django-helpdesk Documentation

Release 0.2.0

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Contents

django-helpdesk is a Django application to manage helpdesk tickets for your internal helpdesk. It was formerly known as Jutda Helpdesk.

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1.1 Installation

`django-helpdesk` installation isn't difficult, but it requires you have a bit of existing know-how about Django.

1.1.1 Prerequisites

Before getting started, ensure your system meets the following recommended dependencies:

- Python 3.6+, or Python 2.7 (Python 3.4+ may also work but unsupported)
- Django 1.11.x (Django 2.x should also work though, and recommended for new projects)

Ensure any extra Django modules you wish to use are compatible before continuing.

NOTE: Python 2.7 support is deprecated in both `django-helpdesk` and Django. Future releases of `django-helpdesk` may remove support for Python 2.7, and Django will no longer support Python 2.7 as of the Django 2.0 release. It is highly recommended to start new projects using Python 3.6+, or migrate existing projects to Python 3.6+.

1.1.2 Getting The Code

Installing using PIP

Try using `pip install django-helpdesk`. Go and have a beer to celebrate Python packaging.

Checkout `master` from git (Cutting Edge)

If you're planning on editing the code or just want to get whatever is the latest and greatest, you can clone the official Git repository with `git clone git://github.com/django-helpdesk/django-helpdesk.git`. We use the `master` branch as our development branch for the next major release of `django-helpdesk`.

Copy the `helpdesk` folder into your `PYTHONPATH`.

I just want a .tar.gz!

You can download the latest PyPi package from http://pypi.python.org/pypi/django-helpdesk/

Download, extract, and drop `helpdesk` into your `PYTHONPATH`

1.1.3 Adding To Your Django Project

If you're on a brand new Django installation, make sure you do a `migrate` **before** adding `helpdesk` to your `INSTALLED_APPS`. This will avoid errors with trying to create User settings.

1. Edit your `settings.py` file and add `helpdesk` to the `INSTALLED_APPS` setting. You also need `django.contrib.admin` in `INSTALLED_APPS` if you haven't already added it. eg:

```
INSTALLED_APPS = (
    'django.contrib.auth',
    'django.contrib.contenttypes',
    'django.contrib.sessions',
    'django.contrib.sites',  # Required for determining domain url for use in
↪emails
    'django.contrib.admin',  # Required for helpdesk admin/maintenance
    'django.contrib.humanize',  # Required for elapsed time formatting
    'markdown_deux',  # Required for Knowledgebase item formatting
    'bootstrapform', # Required for nicer formatting of forms with the default
↪templates
    'helpdesk',  # This is us!
)
```

Your `settings.py` file should also define a `SITE_ID` that allows multiple projects to share a single database, and is required by `django.contrib.sites` in Django 1.9+. If you aren't running multiple sites, you can simply add a default `SITE_ID` to `settings.py`:

```
SITE_ID = 1
```

2. Make sure django-helpdesk is accessible via `urls.py`. Add the following line to `urls.py`:

```
url(r'helpdesk/', include('helpdesk.urls')),
```

Note that you can change 'helpdesk/' to anything you like, such as 'support/' or 'help/'. If you want django-helpdesk to be available at the root of your site (for example at http://support.mysite.tld/) then the line will be as follows:

```
url(r'', include('helpdesk.urls', namespace='helpdesk')),
```

This line will have to come *after* any other lines in your urls.py such as those used by the Django admin.

Note that the *helpdesk* namespace is no longer required for Django 1.9+ and you can use a different namespace. However, it is recommended to use the default namespace name for clarity.

