

How MachPanel Helpdesk Ticket works?

Summary

This article describes how MachPanel helpdesk generate and parse tickets.

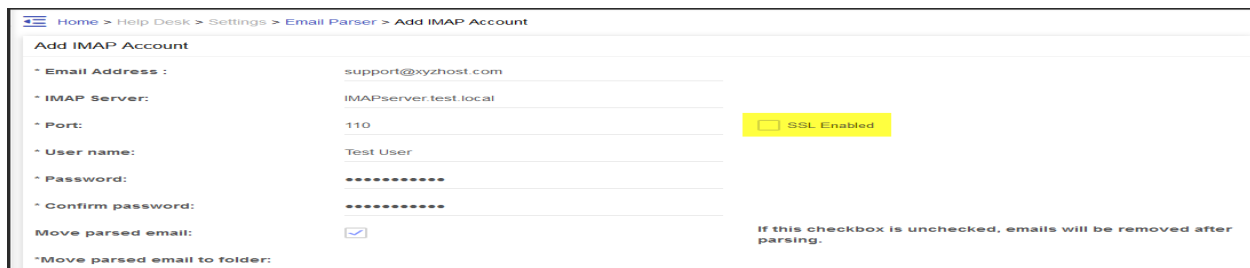
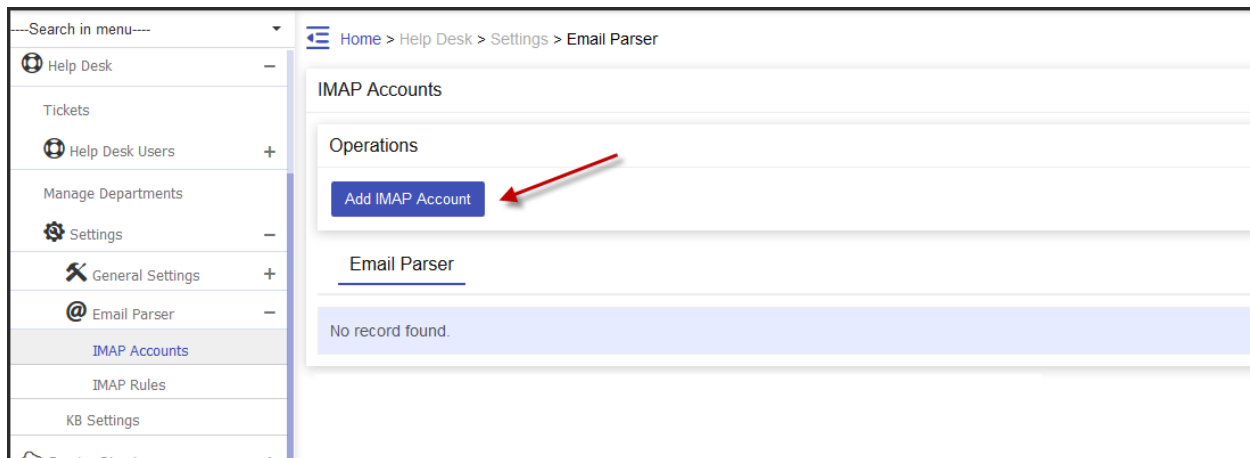
Applies To

This article applies to all MachPanel builds.

Email Parser Or IMAP Account:

Email Parser is a built-in feature which retrieves emails from IMAP accounts and generates tickets from them. For example, if you have a **support@xyzhost.com** email address you may configure it in email parser so that whenever an email is received at this address a ticket is automatically generated for an existing customer account.

- To create a IMAP account, navigate to the following path: **Home » Help Desk » Settings » Email Parser » IMAP Accounts**
- Click on **Add IMAP Account** button and provide the information of the IMAP account from where you want to retrieve and generate tickets.



