

**QuantaCade**

# **QC Support Ticket**

## **User Walkthrough**

A plain-language setup and daily-use guide for Joomla administrators, frontend Agents, and customers

QC Support Ticket gives Joomla sites a complete customer Support Portal and a department-scoped Agent Queue. Administrators create and order the support structure, scope Ticket Fields to all or selected departments, control every email and frontend presentation detail, and publish the frontend views. Customers submit and track requests; Agents work only permitted departments. Protected attachments, structured original-submission details, ordinary-email ticket creation and replies, profile/account embedding, linked Agent Queue KPI filters, reporting, licensing, and Joomla Scheduled Tasks are included in one package.

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[www.quantacade.com](http://www.quantacade.com)

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## 1. What QC Support Ticket does

QC Support Ticket is a Joomla support-desk extension for collecting customer requests, routing them to the right department, and giving authorized frontend Agents a focused place to answer and manage those requests without Joomla administrator access.

### Core capabilities

- Publish a customer Support Portal for ticket creation, history, replies, protected attachments, and satisfaction ratings.
- Publish a frontend Agent Queue where Agents work tickets only in their authorized departments.
- Create departments, categories, statuses, priorities, labels, forms, custom fields, canned responses, and signatures.
- Assign each Ticket Field to All Departments or selected departments so specialized questions appear only where they belong.
- Order Departments, wrap long Department/Category descriptions in the administrator tables, and initialize the correct Categories and Ticket Fields on the first load of frontend creation forms.
- Create a ticket for an existing Joomla user through on-demand name, email, or username search.
- Automatically assign a new customer or inbound-email ticket when exactly one active Agent covers its department.
- Leave tickets Unassigned in a shared department queue when zero or multiple Agents cover that department.
- Use public replies for customer communication and Pro/Max internal notes for staff-only information.
- Store website and inbound-email attachments outside direct public access and stream them only after authorization.
- Read the original Description, submitted Ticket Field responses, and Attachments in separate, clearly spaced timeline containers with readable option labels and checkbox states.
- Control every QCST-generated email through the built-in Email Templates catalogue.

- Use Max inbound IMAP mailboxes so ordinary emails create tickets and authorized replies return to the same ticket.
- Use core totals, CSV exports, agent/department analytics, and Max scheduled reports.
- Control the complete customer and Agent appearance and wording without editing CSS.
- Use Joomla package updates, automatic license validation, and Joomla Scheduled Tasks for background work.
- Embed the Customer Support Portal inside an approved Joomla profile/account container while retaining the same dashboard, ticket, reply, attachment, filter, pagination, AJAX, and authorization behavior.
- Use four linked Agent Queue KPI cards—Open, Closed, Waiting on Agent, and Waiting on User—to show department-scoped counts and open the matching filtered queue.
- Let an authorized Agent assign any currently active ticket status to an accessible ticket; inactive statuses and tickets outside the Agent's departments remain unavailable.

### CURRENT RELEASE BOUNDARY

QC Support Ticket 1.0.31 is a customer support and ticket-management product. It is not live chat, a telephone call-center system, a CRM replacement, a project-management suite, or a public forum. The current product intentionally has one frontend staff role—Agent. There is no separate Manager role. Authorized Agents may assign any active ticket status only inside departments they are permitted to serve. Ticket Fields can be limited to all or selected departments, and submitted Description, field responses, and Attachments appear in readable containers in the ticket timeline.

### NO FORCED BRANDING

QCST does not insert QuantaCade branding into the customer Support Portal or Agent Queue on any plan.

## 2. Before you begin

| Item                              | Requirement                                                                                                                                      |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Joomla</b>                     | A supported Joomla 5 or Joomla 6 site. The QCST package requires PHP 8.1 or later; use the PHP version required by the installed Joomla release. |
| <b>Administrator access</b>       | A Joomla administrator account that can install extensions, configure QCST, create menu items, manage Scheduled Tasks, and install updates.      |
| <b>HTTPS</b>                      | A valid HTTPS site is strongly recommended for customer logins, guest verification links, ticket access, and protected attachments.              |
| <b>Joomla mail</b>                | A working Joomla mail transport and global sender address. QCST uses Joomla mail and does not require a separate SMTP subsystem.                 |
| <b>PHP IMAP</b>                   | Required only when Max Inbound Mailboxes will be used. The server must provide PHP IMAP and allow the site to connect to the mailbox host.       |
| <b>Mailbox security</b>           | PHP Sodium or OpenSSL is required to protect stored inbound mailbox passwords.                                                                   |
| <b>Private attachment storage</b> | A writable protected QCST attachment directory outside direct public access, with enough capacity for expected website and email attachments.    |
| <b>QuantaCade license</b>         | A license key for paid-tier recognition, support, protected downloads, updates, and automatic revalidation. Basic works without a paid key.      |
| <b>Test accounts</b>              | At least one normal customer account and one normal Joomla user who will be configured as a frontend Agent.                                      |

### Recommended preparation

- Back up the Joomla site and database before the first production installation or a major update.
- Begin with one test department, one category, one customer, and one Agent before building the complete support structure.
- Confirm Joomla sends ordinary test mail before troubleshooting QCST notifications.
- Use a dedicated support mailbox for inbound processing. One inbound mailbox is tied to one department.
- Confirm Joomla Scheduled Tasks run successfully before relying on inbound email, reminders, retries, or scheduled reports.

- Plan a real server CRON job for quiet sites; Joomla Lazy Scheduler depends on site activity.

### 3. Plans and feature tiers

| Plan                      | What it includes                                                                                                                                                                                                                                                                         |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Basic - Free</b>       | 1 production domain, up to 3 frontend Agents, 3 departments, 10 categories, unlimited customers/tickets/replies/history, website attachments, core search/filtering, built-in HTML notifications, and complete Frontend Design/Text controls.                                            |
| <b>Pro - \$9.99/year</b>  | Everything in Basic, plus up to 3 domains, 10 Agents, 10 departments, unlimited categories, up to 10 custom fields, editable HTML and department-specific templates, canned responses, signatures, internal notes, labels, satisfaction requests, reminders, and expanded CSV/reporting. |
| <b>Max - \$19.99/year</b> | Everything in Pro, plus up to 5 domains, unlimited Agents/departments/fields, inbound email tickets and replies, safe inbound attachments, authorized Agent email commands, ticket relationships/merge/split tools, advanced analytics, and scheduled reports.                           |
| <b>All Access</b>         | QuantaCade platform entitlement that gives the installation the effective Max feature set for QC Support Ticket.                                                                                                                                                                         |
| <b>Manual Comp</b>        | A complimentary license status that remains a valid active entitlement at its assigned tier.                                                                                                                                                                                             |

#### PLAN AND PERMISSION ARE DIFFERENT

A plan controls whether a feature is included. Joomla ACL, customer ownership, and department access control who may use it. Paid settings and records remain stored after downgrade, but paid behavior becomes unavailable. Existing tickets and history are never deleted merely because the tier changes.

The three-day Max trial may be activated from inside the extension when available. After the trial ends, paid settings remain visible and preserved but become locked until the installation has the required entitlement.

### 4. First setup checklist

1. Install the outer QC Support Ticket package through Joomla System > Install > Extensions.
2. Open Components > QC Support Ticket.
3. Open Settings, enter the QuantaCade License Key when one is available, and save.
4. Open Status and confirm the installed version, Effective tier, license state, task-plugin state, update site, and Joomla/PHP support.
5. Open Settings and create one test Department and Category.