3. Create the required database tables.

Migrate using Django migrations:

```
./manage.py migrate helpdesk
```

4. Include your static files in your public web path:

```
python manage.py collectstatic
```

5. Inside your `MEDIA_ROOT` folder, inside the `helpdesk` folder, is a folder called `attachments`. Ensure your web server software can write to this folder - something like this should do the trick:

```
chown www-data:www-data attachments/
chmod 700 attachments
```

(substitute www-data for the user / group that your web server runs as, eg 'apache' or 'httpd')

If all else fails, you could ensure all users can write to it:

```
chmod 777 attachments/
```

But this is NOT recommended, especially if you're on a shared server.

6. Ensure that your `attachments` folder has directory listings turned off, to ensure users don't download files that they are not specifically linked to from their tickets.

If you are using Apache, put a `.htaccess` file in the `attachments` folder with the following content:

```
Options -Indexes
```

You will also have to make sure that `.htaccess` files aren't being ignored.

Ideally, accessing http://MEDIA_URL/helpdesk/attachments/ will give you a 403 access denied error.

7. If it's not already installed, install `markdown_deux` and ensure it's in your `INSTALLED_APPS`:

```
pip install django-markdown-deux
```

8. If you already have a view handling your logins, then great! If not, add the following to `settings.py` to get your Django installation to use the login view included in `django-helpdesk`:

```
LOGIN_URL = '/helpdesk/login/'
```

Alter the URL to suit your installation path.

9. Load initial e-mail templates, otherwise you will not be able to send e-mail:

python manage.py loaddata emailtemplate.json

10. If you intend on using local mail directories for processing email into tickets, be sure to create the mail directory before adding it to the queue in the Django administrator interface. The default mail directory is `/var/lib/mail/helpdesk/`. Ensure that the directory has appropriate permissions so that your Django/web server instance may read and write files from this directory.

Note that by default, any mail files placed in your local directory will be permanently deleted after being successfully processed. It is strongly recommended that you take further steps to save emails if you wish to retain backups.

Also, be aware that if a disk error occurs and the local file is not deleted, the mail may be processed multiple times and generate duplicate tickets until the file is removed. It is recommended to monitor log files for ERRORS when a file is unable to be deleted.

1.1.4 Upgrading from previous versions

If you are upgrading from a previous version of django-helpdesk that used migrations, get an up to date version of the code base (eg by using `git pull` or `pip install --upgrade django-helpdesk`) then migrate the database:

```
python manage.py migrate helpdesk --db-dry-run # DB untouched
python manage.py migrate helpdesk
```

Lastly, restart your web server software (eg Apache) or FastCGI instance, to ensure the latest changes are in use.

Unfortunately we are unable to assist if you are upgrading from a version of django-helpdesk prior to migrations (ie pre-2011).

You can continue to the 'Initial Configuration' area, if needed.

1.1.5 Notes on database backends

NOTE REGARDING SQLITE AND SEARCHING: If you use sqlite as your database, the search function will not work as effectively as it will with other databases due to its inability to do case-insensitive searches. It's recommended that you use PostgreSQL or MySQL if possible. For more information, see this note in the Django documentation: http://docs.djangoproject.com/en/dev/ref/databases/#sqlite-string-matching

When you try to do a keyword search using sqlite, a message will be displayed to alert you to this shortcoming. There is no way around it, sorry.

NOTE REGARDING MySQL: If you use MySQL, with most default configurations you will receive an error when creating the database tables as we populate a number of default templates in languages other than English.

You must create the database the holds the django-helpdesk tables using the UTF-8 collation; see the MySQL manual for more information: http://dev.mysql.com/doc/refman/5.1/en/charset-database.html

You may be able to convert an existing MySQL database to use UTF-8 collation by using the following SQL commands:

```
ALTER DATABASE mydatabase CHARACTER SET utf8 COLLATE utf8_general_ci;
ALTER TABLE helpdesk_emailtemplate CONVERT TO CHARACTER SET utf8 COLLATE utf8_general_
→ci;
```

Both `utf8_general_ci` or `utf16_general_ci` have been reported to work.

If you do NOT do this step, and you only want to use English-language templates, you may be able to continue however you will receive a warning when running the 'migrate' commands.

