WHMCS - Bug # 255: Bugs & Questions - Submit and View ticket

Status:	New	Priority:	High
Author:	Craig Finnegan	Category:	
Created:	29 Jul 2013	Assignee:	
Updated:	17 Oct 2013	Due date:	

Subject:	Bugs & Questions - Submit and View ticket
Description:	Hey guys,

I just upgraded from the old version to the new and looks great! But few things:

Upon going to Submit a Ticket:
- The Department sorting has a bug, example, sorting 10 will be read as 1, so the 10/11/etc show up at the top of the list even though 1-9 are prior.
- Sub-Departments (with parent categories), in the last version 1.0 of the integration, this worked properly where the parent department would show, and the sub- ones would not, then you would click the parent department and the SUB categories would show up below just like they do under Kayako with the little branch arrows/graphics showing signifying it was a sub-category/branched off the parent. Now with 1.1 that no longer happens, it just shows the departments all in one consistent list, so the user does not even know there is a parent/sub.
- Restricted Departments: I reported this one way back, hopefully there's a quick fix available somewhere? In Kayako when editing a department and having it "Restricted" to a specific user-group so it does not show unless the user is apart of that customer group, well when going to Submit a ticket, those restricted departments show all the time - this ones a bummer as we have priority channel which every user is using haha.

Is there ANY quick-fixes/bug fixes for any of those available?

Couple things under ViewTicket template:
- Columns of the department/status/priority/etc only go about 70% of the width, we have some Status's which are a little longer and the select box exceeds its bounds and falls under the Priority. I manually went through and set the width of the columns to reach across, but just wanted to let you guys know - this is with the default template.
- Within the template I noticed the variable "_canChangeTicketProperties" - is that set anywhere? Or does that pull from Kayako somewhere? Just curious.

The biggie: Update button, whenever selecting get the 403 error (see attached), now I looked around and saw this was due to the PUT method not being enabled on the server, however my question is - is there ANY way to do this via POST or anything BUT PUT? There are many security concerns with PUT from what we've read around, and albeit we can set it for just the user, this is our billing system which is where we do not miss a beat on security so anything with security concerns we typically do not mess with. Do you have any advice here? Are there any other options?

We're not worried about the Status thing, that could be disabled as we have done manually in the meantime, but the Priority would be good to allow them to change, and with the status even just a close button like in Kayako, etc etc. I take it there is no way to submit those values when posting a reply either?

Anyways - thanks guys, awesome work and really glad to see how far it's come, you guys are awesome! Hope to hear from you soon, thanks,

History

07/29/2013 06:29 am - Craig Finnegan

PS - my question I had above but also wanted to mention it applied to all the issues, that question being - are there any bug fixes or quick fixes which

apply to any of the above which I was not able to find in JIRA, or one you could provide? Thanks!

10/16/2013 04:07 pm - Craig Finnegan

Is this project dead? What's been goin on? Haven't had much progress since the last update (quite a while ago) and not seeing many replies/activity on these forums/bugs/support? You guys still around? Any chance of getting some more people on this or getting it moving again? Hope to hear back, thanks,

PS - a LOT of people use Kayako with WHMCS, so I would think this would be an important project, which is why past/third party developments have made a ton of money charging for systems that even just integrate the users - this is much better, and free, but I guess what I am saying is if the free version is going to be at a crawl, I would rather you guys charge for this module and we will pay to have it worked on and supported frequently :[Thanks guys.

10/17/2013 01:59 am - Mansi Wason

Hi Craig,

We have listed down all your points, and will soon resolve these issues in the upcoming release.

Your understanding and patience is much appreciated in this regard.

Thanks and Regards
Mansi Wason

Files

kayakoint-error.txt	1 kB	29 Jul 2013	Craig Finnegan