Confirm the Department ordering and create at least one Ticket Field assigned only to that test Department.

6. Create or review the ticket Statuses and Priorities that customers and Agents will use.
7. Add one frontend Agent by searching the Joomla user by name, email, or username, then select the test department.
8. Create a Joomla menu item for QC Support Ticket > Support Portal.
9. Create a second Joomla menu item for QC Support Ticket > Agent Queue and restrict its Joomla Access appropriately.
10. Log in as the customer and create one test ticket with an attachment.

Confirm the New Ticket form shows Department, Category, and Priority before Subject, immediately filters Categories for the default Department, and displays only applicable Ticket Fields.

11. Log in as the Agent and confirm the ticket appears, then reply, change its status, and close it.

Open the ticket and confirm Description, each submitted Ticket Field response, and Attachments appear in separate readable timeline containers.

12. Review Email Templates and send at least one template test.
13. When Max inbound email is required, create one test Inbound Mailbox and use Test Connection before publishing it.
14. Open System > Scheduled Tasks and confirm the five QCST routines are published and healthy.
15. Configure server CRON before relying on time-sensitive mailbox processing on a quiet site.
16. Adjust Frontend Design and Frontend Text only after the functional workflow is confirmed.

Confirm the Agent Queue KPI cards and, when your site uses an integrated profile/account Support tab, confirm the embedded portal stays inside the host layout and its links update without leaving the container.

## 5. Administrator area overview

| Tab                     | Purpose                                                                                                                                                                              |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>About</b>            | Customer/admin-focused product summary, feature orientation, and current QCST value.                                                                                                 |
| <b>Support</b>          | Support Center, QuantaCade profile, protected downloads, walkthrough/manual resources, website, and copyable support information.                                                    |
| <b>Status</b>           | License state, Effective tier, task integrity, runtime support, installed/available version, update site, update check, and protected upgrade controls.                              |
| <b>Settings</b>         | License and ticket settings plus ordered Departments, Categories, Frontend Agents, department-scoped ticket forms/fields, Statuses, Priorities, Labels, and portal/workflow options. |
| <b>Tickets</b>          | Administrator ticket list, filters, ticket work, core totals, reports, and CSV exports.                                                                                              |
| <b>Canned Responses</b> | Pro/Max reusable reply content and access settings.                                                                                                                                  |
| <b>Email Templates</b>  | Outbound settings, all QCST email templates, Inbound Mailboxes, and Scheduled Task/CRON guidance.                                                                                    |
| <b>Frontend Design</b>  | No-code control of the complete customer Support Portal and Agent Queue appearance.                                                                                                  |
| <b>Frontend Text</b>    | No-code control of customer and Agent wording, labels, headings, buttons, empty states, and introductory text.                                                                       |

The final administrator layout intentionally has no separate Organization tab. Organization controls are under Settings. SLA, automation, escalation, API, webhook, Audit, and Email Delivery Diagnostics screens are not part of the current interface.

## 6. Activate your license and install updates

### Activate or change the license

17. Open QC Support Ticket > Settings.
18. Paste the QuantaCade License Key into the license field.
19. Click Save. Saving a different key triggers validation for that exact key.
20. Open Status and confirm License Status, Effective tier, Saved key, Last checked, and Next automatic check.
21. Use Activate / Validate License when a manual validation is needed.
22. Use Repair License Revalidation only when Status reports a missing, duplicated, unpublished, or unhealthy canonical task.

### Automatic license checks

- The saved license is revalidated every 24 hours through Joomla Scheduled Tasks.
- QCST also checks overdue entitlement during normal administrator use, so disabling the task cannot preserve Max indefinitely.
- No saved key resolves to Basic.
- Invalid, expired, revoked, wrong-product, wrong-domain, or ended access resolves to Basic behavior.
- A temporary service failure may preserve only the same previously validated tier within bounded grace and never beyond known expiration.
- Manual Comp remains a valid active entitlement at its assigned tier.

### Check and install an update

23. Open the Status tab and click Check for Updates.
24. Review Installed version, Available version, and Update site.
25. When a newer package is available and the administrator has Joomla Extension Manager permission, click Upgrade QC Support Ticket.

26. After the update, review Status and Scheduled Tasks, then clear Joomla and browser caches if a visible interface change does not appear immediately.

### PROTECT PRIVATE INFORMATION

Do not include a complete license key, mailbox password, IMAP connection string, customer email content, attachment path, session token, or database credential in public screenshots or forum posts. The masked key, domain, version, Effective tier, Installation UUID, task result, and sanitized error are normally enough for support.

## 7. Configure global Settings

| Setting area                      | What it controls                                                                                                                                           |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>License</b>                    | Saved QuantaCade key, activation, entitlement, support, protected downloads, and updates.                                                                  |
| <b>Ticket and portal behavior</b> | Guest access, customer submission, attachment rules, default page behavior, closure/reopen behavior, satisfaction requests, and retained workflow options. |
| <b>Email behavior</b>             | Sender name, Reply-To fallback, outbound retry limits, reminder behavior, and notification preferences. Joomla remains the mail transport.                 |
| <b>Organization</b>               | Departments, Categories, Frontend Agents, ticket forms/fields, Statuses, Priorities, and Labels.                                                           |
| <b>Limits and plan gates</b>      | Current tier limits are enforced without deleting saved paid records after downgrade.                                                                      |

27. Open QC Support Ticket > Settings.
28. Review the license and global ticket/portal options before creating the organization structure.
29. Save one section at a time where the screen provides sectional Save actions.
30. After changing customer-facing behavior, test both a registered customer and a verified guest when guest tickets are enabled.
31. After changing attachment or email behavior, create a new test ticket rather than relying only on the administrator preview.

## 8. Create departments

A Department is the main routing and authorization boundary. Every ticket belongs to one department; Agents see tickets only in their selected departments or through All Departments access.

32. Open QC Support Ticket > Settings and find Departments.
33. Click Add Department.
34. Enter a clear name such as General Support, Billing, Website Help, or Orders.
35. **Enter a clear Description or public/help text and any email identity requested by the form. Long descriptions wrap in the administrator table.**
36. **Set the Department ordering, then publish it when customers and Agents should be able to use it.**
37. Save the department and repeat for each real support area.
- Basic includes up to 3 departments, Pro up to 10, and Max unlimited departments.
  - One ticket belongs to one department at a time.
  - Department ordering controls the sequence used in administrator and frontend selectors.
  - Categories may be limited to selected departments.
  - One inbound mailbox is tied to one department so new email has an unambiguous destination.
  - Changing a ticket department rechecks Agent authority and assignment.

### AUTOMATIC ASSIGNMENT RULE

When a customer or inbound mailbox creates a ticket and exactly one distinct active Agent covers that department, QCST automatically assigns the ticket to that Agent. With zero or multiple active Agents, the ticket remains Unassigned in the shared department queue. Agent-created and backend-created tickets honor the assignee explicitly selected on their forms.

