

Tiki as a help desk

Tiki can be used to track issues thanks to its Trackers feature. The [Tracking system for Tiki issues](#) 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](#)