



**AMOEBEA Ticket System (WATS)**

## **WebAmoeba Ticket System Documentation**



Now with Categories, Groups, and Permissions!



## What's New?

Version 2 brings some major new features to WATS. Version 2 has been redesigned and coded from the ground up. The new design should lead to extra stability, and make WATS easier to modify.



A WATS control panel has been added. The control panel shows a link to all of the other administration pages, and a brief set of statistics displaying some useful information about the tickets.



Ticket categories have been added, whenever a ticket is submitted the user must choose the appropriate category. Tickets are now viewed based upon the categories they have been submitted to. If you do not wish to use categories then if you make only one category this will simulate having no categories.



User Groups have been added; previously there were three predefined user groups, admin, advisor, and user. You can now add your own groups, remove the predefined groups, and edit groups.



Each group has permission settings, these may appear complex at first, but are relatively simple once explained. A default installation will be setup with the equivalent of the version 1 groups.



A new formatting solution has been implemented. The CSS names have been rethought, and an administrative way of implementing your styles included. If you don't want to use this feature, you can disable it.



To help ensure that the WATS database integrity is upheld, a WATS database maintenance option has been added. This will scan your WATS area of the database and resolve and inconsistencies.

To make administration navigation quicker and easier, a quick link bar has been added. This bar is always present within the WATS administration pages, making it easy to navigate between tasks.

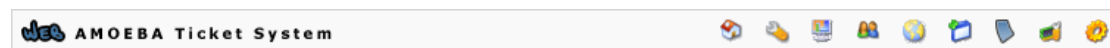


Figure A



## Installation



Download the latest copy of the WATS component from [www.webamoeba.co.uk](http://www.webamoeba.co.uk). Go to your Mambo or Joomla installation and login to the back end as a super administrator, go to components: install/uninstall. Browse to the WATS component zip file, and press upload file.

## Administration Control Panel

There are nine options for the WATS component; all of these are explained more thoroughly later in this document. All these options are accessible through the normal menus ([Figure B](#)), the control panel and the quick link bar ([Figure A](#)).

Some basic statistics of your WATS installation are shown on the control panel. These statistics are based upon all of the tickets in all the categories in the installation.

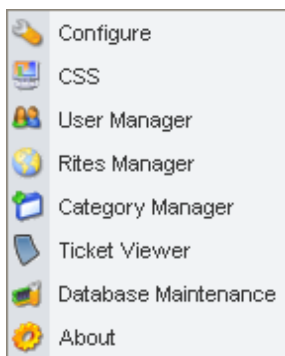


Figure B

### Webamoeba Ticket System










 Webamoeba Ticket System	 Configuration	 CSS	<table border="1"> <thead> <tr> <th colspan="3">Statistics</th> </tr> </thead> <tbody> <tr> <td>Tickets</td> <td>56 / 100%</td> <td><div style="width: 100%;"><div style="width: 100%;"></div></div></td> </tr> <tr> <td>Open</td> <td>46 / 82%</td> <td><div style="width: 82%;"><div style="width: 82%;"></div></div></td> </tr> <tr> <td>Closed</td> <td>2 / 3%</td> <td><div style="width: 3%;"><div style="width: 3%;"></div></div></td> </tr> <tr> <td>Dead</td> <td>8 / 14%</td> <td><div style="width: 14%;"><div style="width: 14%;"></div></div></td> </tr> <tr> <td>Users</td> <td>6</td> <td></td> </tr> <tr> <td>Categories</td> <td>6</td> <td></td> </tr> </tbody> </table>	Statistics			Tickets	56 / 100%	<div style="width: 100%;"><div style="width: 100%;"></div></div>	Open	46 / 82%	<div style="width: 82%;"><div style="width: 82%;"></div></div>	Closed	2 / 3%	<div style="width: 3%;"><div style="width: 3%;"></div></div>	Dead	8 / 14%	<div style="width: 14%;"><div style="width: 14%;"></div></div>	Users	6		Categories	6	
Statistics																								
Tickets	56 / 100%	<div style="width: 100%;"><div style="width: 100%;"></div></div>																						
Open	46 / 82%	<div style="width: 82%;"><div style="width: 82%;"></div></div>																						
Closed	2 / 3%	<div style="width: 3%;"><div style="width: 3%;"></div></div>																						
Dead	8 / 14%	<div style="width: 14%;"><div style="width: 14%;"></div></div>																						
Users	6																							
Categories	6																							
 User Manager	 Rites Manager	 Category Manager																						
 Ticket Viewer	 Database Maintenance	 About																						

