

# Customer Service Settings

## Overview

**Customer Service Settings** is where all configuration for the Customer Service module lives — ticket types, update types, and ticket visibility rules.

“ ” The settings below (Client Updates Types, Unit Updates Types, Delivery Updates Types, and Ticket Types) were moved here from General Settings into their own dedicated Customer Service Settings section.

### CUSTOMER SERVICE SETTINGS

Client Updates Types: TEST X TEST2 X FW X 1 X 2 X

Delivery Updates Types: TEST X TEST2 X HRH X

Unit Updates Types: TEST X TEST2 X BWRBRWBW X

Ticket Visibility Mode:  Tree-Based Visibility  Ticket Type-Based Visibility

Tickets Types

+ ADD NEW TICKET TYPE						
Type1	mahmoud.ali@dotshub.ne	12	ADMIN	<input checked="" type="checkbox"/>	Send Email On Creation	
Type2	Type Manager Email	Time (Hou	ADMIN	<input type="checkbox"/>	Send Email On Creation	
Type3	efwefewf	3	ADMIN	<input type="checkbox"/>	Send Email On Creation	

UPDATE

## Update Types

Setting	Used By
<b>Client Updates Types</b>	The <b>Type</b> dropdown on the Clients Updates Create form.
<b>Delivery Updates Types</b>	The <b>Type</b> dropdown on the Delivery Updates Create form.
<b>Unit Updates Types</b>	The <b>Type</b> dropdown on the Units Updates Create form.

Each is managed as a tag list — add or remove values directly from the settings screen.

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# Ticket Types

Click + **Add New Ticket Type** to create a new type. Each ticket type has the following configuration:

Field	Description
<b>Type Name</b>	The name of the ticket type (e.g., Type1, Complaint, Maintenance Request).
<b>Type Manager Email</b>	The email notified for tickets of this type.
<b>Time (Hours)</b>	The expected resolution/response time, in hours, for this ticket type.
<b>Assigned Users</b>	The users assigned to handle tickets of this type.
<b>Send Email On Creation</b>	When checked, an email is sent automatically whenever a ticket of this type is created.
<b>Delete</b>	Remove the ticket type.

Click **Update** to save changes.

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# Tree-Based Visibility

Visibility follows the **user hierarchy tree**.

- A user sees only the tickets assigned to them.
- A **parent user** (manager) can see all tickets assigned to any user below them in the hierarchy tree.
- If you are not in someone's hierarchy chain, you cannot see their tickets.

“  **Example:** If User A is a parent of User B, User A can see all of User B's tickets. But if User A and User C are peers (no hierarchy between them), User A cannot see User C's tickets.

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# Ticket Type-Based Visibility

Visibility is controlled by **Ticket Type** instead of hierarchy.

- Each Ticket Type has a list of **Assigned Users** (configured in the Ticket Types section above).
- When a ticket is created under a specific Ticket Type, all users assigned to that Ticket Type can see it — regardless of where they sit in the hierarchy.
- A user can be assigned to multiple Ticket Types and will see tickets from all of them.
- A user **cannot** see tickets that belong to a Ticket Type they are not assigned to.
- Tree-Based Visibility is disabled when this mode is active.

“ **Example:** "Legal" is a Ticket Type with Users X and Y assigned. Any ticket created under "Legal" will be visible to both X and Y — even if they have no hierarchy relationship with whoever created the ticket.

“ **⚠** If you switch from Tree-Based to Ticket Type-Based Visibility, any ticket previously assigned to a user who is not in that ticket's Type will remain visible only to that assigned user — and will not appear to the Type's assigned users until the ticket is reassigned to someone who belongs to the correct Ticket Type.