Bugs & Wish list

Tiki trackers for issue tracker / help desk -> customer support requests (requests are private) | Tiki Wiki

Tiki trackers for issue tracker / help desk -> customer support requests (requests are private)

Status
Pending

Subject
Tiki trackers for issue tracker / help desk -> customer support requests (requests are private)

Version
2.x

Category
- Feature request
- Documentation (or Advocacy)

Feature
Trackers
Profile Manager

Resolution status
Fix on the Way

Submitted by
Marc Laporte

Lastmod by
Marc Laporte

Rating

Description
Tiki trackers are great for a bug tracker, as we are dogfooding here.

But what about for a "help desk" setting? -> Private requests from many customers to one company.

Imagine a hosting company. They may have public forums & trackers. But they also have a place where customers can ask direct support requests. And only the customer and the company can follow this tracker.

There is a way for people to just modify their own tracker. But this is more for a user profile, than a series of support requests.

You can also give permission to add a tracker item but not view. But they can't modify existing tracker items. (like sending in a black hole)

If we want people to submit many tracker items, but only see/edit their own, what should we do?

Currently, there is an option "Item creator can modify his items?" at tiki-admin_trackers.php

Maybe we need one: Only item creator can view his items?" Of course, staff working for the company would be admins and could see the trackers for all companies.

Or there could be login drop-down, and only that user can see. Even nicer would be that it's possible for people of the same group to see.

Maybe this possible with the current feature set. In which case, just documentation is necessary.

Some things to experiment:
"My items" in tiki-my_tiki.php

Current workaround is to make a tracker for each customer.

Please see: Issue Tracker

Related:
Trackers need "tiki_p_trackers_view_own" permission to view own items only
http://dev.tikiwiki.org/tiki-view_tracker_item.php?itemId=211

Solution
A profile is needed:
http://profiles.tikiwiki.org/Issue_Tracker

Importance
8

Demonstrate Bug
Please demonstrate your bug on show2.tikiwiki.org

Version: trunk

Ticket ID
1293

Created
Sunday 12 August, 2007 02:34:29 GMT-0000

LastModif
Monday 19 April, 2010 03:56:19 GMT-0000

Comments
## Attachments

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No attachments for this item

The original document is available at
https://dev.tiki.org/item1293-Tiki-trackers-for-issue-tracker-help-desk-customer-support-requests-requests-are-private