Figure C



## Configuration

There are six sections in the configuration page, each of which is explained below.

### General

Customise the general appearance behaviour and language of WATS.

### Users

If you want to allow all of your registered users' access to WATS, then enable 'Allow All User Access'. You can also import users; this will import the user when they first use the component. The default group is the group that the users will automatically be part of when 'Allow All User Access' is enabled.

### Agreement

If you want your users to accept an agreement before using the ticket system, then create a content item with the agreement. You can then link to this using the agreement content item id.

### Notification

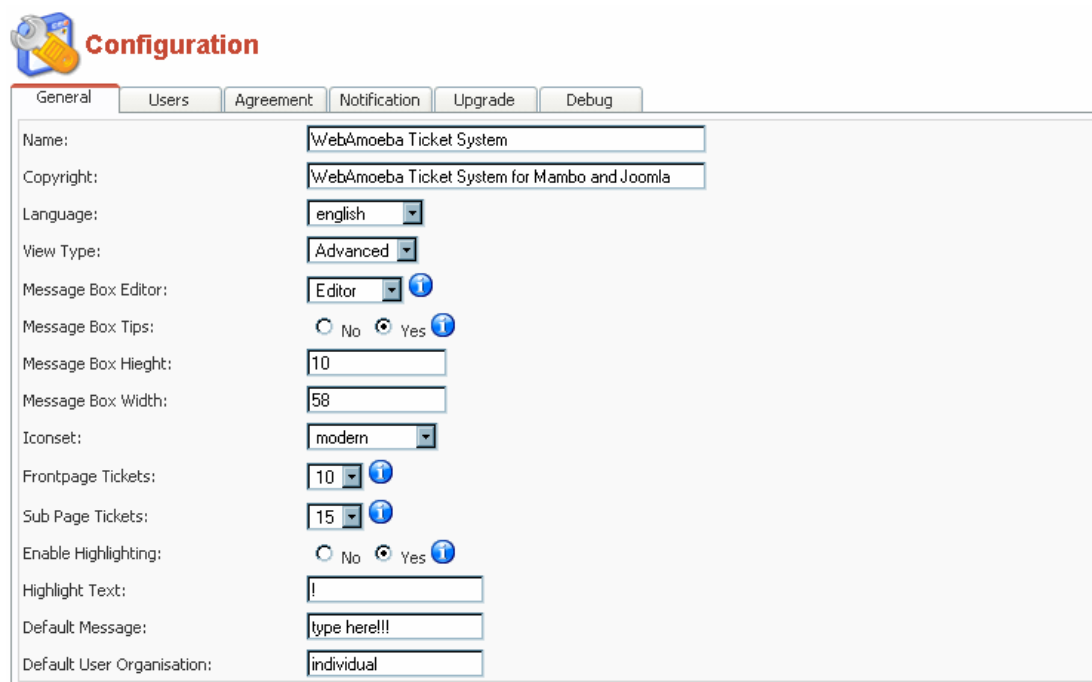
If email notification is enabled, when a new ticket is submitted the notify email address will receive one email. If a reply is given to an existing ticket a notification will be sent to the notify email address, the ticket owner, and all users who have replied to the ticket.

### Upgrade

When you uninstall a component, normally it will remove the database as well. If you enable the upgrade route, then when you uninstall WATS 2.0.0 the component data will stay intact. This will enable you to upgrade without the worry of losing your previous data. If you simply want to uninstall your copy of WATS, make sure that the upgrade route is disabled.