1.2 Configuration

> **IMPORTANT NOTE**: Any tickets created via POP3 or IMAP mailboxes will DELETE the original e-mail from the mail server.

Before django-helpdesk will be much use, you need to do some basic configuration. Most of this is done via the Django admin screens.

1. Visit `http://yoursite/admin/` and add a Helpdesk Queue. If you wish, enter your POP3 or IMAP server details.

2. Visit `http://yoursite/helpdesk/` (or whatever path as defined in your `urls.py`)

3. If you wish to automatically create tickets from the contents of an e-mail inbox, set up a cronjob to run the management command on a regular basis.

   Don't forget to set the relevant Django environment variables in your crontab:

   ```
   */5 * * * * /path/to/helpdesksite/manage.py get_email
   ```

   This will run the e-mail import every 5 minutes

   You will need to create a support queue, and associated login/host values, in the Django admin interface, in order for mail to be picked-up from the mail server and placed in the tickets table of your database. The values in the settings file alone, will not create the necessary values to trigger the get_email function.

4. If you wish to automatically escalate tickets based on their age, set up a cronjob to run the escalation command on a regular basis:

   ```
   0 * * * * /path/to/helpdesksite/manage.py escalate_tickets
   ```

   This will run the escalation process hourly, using the 'Escalation Days' setting for each queue to determine which tickets to escalate.

5. If you wish to exclude some days (eg, weekends) from escalation calculations, enter the dates manually via the Admin, or setup a cronjob to run a management command on a regular basis:

   ```
   0 0 * * 0 /path/to/helpdesksite/manage.py create_escalation_exclusions --days␣
   ↪saturday,sunday --escalate-verbosely
   ```

   This will, on a weekly basis, create exclusions for the coming weekend.

6. Log in to your Django admin screen, and go to the 'Sites' module. If the site `example.com` is listed, click it and update the details so they are relevant for your website.

7. If you do not send mail directly from your web server (eg, you need to use an SMTP server) then edit your `settings.py` file so it contains your mail server details:

   ```
   EMAIL_HOST = 'XXXXX'
   EMAIL_HOST_USER = 'YYYYYY@ZZZZ.PPP'
   EMAIL_HOST_PASSWORD = '123456'
   ```

8. If you wish to use SOCKS4/5 proxy with Helpdesk Queue email operations, install PySocks manually. Please note that mixing both SOCKS and non-SOCKS email sources for different queues is only supported under Python 2; on Python 3, SOCKS proxy support is all-or-nothing: either all queue email sources must use SOCKS or none may use it. If you need this functionality on Python 3 please let us know.

You're now up and running! Happy ticketing.

1.2.1 Queue settings via admin interface

Locale

The *Locale* value must match the value in the `locale` column in the `helpdesk_emailtemplate` table if you wish to use those templates. For default installations/templates those values are `cs`, `de`, `en`, `es`, `fi`, `fr`, `it`, `pl`, `ru` and `zh`.

If you want to use a different *Local* then you will need to generate/edit the necessary templates (and set the value in the `locale` column) for those locales. This includes when using language variants, such as `de-CH`, `en-GB` or `fr-CA` for example.

E-Mail Check Interval

This setting does not trigger e-mail collection, it merely throttles it. In order to trigger e-mail collection you must run a crontab to trigger `manage.py get_email`. The setting in *E-Mail Check Interval* prevents your crontab from running the e-mail trigger more often than the interval set.

For example, setting *E-Mail Check Interval* to 5 will limit the collection of e-mail to once every five minutes, even if your crontab is firing every five seconds. If your cron job is set to fire once every hour, then e-mail will only be collected once every hour.

The cron job triggers the collection of e-mail, *E-Mail Check Interval* restricts how often the trigger is effective.

To remove this limit, set *E-Mail Check Interval* to 0.

