Helpdesk Developer Reference: Shortcode, Post Type and Data

Developers · https://wpfactory.com/docs/helpdesk-developer-reference/

This developer reference for Helpdesk Support Ticketing System for WooCommerce lists the shortcode, endpoint, post type, taxonomies, meta keys, database tables and capability the plugin uses. Settings live at **WPFactory > Support Tickets > Settings** (also under **Support Tickets > Settings**). Verified against version 3.0.4.

Shortcode and endpoint

Name	Type	What it does
`[stsw_user_tickets]`	Shortcode (no attributes)	Outputs the front-end ticket area: the current user's ticket list, replies and the new ticket form. Shows the WooCommerce login form to visitors who are not logged in.
`tickets`	Rewrite endpoint (`EP_PAGES`)	Adds `/my-account/tickets/` . Flush permalinks after activation. An `order` query variable filters the list to one order, for example `/my-account/tickets/?order=123` .

Post type and taxonomies

Name	Type	Notes
`stsw_tickets`	Post type	Not public, no REST, supports title only. The ticket message is the post content. Uses `capability_type` `page` .
`stsw_tickets_status`	Taxonomy (hierarchical)	Default terms Open, In Progress, Closed. The Dashboard counts the slugs `open` and `in-progress` .

Name	Type	Notes
`stsw_tickets_priority`	Taxonomy (hierarchical)	Default terms Low, Normal, High. Color stored in term meta `STSWooCommerceProcolor`.
`stsw_tickets_subject`	Taxonomy (hierarchical)	No default terms. Subject assignee user ID stored in term meta `STSWooCommerceProAssignee`.

Ticket meta keys

Meta key	Value
`STSWooCommerceProticketuser`	User ID of the customer who opened the ticket
`STSWooCommerceProticketagent`	User ID of the assigned agent
`STSWooCommerceProticketorder`	Linked WooCommerce order ID
`images`	Comma-separated URLs of files attached to the original ticket

Database tables

Helpdesk creates two custom tables (schema version stored in the `stswpro_tickets_table_db_version` option):

Table	Holds	Columns
`{prefix}stsw_responses`	Public responses	`id`, `user`, `post_id`, `creationdate` (GMT), `agent`, `content`, `attachments` (comma-separated attachment IDs)
`{prefix}stsw_priv_responses`	Private notes	`id`, `user`, `post_id`, `creationdate` (GMT), `agent`, `content`

When a ticket is permanently deleted, its rows in `stsw_responses` and its attached media are deleted too. Private notes are not removed.

Capability

- `stsw_tickets` controls access to the Support Tickets menu. The Administrator role gets it on activation, and the role saved in **Default User Role for Ticket Assignment** gets it on save.
- The Settings tab and saving settings require the `administrator` role.
- Deleting a response over AJAX requires `manage_woocommerce` or ownership of the ticket.

Hooks

Hook	Type	Notes
`wpfactory_wc_sts_pro_output_settings`	Action	Fires when the Support Tickets admin page renders. Helpdesk uses it to output its own dashboard and settings.

Helpdesk also hooks into standard WooCommerce filters to add its UI: `woocommerce_account_menu_items` (Tickets tab), `woocommerce_my_account_my_orders_actions` (Get Help button), `woocommerce_my_account_my_orders_columns` (Tickets column) and the `woocommerce_view_order` action (Tickets section on the order page). You can adjust or remove these with your own callbacks at a later priority.

Example: query a customer's open tickets

```
$tickets = get_posts( array(
	'post_type'   => 'stsw_tickets',
	'numberposts' => -1,
	'meta_key'    => 'STSWooCommerceProticketuser',
	'meta_value'  => get_current_user_id(),
	'tax_query'   => array(
		array(
			'taxonomy' => 'stsw_tickets_status',
			'field'    => 'slug',
			'terms'    => 'open',
		),
	),
) );
```



HELPDESK SUPPORT TICKETING SYSTEM FOR WOOCOMMERCE

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