### Debug

The Debug section displays information about your specific installation, if you encounter and problems and need support, please include a copy of your debug information.



The screenshot shows the 'Configuration' page with a navigation bar containing tabs for 'General', 'Users', 'Agreement', 'Notification', 'Upgrade', and 'Debug'. The 'General' tab is selected. The configuration options are as follows:

Name:	WebAmoeba Ticket System
Copyright:	WebAmoeba Ticket System for Mambo and Joomla
Language:	english
View Type:	Advanced
Message Box Editor:	Editor
Message Box Tips:	<input type="radio"/> No <input checked="" type="radio"/> Yes
Message Box Height:	10
Message Box Width:	58
Iconset:	modern
Frontpage Tickets:	10
Sub Page Tickets:	15
Enable Highlighting:	<input type="radio"/> No <input checked="" type="radio"/> Yes
Highlight Text:	!
Default Message:	type here!!!
Default User Organisation:	individual

Figure D

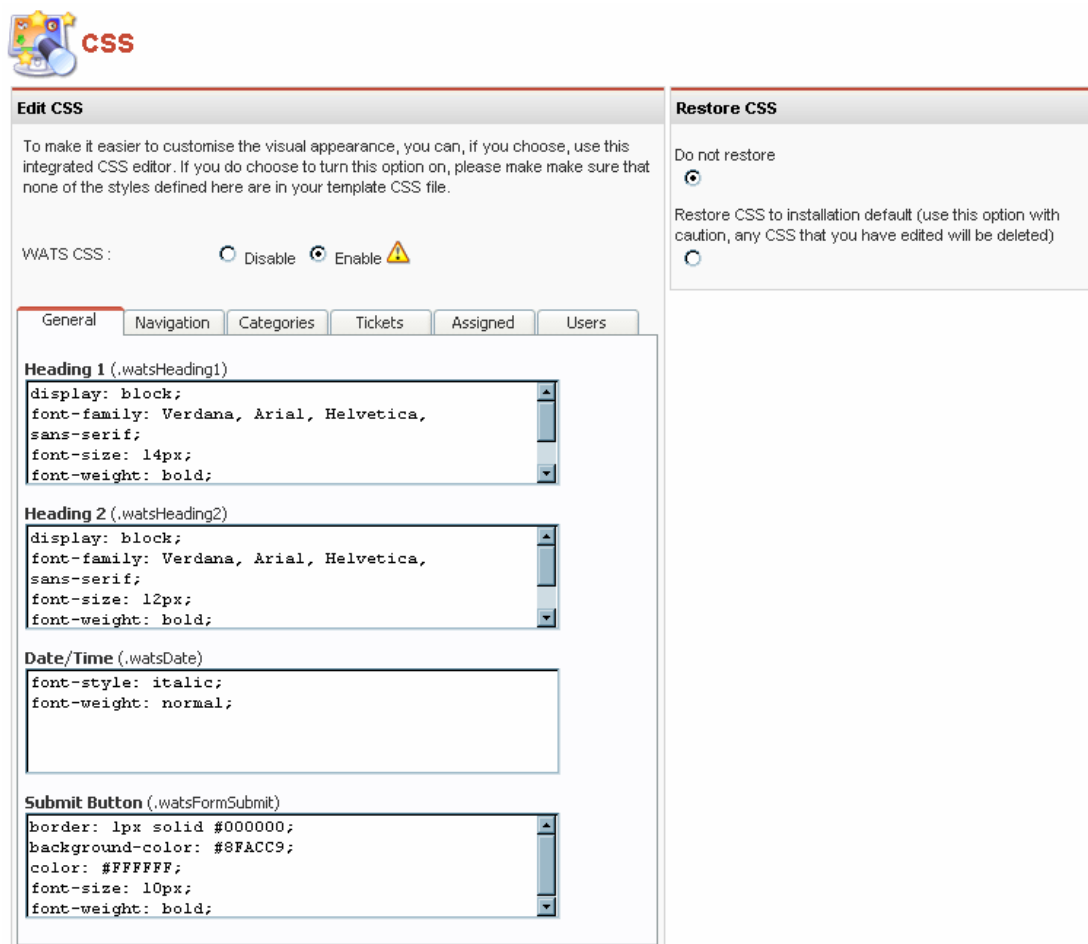
## CSS

In an attempt to make style management easier, the CSS feature has been added. If enabled, it will automatically include the styles, defined here, in your site. Before you do enable WATS CSS make sure that there are no existing WATS styles in your template.

