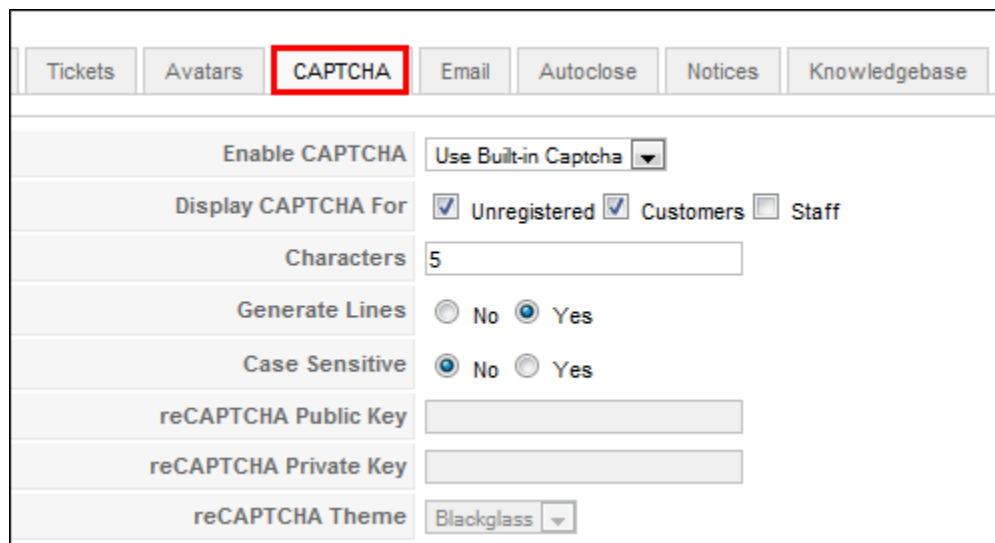
**Ticket Viewing History:** if you enable this feature each time a person opens the content of the ticket, this action will be recorded in a history log.

#### 4.1.4 Avatars tab



- the only setting you need to edit is the **Enable Avatars From**. This will allow you to use the avatars from a different component in **RSTickets!Pro**, you can choose between: Gravatar, Community Builder, JomSocial, Kurena, Fireboard.

#### 4.1.5 CAPTCHA tab



- the **Enable CAPTCHA** field allows you to choose if you want to use a CAPTCHA field in your submit ticket form and also select if you want to use a built-in CAPTCHA field or use reCAPTCHA;
- you can choose to display the CAPTCHA field only to a certain user group: Unregistered, Customers or Staff. This is done from the **Display CAPTCHA for** field;
- the length of the CAPTCHA image is set in the **Characters** field;

- **Generate Lines** : more advanced spam bots can identify your CAPTCHA image through specific algorithms. This settings helps prevent this from happening by decreasing the spam bots chance of identifying the correct pattern;
- **Case Sensitive** : this will determine if the CAPTCHA field will take the case of your input into consideration or not when validating the input;
- **reCAPTCHA Public Key** : in case you have selected to use reCAPTCHA for your submit ticket form, you will need to enter the public key you have retrieved from the reCAPTCHA site in this field for the validation to function properly;
- **reCAPTCHA Private Key** : the private key is the second part of the validation that ensures the functionality of the reCAPTCHA field, this key is also retrieved from the reCAPTCHA site;
- **reCAPTCHA Theme** : you can choose the reCAPTCHA theme that best integrates with your template.

#### 4.1.6 Emails tab

General	Messages	Tickets	Avatars	CAPTCHA	Email	Autoclose	Notices
Use Joomla! Global Configuration					<input checked="" type="radio"/> No <input type="radio"/> Yes		
From Email Address					your@email.com		
From Name					Customer Support		
Reply Above Message					Please reply above this line		

- 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.

#### 4.1.7 Autoclose tab

General	Messages	Tickets	Avatars	CAPTCHA	Email	<b>Autoclose</b>	Notices
Enable Autoclose		<input type="radio"/> No <input checked="" type="radio"/> Yes					
Check for tickets marked for autoclosing every (minutes)		<input type="text" value="10"/>					
Days a ticket should go into autoclose status		<input type="text" value="1"/>					
Days a ticket should be autoclosed (after notification is sent)		<input type="text" value="1"/>					

- **Enable Autoclose** : 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;
- **Check for tickets marked for autoclosing every (minutes)** : this setting determines how often should **RSTickets!Pro** check for tickets that are eligible for autoclosing;
- **Days a ticket should go into autoclose status** : the number of days a ticket should go into autoclosing status if it has no activity;
- **Days a ticket should be autoclosed (after notification is sent)** : the number of days that will pass until the ticket is closed after the notification message is sent.

#### 4.1.8 Notices tab

Messages	Tickets	Avatars	CAPTCHA	Email	Autoclose	<b>Notices</b>	Knowledgebase
Email Address		<input type="text" value="admin@mywebsite.com"/>					
<u>Number of Replies (Unassigned Ticket)</u>		<input type="text" value="2"/>					
<u>Number of Replies (Assigned Ticket)</u>		<input type="text" value="3"/>					
<u>Triggered Keywords</u>		<input type="text" value="spam"/>					

The *Notices* is particularly useful when you wish to be notified when tickets meet certain conditions. For example is faulty language is used or the customer added several replies without getting an answer.