## 9. Create categories, statuses, priorities, and labels

| Item              | Purpose and plan behavior                                                                                                                                                                                                                                                      |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Categories</b> | Customer/Agent classification under one or more departments. Basic includes 10; Pro and Max allow unlimited categories.                                                                                                                                                        |
| <b>Statuses</b>   | Ticket state vocabulary such as Open, Waiting on Customer, Resolved, or Closed. Administrators control which statuses are active. Authorized frontend Agents may assign any active status to tickets inside their permitted departments; inactive statuses remain unavailable. |
| <b>Priorities</b> | Urgency vocabulary and ordering shown in ticket lists and details.                                                                                                                                                                                                             |
| <b>Labels</b>     | Pro/Max readable staff organization and filtering. Labels are not a replacement for department or category.                                                                                                                                                                    |

### Create a category

38. Under Settings > Categories, click Add Category.
39. **Enter a clear customer-facing category name and Description. Long descriptions wrap in the administrator table.**
40. Select the departments where the category should be available.
41. **Set the Category ordering, publish, and save.**
42. **Create a test ticket and confirm only valid categories appear immediately for the Department selected on first load and after every Department change.**

### Review statuses and transitions

43. Open the Statuses section under Settings.
44. Keep the workflow small and understandable. Add a status only when staff and customers need a distinct state.

**Review the active status list and any retained transition settings. In QCST 1.0.25, transition rows do not restrict authorized frontend Agents: they may select any active status for a ticket in a permitted department.**

46. Confirm Agents can close and reopen tickets. There is no separate Manager role.

When an Agent changes a closed ticket to a non-closed active status, QCST clears the closed timestamp so the ticket and reports reflect the reopened state.

47. Check the customer portal so internal workflow wording is not exposed unnecessarily.

### Priorities and labels

48. Create priorities in the order you want them displayed.
49. Use labels for staff organization only when Pro or Max is active.
50. Test list filters after adding or renaming a priority or label.

## 10. Configure ticket forms and custom fields

Pro and Max may collect structured information in addition to the normal Subject and Description. Basic does not include custom fields; Pro includes up to 10 fields and Max allows unlimited fields. Each Ticket Field can apply to All Departments or selected departments.

51. Open Settings and find Ticket Fields / Forms.
52. Create a form for a specific support workflow, such as Website Issue, Billing Question, or Product Help.
53. Choose the departments where the form should be available.
54. **Add fields in the order customers should complete them. In each Ticket Field create/edit popup, use Department access to select All Departments or individual departments.**
55. **Choose the field type, label, helper text, required state, and options where applicable. Use All Departments by itself when the field should include every current and future department.**
56. Configure dependencies only when one answer should reveal or require another field.
57. **Save the form and test it from the customer Support Portal. Confirm only fields assigned to the selected Department appear and become required.**



**58. Open the resulting ticket as an Agent and confirm every submitted value is readable in its own timeline container and remains available only where intended.**

- Custom-field values are stored with the ticket and remain preserved after downgrade.
- Existing Ticket Fields are treated as All Departments after the 1.0.26 upgrade so prior frontend behavior is preserved.
- Frontend JavaScript changes visible fields immediately, but the server independently rejects or ignores values submitted for fields unrelated to the selected Department.
- Changing field assignments or moving a ticket does not delete historical submitted values.
- Selection responses display the configured option text and capitalization; checkboxes display Checked or Unchecked; free text displays exactly as entered.
- Keep forms short. Use the initial ticket message for open-ended explanation and fields only for information that needs consistent structure.
- Do not collect passwords, payment-card data, government identifiers, or other unnecessary sensitive information through ticket fields.

## 11. Add Frontend Agents and department access

Every frontend staff user is an Agent. The separate Manager role was removed. Department access—not a title—is the operational permission boundary.

**59.** Open QC Support Ticket > Settings and find Frontend Agents.

**60.** Click Add Frontend Agent.

**61.** In Joomla User, type at least two characters from the person's name, email address, or username.

**62.** Select the correct active Joomla account from the on-demand results.

**63.** Under Department access, select one department, several departments, or All Departments.

**64.** Use All Departments by itself when the Agent should cover every current and future department.

**65.** Publish the Agent and save.

**66.** Edit the Agent later to replace the selected departments. QCST groups all department access under one administrator row per Joomla user.

| Agent capability          | Current behavior                                                                                                                  |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Ticket visibility</b>  | Tickets in selected departments or every department when All Departments is selected.                                             |
| <b>Replies</b>            | Send public replies to customers.                                                                                                 |
| <b>Internal notes</b>     | Add staff-only notes on Pro/Max.                                                                                                  |
| <b>Assignment</b>         | Assign or reassign authorized tickets.                                                                                            |
| <b>Workflow</b>           | Change priority, labels, fields, close, reopen, and assign any currently active status for tickets inside authorized departments. |
| <b>Create User Ticket</b> | Create a ticket for an existing Joomla user and choose an authorized assignee or Unassigned.                                      |
| <b>Joomla backend</b>     | Not granted. Backend access remains controlled separately by Joomla ACL.                                                          |

- Blocked Joomla accounts, unpublished Agent access, and access outside its active date window do not count as active.
- Changing department access unassigns only tickets in departments the Agent can no longer see.
- All Departments counts as authorization for the single-Agent auto-assignment rule.
- Duplicate historical department rows for one person count as one distinct Agent.

## 12. Publish frontend menu items

### Customer Support Portal menu item

**67.** Open Joomla Menus and choose the menu that should contain customer support.

**68.** Create a new menu item.

**69.** Choose QC Support Ticket > Support Portal as the Menu Item Type.

**70.** Enter a clear menu title such as Support, Help Desk, or My Support Tickets.



71. Set Joomla Access to Registered for account-only support. Use Public only when guest ticket submission is intentionally enabled and configured.
72. Publish the menu item and test it with a normal customer account.

## Agent Queue menu item

73. Create another Joomla menu item.
74. Choose QC Support Ticket > Agent Queue as the Menu Item Type.
75. Enter a clear title such as Agent Queue or Support Team.
76. Set Joomla Access to an appropriate staff access level or group.
77. Publish the menu item and test it with a normal frontend Agent account.

### VISIBLE MENU DOES NOT GRANT TICKET ACCESS

The Joomla menu item controls visibility, but QCST still checks login, customer ownership, guest verification, Agent publication, department access, ticket participation, and action authorization on every request.

## 13. Use the Customer Support Portal

The customer Support Portal gives registered customers and verified guests a focused Dashboard and ticket workflow. It never shows license details, backend diagnostics, internal notes, API/webhook data, or administrator-only controls.

| Area                 | What it does                                                                                                                                                                                                                      |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dashboard</b>     | Shows the customer's ticket totals and quick access to create or review support requests.                                                                                                                                         |
| <b>Create Ticket</b> | Shows Department, Category, and Priority before Subject; immediately filters Categories and Ticket Fields for the selected Department; captures applicable fields, Description, and permitted attachments.                        |
| <b>Ticket list</b>   | Shows only tickets the current customer is authorized to view, with search and permitted filters.                                                                                                                                 |
| <b>Ticket detail</b> | Shows the reference, subject, department, category, status, priority where intended, and complete timeline. The original Description, each submitted Ticket Field response, and Attachments appear in separate spaced containers. |
| <b>Reply</b>         | Adds a public customer reply and permitted attachments to the existing ticket.                                                                                                                                                    |
| <b>Satisfaction</b>  | Allows a rating/comment for eligible closed tickets when the feature is enabled.                                                                                                                                                  |

- The customer filter area intentionally has no Agent or Sort dropdown.
- The portal intentionally has no Saved View dropdown, View Name, Save View, or Delete View controls.
- Guest access uses an expiring email verification link and ticket-specific ownership checks.
- Status-pill text is centered, and navigation/KPI cards retain spacing from their container edges.
- Frontend Design and Frontend Text can restyle and rename the complete portal without CSS editing.