The names of the CSS Styles have been renamed since version 1.1.2, and if you had styles setup previously you may find that they no longer work correctly. It is highly recommended that you do use this CSS feature.

To use this feature you will still need to be familiar with CSS technology. If you feel that you are not able to use this feature, then please try using Dreamweaver, or similar, to create your styles, before copying them here.

If at any stage you have difficulties with the CSS editor, and think that the CSS may have become corrupted, you can use the restore CSS function. Restoring the CSS will return the CSS to its original state when you installed WATS. The restoration is permanent and you will not be able to return to your previously saved CSS.



The screenshot shows the 'Edit CSS' interface. At the top left is a 'CSS' icon. Below it, the 'Edit CSS' section contains a paragraph explaining the CSS editor and a 'WATS CSS' toggle set to 'Enable' with a warning icon. Below the toggle are tabs for 'General', 'Navigation', 'Categories', 'Tickets', 'Assigned', and 'Users'. The 'General' tab is active, showing four CSS rule sets: 'Heading 1 (.watsHeading1)', 'Heading 2 (.watsHeading2)', 'Date/Time (.watsDate)', and 'Submit Button (.watsFormSubmit)'. Each rule set is in a text area with a scrollbar. To the right is the 'Restore CSS' section, which has two radio buttons: 'Do not restore' (selected) and 'Restore CSS to installation default (use this option with caution, any CSS that you have edited will be deleted)'.

Figure E

## User Manager

Users can be added, modified and removed in the WATS User Manager. This is different from the Joomla!/Mambo User Manager, this only affects them in WATS. If you enable 'Allow All User Access' and 'Import Users', then users which are imported will be visible here.

There are two deletion options, one of which removes the user and their tickets, the other removes the user their tickets, and any responses they have made to other tickets.



### User Manager

Username (name)	Organisation	Group	Email
tu1 (test user 1)	individual	user	tu1@webamoeba.co.uk
tu4 (test user 4)	individual	user	tg8949@aol.com
tu5 (test user 5)	individual	user	tu5@webamoeba.co.uk
tu6 (test user 6)	individual	user	tu6@webamoeba.co.uk
tu2 (test user 2)	some advisor!	advisor	tu2@aol.com
tu3 (test user 3)	individual	administrator	tu3@webamoeba.co.uk

<< Start < Previous 1 Next > End >>  
 Display #  Results 1 - 6 of 6

Figure F



### User Manager

User Details	Delete User
Username: tu3 Name: test user 3 Group: <input type="text" value="administrator"/> Organisation: <input type="text" value="individual"/>	Do not delete <input checked="" type="radio"/> Remove users tickets (recommended when deleting) <input type="radio"/> Remove users tickets and replies to other tickets <input type="radio"/> Deleting a user here will remove their ticket system account, not their Joomla!/Mambo account. If you have all user access turned on they will still be able to access the ticket system as the default group.

