

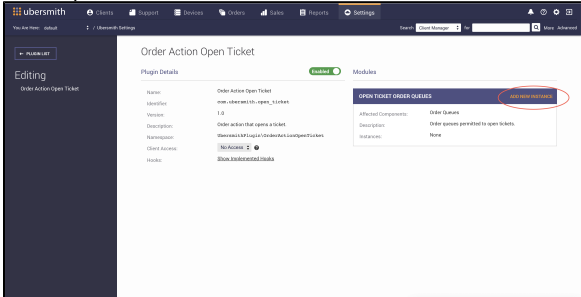
Configuring the Open Ticket Order Action Plugin Module

Use this plugin to open a support ticket in the Support Manager at a specific point in the order process in an Order Queue. The configuration steps are as follows:

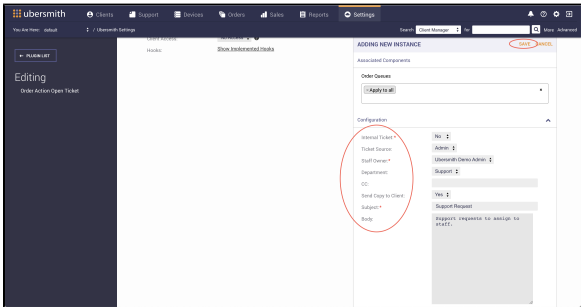
1. [Enable the Order Action Open Ticket plugin.](#)
2. Configure the Order Action Open Ticket plugin (below).
3. [Add the **Open Ticket** order action to the Order Queue.](#)

Configuring the Order Action Open Ticket Plugin

1. In the *Open Ticket Order Queues* section, click **Add New Instance**.



2. In the **Order Queues** field, select **Apply to all** or the specific order queue for which you want to add the Open Ticket order actions.
3. In the **Internal Ticket** field, select **Yes** if the ticket is for internal users only, select **No** if the ticket includes the client.
4. In the **Ticket Source** field, select **Client** if the ticket originates from the client, or select **Admin** if the ticket originates from your users.
5. In the **Staff Owner** field, select the user assigned to the ticket.
6. In the **Department** field, select the support department the ticket belongs to.
7. In the **CC** field, enter the email address of any person you want to receive a copy.
8. In the **Send Copy to Client** field, select **Yes** to automatically copy the client or **No**.
9. In the **Subject** field, enter the subject of the email.
10. In the **Body** field, enter the contents of the body of the email.
11. Click **Save**.



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