### Embedded Support Portal

QCST 1.0.22 and later can render the customer portal inside an approved profile or account Support tab. The embedded version uses the same QCST tickets and permissions; it is not a second support system.

- Dashboard, new-ticket, ticket list, ticket detail, replies, attachments, filters, paging, and AJAX links remain inside the host container.
- Customer ownership, guest verification, ticket participation, and attachment authorization are checked exactly as they are in the normal menu view.
- A site integration must call the supported embedded route rather than copying QCST markup or building direct database access.

## 14. Create and track customer tickets

### Create a ticket from the portal

78. Open the Support Portal and choose Create Ticket.

79. **Select Department, Category, and Priority in that order. The Category list and department-scoped Ticket Fields should already match the selected Department on first load.**
80. **Enter a clear Subject that summarizes the problem or request.**
81. **Complete the Ticket Fields that apply to the selected Department.**
82. **Enter the full Description, including what happened, what was expected, and any useful dates or steps.**
83. Add permitted screenshots or files.
84. Submit the ticket and note the QCST reference, such as QCST-001035.
85. Confirm the Ticket Created email arrives and the ticket appears in the customer Dashboard/history.

## Reply and follow progress

86. Open the ticket from the Dashboard or ticket list.
87. **Review the complete public conversation. In the original timeline entry, Description, each submitted Ticket Field response, and Attachments should appear in separate readable containers.**
88. Enter a reply and attach any new files that help the Agent.
89. Submit the reply and watch for status or Agent responses through the portal and email.
90. When the ticket is closed and satisfaction is enabled, use the rating request or portal control to record feedback.

### TICKET PRIVACY

A customer may view only their own tickets or tickets where they are an authorized participant. Knowing another ticket reference is not enough to open it or attach a reply.

## 15. Use the frontend Agent Queue

The Agent Queue is the normal frontend workspace for support staff. Agents do not need Joomla administrator access.

| Area                            | What it does                                                                                                                                                                                                                                               |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ticket Queue / Dashboard</b> | Shows four linked department-scoped KPI cards—Open, Closed, Waiting on Agent, and Waiting on User—above the ticket work list. Selecting a card opens the matching filtered queue.                                                                          |
| <b>Filters</b>                  | Narrows authorized tickets by search and supported ticket fields.                                                                                                                                                                                          |
| <b>Ticket detail</b>            | Shows public conversation, internal notes, protected attachments, assignment, status, priority, labels, and timeline. The original Description, submitted Ticket Field responses, and Attachments use the same readable containers as the customer portal. |
| <b>Create User Ticket</b>       | Creates a ticket for an existing Joomla user through searchable requester selection.                                                                                                                                                                       |
| <b>Navigation</b>               | Moves between the queue/dashboard and Create User Ticket without touching the container sides.                                                                                                                                                             |

- Agents see only tickets in selected departments or All Departments.
- The Agent Queue intentionally has no Saved View controls.
- Every Agent has the full final Agent authority, including closing and reopening tickets.
- Internal notes remain invisible to customers.
- Agent actions use the same templates, assignment history, attachment protection, and authorization checks as administrator actions.

### Agent Queue KPI cards

- Open — Active requests.
- Closed — Completed requests.
- Waiting on Agent — Agent response is needed.
- Waiting on User — User response is needed.
- Counts include only tickets in departments the current Agent is authorized to serve. Frontend Text can change each label and description.

## Active status choices

An authorized Agent may choose any active status for an accessible ticket. The rule applies to a single ticket, bulk status changes, Close actions, and authorized inbound-email status commands. A status must be published/active, and the ticket must remain inside the Agent's department authority.

## 16. Create a ticket for a Joomla user

91. Open the Agent Queue and choose Create User Ticket.
92. In Joomla requester, type at least two characters from the customer's name, email, or username.
93. Select the correct active Joomla account from the on-demand results.
94. **Choose Department, Category, and Priority. Confirm Categories and Ticket Fields match the Department immediately.**
95. **Enter the Subject, complete applicable Ticket Fields, and enter the initial Description/public message.**
96. Choose an authorized assignee or leave the ticket Unassigned.
97. Add any permitted attachments.
98. Create the ticket and confirm it appears in the correct queue and in the customer's Support Portal.
- Agent-created tickets honor the assignee selected on the form; the single-Agent auto-assignment rule does not override that selection.
- The requester search returns a small ordered result set instead of loading every Joomla user into a giant dropdown.
- The customer receives the normal Ticket Created notification unless the relevant notification/template is intentionally disabled.

## 17. Work a ticket: replies, notes, attachments, assignment, and status

### Public reply

99. Open the ticket from Tickets in the backend or from the Agent Queue.
100. Choose the public reply editor.
101. Use a canned response when appropriate, then personalize it for the customer.
102. Attach permitted files when needed.
103. Send the reply and confirm the customer receives the Agent Reply email.

### Internal note

104. Choose Internal Note on Pro or Max.
105. Enter staff-only context, follow-up instructions, or troubleshooting details.
106. Save the note and confirm it is visible to authorized staff but absent from the customer portal and customer emails.

### Assignment and workflow

107. Choose an authorized Agent or Unassigned.
108. Change department or category only when the ticket genuinely belongs elsewhere.

Choose any currently active status that accurately describes the ticket. A historical transition rule is not required for an authorized Agent, but inactive statuses never appear as valid choices.

109. Update priority, status, labels, and custom fields as the work progresses.
110. Close the ticket with a useful resolution when complete.
111. Reopen the ticket when new work is required. Every authorized Agent may reopen; there is no Manager role. Selecting a non-closed active status reopens the ticket and clears its closed timestamp.

- Assignment changes create history and notify newly assigned or removed Agents where applicable.
- Public replies, internal notes, status changes, priority changes, and assignment changes use administrator-managed templates where email is sent.
- Protected attachments are streamed only after QCST confirms the current user may view the ticket.

- The original ticket submission displays Description, each submitted Ticket Field response, and Attachments in separate bordered, rounded containers with clear spacing.
- Configured selection labels and user-entered capitalization are preserved; checkbox answers display Checked or Unchecked.
- Historical submitted values remain visible even if a Ticket Field is later reassigned, unpublished, or removed from the active form.
- Executable and active-content files are blocked, and stored file bytes are MIME-checked.

## 18. Use canned responses, signatures, labels, and ticket relationships

| Capability                        | Use                                                                                               |
|-----------------------------------|---------------------------------------------------------------------------------------------------|
| <b>Canned Responses - Pro/Max</b> | Reusable reply blocks for common answers. Keep them accurate and personalize them before sending. |
| <b>Agent Signatures - Pro/Max</b> | Reusable staff signature content applied according to the configured reply workflow.              |
| <b>Internal Notes - Pro/Max</b>   | Staff-only ticket conversation entries.                                                           |
| <b>Labels - Pro/Max</b>           | Readable staff organization and filtering across tickets.                                         |
| <b>Ticket Relationships - Max</b> | Link related or duplicate work and use available merge/split workflows.                           |
| <b>Satisfaction - Pro/Max</b>     | Request a rating and comment after closure when enabled.                                          |

### Create a canned response

112. Open QC Support Ticket > Canned Responses.
113. Click New Canned Response.
114. Enter a clear internal title and the reusable reply text.
115. Choose any available access restrictions.
116. Publish and save.
117. Open a test ticket, insert the response, personalize it, and confirm the final customer message is correct.