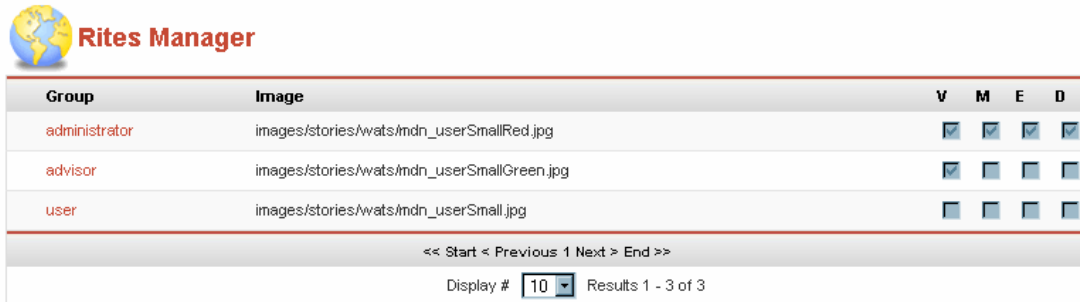
Figure G



## Rites Manager

### Groups

By setting up rites groups you can add users, as appropriate, to each group and specify the individual rites of each group. By default there are three groups, 'user', 'advisor', and 'administrator'. These groups are the equivalent of the 'positions' from the previous versions of WATS.



Group	Image	V	M	E	D
administrator	images/stories/wats/mdn_userSmallRed.jpg	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
advisor	images/stories/wats/mdn_userSmallGreen.jpg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
user	images/stories/wats/mdn_userSmall.jpg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<< Start < Previous 1 Next > End >>  
 Display #  Results 1 - 3 of 3

Figure H

### User Setup

The user setup rites allow users of the specified group rites to WATS users. These rites should be given only after careful consideration. [Figure I](#) outlines the purpose each rite.

Rite	Description
View	View users
Make	Setup new users
Edit	Edit existing users
Delete	Remove existing users

Figure I

### Rites Matrix

The Rites Matrix allows editing of rites for each user group for each category. There are three levels for each rite, 'none', 'own', and 'all'. 'None' disallows that rite, 'own' allows that rite to tickets submitted by that user, and 'all' allows that rite to all tickets. [Figure J](#) outlines the purpose of each rite. Some rites do not allow all of these levels.

Rite	Description
View	View tickets
Make	Submit new tickets
Reply	Reply to tickets
Close	Close tickets
Delete	Delete tickets
Purge	Purge deleted tickets
Assign	Assign tickets to users
Reopen	Reopen a closed ticket

Figure J




## Category Manager

Categories can be setup to allow better organisation of tickets. The initial installation includes a 'Default Category', if you do not want to use categories, give this category a more appropriate name, and don't add any more categories. [Figure K](#) shows the initial rites matrix for the 'Default Category'.

When you create a new category, no groups will have access to that category. You must explicitly setup the rites in the Rites Manager.

Group	View	Make	Reply	Close	Delete	Purge	Assign	Reopen
User								
Advisor								
Administrator								

Figure K

|  = Own |  = All |



### Category Manager

Name	Description
some category	some category description
A second cat	blah blah blah admins and advisors only
Monkey category	blah blah blah admins and advisors only
last one?	maybe...
Temp Category	asdasd

<< Start < Previous 1 Next > End >>  
 Display #  Results 1 - 5 of 5

Figure L



## Ticket Viewer

In the administration area you can only view tickets. To actually perform any actions on the tickets you must login to your site front-end with appropriate rites to perform tasks on the tickets.



Sample Ticket
<b>Ticket ID: WATS-74</b>
tu3 administrator - individual 29-May-2006 (02:34)
Hi there,  I seem to be having difficulties with XXX, it won't XXX !!! Can you help?  Thanks.

Figure M

## Database Maintenance

Previous versions of WATS relied upon the database structure never becoming corrupted. Now it is possible to run database maintenance to remove any errors in your WATS database. There are seven different actions performed, all of which look for inconsistencies, and then attempt to resolve them.

If you have a large number of tickets and/or users you may find that the database maintenance takes some time to complete. It is recommended that you run database maintenance on a regular basis.



Action	# of Inconsistencies	Action Resolved
Orphan users	0 Inconsistencies	
Orphan permission sets	0 Inconsistencies	
Orphan tickets	0 Inconsistencies	
Orphan messages	0 Inconsistencies	
Missing permission sets	0 Inconsistencies	
Permission set format	0 Inconsistencies	
User permissions format	0 Inconsistencies	
<b>Totals</b>		
7 Actions Performed	0 Inconsistencies found	0 Inconsistencies resolved

Figure N



