

# Tickets

Make sure that your tickets module is enabled before configuring the tickets module (`!module tickets` to enable, and `!module list` to see if it's enabled).

## Setting Up Tickets Module

The command used for setting up the tickets module is `pobox`, which has a set of other subcommands that allows you to edit the module's current settings without the need to remember several commands. The tickets module allows for a modmail system in which your community members can interact with your staff about issues, suggestions, reports, etc.

The list below details the minimum needed permissions in order for the tickets module to function:

- *View Channels*
- *Send Messages*
- *Embed Links*
- Manage Channels (to open and close ticket system channels)

## Pobox

As previously stated, this is the only command needed for the configuration of the tickets module. The other commands within the tickets module are solely used for moderation purposes, aside from `!send`.

Make sure that your tickets module is enabled before configuring the tickets module (`!module tickets` to enable, and `!module list` to see if it's enabled).

## Required Permissions (Staff)

- *Send Messages*
- *Attach Images*
- *Embed Links* (Admin)

## Syntax

`!pobox subcommand` [input or arguments to set]

## Examples

Instead of the conventional example list and because there are many subcommands for the `pobox` command, a

detailed table for all the subcommands and their applicable inputs are listed below.

Subcommand	Descriptive Example
<i>current</i>	<code>!pobox current</code>  - Displays all current settings in the tickets module
<i>channel/category</i>	<code>!pobox channel #channel</code> <code>!pobox category Tickets Category</code>  - For <i>channel</i> , sets which channel new ticket notifications are posted - For <i>category</i> , sets the category where all ticket handling channels to be created
<i>agelimit</i>	<code>!pobox agelimit number</code>  - Sets how old an account must be before they can submit a ticket
<i>responsetype</i>	<code>!pobox responsetype text/embed</code>  - Sets the message type received after submitting a ticket to either text or embed
<i>newmailtype</i>	<code>!pobox newmailtype text/embed</code>  - Sets the notification's message type of new mail to either text or embed
<i>newmail/response</i> <a href="#">Variables</a>	<code>!pobox newmail text/discohooklink</code> <code>!pobox response text/discohooklink</code>  - For newmail, sets what the notification for new mail will say or in a discohook link form - For response, sets the message to be sent to the person who submits a ticket <a href="#">Variables</a>
<i>forcedump</i>	<code>!pobox forcedump off/text/html</code>  - After closing a ticket, the entire channel will be archived in either: <ul style="list-style-type: none"><li>• Text format</li><li>• HTML format</li><li>• No archive</li></ul>

## NewMail & Response Variables

**NOTE:** When using `newmail` and `response`, you are allowed to use multiple variables listed below.

These variables can be used anywhere in the message.

The variables listed below provide a more tailored response and notification system for your modmail tickets system. As a reminder, these variables can be used anywhere in the `response` or `newmail`.

Variable	Description	Where Can I Place This?
%name	Mention of ticket sender	Anywhere
%tag	Username#### of ticket sender	Anywhere
%id	UserID of ticket sender	Anywhere
%date	Date of ticket submission	Anywhere
%tid	TicketID	Anywhere
%mid	MessageID from ticketing channel	Anywhere
%guild	Server name	Anywhere
%content	Entire ticket contents	Anywhere
%uimg	Avatar URL of ticket sender	Anywhere

# Moderation Commands

The commands listed below are used solely for moderation purposes. It's possible to allow some of these commands for trusted senior moderators with the allow command. Restricting the command to a certain channel helps instill a process for your staff to utilize in the community's tickets system.

This table will get an update soon.

Command	Description	Example
<code>!assign <i>userID ticketID</i></code>	Opens the ticket and assigns it to the staff	<code>!assign <i>userID ticketID</i></code>
<code>!unassign <i>userID ticketID</i></code>	Unassigns a staff from the ticket	<code>!unassign <i>userID ticketID</i></code>
<code>!closeticket <i>ticketID</i></code>	Closes and marks resolved the ticket, marks it resolved, and deletes the channel If requested, creates a full dump of the channel	<code>!closeticket <i>ticketID</i></code>

<code>!ticketstatus ticketID</code>	Displays the ticket status	<code>!ticketstatus ticketID</code>
<code>!blockticket userID</code>	Prevents that user from sending tickets	<code>!blockticket userID</code>
<code>!unlock userID</code>	Re-allows that user to send tickets	<code>!unlock userID</code>

## Send (Public Command)

Anyone can use this command except for those in panicd or muted.

Command	Description	Example
<code>!send</code>	<p>Sends a completely private ticket to the server staff</p> <p>Upon activation, the bot will DM you and ask for input, waiting up to 10 minutes.</p> <p><b>NOTE:</b> You must allow DMs to be sent from server members in your privacy settings.</p>	<code>!send</code>

## FAQ

### Q. Will kicking Gaius reset the bot?

- No, kicking/banning Gaius will never reset your settings or [prefix](#).

### Q. How do I see all the commands?

- The [help command](#) is man's best friend (not dogs).

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# Video

*Not yet available*

If you have or find a video on Gaius specifically for what is covered in this documentation page, you can send the info to Fairy ? ?#0001 via DM (You must be in the [support server](#) in order to make contact).

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# Points of Interest

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