

microSUPPORT

ver 1.4.0 (Released 15 June 2009)

by MicroHellas

<http://www.vbelite.com>

1.- Usage

Fully working Site Support System. Includes Support Tickets and FAQ

2.- Installation

The installation is pretty easy, has been checked many times for installing and uninstalling the product. Just follow these steps below:

- Download and unzip the file microSUPPORT.zip
- Open the folder vbulletin and select all files and subfolders inside it
- Connect to your website and open the directory where is your vBulletin installation (usally forum, forums, portal etc).
- Upload the selected files to your site. If you fellow the right way then the file support.php must be on the same level as the index.php file of vBulletin.
- Before any new installation is good to backup your database before, even if nobody is doing it (including me). At lease turn your site off
- Check at your AdminCP->vBulletin Options->Plugin/Hook System that Plugin system is enabled.
- From your AdminCP->Plugin System->Manage Products choose Add/Import Product and import the product: product-microsupport.xml

3.- Configuration

As every vBulletin product, you need to make some initial configuration before it goes live.

- MicroSUPPORT Options
- Setup F.AQ categories, Support Departments, Supported Products. Setup for Ticket statuses is only editing the records. Actually this is only for those operating a non-English site, to translate the statuses. Otherwise you can't add/delete statuses.
- Setup usergroup permissions.

4.- Template Modification

The module is using it's own templates, so it doesn't needs any template modification except if you want to add a link to the navbar. In this case you need to modify the NavBar template.

Open it and find:

```
<td class="vbmenu_control"><a href="calendar.php$session[sessionurl_q]">
$vbphrase[calendar]</a></td>
```

Add below:

```
<td class="vbmenu_control"><a href="support.php$session[sessionurl_q]">
Support</a></td>
```

5.- Copyright

- This software is copyrighted work of Maria Avlatzi (MicroHellas)
- **You can NOT distribute this module even for free.**

6.- Version 1.1.0 New Features & Bug fixes

- Fixed the bug where the email didn't sent to client by using mail function instead vbmmail.
- Added attachment option to new tickets and replies
- Added filtering option to ticket listing (Tech section). Now a Technician can eliminate the amount of tickets by filtering them by Department and/or Product and/or Ticket status.
- More options in microSUPPORT general options:
 - Different email to user for new ticket than the reply
 - Default email address (Technician) for notifications for new tickets or new replies.
 - Email footer
 - HTML emails to user
 - Email priority
 - User salutation in email
 - Allowed attachment types.

7.- How to upgrade

- Unzip and upload all files and folders
- CMOD 777 directory microsupport/attachments/
- Import product-microsupport.xml checking to overwrite.
- Set the extra options

8.- Version 1.2.0 Bug fixes

- In ticket view the data of original post were wrong. Fixed.
- When a ticket was closed View and Close appeared in the select list. Fixed. Now shows only Open for reopening it.

9.- Upgrade from 1.1.0 to 1.2.0

- Upload file support.php
- Import product-microsupport.xml checking to overwrite.

10.- Version 1.3.0 New Features

- Added a fancy feature which shows the average response time of last 30 tickets. Just like in vbulletin.com
- Added an option where admin can setup after how many hours of client inactivity a ticket will auto close.
- Now technicians and ticket owners can delete a ticket

11.- Upgrade from 1.1.0 to 1.2.0

- Upload all files from distribution zip file (read step 2)
- Import product-microsupport.xml checking to overwrite.

12.- Version 1.4.0 Bug Fixes

- When you've deactivated Departments, Product list didn't appeared in form. Fixed.

13.- Upgrade from 1.3.0 to 1.4.0

- Upload all files from distribution zip file (read step 2)

Enjoy it!!
Maria