

WHMCS - Bug # 185: No ticket creation feedback

Status:	Closed	Priority:	Normal
Author:	Ivan Pintori	Category:	
Created:	28 Mar 2013	Assignee:	
Updated:	24 Jun 2013	Due date:	
Subject:	No ticket creation feedback		
Description:	When you create a new ticket in WHMCS there is no feedback on the web page. This is confusing for the customers: no feedback, no idea if it did go through or not.		

History

03/29/2013 03:26 pm - Mark Cox

Ivan Pintori wrote:

> When you create a new ticket in WHMCS there is no feedback on the web page. This is confusing for the customers: no feedback, no idea if it did go through or not.

I can confirm this behavior in my configuration as well. I am running WHMCS 5.2.3 and Fusion 4.53.22633.

03/29/2013 03:29 pm - Mark Cox

Mark Cox wrote:

> I can confirm this behavior in my configuration as well. I am running WHMCS 5.2.3 and Fusion 4.53.22633.

That's Fusion 4.53.2633 (sorry, typo). ;-)

04/01/2013 02:19 am - Amarjeet Kaur

Hi Ivan, Mark,

We apologize for your inconvenience.

Kindly rename your file `*ticketConfirmation.tpl*` to `*ticketconfirmation.tpl*` (under `*WHMCS_Folder/templates/kayako*`) to resolve this issue.

Thank you,

Amarjeet Kaur

04/01/2013 02:38 am - Amarjeet Kaur

- Status changed from New to Resolved

06/24/2013 02:08 am - Amarjeet Kaur

- Status changed from Resolved to Closed

Files

ticketcreation1.png	82.7 kB	28 Mar 2013	Ivan Pintori
ticketcreation2.png	65.5 kB	28 Mar 2013	Ivan Pintori