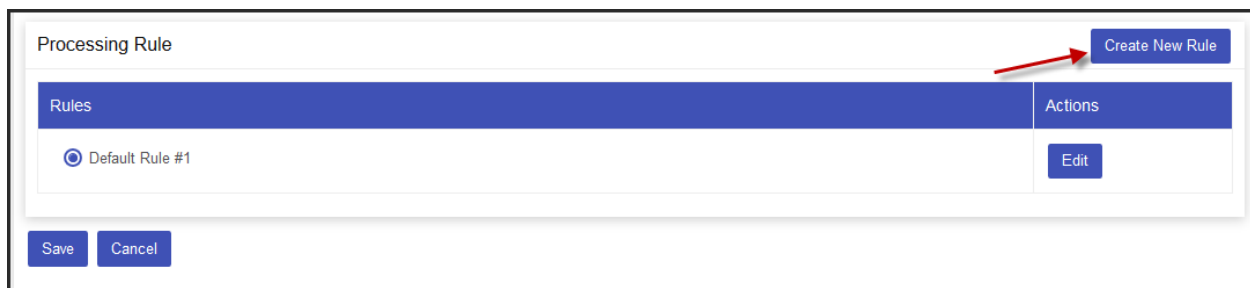
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- **Email Address:** Specify email address of the account from where emails are to be retrieved.
- **IMAP Server:** Enter designated IMAP server.
- **Port:** Mention appropriate port. Default IMAP port is 110.
- **User name:** Enter user name. This is usually same as the email address of target account.
- **Password:** Specify password corresponding to user name.
- **Confirm password:** Re-type password for confirmation.

Processing rules

You may configure Processing Rules for each IMAP account. Processing rules tell Control Panel what should be done with the email. For example:

- Create a processing rule to assign tickets to Support Department if TO line is support@xyzhosting.com.
- Create a processing rule to delete the email if subject line includes "[Spam]". Click **Create New Rule**



Processing Rule

Create New Rule

Rules	Actions
<input checked="" type="radio"/> Default Rule #1	<input type="button" value="Edit"/>



Add IMAP Rule

1 Rule Name:

Select the Condition for your rule:

Where:

Contains

Select the Action for your rule:

Forward to Department:

Assign To:

Set Status:

Override Priority:

Delete Message:

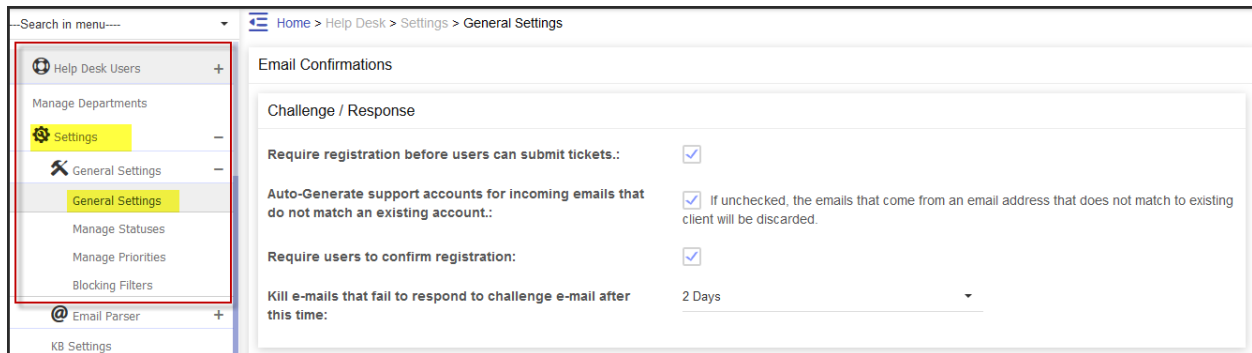
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Challenge Response

Challenge Response is a feature that prevents SPAM emails from reaching the Help Desk.

