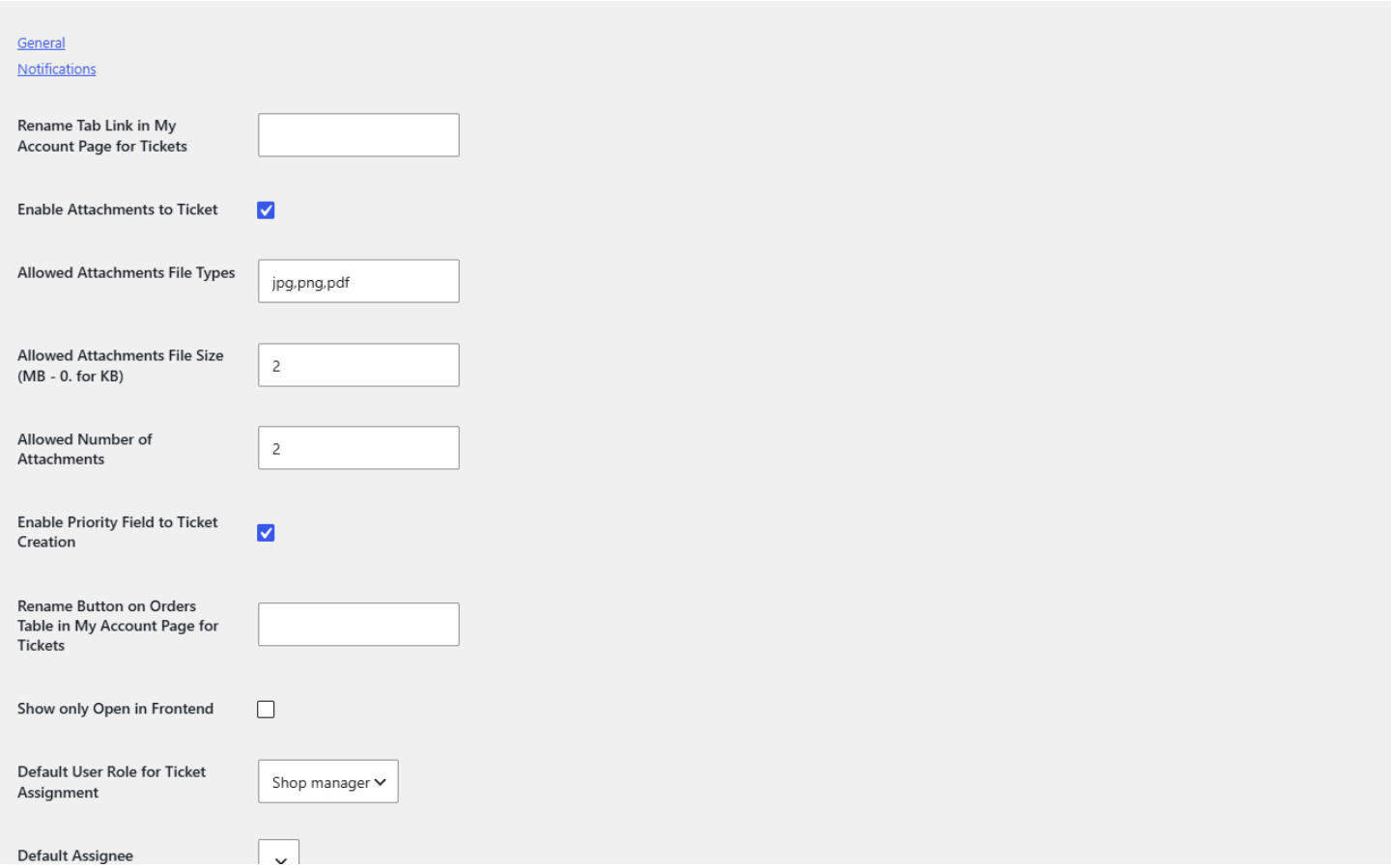
Helpdesk Settings Reference

Settings Guide · https://wpfactory.com/docs/helpdesk-settings-reference/

This reference lists every setting in Helpdesk Support Ticketing System for WooCommerce, with its option ID and default. Find them at **WPFactory > Support Tickets > Settings** (also under **Support Tickets > Settings**), split into the **General** and **Notifications** sub-tabs. Only administrators can see and save them.



How to change Helpdesk settings

1. Go to **WPFactory > Support Tickets** and click the **Settings** tab.
2. Choose the **General** or **Notifications** sub-tab.
3. Change the options you need. Both sub-tabs are part of one form.
4. Click **Save Changes**. The page reloads with a fresh copy of the settings.

All options are stored in the WordPress options table. Every option ID starts with the prefix `STSWooCommercePro`. Values in this reference were verified against Helpdesk Pro 3.0.4; the free WordPress.org edition was not reviewed, so the Free/Pro column only confirms the option exists in Pro.