## 19. Configure Email Templates and notifications

QCST uses Joomla's configured mail transport and global sender address. Every email generated directly by QCST resolves through an administrator-managed template. There are no hidden hard-coded customer or Agent email paths.

- Basic uses the professional built-in HTML and plain-text content.
- Pro and Max unlock custom HTML/text and department-specific template overrides.
- Updates seed missing templates without overwriting existing customizations.
- Template tests render the selected template with supported sample tokens.
- Email Delivery Retry resends the previously rendered subject/body rather than silently changing content.

### Built-in design and customization preservation

- Fresh installations receive the standardized responsive built-in HTML design for all 21 QCST templates.
- Basic sends the professional built-in HTML and plain text. Pro and Max may edit Custom HTML/text and create department-specific overrides.
- Updates and reinstalls preserve every existing global and department-specific subject, plain-text body, Custom HTML body, format choice, publication state, and revision history. Missing built-in keys may be added safely.
- Do not use a reinstall or update as a template-reset tool. Export or record intentional content before making large wording changes.

### Preview Custom HTML without losing edits

When the template format is Custom HTML, use Preview HTML to render the current unsaved HTML with sample token values in a nested preview window. Close the preview with its close button or Escape; the Email Template

editor remains open and your unsaved changes remain available. Save the template only after the preview looks correct.

| Template                                                | When it is used                                                                   |
|---------------------------------------------------------|-----------------------------------------------------------------------------------|
| <b>Ticket Created</b>                                   | Confirms a new ticket to the requester.                                           |
| <b>Ticket Created — Department Staff</b>                | Notifies department staff about a new unassigned ticket.                          |
| <b>Agent Reply</b>                                      | Sends a public Agent reply to the customer.                                       |
| <b>Administrator Reply to Assigned Agent</b>            | Notifies the assigned Agent when an administrator replies.                        |
| <b>Administrator Internal Comment to Assigned Agent</b> | Notifies the assigned Agent about an administrator internal note.                 |
| <b>Customer Reply to Assigned Agent</b>                 | Notifies the assigned Agent about a customer reply.                               |
| <b>Customer Reply — Department Staff</b>                | Notifies department staff about a reply on an unassigned ticket.                  |
| <b>Ticket Closed</b>                                    | Confirms closure/resolution to the customer.                                      |
| <b>Ticket Assigned to Agent</b>                         | Notifies the new assignee.                                                        |
| <b>Ticket Reassigned from Agent</b>                     | Notifies the previous assignee where applicable.                                  |
| <b>Ticket Reopened</b>                                  | Notifies the customer that work resumed.                                          |
| <b>Ticket Status Changed</b>                            | Notifies the customer about a status change.                                      |
| <b>Assigned Ticket Status Changed</b>                   | Notifies the assigned Agent about a status change.                                |
| <b>Ticket Priority Changed</b>                          | Notifies the assigned Agent about a priority change.                              |
| <b>Customer Reply Reminder</b>                          | Reminds a waiting customer to respond.                                            |
| <b>Satisfaction Rating Request</b>                      | Requests feedback after eligible closure.                                         |
| <b>Email Reply Received</b>                             | Confirms that an inbound reply and accepted attachments were added to the ticket. |
| <b>Guest Ticket Email Verification</b>                  | Sends the secure guest verification/access link.                                  |
| <b>Inbound Email Rejected</b>                           | Explains why an inbound message could not be processed.                           |
| <b>Scheduled Report Delivery</b>                        | Delivers a due report and optional CSV attachment.                                |
| <b>License Status Notice</b>                            | Administrator-facing license status message.                                      |

## Edit and test a template

118. Open QC Support Ticket > Email Templates.
119. Select the template you want to review.
120. Edit the subject, HTML body, and plain-text body where the current plan permits it.
121. Use only supported single-brace QCST tokens shown by the editor.
122. Preview the template and send a test to a controlled address.
123. Publish and save the template.
124. Create the real event—such as a test reply or status change—to confirm actual delivery.

### TEMPLATE RULE

Do not restore obsolete double-brace tokens such as `{{ticket.id}}`. QCST uses its supported single-brace tokens, and default subjects do not place literal square brackets around `{ticket_reference}`.

## 20. Configure Inbound Mailboxes

Inbound Mailboxes are a Max feature. Each enabled IMAP mailbox is tied to one department so every new email has one clear destination.

| Mailbox setting                 | Purpose                                                                                             |
|---------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Name</b>                     | Administrator label for the mailbox.                                                                |
| <b>Department</b>               | Single department that receives new tickets from this mailbox.                                      |
| <b>Email address</b>            | Ordinary support address used for replies, such as support@example.com.                             |
| <b>Host and port</b>            | IMAP server and port, commonly 993 for IMAP over SSL.                                               |
| <b>Encryption / certificate</b> | Connection security and certificate validation. Keep certificate validation enabled for production. |
| <b>Username and password</b>    | Mailbox credentials. The password is protected using Sodium or OpenSSL.                             |
| <b>Folder</b>                   | Inbox folder to scan, normally INBOX.                                                               |
| <b>Processed folder</b>         | Optional folder where successfully handled messages may be moved.                                   |
| <b>New-ticket policy</b>        | Whether ordinary authorized/allowed senders may create new tickets.                                 |
| <b>Unknown-sender policy</b>    | How mail from an unrecognized sender is handled.                                                    |
| <b>Failure handling</b>         | Whether failed messages are marked seen or left retryable.                                          |
| <b>Published</b>                | Whether Scheduled Tasks and Process Now may use the mailbox.                                        |

125. Open QC Support Ticket > Email Templates and scroll to Inbound Mailboxes.

126. Click Add Inbound Mailbox.

127. Enter the mailbox name and select its single destination department.

128. Enter the ordinary email address, host, port, encryption, username, and password.

129. Keep certificate validation enabled unless the hosting provider gives a specific, understood reason not to.

130. Enter the Inbox and optional processed-folder names.

131. Choose the new-ticket and unknown-sender behavior.

132. Click Test Connection.

133. Publish and save only after the connection test succeeds.

134. Use Process Now with controlled test mail before relying on the Scheduled Task.

#### KEEP MAILBOX CHECKS ON SCHEDULE

QCST checks enabled mailboxes every five minutes by default through Joomla Scheduled Tasks. When Joomla Lazy Scheduler is used, task runs are triggered by site activity. On a quiet site, new mail may wait until the next visitor opens a page. Configure server CRON for dependable checks on busy and quiet sites.

## 21. Create and reply to tickets by email

### Create a new ticket

- No special subject or body syntax is required.
- The email subject becomes the ticket subject after normal Re:/Fw: cleanup.
- A blank subject uses a safe default.
- The body becomes the first ticket message.
- An attachment-only message receives safe fallback text.
- After successful creation, the sender receives the Ticket Created confirmation.
- The normal single-Agent department auto-assignment rule is applied.

### Reply to an existing ticket

135. Reply normally to a QCST ticket email. The Reply-To address is the ordinary configured mailbox address; QCST does not depend on plus-addressing.