- **Email Address:** to what email address should the notification email be sent.
- **Number of Replies (Unassigned Ticket):** how many replies need to be added so that the notification can be triggered for a ticket that hasn't been assigned to a staff member.
- **Number of Replies (Assigned Ticket):** how many replies need to be added so that the notification can be triggered for a ticket that has been assigned to a staff member.
- **Triggered Keywords:** if certain words are detected, the notification email can be triggered.

#### 4.1.9 Knowledgebase

**Hits for "Hot" Articles:** This is the amount of hits an article must achieve in order to be listed as a "most viewed" article. By default set to 200.



The screenshot shows a configuration interface with several tabs: General, Messages, Tickets, Avatars, CAPTCHA, Email, Autoclose, Notices, and Knowledgebase. The Knowledgebase tab is selected and highlighted with a red border. Below the tabs, there is a label 'Hits for "Hot" Articles' followed by a text input field containing the number '200'.

#### 4.2 Departments

The **Departments** tab allows an administrator to add new departments to the **RSTickets!Pro** installation. Departments should be considered a categorisation of tickets.

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

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

These can be deleted or renamed. It is to be noted that erasing a department will also **delete all tickets** that belong to that department.

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

## 4.2.1 General Tab

The screenshot shows a configuration form with four tabs: General, Tickets, Emails, and Uploads. The General tab is active. It contains three rows of fields: 'Department' with a text input containing 'New department', 'Prefix' with a text input containing 'ND', and 'Published' with radio buttons for 'No' and 'Yes' (the 'Yes' button is selected).

- the **Department** field is used in order to set the name of your new department;
- you can set a unique prefix for your department in the **Prefix** field; this will be used by the component when generating the ticket id;
- you can choose not to display your new department until all settings are configured from the **Published** field.

## 4.2.2 Tickets Tab

The screenshot shows a configuration form with four tabs: General, Tickets, Emails, and Uploads. The Tickets tab is active. It contains three rows of dropdown menus: 'Ticket Assignment Type' set to 'Automatic', 'Ticket Code Generation Rule' set to 'Random', and 'Priority' set to 'low'.

- the **Ticket Assignment Type** will define how tickets will be distributed between the staff members of your new department: *Static* or *Automatic*. *Static* assignment type implies that once a ticket has been added, this will not be assigned to anyone - it will be flagged as *Unassigned*. A staff member can assign it to others (if it has sufficient group permissions - see [step 4.3 Staff groups](#)) or it is automatically assigned to the staff member once he/she replies to it. The *Automatic* assignment type option will assign the ticket to one of the staff members that are listed for that particular department. This assignment type is **load balanced**, meaning that the ticket will be assigned to the staff member that has the fewest opened tickets;
- each ticket has an unique id composed from two elements: the department prefix and a unique number sequence. In the **Ticket Code Generation Rule** you can control the second component. You can have a random order for the unique sequence or incremental;

in the **Priority** dropdown you will be able to select the department's default priority for incoming tickets; these priorities are defined in the **Ticket priorities** tab - see [step 4.5 Ticket Priorities](#)

### 4.2.3 Emails Tab

The screenshot shows a configuration window with four tabs: 'General', 'Tickets', 'Emails', and 'Uploads'. The 'Emails' tab is active. It contains three main sections:

- The first section is 'Send emails to customer when staff members reply' with radio buttons for 'No' and 'Yes' (selected).
- The second section is 'Send emails to the staff member when customers reply' with radio buttons for 'No' and 'Yes' (selected).
- The third section is 'Notify the following email addresses when a new ticket arrives (each email on a new line)', which is currently empty.
- The fourth section is 'Notify staff members when a ticket has been manually assigned to them' with radio buttons for 'No' (selected) and 'Yes'.

Here you can configure some emails that are specific for every department.

- the first option, **Send emails to customer when staff members reply**, will send an email notification to the customer when a staff member replies to his submitted ticket;
- similarly, **Send emails to the staff member when customers reply**, will send an email notification to the staff member the ticket is assigned to when the customer replies to his ticket;
- the **Notify the following email addresses when a new ticket arrives** field allows you to configure any number of email addresses (each on a new line) that will receive an email each time a new ticket is submitted to your department;

you can choose to send an email to your staff members when a new ticket is assigned to them from the **Notify staff members when a ticket has been manually assigned the them** field.

## 4.2.4 Uploads Tab

General Tickets Emails Uploads

Enable uploading files for: Everyone



Allowed extensions (each extension on a new line)  
Please note that allowing extensions such as php to be uploaded you compromise your server security!

zip

- you can choose to allow attachments for your new department by editing the **Enable uploading files for** field; you can allow any user to upload, restrict the upload functionality only to registered users or deny attachments altogether for your department;
- the **Allowed extensions** field allows you to choose what extensions your site users can upload in their tickets.

