

Bugs & Wish list

Live support system is broken | Tiki Wiki CMS Groupware :: Development

Live support system is broken

Status

● Open

Subject

Live support system is broken

Version

13.x

Category

- Error

Feature

Live support

Resolution status

New

Submitted by

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Lastmod by

Arild Berg

Rating

★★★★★ (0) ?

Description

I made a test of the live support system, which seems broken in Tiki 13.

Error 1: PHP error. The `lslib.php` `get_event` is not matching the `tikilib::get_event()` definition. The `tikilib` version is used by `tiki_score`

The live support system correctly shows the online status of an operator, it seems

Error 2: When a client attempt to contact live support it is difficult to get the event through to the online operator. I had to reload the operator panel to get it.

Error 3: The chat messages are not relayed, making the live support completely useless.

I now spotted this mail thread: <https://tiki.org/forumthread48606>

Pascal mentions this should be killed if it doesn't work, and I tend to agree. Having a dysfunctional support system is worse than none at all.

However, the Live Support is a very nice feature, if it did work properly (and looked better).

I did some fixes to the Live support system, so it functions again. However, the status is not good and it is not recommended to use it on "critical" sites. The errors listed above should be fixed though.

The functionality can really be beneficial to some sites. The whole system should be revamped.

Priority

25

Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on show2.tiki.org

Version: trunk ▼

Demonstrate Bug (older Tiki versions)

This bug has been demonstrated on show.tikiwiki.org

Ticket ID

5435

Created

Sunday 17 August, 2014 16:08:23 GMT-0000

by Arild Berg

LastModif

Monday 18 August, 2014 18:56:59 GMT-0000

Comments

Attachments

filename	created	hits	comment	version	filetype
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No attachments for this item

The original document is available at <https://dev.tiki.org/item5435-Live-support-system-is-broken>