

Configuring Open Ticket Order Module

When the module runs, a support ticket is opened in the [Support Manager](#).

1. In the **Internal Ticket** field, select **Yes** if the ticket is for internal users only, select **No** if the ticket includes the client.
2. In the **Ticket Source** field, select **Client** if the ticket originates from the client, or select **Admin** if the ticket originates from your users.
3. In the **Staff Owner** field, select the user assigned to the ticket.
4. In the **Department** field, select the support department the ticket belongs to.
5. In the **CC** field, enter the email address of any person you want to receive a copy.
6. In the **Send Copy to Client** field, select **Yes** to automatically copy the client or **No**.
7. In the **Subject** field, enter the subject of the email.
8. In the **Body** field, enter the contents of the body of the email.
9. In the **Add Ticket Timer** field, select Yes to include a [ticket timer](#) in the support ticket.
10. In the **Ticket Timer Delay** field, enter the numeric value in hours for the ticket to wait to take the configured actions below.
11. In the **Update Type** field, select **Staff Followup** to automatically reply to the support ticket, select **Staff Comment (Private)** to automatically add a private, internal-only comment, select **Staff Comment (Client Viewable)** to automatically add a public, client-viewable comment.
12. In the **Update From** field, select the email the ticket timer will use to send the update from.
13. In the **Update Subject** field, enter the subject of the email the ticket timer will use.
14. In the **Update Body** field, enter the subject of the email the ticket timer will use.
15. Click **Save** or **Save & New**.

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Add Order Action

Details Prereqs **Config**

Internal Ticket: ☒ Yes ☐ No

Ticket Source: Admin

Staff Owner: Brian Teclar

Department: Support

CC:

Send Copy to Client: No

Subject: Setup Managed Server in the NOC

Body:

[View Variables](#)

Add Ticket Timer: ☒ Yes ☐ No

Ticket Timer Delay: 24 (Hours)

Update Type: Staff Followup

Update From: support@localhost

Update Subject: Server Login Credentials

Update Body:

Please contact us at ##department## to receive your server login credentials.

Thanks!
Brian Teclar
Marshall Hosting Support

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