## 4.2.5 Custom Fields Tab

With **RSTickets!Pro** you can define any number of custom fields for each department. The custom field manager can be accessed by going to **Components >> RSTickets!Pro >> Departments** and clicking on the button located on the left side of your department name.

#	<input type="checkbox"/>	Custom Fields	Department
1	<input type="checkbox"/>		Billing
2	<input type="checkbox"/>		Tech Support

Each custom field has the following properties:

- **Custom Field:** the name of the custom field;
- **Label:** the label will be displayed in the front-end ticket submission form;
- **Type:** Custom HTML, Text Area, Select list, Multiple select list, Checkbox group, Radio group, Calendar, Calendar and Time;
- **Values:** default value, or in the case of radio and checkbox groups - the selectable items, each on a new line;

- **Additional Attributes:** custom style or Javascript triggers can be used inside this area;
- **Required:** set if the custom field is mandatory;
- **Validation Message:** in case of field validation, the configured message will be displayed;
- **Published:** choose if you want to display the custom field or not.

## 4.3 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.

### 4.3.1 General Tab

The screenshot shows a configuration window with several tabs: General, Submitting, Replying, Viewing, Updating, and Internal Notes. The 'General' tab is selected. Below the tabs, there is a 'Group' field with a dropdown menu currently showing 'Staff'.

- you can set the name for your new staff group in the **Group** field.

### 4.3.2 Submitting Tab

The screenshot shows the 'Submitting' tab selected. It contains three permission settings, each with a 'No' and a 'Yes' radio button option. The 'Yes' option is selected for all three.

Can submit his own ticket	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Can submit a ticket on behalf of a customer	<input type="radio"/> No	<input checked="" type="radio"/> Yes
Can submit a ticket on behalf of another staff member	<input type="radio"/> No	<input checked="" type="radio"/> Yes

- the first field, **Can submit his own ticket**, determines if the staff members from this group can submit tickets;
- the second field, **Can submit a ticket on behalf of a customer**, allows your staff members to submit tickets on behalf of a customer;

**Can submit a ticket on behalf of another staff member**, similar to your second option this allows staff members to submit tickets on behalf of other staff members.

### 4.3.3 Replying Tab

General	Submitting	Replying	Viewing	Updating	Internal Notes
Can submit ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can update ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can update customer ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can update other staff ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can delete ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can delete customer ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can delete other staff ticket replies <input type="radio"/> No <input checked="" type="radio"/> Yes					

- **Can submit ticket replies** - allows your staff members to add ticket replies;
- **Can update ticket replies** - staff members can edit their ticket replies;
- **Can update customer ticket replies** - allows your staff members to edit the customer's ticket replies;
- **Can update other staff ticket replies** - staff members can edit other staff members ticket replies;
- **Can delete ticket replies** - staff members from this group will be able to delete their ticket replies;
- **Can delete customer ticket replies** - staff members will be able to delete customer's ticket replies;
- **Can delete other staff ticket replies** - staff members will be able to delete other staff members ticket replies.

#### 4.3.4 Viewing Tab

General	Submitting	Replying	Viewing	Updating	Internal Notes
Can see unassigned tickets <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can see tickets assigned to other staff members <input checked="" type="radio"/> No <input type="radio"/> Yes					

- **Can see unassigned tickets** - this setting determines if the staff members belonging to this group can see tickets that have not been assigned yet;

**Can see tickets assigned to other staff members** - this setting will allow staff members to see tickets that have been assigned to other staff members.

#### 4.3.5 Updating Tab

General	Submitting	Replying	Viewing	Updating	Internal Notes
Can update ticket <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can update ticket's custom fields <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can assign tickets to other staff members <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can change the ticket status <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can move tickets from one department to another <input type="radio"/> No <input checked="" type="radio"/> Yes					
Can delete tickets <input type="radio"/> No <input checked="" type="radio"/> Yes					

- **Can update ticket** - staff members will be able to change the ticket subject and priority;
- **Can update ticket's custom fields** - staff members will be able to change the information recorded in the ticket's custom fields;
- **Can assign tickets to other staff members** - this will allow staff members to assign tickets to other staff members;
- **Can change the ticket status** - this will decide if the group's staff members will be able to change the ticket status;
- **Can move tickets from one department to another** - staff members will be able to move tickets between departments;
- **Can delete tickets** - this will allow staff members from this group to delete tickets.

### 4.3.6 Internal Notes Tab

General	Submitting	Replying	Viewing	Updating	Internal Notes	
					Can view notes	<input type="radio"/> No <input checked="" type="radio"/> Yes
					Can add notes to tickets	<input type="radio"/> No <input checked="" type="radio"/> Yes
					Can update own notes	<input type="radio"/> No <input checked="" type="radio"/> Yes
					Can update other staff's notes	<input type="radio"/> No <input checked="" type="radio"/> Yes
					Can delete own notes	<input type="radio"/> No <input checked="" type="radio"/> Yes
					Can delete other staff's notes	<input type="radio"/> No <input checked="" type="radio"/> Yes

- **Can view notes** - staff members will be able to view the internal notes of each ticket;
- **Can add notes to tickets** - this will determine if staff members from this group can add internal notes to tickets;
- **Can update own notes** - staff members from this group will be able to edit their own internal notes;
- **Can update other staff's notes** - the group's staff members will be able to edit internal notes created by other staff members;
- **Can delete own notes** - staff members from this group will be able to delete their own internal notes;

**Can delete other staff's notes** - the group's staff members will be able to delete the internal notes of other staff members.