136. Leave the QCST ticket reference in the subject when possible.

137. Write the reply and attach any permitted files.

138. Send the email and allow the mailbox task or Process Now to run.

**139.** Confirm the message appears on the original ticket and the attachment is available.

**140.** Confirm the sender receives the Email Reply Received acknowledgment after successful storage.

#### How QCST finds the ticket

- First, standard In-Reply-To and References email headers are matched to a message QCST sent.
- When needed, a valid ticket reference such as QCST-001035 in the subject is considered.
- The sender must still be the requester, an authorized participant, or an active Agent authorized for that department.
- A brand-new email containing a ticket reference may be treated as a reply only after the same authorization checks. The reference alone is never enough.
- A status command may select any active status in QCST 1.0.25. It still requires an active authorized Agent sender and a ticket inside that Agent's department scope.

#### Reliability and safety

- The first mailbox run scans unread mail to avoid importing old mailbox history.
- Later runs scan recent read or unread mail, so opening a message in webmail does not make QCST skip it.
- UID and message-state deduplication prevents duplicate imports.
- Failed messages remain retryable.
- Bounces, automated replies, bulk mail, loops, duplicates, and unauthorized replies are rejected or ignored safely.
- The sender acknowledgment is withheld when the reply or any required attachment processing fails.

## 22. Reports and scheduled reports

| Feature                           | Plan and behavior                                                                                       |
|-----------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Core ticket totals</b>         | Basic and higher. Shows the current support workload and filterable ticket totals.                      |
| <b>Ticket CSV export</b>          | Downloads the filtered ticket data rather than rendering CSV as a web page.                             |
| <b>Expanded reports</b>           | Pro and higher. Adds broader reporting and CSV options.                                                 |
| <b>Agent/department analytics</b> | Max. Adds advanced performance and workload views.                                                      |
| <b>Scheduled reports</b>          | Max. Sends Executive Summary or Agent Performance reports daily, weekly, or monthly, with optional CSV. |

### Export ticket data

**141.** Open QC Support Ticket > Tickets.

**142.** Apply the department, status, date, Agent, category, priority, or other available filters.

**143.** Review the visible totals and ticket list.

**144.** Click Export CSV.

**145.** Open the downloaded file and confirm it matches the current filters.

### Create a scheduled report

**146.** Open the reporting area and choose Add Scheduled Report.

**147.** Choose Executive Summary or Agent Performance.

**148.** Enter the recipient email addresses.

**149.** Choose daily, weekly, or monthly timing.

**150.** Select whether to attach CSV.

**151.** Use normal-size checkboxes with their labels directly beside them.

**152.** Publish and save the report.

**153.** Confirm QC Support Ticket Scheduled Reports is published in Joomla Scheduled Tasks.

## 23. Configure Frontend Design

Frontend Design controls the actual Customer Support Portal and Agent Queue. Administrators can match the frontend to the Joomla site without writing CSS.



| Design group                   | Examples                                                                                                                |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| <b>Page and typography</b>     | Backgrounds, maximum width, padding, font family, body size, headings, muted text.                                      |
| <b>Cards and layout</b>        | Card background, borders, radius, spacing, shadows, and container padding.                                              |
| <b>Buttons and navigation</b>  | Primary/secondary colors, hover states, text, radius, size, and navigation tabs.                                        |
| <b>Forms</b>                   | Labels, helper text, input background/border, focus appearance, checkboxes, and spacing.                                |
| <b>Tables and ticket lists</b> | Header background/text, rows, borders, centered status pills, customer summary cards, and linked Agent Queue KPI cards. |
| <b>Messages and notices</b>    | Customer messages, Agent replies, internal notes, attachments, success, warning, and error blocks.                      |
| <b>Display profiles</b>        | Default design plus optional Customer Support Portal and Agent Queue overrides.                                         |

154. Open QC Support Ticket > Frontend Design.

155. Choose whether to edit the Default design, Customer Support Portal override, or Agent Queue override.

156. Change one related group at a time during initial setup.

157. Save the section using its local Save action.

158. Open the matching frontend view in another browser tab and refresh.

159. Repeat until the page, cards, buttons, forms, tables, messages, notices, and responsive layout match the site.

160. Use Restore Defaults only after recording intentional production colors and sizes.

- Per-display values remain saved when temporarily switching back to the default design.
- Every reasonable new frontend visual element should be wired into Frontend Design in future releases.
- No normal branding change should require direct CSS editing.

## 24. Configure Frontend Text

Frontend Text controls customer and Agent wording independently from the visual design. It covers navigation, headings, buttons, fields, tables, ticket details, replies, empty states, Agent controls, and optional introductory content.

| Scope                          | Typical controls                                                                                                                                                                                                         |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Support Portal</b> | Dashboard and ticket headings, create/reply buttons, field labels, help text, table labels, empty states, attachment wording, rating wording, and optional introduction.                                                 |
| <b>Agent Queue</b>             | Queue/dashboard headings, four KPI labels and descriptions, Create User Ticket wording, requester/assignee labels, reply/note labels, status/priority/assignment text, filters, empty states, and optional introduction. |
| <b>Shared/default wording</b>  | Installation-wide values used when a display-specific override is blank or disabled.                                                                                                                                     |

161. Open QC Support Ticket > Frontend Text.

162. Choose the Customer Support Portal or Agent Queue text group.

163. Change only the wording that should differ from the accepted defaults.

164. Leave optional fields blank when the built-in text is appropriate.

165. Save the section.

166. Open the matching frontend view and verify desktop and narrow/mobile layouts.

167. Repeat for every customer or Agent phrase that should match the organization's language.

- For the Agent Queue KPI cards, verify the accepted meaning stays clear: Waiting on Agent means an Agent response is needed; Waiting on User means a user/customer response is needed.

### CUSTOMIZATION EXPECTATION

Frontend Design and Frontend Text should control every reasonable color, size, label, heading, button, field, table, message, and notice. Administrators should not have to edit CSS or extension source to make the support experience match their site.

## 25. Scheduled Tasks, CRON, Status, and diagnostics

| Scheduled Task                                | Default          | Purpose                                                                                                        |
|-----------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------|
| <b>QC Support Ticket License Revalidation</b> | Every 24 hours   | Refreshes license state and Effective tier.                                                                    |
| <b>QC Support Ticket Email Delivery Retry</b> | Every 60 minutes | Retries eligible failed outbound deliveries.                                                                   |
| <b>QC Support Ticket Customer Reminders</b>   | Every 60 minutes | Sends enabled Pro/Max waiting-on-customer reminders.                                                           |
| <b>QC Support Ticket Inbound Mailboxes</b>    | Every 5 minutes  | Processes Max mailboxes, new tickets, replies, attachments, deduplication, authorization, and acknowledgments. |
| <b>QC Support Ticket Scheduled Reports</b>    | Every 60 minutes | Generates due Max Executive Summary and Agent Performance reports.                                             |

Administrators may change valid operational task schedules under Joomla System > Scheduled Tasks. QCST preserves valid custom schedules during upgrades. The five-minute mailbox schedule is used only when the task is first created or its schedule is missing/invalid and must be repaired.

### Why server CRON matters

Joomla Lazy Scheduler runs due tasks when site activity triggers Joomla. If no one visits the site for an hour, an inbound email can remain safely in the mailbox for that hour and be processed only when the next request triggers the scheduler.

