

## Bugs & Wish list

Live support has no function to delete support requests/messages/chats | Tiki Wiki CMS Groupware :: Development  
Live support has no function to delete support requests/messages/chats

### Status

● Open

### Subject

Live support has no function to delete support requests/messages/chats

### Version

18.x

### Category

- Feature request
- Consistency

### Feature

Admin Interface (UI)

### Resolution status

New

### Submitted by

hman

### Lastmod by

hman

### Rating

★★★★★ (0) ?

### Description

The live support system does not have a function to delete support requests, chats or messages. The one delete that is offered deletes an operator. With the operator also all support data is lost, which might be undesirable. Reinstating an operator does not reinstate the data.

### Importance

5

### Easy to solve?

7

### Priority

35

### Demonstrate Bug (Tiki 19+)

Please demonstrate your bug on [show2.tiki.org](https://show2.tiki.org)

Version: trunk ▼

### Demonstrate Bug (older Tiki versions)

Please demonstrate your bug on [show.tikiwiki.org](https://show.tikiwiki.org)

Version: 18.x ▼

### Ticket ID

7457

### Created

Sunday 02 August, 2020 16:27:36 GMT-0000

by hman

LastModif

Sunday 02 August, 2020 16:27:36 GMT-0000

## Comments



hman 02 Aug 20 17:19 GMT-0000

Oh, I see, reinstating an operator did reinstate his/her protocols. But still, there is no way to delete chats. And I have the feeling that the chat protocol has a bug in the counting feature: From my test, admin had four entries in a chat, but clicking on the number 4 shows only 2 entries, both are "admin has left the chat"...

Btw., what does the function "generate HTML" really do? I cannot see anything that it would do...

## 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/item7457-Live-support-has-no-function-to-delete-support-requests-messages-chats>