## 4.4 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*.

The screenshot shows a form for creating a staff member. It has three main sections: Username, Group, and Departments. The Username field shows 'No user selected'. The Group field is a dropdown menu set to 'Staff'. The Departments field is a multi-select dropdown menu with 'Billing', 'Tech Support', and ' Licensing' selected. Below these fields is a large text area for the signature, with a WYSIWYG editor toolbar above it. The toolbar includes buttons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, image, subscript, superscript, and link. At the bottom of the form, there is a 'Path: p' field and two buttons: 'Image' and 'Pagebreak'.

- **Username** : you can search for a specific username in the user list. The user which you select will be set as staff member in **RSTickets! Pro**.
- **Group** : the group the staff member will belong to. You must select only one group. The staff member will be able to perform the actions defined in the group.
- **Departments** : in this field you will be able to choose what departments the staff members will be responsible for, you can choose one or multiple departments in this drop-down list by holding the *CTRL* key;

**Signature** : you can type a signature for the staff member. A WYSIWYG editor is available in order to customize the text. The signature will be added to ticket replies that the staff member will post..

## 4.5 Ticket Priorities

With **RSTickets!Pro** you have full control over your tickets priorities. By default the following priorities are available for your tickets: "low", "normal", "high". These default priorities cannot be deleted, you can only choose to rename them.

You can translate your priorities by adding the priority's name in uppercase and the translation in your language file (*/languages/en-GB/en-GB.com\_rsticketspro.ini*). For example:

**LOW=low translation.**

Depending on your customers needs, you may want to create additional priorities. In order to add a new priority for your tickets you just need to click the "New" button:



- you will have to enter the priority name in the **Priority** field;
- the second field, **Published**, will determine if the priority will be displayed in the front-end or not.

## 4.6 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. Also these statuses will always be published and cannot be deleted but can be renamed. In **RSTickets! Pro** you can also translate the statuses by adding the status name in uppercase and it's translation in your language file (*language/fr-FR/fr-FR.com\_rsticketspro.ini*).



**Example:**

- **OPEN=open\_translation**

The status of ticket will determine if this is eligible for auto-closing (if enabled from:

**Components >> RSTickets!Pro >> Configuration >> Autoclose**).

Similar to the ticket priorities, you can easily add a new status for your tickets by clicking the **New** button:



- the name of your new status will have to be entered in the **Status** field;
- the second field, **Published**, will determine if the priority will be displayed in the front-end or not.

## 4.7 Email Messages

The **Email Messages** tab allows a central place for all the emails that will be generated with **RSTickets!Pro**. You can configure the available emails for each language installed for your Joomla! website. All you need to do is select the language from the *Select language* dropdown then edit the messages.

### Placeholders:

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

- ***Sent to the customer when he submits a new ticket***
  - a. {live\_site} - your website's URL;
  - b. {ticket} - link to your ticket (returns HTML tag + URL);
  - c. {customer\_name} - the customer's name;
  - d. {customer\_username} - the customer's username;
  - e. {customer\_email} - the customer's email;
  - f. {code} - the ticket code;
  - g. {subject} - the ticket subject;
  - h. {message} - the ticket message;
  - i. {custom\_fields} - the custom fields defined for the selected department;
  
- ***Sent to the emails added in the department notify section***
  - a. {live\_site}
  - b. {ticket}
  - c. {customer\_name}
  - d. {customer\_username}
  - e. {customer\_email}
  - f. {code}
  - g. {subject}
  - h. {message}
  - i. {custom\_fields}
  - j. {staff\_name} - the staff's name;
  - k. {staff\_username} - the staff's username;
  - l. {staff\_email} - the staff's email;
  
- ***Sent to the customer when a new reply is added***
  - a. {live\_site}
  - b. {ticket}
  - c. {customer\_name}
  - d. {customer\_username}
  - e. {customer\_email}

- f. {code}
  - g. {subject}
  - h. {message}
  - i. {staff\_name}
  - j. {staff\_username}
  - k. {staff\_email}
- ***Sent to the staff member when a new reply is added***
    - a. {live\_site}
    - b. {ticket}
    - c. {customer\_name}
    - d. {customer\_username}
    - e. {customer\_email}
    - f. {code}
    - g. {subject}
    - h. {message}
    - i. {staff\_name}
    - j. {staff\_username}
    - k. {staff\_email}
- ***Sent to the staff member when a new ticket is submitted and gets auto-assigned to him***
    - a. {code}
    - b. {customer\_email}
    - c. {message}
    - d. {custom\_fields}
- ***Email sent when a new user is created***
    - a. {live\_site}
    - b. {username} - the username for the new account;
    - c. {password} - the password for the new account;
    - d. {email} - the email address for the new account;
- ***Notification email sent to the customer when his ticket goes into auto-close status***
    - a. {subject}
    - b. {inactive\_interval} - the period of time the ticket was inactive for before entering the autoclose status;
    - c. {close\_interval} - the period of time the ticket will be closed in after the notification has been sent;
- ***Email sent when a ticket has been rejected based on current settings***
    - a. {subject}