Potential problems

There is potential for a timing clash to prevent triggering of mail collection if *E-Mail Check Interval* and your crontab interval are identical. Because the crontab runs fractionally before, or at exactly the same time as *E-Mail Check Interval* is run, if the timings for both are identical then every second call by the crontab will be ignored by *E-Mail Check Interval* because its interval has yet to expire.

The result is that if both crontab and *E-Mail Check Interval* are set to run at five minute intervals, then mail may actually only be collected every ten minutes. You will see the evidence of this in the helpdesk mail log, or in the logs of your mail server.

To avoid this problem set the crontab and *E-Mail Check Interval* to marginally different values (or set *E-Mail Check Interval* to 0). *E-Mail Check Interval* will only take an integer value, in minutes, so if you want a five minute interval between mail checks, then you will either have to set *E-Mail Check Interval* to 4 and the crontab interval to 300 seconds, or the *E-Mail Check Interval* to 5 and the crontab interval to 305 seconds.

The crontab interval overrides the *E-Mail Check Interval*, and resets the *E-Mail Check Interval* each time it fires, as long as the crontab interval is greater than *E-Mail Check Interval*.

1.3 Settings

First, django-helpdesk needs `django.core.context_processors.request` activated, so you must add it to the `settings.py`. Add the following:

```
TEMPLATES = [
    {
        'BACKEND': 'django.template.backends.django.DjangoTemplates',
        ...
        'OPTIONS': {
            ...
            'context_processors': (
                # Default ones first
                ...
                # The one django-helpdesk requires:
                "django.template.context_processors.request",
            ),
        },
    },
]
```

The following settings can be changed in your `settings.py` file to help change the way django-helpdesk operates. There are quite a few settings available to toggle functionality within django-helpdesk.

1.3.1 HELPDESK_DEFAULT_SETTINGS

django-helpdesk has a built in `UserSettings` entity with per-user options that they will want to configure themselves. When you create a new user, a set of options is automatically created for them which they can then change themselves.

If you want to override the default settings for your users, create `HELPDESK_DEFAULT_SETTINGS` as a dictionary in `settings.py`. The default is below:

```
HELPDESK_DEFAULT_SETTINGS = {
        'use_email_as_submitter': True,
        'email_on_ticket_assign': True,
        'email_on_ticket_change': True,
        'login_view_ticketlist': True,
        'tickets_per_page': 25
        }
```

1.3.2 Generic Options

These changes are visible throughout django-helpdesk

- **HELPDESK_REDIRECT_TO_LOGIN_BY_DEFAULT** When a user visits "/", should we redirect to the login page instead of the default homepage?

  Default: `HELPDESK_REDIRECT_TO_LOGIN_BY_DEFAULT = False`

- **HELPDESK_KB_ENABLED** show knowledgebase links?

  Default: `HELPDESK_KB_ENABLED = True`

- **HELPDESK_NAVIGATION_ENABLED** Show extended navigation by default, to all users, irrespective of staff status?

  Default: `HELPDESK_NAVIGATION_ENABLED = False`

- **HELPDESK_TRANSLATE_TICKET_COMMENTS** Show dropdown list of languages that ticket comments can be translated into via Google Translate?

  Default: `HELPDESK_TRANSLATE_TICKET_COMMENTS = False`

- **HELPDESK_TRANSLATE_TICKET_COMMENTS_LANG** List of languages to offer. If set to false, all default google translate languages will be shown.

  Default: `HELPDESK_TRANSLATE_TICKET_COMMENTS_LANG = ["en", "de", "fr", "it", "ru"]`

- **HELPDESK_SHOW_CHANGE_PASSWORD** Show link to 'change password' on 'User Settings' page?

  Default: `HELPDESK_SHOW_CHANGE_PASSWORD = False`

- **HELPDESK_FOLLOWUP_MOD** Allow user to override default layout for 'followups' (work in progress)

  Default: `HELPDESK_FOLLOWUP_MOD = False`

- **HELPDESK_AUTO_SUBSCRIBE_ON_TICKET_RESPONSE** Auto-subscribe user to ticket as a 'CC' if (s)he responds to a ticket?

