

WHMCS - Bug # 405: Number of Support Tickets in WHMCS display the value as 0 regardless of the number

Status:	New	Priority:	Normal
Author:	Gurpreet Singh	Category:	
Created:	10 Jul 2014	Assignee:	Mansi Wason
Updated:	20 Jan 2015	Due date:	
Subject:	Number of Support Tickets in WHMCS display the value as 0 regardless of the number of tickets associated with the		
Description:	"Number of Support Tickets" option always display the count as 0 regardless of the number of tickets available under the logged in user account. Clicking on the link available there, it will display all the ticket associated with the logged in user account.		

History

01/20/2015 12:46 am - Mansi Wason

- Assignee set to Mansi Wason

Hi,

Make all the changes -

1. In file 'modules/support/kayako/fetchOpenTickets.php'

```
Add a line - $_totalTicketCount = kyTicket::getTicketCount($_ticketDepartmentObjectContainer, $_ticketStatusObjectContainer, array(), array(), $clientsdetails['email']);
```

2. In file 'includes/hooks/hooks.php'

```
IN function hook_clientarea_details($_params)
Add a line - $_params['clientsstats']['numactivetickets'] = $_numActiveTickets;
$_params['clientsstats']['numtickets'] = $_totalTicketCount;
```

Thanks,

Mansi Wason

Files

WHMCS.png	43.3 kB	10 Jul 2014	Gurpreet Singh
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