HTML GOODIES
The ultimate html resource

⊙EARTHWEB.COI

SEARCH

About the Double-Underlined Links

INTRODUCTION
home
about
non-technical introduction
newsletter archive

PRIMERS
html
MySpace html
ad banners
perl & cgi
asp
javascript
database - sql

HTML & GRAPHICS TUTORIALS
getting started
backgrounds
buttons
browser specific
colors
forms
frames
html 4.01 tags
html 4.01 ref
image maps
tables
web graphics

BEYOND HTML
asp
cascading style sheets
css keyword ref
cgi scripting
dhtml/layers
dot net
java applets
javascript
javascript keyword ref
javascript script tips
php
security
SEO
vb script keyword ref
webmaster tips
webmaster projects
webmaster toolbox
video
xml
general reference pieces
the master list

NEED HELP?
discussion boards
mentors
technology jobs

WEB DEVELOPMENT
earthwebdeveloper.com
javascripts.com

HTML GOODIES
Partners

Become a Partner

IT Manager Webcast: Community Chat--Online Collaboration with Windows Azure. Learn how Windows Azure can help your business adjust to changing conditions, innovate & stay competitive in the market.

Featured Drupal Module: Support Ticketing

By Tyme

An important aspect of managing a large project, or any site with multiple collaborators, is managing the many individual tasks. To effectuate order and efficiency, it is best to use a job ticketing system. An organized method for the client to submit change and feature requests to the development team, and for Web team members to coordinate tasks among one another. It also could provide the client an intranet solution for general tasking of all types.

The Drupal Module "Support Ticketing" (formerly "Job Tracker") is a good solution for managing project action items. Your client website need not be running on Drupal. You can use a simple stand-alone Drupal installation along with the Support Ticketing module for project coordination. If your subject site is a Drupal-based website, you can integrate the module into that installation -- restricting access to it except for staff, or run it independently of the main site with a simple admin link to the job tracker. To keep the project management site private, you will want to disable anonymous user permission to access content, and create a robots.txt file that disallows the entire root directory.

[Note: A future article in the Drupal module series will review a more elaborate project management module that has additional functionality, including time tracking and invoicing capabilities.]

The module supports multiple clients, with permissions restricting access to only the client's own ticketing system. And, because Drupal allows multiple themes, you can brand each client's help center -- through CSS or custom template files. (If the client site is a Drupal site, you can simply upload that theme to your /sites/all/themes folder and enable it for that particular client's use.)

You will note that the Support Ticketing center shows tabs for All tickets, Open tickets, My Open tickets, New tickets, Active tickets, Pending tickets, and Closed tickets. Each type of ticket is styled with its own color to differentiate it from the others. Heading links let you sort columns in ascending/descending alpha or numeric order.

Discussion about issues is nicely threaded to keep track of the discussion. Employing user avatars makes for a friendlier collaborative environment, especially when participants are based in different physical locations.

A number of permission settings let the site admin control how users interact with the module. For example, users can be allowed to assign tickets to each other or to themselves. Assigning tickets is easily performed through the controls at the top of the support ticket content add/edit form. If a ticket status is changed, the listing background color will change automatically to its default color.

1 year 5 weeks ago

• Available for review - testing site
1 year 5 weeks ago

• Received. Closed.
1 year 5 weeks ago

• Closed. Duplicate ticket.
1 year 10 weeks ago

▸ Input format

▾ Notifications

☐ Subscribe
Receive email notifications when this ticket is updated.

☐ Suppress notification
By checking this box you will prevent notification emails from being sent for this ticket update. It is recommended that you check this box if you are adding sensitive information such as passwords which should not be mailed out in plain text.

▾ Subscribed

☐ Armando

☐ Audrey

☐ Cindy

☐ Jane

☐ Karen

☐ Manager

☐ Tyme

☑ admin

☐ aimee

[Preview]

A team member can subscribe himself or others to a ticket to keep a consistent level of communication with all participants. Also, email integration allows tickets to be created and updated via email, and offers support for attachments. New users can be automatically created, as well.

Accessories

Companion modules add a handy array of additional functionality:

▸ Support Timer: implements a time tracker for the ticketing system.
▸ Support Views: exposes support tickets to the Views module.
▸ Support Deadline: allows you to add a "due date" to tickets.
▸ Support Nag: can send regular reminders about open tickets, and can automatically close issues after a period of time.
▸ Support SMS: can send details about open support tickets as SMS messages to cell phones and pagers.

Summary

If you are not using a job ticketing system, I strongly recommend it. You might have some clients that are resistant to it, but once they discover its ease of use and get into the habit, the project will benefit. You'll be able to better track scope creep, which affects timelines and costs, and team members will always have a clear picture of a project's progress. The Support Ticketing module can help you manage expectations, which is good for business.

Try a demonstration and judge for yourself.

Tyme is a freelance writer and multimedia specialist of many years. She likes walks in the park, cotton candy, and baby ducks. To learn more: MultimediaByTyme.com.

Tools: [✉ Email] [🖨 Print] [Digg This Story] [del.icio.us]

Add htmlgoodies.com to your favorites
[+ MY YAHOO!] [Windows Favorites]

Add htmlgoodies.com to your browser search box
IE 7 | Firefox 2.0 | Firefox 1.5.x

Receive news via our XML/RSS feed [XML] [RSS]

1 Comments (click to add your comment)

By **RJJ**   September 23 2010 8:16 PMPDT

Hmmm. Didn't consider how easy it is to set up a job tracker. Great article. Thanks for the tip.

Reply to this comment   ⚠

Comment and Contribute

| | Your name/nickname |
| | Your email |

XHTML: You can use these tags: <b> <u> <i>

(Maximum characters: 1200). You have 1200 characters left.

>od2ᴢᴢqw

Please type the alphanumeric characters above and click "Submit" to continue. *What's this?*

I cannot read this. Please generate a New Image

See our comment policy.

Submit Your Comment

| IT MANAGEMENT | NETWORKING & COMMUNICATIONS | WEB DEVELOPMENT | HARDWARE & SYSTEMS | SOFTWARE & DEVELOPMENT | IT NEWS |

INNOVATIVE THREADING ASSISTANT
Intel® Parallel Advisor 2011   Simplify threading ⊙   (intel)

internet.com ®

The Network for Technology Professionals

Search: [   ] Find

About Internet.com

Copyright 2010 QuinStreet Inc. All Rights Reserved.

Legal Notices, Licensing, Permissions, Privacy Policy.

Advertise | Newsletters | E-mail Offers

Solutions

Whitepapers and eBooks

IBM Cloud Computing Development Center	Helpful Cloud Computing Resources
Internet.com Cloud Computing Showcase	MORE WHITEPAPERS, EBOOKS, AND ARTICLES
Microsoft TechNet Spotlight	

Webcasts

All About Cloud Computing	MORE WEBCASTS, PODCASTS, AND VIDEOS

Downloads and eKits

MORE DOWNLOADS, EKITS, AND FREE TRIALS

Tutorials and Demos

Demo: Google Site Search	New Security Solutions Using Intel(R) vPro(TM) Technology
Virtual Event: Master Essential Techniques for Leveraging the Cloud	All About Botnets
Article: Explore Application Lifecycle Management Tools in Visual Studio 2010	MORE TUTORIALS, DEMOS AND STEP-BY-STEP GUIDES
Internet.com Hot List: Get the Inside Scoop on IT and Developer Products	