



TTProgressUpdate – 1.0
Extension to Trouble Ticket

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About

While resolving the ticket, support team member would have:

- Had meeting with the customer or
- Analyzed the partial fix or
- In communication with another developer etc...

These information generally doesn't get logged on the ticket (comment information) as they are not of interest to customer.

But the information can have potential while making follow up on a ticket.

This extension takes advantage of Trouble Ticket Update Log (History) section.

Installation

This extension is designed for vtiger CRM 5.1.0

- Unpack the TTProgressUpdate-x.y.zip to your vtiger CRM root directory.
- Execute the script TTProgressUpdateSetup.php, like, <http://localhost:81/TTProgressUpdateSetup.php>

NOTE: This extension changes the following core files:

- modules/HelpDesk/DetailView.php
 - Fetches the CUSTOM_LINK information

```
vtiger CRM 5  
-----  
Deleting Link (HEADERSCRIPT - TTProgressUpdate_Script) ... DONE  
Adding Link (HEADERSCRIPT - TTProgressUpdate_Script) ... DONE  
Deleting Link (DETAILVIEW - Update Progress) ... DONE  
Adding Link (DETAILVIEW - Update Progress) ... DONE  
  
Installed successfully ... please proceed now.
```

Usage

After installation of the extension you should get the **Update Progress** link on the DetailView of the Trouble ticket.

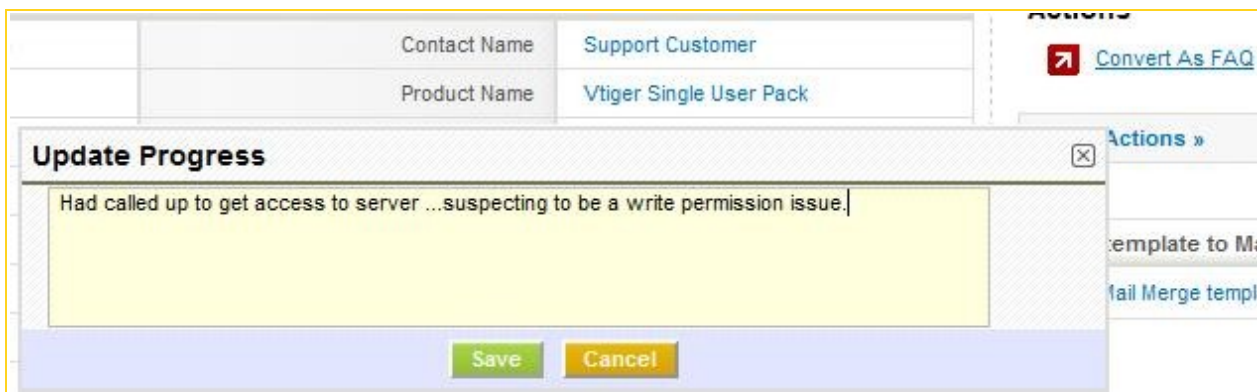


The screenshot shows a ticket detail view with a table on the left and an 'Actions' panel on the right. The table contains the following information:

Contact Name	Support Customer
Product Name	Vtiger Single User Pack
Status	Open
Hours	

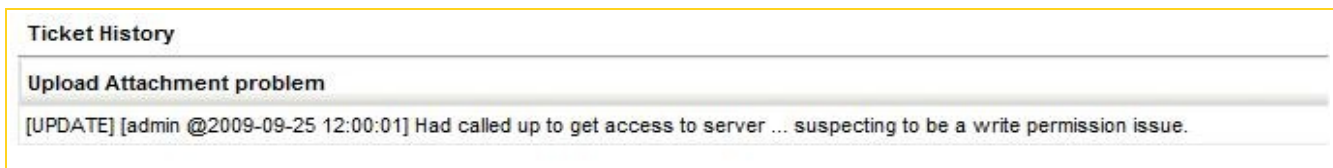
The 'Actions' panel includes a 'Convert As FAQ' link and a 'More Actions »' dropdown menu. The 'Update Progress' link is highlighted within this dropdown menu.

You can write a quick update on the Popup form and click save.



The screenshot shows the 'Update Progress' popup form overlaid on the ticket detail view. The form has a text input field containing the text: "Had called up to get access to server ...suspecting to be a write permission issue." Below the input field are two buttons: 'Save' and 'Cancel'.

The comment will be logged under **Ticket History** (which is displayed as part of More Information).



The screenshot shows the 'Ticket History' section with the following content:

Ticket History

Upload Attachment problem

[UPDATE] [admin @2009-09-25 12:00:01] Had called up to get access to server ... suspecting to be a write permission issue.