- b. {customer\_name}
- c. {department} - the name of the department;

***Email sent when the number of replies with no staff response exceeds the setting in the Notice Configuration (and the ticket is assigned)***

**Available placeholders:**

- {code}: the ticket unique code.
- {ticket}: the ticket URL.
- {replies}: the number of replies added without a staff member reply in between.
- {customer\_name}: the name of the customer.
- {customer\_username}: the username of the customer.
- {customer\_email}: the email of the customer.
- {subject}: ticket subject.
- {message}: ticket message.

***Email sent when a ticket contains any of the keywords in the Notice Configuration***

**Available placeholders:**

- {code}: the ticket unique code.
- {ticket}: the ticket URL.
- {replies}: the number of replies added without a staff member reply in between.
- {customer\_name}: the name of the customer.
- {customer\_username}: the username of the customer.
- {customer\_email}: the email of the customer.
- {staff\_name}: the name of the customer.
- {staff\_username}: the username of the customer.
- {staff\_email}: the email of the customer.
- {subject}: ticket subject.
- {message}: ticket message.

***Email sent when the number of replies with no staff response exceeds the setting in the Notice Configuration (and the ticket is assigned)***

- {code}: the ticket unique code.
- {ticket}: the ticket URL.
- {replies}: the number of replies added without a staff member reply in between.
- {customer\_name}: the name of the customer.
- {customer\_username}: the username of the customer.
- {customer\_email}: the email of the customer.
- {staff\_name}: the name of the customer.
- {staff\_username}: the username of the customer.

- {staff\_email}: the email of the customer.
- {subject}: ticket subject.
- {message}: ticket message.

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

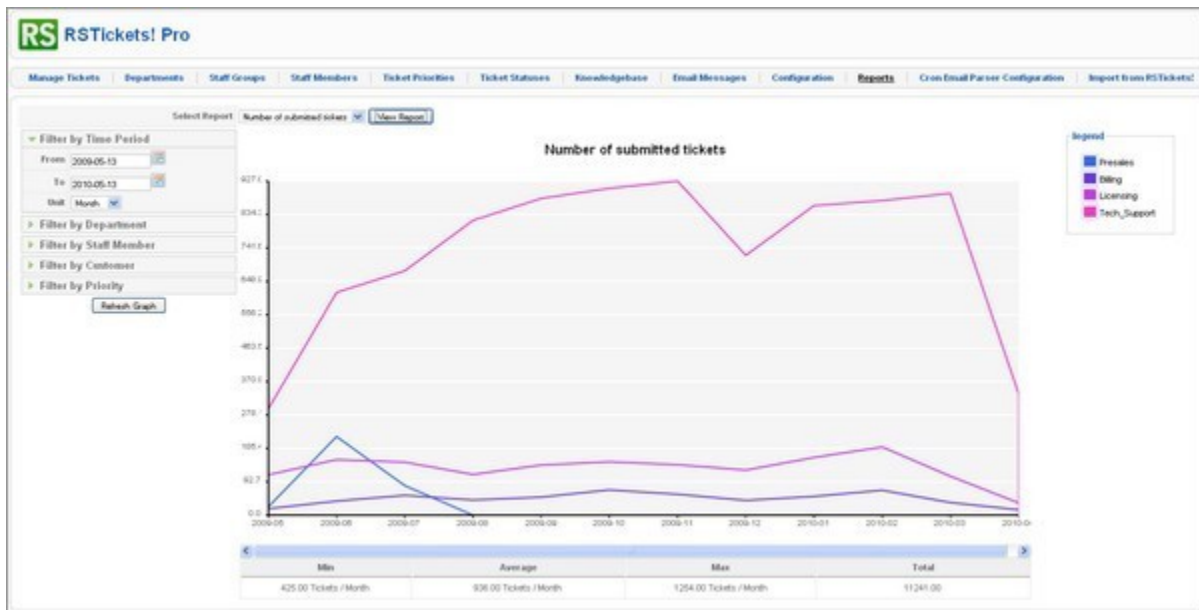
## Step 5: Managing Add-ons

### 5.1 Reports plugin

**RSTickets!Pro** offers a flexible platform that can be easily extend in terms of functionality. The **Reports** plugin offers an **statistical overview** of your tickets. Proper staff management is crucial in providing a quality support system. With the **Reports** plugin you can now view the staff member's ticket activity for example. 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.

