

Easy Guide: How to use “Ticket Tool” Bot?

Ticket tool uses \$ as a prefix, always use it for its commands.

Command list:

Command	Argument	More Arguments	Description
open	{none}	{none}	Re-opens a closed ticket.
close	{none}	{none}	Closes a ticket when the problem was solved
delete	{none}	{none}	Deletes the ticket channel
rename	{new ticket name} + {ticket number}	{none}	Renames the ticket for special cases ie: \$rename payments-0006
transcript	{send channel}	{none}	Sends a log of a ticket into a specified channel
add/remove	{user}	{channel}	Adds/Removes a user from a ticket, used when someone has the same problem with the one that has a ticket.

When a ticket is \$close(d), what should I do?

A.- Tickets get automatically transferred to a category named closed-tickets, they stay there for a little bit of time if you want to save a transcript, re-open it, etc. – If you don't need the ticket info you can react to the no_entry reaction to delete the channel and all of its logs.

When I fix the users problem, what should I do next?

A.- Simply cordially ask if the user needs anything else, if the answer is no, feel free to use the \$close command, otherwise, keep it open until the problems/questions were resolved.

The user is talking in another language, what do I do?

A.- Right now we have support for these languages: Spanish, English and Turkish, with a list of their representatives:

English: (Literally everyone)

Spanish: CrazyKidPVP, Bruneitor321

Turkish: Aorda

If none of these languages is detected on any support ticket, you have to use the translator in order to help the user. However, if it's not possible, feel free to close the ticket with an apologize.