General settings

Label	Option ID	Type	Default	Free/Pro
Rename Tab Link in My Account Page for Tickets	`STSWooCommerceProrenameAccountTabLink`	Text	Empty (tab label "Tickets")	Pro
Enable Attachments to Ticket	`STSWooCommerceProenableAttachments`	Checkbox	Off	Pro
Allowed Attachments File Types	`STSWooCommerceProallowedExtensions`	Text, comma separated	`jpg,png`	Pro
Allowed Attachments File Size (MB - 0. for KB)	`STSWooCommerceProallowedSize`	Text, whole MB	Empty (no plugin limit)	Pro
Allowed Number of Attachments	`STSWooCommerceProallowedAttachNum`	Number	2 (saved but not enforced in 3.0.4)	Pro
Enable Priority Field to Ticket Creation	`STSWooCommerceProenablePriority`	Checkbox	Off (tickets get Normal priority)	Pro

Label	Option ID	Type	Default	Free/Pro
Rename Button on Orders Table in My Account Page for Tickets	`STSWooCommerceProrenameOrderButtonLink`	Text	Empty (button label "Get Help")	Pro
Show only Open in Frontend	`STSWooCommerceProhideClosed`	Checkbox	Off	Pro
Default User Role for Ticket Assignment	`STSWooCommerceProassignToRole`	Role dropdown	Not set (a role is preselected in the dropdown)	Pro
Default Assignee	`STSWooCommerceProassignToUser`	User dropdown	Not set	Pro
Text to display once Ticket is saved	`STSWooCommerceProtextforTicketSave`	Editor	Saved your ticket successfully! We will come back to you soon	Pro
Text to display once Response is saved	`STSWooCommerceProtextforResponseSave`	Editor	Saved your response successfully! We will come back to you soon	Pro

Notes on General settings

- **Enable Attachments to Ticket** only shows the upload field when **Enable Priority Field to Ticket Creation** is also ticked (version 3.0.4). See how to allow file attachments.
- **Allowed Attachments File Types** is compared with the lowercase file extension exactly as typed, so avoid spaces and capitals. Do not leave it empty while attachments are enabled.
- **Allowed Attachments File Size** is read as whole megabytes. Decimal values such as 0.5 are treated as 0 and block every upload.
- **Show only Open in Frontend** hides tickets with the Closed status. In Progress tickets remain visible.
- **Default User Role for Ticket Assignment** grants the `stsw_tickets` capability to the saved role and removes it from the previously saved role. Changing this dropdown submits the form in the background to refresh the Default Assignee list.
- The confirmation texts accept basic HTML such as links, bold text and paragraphs.

Notifications settings

Label	Option ID	Type	Default	Free/Pro
Notify Assignee by Email	`STSWooCommercePromailToAssignee`	Checkbox	Off	Pro
Notify Admin by Email	`STSWooCommercePromailToADmin`	Checkbox	Off	Pro
Admin Address	`STSWooCommerceProAdminEmailAddress`	Text	The site admin email	Pro
Notify Customer by Email	`STSWooCommercePromailToCustomer`	Checkbox	Off	Pro
Email Subject sent to Assignee	`STSWooCommercePromailIt_subjectToAs`	Text	Empty (built-in subject)	Pro
Email Content sent to Assignee	`STSWooCommercePromailIt_contentToAs`	Editor	Empty (built-in message)	Pro

Label	Option ID	Type	Default	Free/Pro
Email Subject sent to Customer	`STSWooCommercePromailIt_subjectToCust`	Text	Empty (built-in subject)	Pro
Email Content sent to Customer	`STSWooCommercePromailIt_contentToCust`	Editor	Empty (built-in message)	Pro

The assignee subject and content are also used for the admin email. Available placeholders: `{ticketId}`, `{responseId}`, `{title}`, `{content}`, `{toEmail}`, `{toFirstName}`, `{toLastName}`, plus `{responseContent}` in emails for replies sent from wp-admin. Details are in how to configure ticket email notifications.

Settings stored outside this screen

Where	Field	Stored as
Priorities tab, add or edit a priority	Color	Term meta `STSWooCommerceProcolor`
Subject tab, add or edit a subject	Assignee	Term meta `STSWooCommerceProAssignee`



HELPDESK SUPPORT TICKETING SYSTEM FOR WOOCOMMERCE

All settings above are part of Helpdesk Support Ticketing System for WooCommerce Pro. New to the plugin? Start with how to set up a WooCommerce support ticket system.

View plugin →

Need a hand? Our team answers every ticket on the Helpdesk support forum.

Related articles

- Helpdesk Developer Reference: Shortcode, Post Type and Data
- Helpdesk Support Ticket System Troubleshooting