# Repsone Time Pro

## For WHMCS

By: WHMCS Addon

## Installing

Simply drag and drop the files into your WHMCS root directory. No additional setup required.

## Using the Widgets

Using the widgets is as simple as including a javascript file!

The following is a basic example of including a widget:

```
<script language="javascript" src="feeds/averagesupport.php"></script>
```

The following is an example of how to set the variables of a widget:

```
<script language="javascript"
src="feeds/averagesupport.php?format=*hours:*minutes&notime=No Average
Available"></script>
```

For more information on how widgets work you can visit: http://docs.whmcs.com/Data_Feeds

## Using Admin Widgets

These are a very special kind of widgets only available to use by an admin. The primary goal is to display a specifics clients average response time/resolution time averages. To add these widgets to the top of each support ticket open up: {WHMCS ROOT DIRECTORY}/{WHMCS ADMIN DIRECTORY}/ templates/{YOUR ADMIN TEMPLATE}/ viewticket.tpl

Find:

```
<p>Client: {if $userid}<a href="clientssummary.php?userid={$userid}"{if
$clientgroupcolour} style="background-color:{$clientgroupcolour}"{/if}
target="_blank">{$clientname}</a>{else}Not a Registered Client{/if} | Last
Reply: {$lastreply}</p>
```

This is where we will addon in our admin widgets. Just before </p> add the following:

```
<br />Response Time Average: <script language="javascript"
type="text/javascript" src="../widgets/averagesupport-
admin.php?client={$userid}&format=*days Day(s) *hours Hour(s) *minutes
Minute(s) and *seconds Second(s)&notime=N/A"></script> | Resolution Time
Average: <script language="javascript" type="text/javascript"
src="../widgets/averageresolution-admin.php?client={$userid}&format=*days
Day(s) *hours Hour(s) *minutes Minute(s) and *seconds
Second(s)&notime=N/A"></script>
```

This will make the widgets appear at the top of each ticket in the admin area. The variable information is documented later in this documentation.

# Widget Variables

## feeds/averagesupport.php

This widget is used to display your average response time on your website.

Variables:

> **format** is used to format the returned text any way you want.
>
> > Default: *days Day(s) *hours Hour(s) *minutes Minute(s) and *seconds Second(s)
> >
> > *days/*hours/*minutes/*seconds returns the days/hours/minutes/seconds in numbers.
>
> **from** is used to set the date the response time will be calculated from. If this not set this will calculate the response time with no specific time range.
>
> **department** is used to set what department to display the stats for. If this is not set this will calculate the response time for all departments.
>
> **median** is used to set the way the average is calculated. By default if median is not set to true the mean is calculated.
>
> **notime** is used to set the return text when there is no response time to report.
>
> > *days/*hours/*minutes/*seconds returns 0.

## feeds/averagesupport-admin.php

This widget is used to display your average response time in your admin ticket area. This can only be used by admins.

Variables:

> **client** is the client id you are looking up. [required]
>
> **format** is used to format the returned text any way you want.
>
> > Default: *days Day(s) *hours Hour(s) *minutes Minute(s) and *seconds Second(s)
> >
> > *days/*hours/*minutes/*seconds returns the days/hours/minutes/seconds in numbers.
>
> **from** is used to set the date the response time will be calculated from. If this not set this will calculate the response time with no specific time range.
>
> **median** is used to set the way the average is calculated. By default if median is not set to true the mean is calculated.
>
> **notime** is used to set the return text when there is no response time to report.
>
> > *days/*hours/*minutes/*seconds returns 0.

## feeds/averageresolution.php

This widget is used to display your average resolution time on your website.

Variables:

**closedstatus** is the value of the name of closed tickets. <sup>required</sup>

**format** is used to format the returned text any way you want.

Default: *days Day(s) *hours Hour(s) *minutes Minute(s) and *seconds Second(s)

*days/*hours/*minutes/*seconds returns the days/hours/minutes/seconds in numbers.

**from** is used to set the date the response time will be calculated from. If this not set this will calculate the response time with no specific time range.

**median** is used to set the way the average is calculated. By default if median is not set to true the mean is calculated.

**notime** is used to set the return text when there is no response time to report.

*days/*hours/*minutes/*seconds returns 0.

## feeds/averageresolution-admin.php

This widget is used to display your average resolution time in your admin ticket area. This can only be used by admins.

Variables:

**client** is the client id you are looking up. <sup>required</sup>

**closedstatus** is the value of the name of closed tickets. <sup>required</sup>

**format** is used to format the returned text any way you want.

Default: *days Day(s) *hours Hour(s) *minutes Minute(s) and *seconds Second(s)

*days/*hours/*minutes/*seconds returns the days/hours/minutes/seconds in numbers.

**from** is used to set the date the response time will be calculated from. If this not set this will calculate the response time with no specific time range.

**median** is used to set the way the average is calculated. By default if median is not set to true the mean is calculated.

**notime** is used to set the return text when there is no response time to report.

*days/*hours/*minutes/*seconds returns 0.