To **install** this plugin please refer to the Install add-ons part of the guide. After the successful installation, the **Reports** plugin can be accessed from within the **Components >> RSTickets! Pro >> Reports** area.

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.



Next, we will present all the configuration *filters* and *report types* that the Reports plugin has:

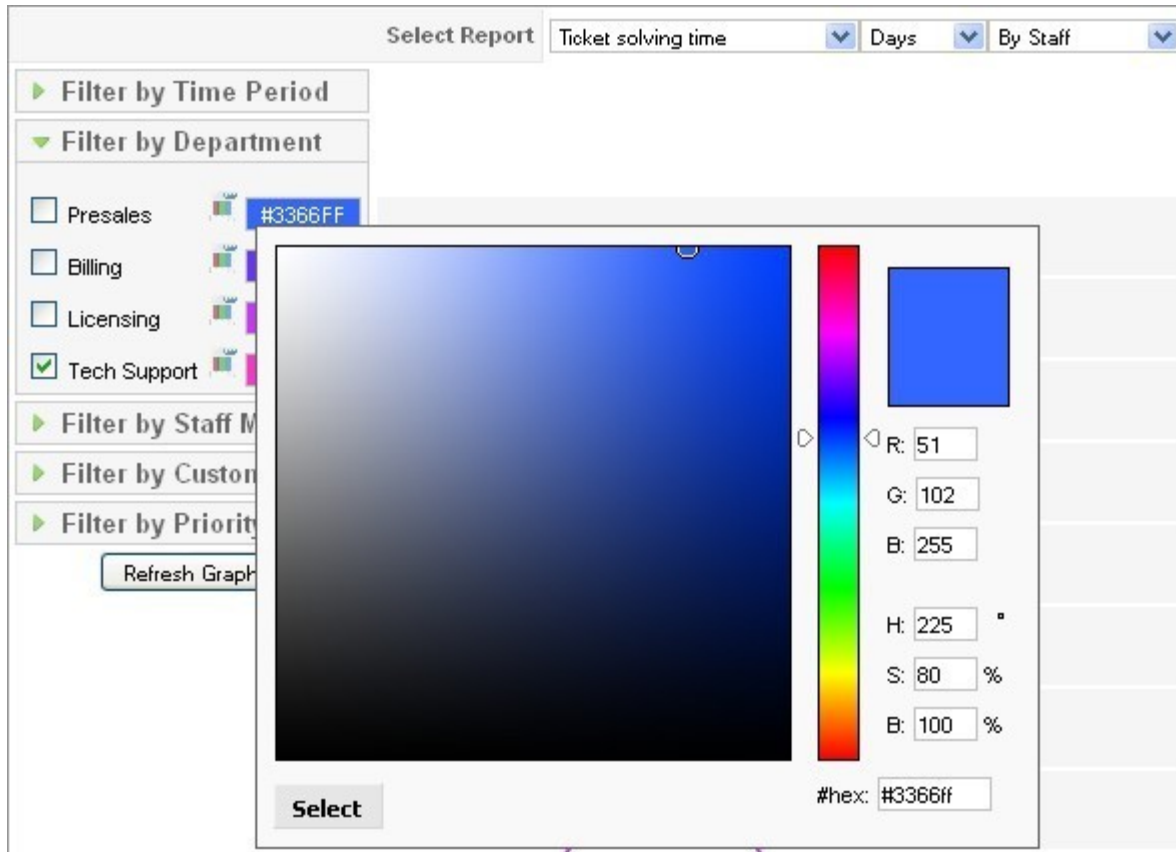
#### Report types:

- **Number of submitted tickets:** the report will take into consideration the overall number of submitted tickets;
- **Ticket solving time:** the ticket solving time takes into consideration the date of the first ticket reply and closing date per ticket. This report type has two additional filters - *time unit (minutes, hours, days)* and *data category (by department or staff member)*;
- **Number of replies:** the number of ticket replies that were required to get the ticket into closed state. This too has an additional data group filter: *By department* and *By staff*;
- **Customer feedback:** can generate a report based on the rating that can be provided at the end of each ticket - *By department* or *By staff members*;
- **Response time:** this takes into consideration the amount of time that passes since the ticket was submitted until it got the first reply. This report type has two additional filters: *time unit (minutes, hours, days)* and *data category (by department or staff member)*;
- **Assigned tickets:** number of tickets assigned to staff members.

#### Filters:

- **Filter by time period:** When generating a report you don't need to necessarily include all your tickets. You can set two calendar fields - Start date and End date;
- **Filter by department:** In the report, you can set what departments to be included in the generated graph;
- **Filter by staff member:** check which staff members to be included in your report;
- **Filter by customer:** you can monitor a certain customer activity over time;
- **Filter by priority:** you can filter out tickets included in the report base by its priority;

**Color coding** has been added so you can tell apart the different lines. You can set color codes to each department and staff member. On the right side of the chart you will see a **legend** with the current color codes so that you can easily identify the data in the graph.



