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## Featured Drupal Module: Support Ticketing

By [Tyme](#)

An important aspect of managing a large project, or any site with multiple collaborators, is managing the many individual tasks. To effectuate order and efficiency, it is best to use a job ticketing system. An organized method for the client to submit change and feature requests to the development team, and for Web team members to coordinate tasks among one another. It also could provide the client an intranet solution for general tasking of all types.

The Drupal Module "[Support Ticketing](#)" (formerly "Job Tracker") is a good solution for managing project action items. Your client website need not be running on Drupal. You can use a simple stand-alone Drupal installation along with the Support Ticketing module for project coordination. If your subject site is a Drupal-based website, you can integrate the module into that installation -- restricting access to it except for staff, or run it independently of the main site with a simple [admin](#) link to the job tracker. To keep the project management site private, you will want to disable anonymous user permission to access content, and create a robots.txt file that disallows the entire root directory.

[Note: A future article in the Drupal module series will review a more elaborate [project management](#) module that has additional functionality, including time tracking and invoicing capabilities.]

The module supports multiple clients, with permissions restricting access to only the client's own ticketing system. And, because Drupal allows multiple themes, you can brand each client's help center -- through CSS or custom template files. (If the client site is a Drupal site, you can simply upload that theme to your /sites/all/themes folder and enable it for that particular client's use.)

DCPCA								
		all	all open	my open	new	active	pending	closed
id	Ticket	Updated	Resolved by	Assigned to	Status	Priority	Updates	
78	Changes to Subscribe page	09/17/2010 00:15	admin	Audrey	active	normal	2	
78	Changes to IINA Joomla template	08/11/2009 - 15:44	admin	Karen	closed	normal	3	
80	ERD: Build reports	08/11/2009 15:28	admin	Tyme	pending	normal	4	
80	IINA changes (short list); IINA display issues	08/11/2009 - 15:24	admin	Tyme	closed	normal	2	
41	Trying to add a file link	08/11/2009 15:21	Audrey	Audrey	pending	low	6	
78	Advanced Contacts component issue	08/11/2009 - 15:17	admin	Tyme	pending	low	2	
80	Physician Portal	08/11/2009 - 15:16	admin	Amando	pending	low	3	
78	Upgrade/Migrate site to Joomla 1.5 latest build	08/11/2009 - 15:05	admin	Tyme	new	normal	0	

You will note that the Support Ticketing center shows tabs for All tickets, Open tickets, My Open tickets, New tickets, Active tickets, Pending tickets, and Closed tickets. Each type of ticket is styled with its own color to differentiate it from the others. Heading links let you sort columns in ascending/descending alpha or numeric order.

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District of Columbia Primary Care Association

- Support Tickets
- FAQ
- Contact Tyme
- My Account
- Home
- Log Out

Job Ticket Recent Comments

- Other HNA template changes  
1 year 5 weeks ago
- Reports completed. Improvement of 2 data in progress.  
1 year 5 weeks ago
- Postponed. Add with J1.5 upgrade  
1 year 5 weeks ago
- Postponed.  
1 year 5 weeks ago
- HNA Issues

Changes to Subscribe page

View Edit Outline

Submitted by admin on Wed, 05/06/2009 - 17:09

- (6) Change SUBSCRIBE page from "Sign up to receive our daily e-briefing" to "Sign up to receive our e-briefings."
- (7) Change SUBSCRIBE page from "Sign up to receive our quarterly e-newsletter" to "Sign up to receive our annual e-newsletter."

Add new comment

Comments

Subscriber page???



Submitted by admin on Wed, 05/06/2009 - 19:34.

Priority: -> normal

State: -> new

Client: -> DCPCA

Assigned: unassigned -> Audrey

Didn't notice this on the Subscribe page, but did on the Contact Us confirmation page. Changed it there, as indicated.

delete | edit | reply

Discussion about issues is nicely threaded to keep track of the discussion. Employing user avatars makes for a friendlier collaborative environment, especially when participants are based in different physical locations.



