**Tiki as a help desk**

Tiki can be used to track issues thanks to its Trackers feature. The [Tracking system for Tiki issues](https://dev.tiki.org/trackers) itself uses Tiki as engine.

This page contains notes on how to make Tiki **trackers** a better **help desk solution**.

**Brainstorming**

User is now able to see all trackers assigned to him: `tiki-my_tiki.php`

However, when clicking, he can't access unless he has `tiki_p_view_tracker`

We don't want to give `tiki_p_view_tracker` because person should only see their own.

Ideal case:

- User submits a bug/issue tracker (with `tiki_p_add_tracker`)
- User & admin can comment on tracker item.
- User can't see others.
- An email is fired off to both admin & user when something changes (or a comment)

Should a comment re-open the bug? (closed -> open)

**ToDo:**

Mail-in: recognize "from" email and assign action to the correct user
Tracker mail-in (in addition to forum, wiki & articles)
Make a Profile: **Issue_Tracker**

**Alias**

**Issue Tracker**