## 5.2 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.

To **install** this plugin please refer to the Install add-ons section of the guide. After the successful installation, the **Cron** plugin can be accessed from within the **Components >> RSTickets!Pro >> Cron Email Parser Configuration** area

The basic **Cron Email Parser Configuration** tab displays a list of all the current configured crons (see image below) that are available on your installation. Yes, this is correct, **RSTickets!Pro** support multiple crons. A fundamental change has been implemented from its predecessor (**RSTickets!**). Due to use of a system plugin, now the **Cron** plugin will run on any page that is being accessed, no longer being chained to accessing the former RSTickets!'s *Tickets* or *My tickets* tabs.

#	<input type="checkbox"/>	Test Connection	Account Name	Server Address	Published	Order
1	<input type="checkbox"/>	Test Connection	Cron for department X	pop.email.com:110		1
2	<input type="checkbox"/>	Test Connection	Cron for department y	pop.email.com:110		2

Display # 20

Upon clicking **New** or editing an existing cron, the core cron configuration area will be displayed (see image below). This screen is divided into: *General* and *Advanced*. The main difference from the regular RSTickets! version is the missing cron type option and the *Advanced* tab.

General
Advanced

<b>Account Name</b>	Cron for department X
<b>Server Address</b>	pop.email.com
<b>Server Protocol</b>	POP3
<b>Server Port</b>	110
<b>Username</b>	test
<b>Password</b>	•••••
<b>Check Interval (minutes)</b>	5
<b>Accept New Tickets From</b>	Everyone
<b>Assign New Tickets To</b>	Billing
<b>New Tickets Have This Priority</b>	low
<b>Published</b>	<input type="radio"/> No <input checked="" type="radio"/> Yes

## General

Main configuration area:

- **Account Name:** the name of the cron process;
- **Server Address:** the email account's server address;
- **Server Protocol:** what email protocol should be used: POP3 or IMAP;
- **Server Port:** depending on the protocol and server side settings you have to specify the port number that should be used for the connection;
- **Username:** the username for the specified email account;
- **Password:** the password for the specified email account;

- **Check Interval:** this is actually the frequency of the cron, in other words, how often should the cron check the email account for new emails;
- **Accept New Tickets From:** some restrictions can be set on what emails can be passed as tickets. This verification is based on the incoming email address;
- **Assign New Tickets To:** this field contains a list of your published departments. The tickets that arrive from the cron, can be introduced directly into your selected department;
- **New Tickets Have This Priority:** tickets that arrive from the cron will be introduced with the configured priority;
- **Published:** this setting allows you to enable or disable your configured cron job.

The screenshot shows a configuration window with two tabs: 'General' and 'Advanced'. The 'Advanced' tab is active. It contains four rows of settings:

- Use SSL ?**: Radio buttons for 'No' (selected) and 'Yes'.
- Use TLS ?**: Radio buttons for 'No' (selected) and 'Yes'.
- Validate Server Certificate ?**: Radio buttons for 'No' (selected) and 'Yes'.
- Time Zone**: A dropdown menu currently showing 'Use Global'.

### Advanced

Advanced configuration area:

- **Use SSL:** SSL is a cryptographic protocol that provides security for communications over networks such as the Internet;
- **Use TLS:** TLS is the predecessor of the SSL;

**Validate Server Certificate:** validate or not the SSL/TSL server. If your server connection uses TLS or SSL you should enable this.

## 5.3 Import plugin

The **RSTickets!Pro** Import plugin allows you to **migrate** the data from **RSTickets!** to **RSTickets!Pro** as accurately as possible.

The **Import** plugin is rather easy to use, having only one parameter to configure: **Number of queries per second**. Depending on your server performance, this setting can be used to speed up or slow down the import process.

When Importing from **RSTickets!**, this will **replace** your current **RSTickets!Pro** data. Restored data: tickets, departments, staff members, groups and custom fields.

**Warning!**

This plugin imports your current settings from RSTickets! into RSTickets! Pro. This means that some parts of your current configuration will be replaced.

Number of queries to execute per request:

## Step 6: Knowledgebase

There are many customer issues that can have the same answer. This is where a **Knowledgebase** comes into place. 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.

The Knowledgebase can also be displayed using a **menu item**, so users can read through, before submitting a support ticket, thus reducing the staff members workload. A good knowledgebase will save you valuable time.

Basically, the knowledgebase is composed out of articles. Similar, to the standard articles, **RSTickets!Pro** has also incorporated a **category-subcategory structure** for articles, thus you can easily differentiate between articles from different departments.

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

### 6.1 Creating a category

Upon editing or adding a new category, you will be presented with the following options:

- **Category:** the actual name of the category that is to be added;
- **Parent:** this can be a no-parent category or a sub-category;
- **Description:** a WYSIWYG area that can be used for adding a description;
- **Meta description**
- **Meta keywords**
- **Private:** enabling a category to be private will make it available only for staff members;
- **Published:** this settings will determine if the category is visible or not.