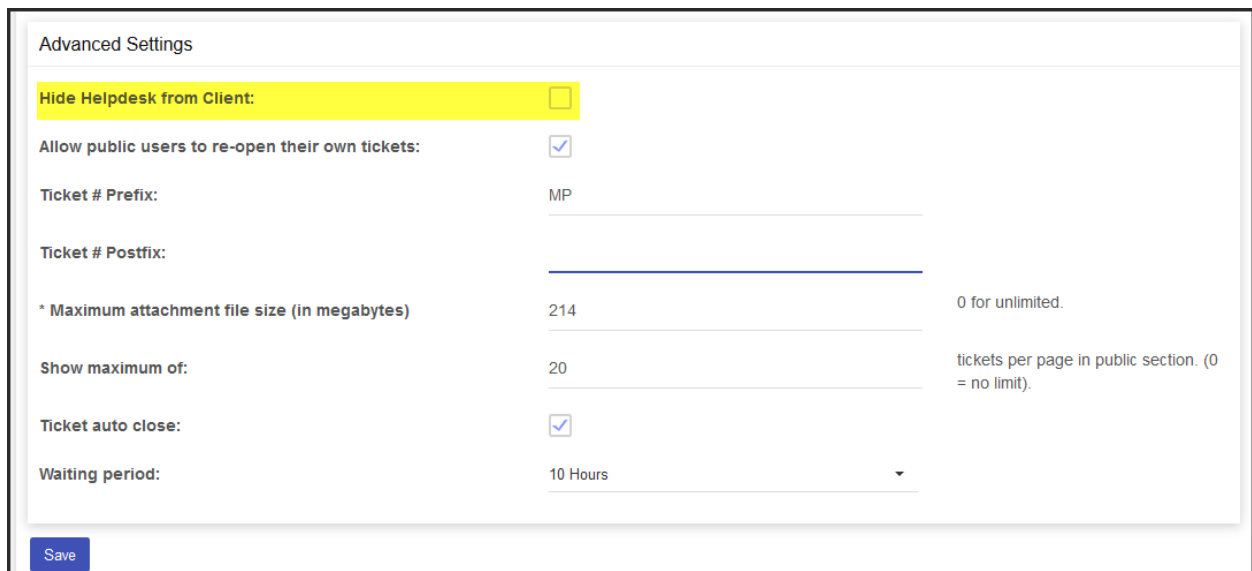
How it works?

Whenever email is received in a department the sender email ID is matched against the control panel database. If it is found in the database as a valid user, ticket is generated and placed in the system. But if email address is not found in the control panel database, then a Challenge-Response email is automatically sent to the sender email address with URL link to visit. If URL is visited then sender is confirmed and added to control panel database. This sender never receives challenge-response email again.



The screenshot shows the 'General Settings' page for the Helpdesk. On the left is a sidebar menu with options: Help Desk Users, Manage Departments, Settings (highlighted), General Settings (highlighted), Manage Statuses, Manage Priorities, Blocking Filters, Email Parser, and KB Settings. The main content area is titled 'Email Confirmations' and contains a 'Challenge / Response' section with the following settings:

- Require registration before users can submit tickets.: ☒
- Auto-Generate support accounts for incoming emails that do not match an existing account.: ☒ If unchecked, the emails that come from an email address that does not match to existing client will be discarded.
- Require users to confirm registration: ☒
- Kill e-mails that fail to respond to challenge e-mail after this time: 2 Days



The screenshot shows the 'Advanced Settings' page for the Helpdesk. It contains the following settings:

- Hide Helpdesk from Client: ☐
- Allow public users to re-open their own tickets: ☒
- Ticket # Prefix: MP
- Ticket # Postfix:
- * Maximum attachment file size (in megabytes): 214 (0 for unlimited).
- Show maximum of: 20 (tickets per page in public section. (0 = no limit)).
- Ticket auto close: ☒
- Waiting period: 10 Hours

A 'Save' button is located at the bottom left of the settings area.

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MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/51381/How-MachPanel-Helpdesk-Ticket-wo...>