For dependable processing, configure a server CRON job to ask Joomla to run all due Scheduled Tasks every minute:

```
***** /usr/local/bin/php /path/to/your/site/cli/joomla.php scheduler:run --all >/dev/null 2>&1
```

- Replace the PHP path and Joomla site path with the values supplied by the hosting provider.
- In cPanel, timing is usually entered separately; the command field normally begins with the PHP executable.
- The CRON may run every minute, but Joomla executes only tasks that are due under their own schedules.
- The command triggers every due published Joomla task, including tasks from other extensions.
- After reliable external CRON is active, Joomla Lazy Scheduler may be disabled so visitors are not responsible for task execution.
- A legitimate no-work task run should complete successfully rather than show a false failure.

### Review Status

- License Status, Effective tier, masked key, Last checked, and Next automatic check.
- Installed version, Available version, update-site state, and update controls.
- Joomla/PHP support and relevant server readiness.
- Task plugin presence, recognized routines, canonical License Revalidation task, publication, last result, and next execution.
- Use Repair License Revalidation only for that canonical license task; it does not replace normal operational task troubleshooting.

## 26. Support tab and downloadable resources

| Button or resource                        | Destination or purpose                                                                                                                      |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Open Support Center</b>                | Opens QuantaCade support for installation, licensing, updates, email delivery, inbound mailboxes, portal, Agent Queue, and troubleshooting. |
| <b>Open My Profile</b>                    | Manage the QuantaCade profile, licenses, allowed domains, downloads, and support conversations.                                             |
| <b>Open Downloads</b>                     | Access the protected QCST package, complete source, manual, walkthrough, validation reports, and release files when available.              |
| <b>QC Support Ticket User Walkthrough</b> | Plain-language setup and daily-use guide.                                                                                                   |

| Button or resource                      | Destination or purpose                                                                        |
|-----------------------------------------|-----------------------------------------------------------------------------------------------|
| <b>QC Support Ticket Project Manual</b> | Technical architecture, release history, data model, non-regression, and maintenance handoff. |
| <b>QuantaCade Website</b>               | Products, account tools, downloads, documentation, and support resources.                     |

The Support Information card shows the product, version, product code, domain, masked saved key, license status, Effective tier, and Installation UUID. Include these values in a support request when possible. Never send a full key, mailbox password, customer content, database credential, or unrestricted private path.

## 27. Going live checklist

- QC Support Ticket 1.0.31 is installed and the outer package, component, and required plugins are enabled.
- The site is on a supported Joomla/PHP combination and HTTPS works correctly.
- The license validates and Status shows the intended Effective tier and next automatic check.
- License Revalidation, Email Delivery Retry, Customer Reminders, Inbound Mailboxes, and Scheduled Reports appear as expected for the plan and run without current exit-code errors.
- A server CRON job reliably runs Joomla due tasks on quiet sites.
- Joomla sends an ordinary test email successfully.
- Departments, categories, statuses, transitions, priorities, labels, and forms are intentional and understandable.
- Department and Category descriptions wrap cleanly, Department ordering is correct, and no organization table requires horizontal scrolling for ordinary content.
- Every frontend Agent is an active Joomla user with only the correct departments or All Departments.
- Ticket Fields are assigned to All Departments or the intended individual departments; unrelated fields do not appear or validate on other Department forms.
- With exactly one active Agent in a department, a customer-created ticket auto-assigns to that Agent.
- With multiple active Agents, a new ticket remains Unassigned in the shared queue.
- The Support Portal menu item is visible only to the intended audience.
- On the first load of New Ticket, the default Department immediately limits Categories and Ticket Fields, and the form order is Department, Category, Priority, Subject, applicable fields, Description, and Attachments.
- The Agent Queue menu item is restricted appropriately and QCST still enforces department access.
- A registered customer can create, view, search, reply to, attach files to, and close/follow the intended ticket workflow.
- A customer cannot view another customer's ticket by changing a URL or knowing its reference.
- A verified guest can use the intended flow when guest tickets are enabled.
- An Agent can reply, add internal notes on Pro/Max, attach files, assign, change priority/status, close, and reopen.
- Ticket detail shows Description, each submitted Ticket Field response, and Attachments in separate spaced containers in both the Customer Support Portal and Agent Queue.
- Selection answers display configured labels without forced lowercase or hyphens; checkbox answers display Checked or Unchecked; free-text capitalization is preserved.
- Internal notes never appear to customers.
- Protected attachments download only for authorized users, and blocked active-content files are rejected.
- Every important email event uses the correct template, sender identity, subject, body, and Reply-To.
- A new ordinary email creates a ticket and sends Ticket Created confirmation.
- A reply to that email returns to the same ticket through the ordinary mailbox address and sends Email Reply Received confirmation.
- An inbound safe attachment appears on the ticket; blocked attachments do not produce a false success acknowledgment.
- Inbound processing still works when the message was opened/read in webmail.
- Ticket CSV export downloads correctly and matches the active filters.
- Scheduled reports send correctly where Max is active.
- Frontend Design and Frontend Text match the site on desktop and mobile without CSS edits.
- Check for Updates and one controlled protected package update work through Joomla Extension Update.
- Support links and protected downloads open correctly.
- Agent Queue KPI counts and links match the Agent's department access, and the Waiting on Agent/User descriptions are correct.

- An Agent can move an accessible ticket between active statuses, including closing and reopening, while inactive statuses remain unavailable.
- Custom Email Template HTML survives a test update/reinstall, and nested Preview closes without losing unsaved editor content.
- When the site uses an embedded profile/account Support tab, dashboard, ticket, reply, attachment, filter, paging, and AJAX navigation remain inside the host container.

## 28. Troubleshooting

| Issue                                                   | What to check                                                                                                                                                                                          |
|---------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>License tier is wrong or pending</b>                 | Save and validate the key again; confirm product/domain entitlement, Last checked, Next automatic check, and the current License Revalidation result.                                                  |
| <b>Update is not detected</b>                           | Confirm the saved key, package update site, enabled state, protected-download entitlement, Joomla update cache, and available-version metadata.                                                        |
| <b>Customer cannot create a ticket</b>                  | Check menu access, login/guest policy, published department/category/form, plan limits, required fields, session token, and attachment rules.                                                          |
| <b>Customer sees another ticket</b>                     | This should never occur. Record the exact user, URL, ticket reference, and action, then contact support immediately.                                                                                   |
| <b>Agent cannot see a ticket</b>                        | Confirm the Agent is active, not blocked, and assigned to the ticket department or All Departments.                                                                                                    |
| <b>Agent user search finds nothing</b>                  | Type at least two characters and search the active Joomla user's name, email, or username. Confirm the user is not blocked.                                                                            |
| <b>One-agent ticket is not auto-assigned</b>            | Confirm exactly one distinct active Agent covers the department. Inactive, blocked, expired, unpublished, or duplicate rows do not qualify.                                                            |
| <b>Ticket stays assigned after Agent access changes</b> | Confirm the ticket department is no longer covered, save the Agent, and review whether another remaining scope still authorizes that ticket.                                                           |
| <b>Email is not sent</b>                                | Test Joomla mail, confirm the template is published, review sender/recipient addresses, retry settings, and the Email Delivery Retry task.                                                             |
| <b>Inbound email is delayed</b>                         | Confirm Max entitlement, mailbox publication, Test Connection, task publication, due interval, and server CRON running scheduler:run --all.                                                            |
| <b>Reply is not attached</b>                            | Confirm it reached the ordinary mailbox, headers/reference remain, sender is authorized, and the inbound message record is not rejected or failed.                                                     |
| <b>Reply was opened before QCST</b>                     | 1.0.14+ processes recent read or unread mail after the first mailbox run. Use Process Now and inspect the result.                                                                                      |
| <b>Inbound attachment is missing</b>                    | Check blocked extension/MIME/size, protected-directory permissions, inbound attachment state, and whether acknowledgment was withheld.                                                                 |
| <b>Reply acknowledgment is missing</b>                  | The message or an attachment may have failed, been rejected, duplicated, or treated as an automated/bounce message. Review inbound processing state.                                                   |
| <b>Mailbox connection fails</b>                         | Check PHP IMAP, host, port, encryption, certificate, username/password, folder name, firewall, and provider access restrictions.                                                                       |
| <b>Task shows an exit code</b>                          | Review the current execution rather than stale history; confirm plugin files, routine recognition, service availability, task schedule, CRON PHP path, and sanitized error.                            |
| <b>CSV opens as page text</b>                           | Confirm the current package is installed and no template/plugin output occurs before QCST sends download headers.                                                                                      |
| <b>Frontend colors or text do not change</b>            | Save the correct Frontend Design/Text section, verify the correct display profile, and clear browser/Joomla caches.                                                                                    |
| <b>Horizontal scrolling or clipped controls</b>         | Capture the viewport width and exact screen. QCST's accepted layout must remain responsive without normal horizontal scrolling.                                                                        |
| <b>Agent cannot select a status</b>                     | Confirm the status is published/active and the ticket is in an authorized department. QCST 1.0.25 does not require an Agent transition row; inactive statuses and unauthorized tickets remain blocked. |