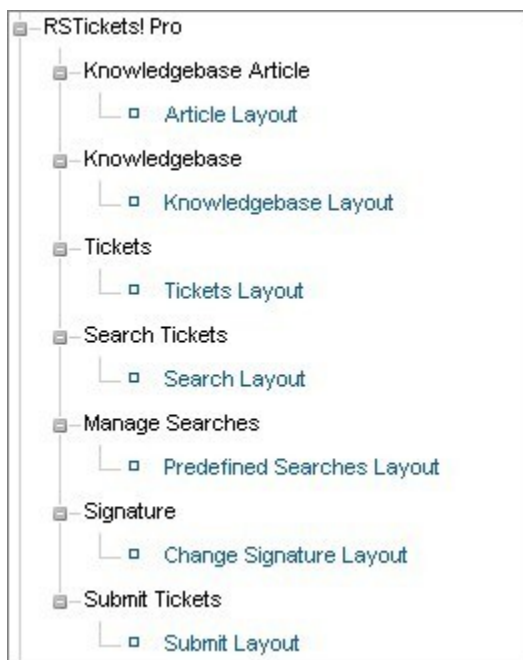
## 6.2 Adding a knowledgebase article

Upon editing or adding a new article, you will be presented with the following options:

- **Article Title:** the article name;
- **Category:** the category that the article will belong to;
- **Text:** WYSIWYG editor area for easy text writing;
- **Meta Description**
- **Meta Keywords**
- **Private:** if set to yes, the article will only be visible to staff members;
- **Published:** from this field you will determine if the article is viewable or not.

## Step 7: Menu Items

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



## 7.1 Knowledgebase Article

Creating a Knowledgebase Article menu item will allow you to display a certain article from your knowledgebase. Besides the usual, standard, Joomla! menu items parameters a simple select box has been added to easily point out the article to be displayed.

## 7.2 Knowledgebase Layout

This menu item type will create a listing of all your configured **RSTickets!Pro** knowledgebase categories and articles. The following parameters are available:

- **Description:** this setting will display, or hide the category description;
- **Show Filter:** with this setting you can display a search filter;
- **Show Table Headings:** this will display the table headers of the article listing;
- **Show Pagination:** you can choose to display the pagination from this option;
- **Show Pagination Limit:** will display how many items you wish to display per page.

## 7.3 Tickets Layout

Adding a Tickets Layout will display a list of tickets:

Advanced:

- **Show Filter:**
  - Show all tickets available to the user - this will display all your tickets;
  - Show only unassigned tickets - this will display only tickets that are unassigned;
  - Show tickets submitted by the logged in user - this will display only tickets that were submitted by the logged in user;
  - Show tickets assigned to current logged in user - applying this filter will only display the tickets assigned to the currently logged in staff member;
  - Show both (assigned and submitted) - this filter will display both the tickets submitted by the staff member and the tickets that were assigned to him.
- **Priority:** filter tickets based on the selected priorities;
- **Status:** filter tickets based on the selected statuses;
- **Table Headings:** choose to display or hide the table heading;
- **Order:** allows you to choose the order the tickets will be listed in (default / last reply / subject / status / priority / replies);
- **Direction:** another parameter for the ordering of your tickets (ascending or descending).

Basic:

- **Date:** this will display or hide the date the ticket was submitted in;
- **Last Reply:** with this setting you will be able to see when the last reply that was added;
- **Code:** this will display or hide the ticket code;
- **Replies:** you will be able to view the number of replies with this setting;
- **Customer:** this will display or hide the customer that submitted the ticket;
- **Priority:** display or hide the ticket priority;
- **Status:** display or hide the ticket status;
- **Assigned To:** display or hide the staff member the ticket was assigned to;

## 7.4 Search Layout

The Search Layout will allow you to search through already submitted tickets. It is to be noted that if you are logged in as a **customer** it will search on tickets that belong to the logged in user. If the user is a **staff member** it will search through tickets that are accessible (is assigned as staff for a department). In both instances, the search will be performed on the ticket **subject** and **message** fields. Furthermore, you can perform the search only on flagged tickets.

**RSTickets!Pro** offers a **advance search** option. Here you can filter out the result based on the following criterias: customer (username or email address), staff member (username or email address), department, priority and status. The search results can be filtered by: last reply, subject, status, priority and replies, ascending or descending.

## 7.5 Predefined Searches Layout

As the name implies, one can use save a often use search - like open tickets for example. Using this menu item will allow you to manage these searches: edit/delete and make a search item default. It is to be noted that the predefined search layout addresses the needs of staff members.

## 7.6 Change Signature Layout

This menu item also address **RSTickets!Pro** staff members. Here one can add/edit the signature. The signature can be automatically added (using a checkbox) at the end of ticket reply.

## 7.7 Submit Layout

The Submit Layout will allow one to post new tickets. It is basically the ticket submission form. As a parameter, this menu item has a **Department** option. Setting this will open up the ticket submission form with the configured department selected by default.

## The purpose of this guide

This guide is designed to assist you, step by step, in setting up a Joomla! help desk ticketing system using the RSTickets!Pro Component.

We've also created a RSTickets!Pro Quick Guide, that includes all important steps that you must follow to quickly setup a support department.

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](#).