

PayWay HelpDesk System amendment

AMENDMENTS

1. General ticket list must be changed as follows:
 1. Today's tickets
 2. Archived tickets. Tickets must be put into archive automatically every night at 3 A. M. If ticket is not closed, it is NOT archived. Archived tickets must be grouped by years and months. If you open Archived tickets you see years: 2013, 2014 etc. If there is only one year, then months will show up: January, February, March, etc. When choosing a month, all tickets are shown. After any manipulations with tickets the filter (period) must remain the same. To return there must be an arrow back to choose a different period.
 3. Every user must see instead of Ticket List the following: Current tickets and Archived tickets
2. There must be a refresh button to update the list in any kind of lists. In case it is updated, upon pressing on refresh button, the information is updated too.
3. Eye and Info must be changed to Info only. All the updates on the ticket must be indicated there.
4. When creating a ticket there must be an option of a ticket created: A TICK - «to Notify me (ticket creator) on any changes». Thus a ticket creator will be notified on change of ticket status, OR on a message in the ticket, etc. This must be set by default.
5. There must be a possibility to attach more than one file in ticket creation and ticket update. Also there must be a possibility to copy and paste an image directly from any source.
6. There must be an additional filter added: NOT RESOLVED.
7. Quick buttons must be added: NOT RESOLVED Tickets, Closed Tickets, Archived tickets, REMOVE ALL FILTERS, TICKETS CREATED BY ME, TICKETS ASSIGNED TO ME. Every quick button must have an option to be chosen by default. For example, if a user logs in and wants to see every time only tickets created by him/her, then default quick button would be TICKETS CREATED BY ME.
8. When a ticket is forwarded, the same must be indicated in the **Ticket Info: Ticket was forwarded at 14:23:09 08.08.14 by George Matua to Cynthia Atuhaire: «This must be done my accounts»** ;
9. If a ticket is not closed for a set period of time (must be indicated in the Admin menu), then a reminder via e-mail or SMS is sent on the same to the assignee and creator of the ticket. A template of both SMS and E-mail must be set in the Templates menu.
10. There must be a possibility to raise a ticket via e-mail per the following format: ##Ticket text#Department#Employee##. Employee parameter is not compulsory.
11. Forward history button must be removed and must be indicated in the **Ticket Info** along with other changes.
12. If there is a list of tickets shown upon a filter (Search, for example), and some changes are made) a ticket closed or forwarded) to a specific ticket in the filtered list, upon completion do not show again ALL the tickets. Only filtered tickets must be shown. Then the filter may be erased by the REMOVE ALL FILTERS button.
13. A notification template must include also an additional parameter (variable) - **Forwarder** of the ticket.
14. When closing a ticket there must be an option for notification of whole departments or users. If a user who opened a ticket put a ticket on notification then he is included in the list automatically and the same is written for the user who closes the ticket.
15. When an image or text is inserted it must not go beyond the POP UP window. It must be wrapped instead.
16. There must be an option to remove a forwarding reason by putting a tick. If the tick is put, no reason needs to be specified when forwarding.
17. There must be a separate button to close a ticket. There a user may indicate a reason for closing the ticket. The close window must be as a POPUP.

18. When clicking on the link of the ticket in the email, the ticket must be opened as follows: all tickets at the background on the page of the ticket location, a POPUP with Info on the specific ticket.
19. When pressing ESC button, any POPUP window must close.
20. Different colors may be chosen for additional STATUS tickets. For example, «Waiting for feedback»;
21. Leading zeros from ticket number must be removed.
22. There must be an option to change an avatar for any user by ADMIN.
23. When watching a ticket Info (POPUP) keyboard arrows must work as movers between tickets. —> or arrow up will move to the next ticket and show its Info, <— or arrow down will move to the previous ticket and show its info.
24. When someone creates a ticket and an assignee is asking a question, i. e. writes an update, then there must be a possibility to reply to the ticket via email. The reply will be reflected as an answer (Update) of the ticket. Then the assignee of the ticket gets the same information and can reply in the same way or either close the ticket via e-mail or interface.

FIXES

1. There must be ALWAYS a field to indicate a forwarding reason.
2. Sidebar toggle does not work
3. POP UP windows must be all **non JS ALERT TYPE** as was written in primary task. For example, «Your ticket was successfully forwarded.», «Please fill in forwarding reason», etc.
4. Dashboard information must be relevant only for a specific user.
5. When there is an automatic logout, the page must be redirected to the login page, i. e. `header('Location: auth');`
6. All users must have an option to choose a department, and optionally a specific user when creating a ticket or forwarding one.
7. FAQ category is not working correctly. Each subcategory must depend on a category.
8. Search in FAQ does not work.