District of Columbia Primary Care Association

- Support Tickets
- Create New Ticket
- FAQ
- Contact Tyme
- My Account
- Home
- Log Out

Job Ticket Recent Comments

- Other HNA template changes  
1 year 5 weeks ago
- Reports completed. Improvement of 2 data in progress.  
1 year 5 weeks ago
- Postponed. Add with J1.5 upgrade  
1 year 5 weeks ago

Reply to comment

Subscriber page???



Submitted by admin on Wed, 05/06/2009 - 19:34.

Priority: -> normal

State: -> new

Client: -> DCPCA

Assigned: unassigned -> Audrey

Didn't notice this on the Subscribe page, but did on the Contact Us confirmation page. Changed it there, as indicated.

Reply

State: active Priority: normal Assigned: Audrey

Subject:

Update: \*

Rich text editor toolbar with Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, and other icons.

A number of permission settings let the site admin control how users interact with the module. For example, users can be allowed to assign tickets to each other or to themselves. Assigning tickets is easily performed through the controls at the top of the support ticket content add/edit form. If a ticket status is changed, the listing background color will change automatically to its default color.

1 year 5 weeks ago

- Available for review - testing site  
1 year 5 weeks ago
- Received. Closed.  
1 year 5 weeks ago
- Closed. Duplicate ticket.  
1 year 10 weeks ago

Input format

Notifications

Subscribe  
Receive email notifications when this ticket is updated.

Suppress notification  
By checking this box you will prevent notification emails from being sent for this ticket update. It is recommended that you check this box if you are adding sensitive information such as passwords which should not be mailed out in plain text.

Subscribed

- Armando
- Audrey
- Cindy
- Jane
- Karen
- Manager
- Tyme
- admin
- aimee

Preview

A team member can subscribe himself or others to a ticket to keep a consistent level of communication with all participants. Also, email [integration](#) allows tickets to be created and updated via email, and offers support for attachments. New users can be automatically created, as well.

### Accessories

Companion modules add a handy array of additional functionality:

- Support Timer: implements a time tracker for the ticketing system.
- Support Views: exposes support tickets to the Views module.
- Support Deadline: allows you to add a "due date" to tickets.
- Support Nag: can send regular reminders about open tickets, and can automatically close issues after a period of time.
- Support SMS: can send details about open support tickets as SMS messages to [cell phones](#) and pagers.

### Summary

If you are not using a job ticketing system, I strongly recommend it. You might have some clients that are resistant to it, but once they discover its ease of use and get into the habit, the project will benefit. You'll be able to better track scope creep, which affects timelines and [costs](#), and team members will always have a clear picture of a project's progress. The Support Ticketing module can help you manage expectations, which is good for business.

[Try a demonstration and judge for yourself.](#)

Tyme is a freelance writer and multimedia specialist of many years. She likes walks in the park, cotton candy, and baby ducks. To learn more: [MultimediaByTyme.com](#).

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1 Comments (click to add your comment)

By [RJJ](#) September 23 2010 8:16 PMPDT

Hmmm. Didn't consider how easy it is to set up a job tracker. Great article. Thanks for the tip.

Reply to this comment

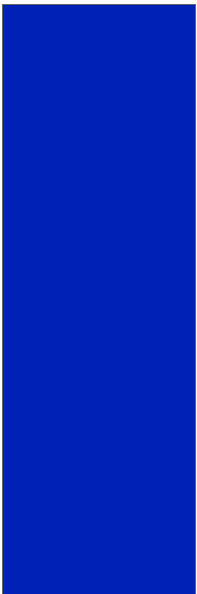


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Your name/nickname

Your email

XHTML: You can use these tags: `<b>` `<u>` `<i>`



(Maximum characters: 1200). You have  characters left.



Please type the alphanumeric characters above and click "Submit" to continue. [What's this?](#)

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