  Default: `HELPDESK_AUTO_SUBSCRIBE_ON_TICKET_RESPONSE = False`

- **HELPDESK_EMAIL_SUBJECT_TEMPLATE** Subject template for templated emails. `%(subject)s` represents the subject wording from the email template (e.g. "(Closed)"). *Warning*: your subject template should always include a `{{ ticket.ticket }}` somewhere as many `django-helpdesk` features rely on the

ticket ID in the subject line in order to correctly route mail to the corresponding ticket. If you leave out the ticket ID, your helpdesk may not work correctly!

Default: `HELPDESK_EMAIL_SUBJECT_TEMPLATE = "{{ ticket.ticket }} {{ ticket.title|safe }} %(subject)s"`

- **HELPDESK_EMAIL_FALLBACK_LOCALE** Fallback locale for templated emails when queue locale not found

  Default: `HELPDESK_EMAIL_FALLBACK_LOCALE = "en"`

- **HELPDESK_MAX_EMAIL_ATTACHMENT_SIZE** Maximum size, in bytes, of file attachments that will be sent via email

  Default: `HELPDESK_MAX_EMAIL_ATTACHMENT_SIZE = 512000`

- **QUEUE_EMAIL_BOX_UPDATE_ONLY** Only process mail with a valid tracking ID; all other mail will be ignored instead of creating a new ticket.

  Default: `QUEUE_EMAIL_BOX_UPDATE_ONLY = False`

- **HELPDESK_ANON_ACCESS_RAISES_404** If True, redirects user to a 404 page when attempting to reach ticket pages while not logged in, rather than redirecting to a login screen.

  Default: `HELPDESK_ANON_ACCESS_RAISES_404 = False`

1.3.3 Options shown on public pages

These options only change display of items on public-facing pages, not staff pages.

- **HELPDESK_VIEW_A_TICKET_PUBLIC** Show 'View a Ticket' section on public page?

  Default: `HELPDESK_VIEW_A_TICKET_PUBLIC = True`

- **HELPDESK_SUBMIT_A_TICKET_PUBLIC** Show 'submit a ticket' section & form on public page?

  Default: `HELPDESK_SUBMIT_A_TICKET_PUBLIC = True`

1.3.4 Options for public ticket submission form

- **HELPDESK_PUBLIC_TICKET_QUEUE** Sets the queue for tickets submitted through the public form. If defined, the matching form field will be hidden. This cannot be *None* but must be set to a valid queue slug.

  Default: Not defined

- **HELPDESK_PUBLIC_TICKET_PRIORITY** Sets the priority for tickets submitted through the public form. If defined, the matching form field will be hidden. Must be set to a valid integer priority.

  Default: Not defined

- **HELPDESK_PUBLIC_TICKET_DUE_DATE** Sets the due date for tickets submitted through the public form. If defined, the matching form field will be hidden. Set to *None* if you want to hide the form field but do not want to define a value.

  Default: Not defined

1.3.5 Options that change ticket updates

- **HELPDESK_ALLOW_NON_STAFF_TICKET_UPDATE** Allow non-staff users to interact with tickets? This will also change how 'staff_member_required' in staff.py will be defined.

Default: `HELPDESK_ALLOW_NON_STAFF_TICKET_UPDATE = False`

- **HELPDESK_SHOW_EDIT_BUTTON_FOLLOW_UP** Show edit buttons in ticket follow ups?

  Default: `HELPDESK_SHOW_EDIT_BUTTON_FOLLOW_UP = True`

- **HELPDESK_SHOW_DELETE_BUTTON_SUPERUSER_FOLLOW_UP** Show delete buttons in ticket follow ups if user is 'superuser'?