| Issue                                                              | What to check                                                                                                                                                                                                                       |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent Queue KPI count looks wrong</b>                           | Confirm Agent department access, ticket status behavior class, active filter card, and any additional filters. KPI counts are department-scoped and the selected card resets unrelated queue filters.                               |
| <b>Embedded Support tab leaves the profile layout</b>              | Confirm the host integration uses the supported QCST embedded portal call and passes the correct base URL/persistent query. Do not copy the normal menu URL into an iframe or bypass QCST routing.                                  |
| <b>Closing HTML Preview closes the editor</b>                      | Confirm QCST 1.0.17 or later is installed, clear Joomla/browser caches, and verify the nested Preview close button or Escape closes only Preview.                                                                                   |
| <b>Custom email design changed after update</b>                    | This should not happen on 1.0.21 or later. Record the template ID/department, revision history, version path, and exact update method before making further edits.                                                                  |
| <b>New Ticket initially shows categories from every department</b> | Confirm QCST 1.0.28 or later is installed, clear Joomla/browser caches, and verify the Department is selected before portal initialization. The initial list should match the default Department without requiring a manual change. |
| <b>A Ticket Field appears in the wrong department</b>              | Edit the Ticket Field and review Department access. Use All Departments by itself for universal fields, or select only the intended departments. Confirm the field is on the active form and clear cached frontend assets.          |
| <b>Submitted field values are hard to read or look normalized</b>  | Confirm QCST 1.0.31 or later is installed. The original submission should show separate containers, configured selection labels, preserved capitalization, and Checked/Unchecked checkbox text.                                     |

## 29. Glossary

| Term                           | Meaning                                                                                                                           |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Agent</b>                   | A frontend QCST staff user authorized for one or more departments or All Departments. There is no separate Manager role.          |
| <b>All Departments</b>         | Exclusive Agent scope covering every current and future department.                                                               |
| <b>Assignment</b>              | The current Agent responsible for a ticket plus the retained assignment/reassignment history.                                     |
| <b>Basic</b>                   | Free production tier with 3 Agents, 3 departments, 10 categories, and the complete core ticket portal.                            |
| <b>Canned Response</b>         | Pro/Max reusable reply text that an Agent may insert and personalize.                                                             |
| <b>Category</b>                | Ticket classification made available under one or more departments.                                                               |
| <b>Customer Support Portal</b> | Frontend customer view for ticket creation, history, replies, attachments, and ratings.                                           |
| <b>Department</b>              | Primary routing and authorization boundary for tickets, Agents, categories, and inbound mailboxes.                                |
| <b>Effective tier</b>          | The Basic, Pro, Max, or All Access feature tier currently recognized by license validation.                                       |
| <b>Frontend Agent</b>          | A normal Joomla user granted QCST Agent access without Joomla administrator access.                                               |
| <b>Guest verification</b>      | Expiring secure email link proving a non-Joomla requester controls the ticket email address.                                      |
| <b>Inbound Mailbox</b>         | A Max IMAP configuration tied to one department for new tickets and authorized replies.                                           |
| <b>Internal Note</b>           | Pro/Max staff-only ticket message that customers never see.                                                                       |
| <b>Lazy Scheduler</b>          | Joomla mode in which site activity triggers due Scheduled Tasks; it is not reliable for exact timing on quiet sites.              |
| <b>Manual Comp</b>             | Complimentary license status treated as a valid active entitlement at its assigned tier.                                          |
| <b>Max</b>                     | Complete tier with inbound email, unlimited organization limits, advanced analytics, ticket relationships, and scheduled reports. |
| <b>Participant</b>             | Additional authorized person allowed to access or reply to a ticket.                                                              |
| <b>Priority</b>                | Configured urgency level for a ticket.                                                                                            |

| Term                                  | Meaning                                                                                                                                                                  |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Pro</b>                            | Paid productivity tier with editable templates, canned responses, notes, labels, fields, satisfaction, reminders, and expanded CSV/reporting.                            |
| <b>Protected attachment</b>           | File stored outside direct public access and streamed only after QCST authorization.                                                                                     |
| <b>Scheduled Report</b>               | Max Executive Summary or Agent Performance delivery created on a daily, weekly, or monthly schedule.                                                                     |
| <b>Status</b>                         | Configured ticket workflow state, such as Open, Waiting, Resolved, or Closed.                                                                                            |
| <b>Ticket reference</b>               | Stable readable identifier such as QCST-001035 used in notifications, search, reporting, and authorized email matching.                                                  |
| <b>Ticket Queue / Agent Queue</b>     | Department-scoped frontend working area for Agents.                                                                                                                      |
| <b>Unassigned</b>                     | Ticket available to authorized department Agents but not currently owned by one Agent.                                                                                   |
| <b>Active status</b>                  | A published QCST ticket status that an authorized Agent may assign to a ticket in a permitted department. Inactive statuses cannot be selected.                          |
| <b>Agent Queue KPI</b>                | One of the linked Open, Closed, Waiting on Agent, or Waiting on User summary cards that shows an authorized department-scoped count and opens the matching queue filter. |
| <b>Embedded Support Portal</b>        | The supported rendering of the customer QCST portal inside an approved Joomla profile or account container while retaining normal QCST routing and authorization.        |
| <b>HTML Preview</b>                   | Nested Email Template preview that renders current unsaved Custom HTML with sample tokens without closing the editor.                                                    |
| <b>Ticket Field Department access</b> | The All Departments or selected-departments scope that controls where a custom Ticket Field appears and is validated.                                                    |
| <b>Original submission container</b>  | A separate timeline block for Description, one submitted Ticket Field response, or original Attachments.                                                                 |