  Default: `HELPDESK_SHOW_DELETE_BUTTON_SUPERUSER_FOLLOW_UP = False`

- **HELPDESK_UPDATE_PUBLIC_DEFAULT** Make all updates public by default? This will hide the 'is this update public' checkbox.

  Default: `HELPDESK_UPDATE_PUBLIC_DEFAULT = False`

- **HELPDESK_STAFF_ONLY_TICKET_OWNERS** Only show staff users in ticket owner drop-downs?

  Default: `HELPDESK_STAFF_ONLY_TICKET_OWNERS = False`

- **HELPDESK_STAFF_ONLY_TICKET_CC** Only show staff users in ticket cc drop-down?

  Default: `HELPDESK_STAFF_ONLY_TICKET_CC = False`

1.3.6 Staff Ticket Creation Settings

- **HELPDESK_CREATE_TICKET_HIDE_ASSIGNED_TO** Hide the 'assigned to' / 'Case owner' field from the 'create_ticket' view? It'll still show on the ticket detail/edit form.

  Default: `HELPDESK_CREATE_TICKET_HIDE_ASSIGNED_TO = False`

1.3.7 Staff Ticket View Settings

- **HELPDESK_ENABLE_PER_QUEUE_STAFF_PERMISSION** If `True`, logged in staff users only see queues and tickets to which they have specifically been granted access - this holds for the dashboard, ticket query, and ticket report views. User assignment is done through the standard `django.admin.admin` permissions. *Note*: Staff with access to admin interface will be able to see the full list of tickets, but won't have access to details and could not modify them. This setting does not prevent staff users from creating tickets for all queues. Also, superuser accounts have full access to all queues, regardless of whatever queue memberships they have been granted.

  Default: `HELPDESK_ENABLE_PER_QUEUE_STAFF_PERMISSION = False`

1.3.8 Default E-Mail Settings

The following settings default to `None` but can be set as defaults, rather than setting them per-queue.

- `QUEUE_EMAIL_BOX_TYPE`
- `QUEUE_EMAIL_BOX_SSL`
- `QUEUE_EMAIL_BOX_HOST``
- `QUEUE_EMAIL_BOX_USER`
- `QUEUE_EMAIL_BOX_PASSWORD`

1.3.9 Discontinued Settings

The following settings were defined in previous versions and are no longer supported.

- **HELPDESK_CUSTOM_WELCOME**
- **HELDPESK_KB_ENABLED_STAFF** Now always True
- **HELPDESK_NAVIGATION_STATS_ENABLED** Now always True
- **HELPDESK_PREPEND_ORG_NAME** Please customise your local *helpdesk/base.html* template if needed
- **HELPDESK_SHOW_DELETE_BUTTON_TICKET_TOP** Button is always shown
- **HELPDESK_SHOW_EDIT_BUTTON_TICKET_TOP** Button is always shown
- **HELPDESK_SHOW_HOLD_BUTTON_TICKET_TOP** Button is always shown
- **HELPDESK_SHOW_KB_ON_HOMEPAGE** KB categories are always shown on the homepage
- **HELPDESK_SUPPORT_PERSON** Please customise your local *helpdesk/attribution.html* template if needed
- **HELPDESK_DASHBOARD_SHOW_DELETE_UNASSIGNED** Button is always shown
- **HELPDESK_DASHBOARD_HIDE_EMPTY_QUEUES** Empty queues are always hidden
- **HELPDESK_DASHBOARD_BASIC_TICKET_STATS** Stats are always shown
- **HELPDESK_FOOTER_SHOW_API_LINK** Link to API documentation is always shown. Edit your local *helpdesk/base.html* template if needed.
- **HELPDESK_FOOTER_SHOW_CHANGE_LANGUAGE_LINK** Is never shown. Use your own template if required.
- **HELPDESK_ENABLE_PER_QUEUE_MEMBERSHIP** Discontinued in favor of HELPDESK_ENABLE_PER_QUEUE_STAFF_PERMISSION.

1.4 Spam Filtering

django-helpdesk includes a copy of `akismet.py` by Michael Foord, which lets incoming ticket submissions be automatically checked against either the Akismet or TypePad Anti-Spam services.

To enable this functionality, sign up for an API key with one of these two services.

1.4.1 Akismet

- Sign up at http://akismet.com/
- Save your API key in `settings.py` as `AKISMET_API_KEY`

Note: Akismet is only free for personal use. Paid commercial accounts are available.

1.4.2 TypePad AntiSpam

- Sign up at http://antispam.typepad.com/
- Save your API key in `settings.py` as `TYPEPAD_ANTISPAM_API_KEY`

This service is free to use, within their terms and conditions.

If you have either of these settings enabled, the spam filtering will be done automatically. If you have *both* settings configured, TypePad will be used instead of Akismet.

1.4.3 Example

A sample configuration in `settings.py` may be:

```
TYPEPAD_ANTISPAM_API_KEY = 'abc123'
```

1.5 Custom Fields

django-helpdesk supports custom fields on the `Ticket` model. These fields are created by using the Django administration tool, and are shown on both the public and staff submission forms. You can use most Django field types including text, integer, boolean, and list.

The demo at http://django-helpdesk-demo.herokuapp.com contains an example of each type of custom field, including a mix of mandatory and optional fields.

Custom fields are relatively inefficient; you can search them, but this might degrade performance of your installation if you make use of custom fields. They can be useful for tracking extra information that your organisation needs but that isn't supported out of the box.

1.6 License

django-helpdesk is released under the terms of the BSD license. You must agree to these terms before installing or using django-helpdesk.:

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1.6.1 License for jQuery & jQuery UI

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1.6.2 License for jQuery UI 'Smoothness' theme

::

/*

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- This CSS file was generated by ThemeRoller, a Filament Group Project for jQuery UI
- Author: Scott Jehl, scott@filamentgroup.com, http://www.filamentgroup.com
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1.6.3 License for akismet.py

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How Does It Look?

You can see a demo installation at http://django-helpdesk-demo.herokuapp.com/

Quick Start

django-helpdesk is just a Django application with models, views, templates, and some media. If you're comfortable with Django just try `pip install django-helpdesk`. If not, continue to read the Installation document.

Key Features

django-helpdesk has been designed for small businesses who need to receive, manage and respond to requests for help from customers. In this context *'customers'* may be external users, or other people within your company.

- Tickets can be opened via email
- Multiple queues / categories of tickets
- Integrated FAQ / knowledgebase

4.1 Customer-facing Capabilities

Customers (who are not 'staff' users in Django) can:

1. Browse your knowledgebase / FAQ
2. Submit support requests via web/email
3. Review open and closed requests they submitted

4.2 Staff Capabilities

If a user is a staff member, they get general helpdesk access, including:

1. See the ticket dashboard showing unassigned tickets and basic status of the helpdesk
2. Review the tickets assigned to them
3. Search through all tickets, open and closed
4. Save their searches for future use
5. Follow up or respond to tickets
6. Assign tickets to themselves or other staff members

7. Resolve tickets

Optionally, their access to view tickets, both on the dashboard and through searches and reports, may be restricted by a list of queues to which they have been granted membership. Create and update permissions for individual tickets are not limited by this optional restriction.

Licensing

django-helpdesk is released under the BSD license, however it packages 3rd party applications which may be using a different license. More details can be found in the *License* documentation.

CHAPTER 6

Dependencies

1. Python 3.4+ (or 2.7, but deprecated and support will be removed next release)

2. Django 1.11 or newer

3. An existing **working** Django project with database etc. If you cannot log into the Admin, you won't get this product working! This means you **must** run *migrate* **before** you add `helpdesk` to your `INSTALLED_APPS`.