

# Ticketing

**PLEASE NOTE: Ticketing functions are permission locked to Admins and Mods, with some of the advanced config only changable by Admin users**

Ticketing is built on the [Tickets cog from VRT-Cogs](#) which has a number of useful functions that made it ideal for our use case.

- Multiple Categories (it uses the term 'Panels' to refer to these)
- Dynamic, in discord forms for the member to fill out (no needing to remember commands or visit external websites)
- Custom Questions on Forms
- Native in-discord management of ticket requests (no external web interface or DM's needed)
- History Retention and Accountability (You'd be shocked but most bots ask for payment for that function!)
- Custom Responses on Ticket Opening, and Reason Tracking on Closure
- Nice friendly Welcome Messages with users only needing to click a button to submit a ticket.
- Minimal Disruption to regular channel structure (everything is in a thread in our set up, and they self hide as well as disappear once closed)

**Note that you will need channel and message ID's to perform some of the commands here, and thus your Discord client needs to be in Developer Mode. [Documentation on how to do that is here](#)**

## Creating a Channel for a Ticket Panel

In order to add another panel to the server, we need to create a channel for the tickets to nest under.

We have a few rules to follow though;

1. Users cannot message the Top Level Channel, but can view it's Messages and Message History.
2. Bots must be given permissions to create and delete both threads and private threads.
3. Admins and Mods must be able to message and view private threads (Should already be active)

Conventions I have established for the server include as well that these channels should sit under Server Contacts in the sidebar, Embeds should have a thumbnail, and one panel per channel.

Before you start, send a square icon in PNG format (preferably with a transparent background, ask Under for help if you need that) to the bot spam channel. This is going to be your thumbnail. Copy the Media Link for the picture (Right Click or Press and Hold) and store it somewhere safe for later.

Create the channel we want in the Server Contacts category, give it a nice simple name.

Permissions are  Deny, / Inherit, and  Allow

Permissions for Everyone	
Permission Name	Setting
View Channel	Allow
Manage Channel	Deny
Manage Permissions	Deny
Manage Webhooks	Deny
Create Invite	Deny
Send Messages	Deny
Send Messages In Threads	Allow
Create Public Threads	Deny
Create Private Threads	Deny
Embed Links	Allow
Attach Files	Allow
Add Reactions	Allow
Use External Emoji	Allow
Use External Stickers	Allow
Mention @everyone etc etc.	Deny
Manage Messages	Deny
Pin Messages	Deny
Manage Threads	Deny
Read Message History	Allow
Send Text to Speech Messages	Deny
Send Voice Messages	Deny
Create Polls	Deny
Use Application Commands	Allow

Permission Name	Setting
Use Activities	Deny
Use External Apps	Deny

## Permissions for Bots

We're giving the bots a ton of power here, but only for these threads, I don't fully understand all the permissions but this is the combo that makes it run

Permission Name	Setting
View Channel	Allow
Manage Channel	Allow
Manage Permissions	Allow
Manage Webhooks	Allow
Create Invite	Allow
Send Messages	Allow
Send Messages In Threads	Allow
Create Public Threads <b>SUPER IMPORTANT</b>	Allow
Create Private Threads <b>SUPER IMPORTANT</b>	Allow
Embed Links	Allow
Attach Files	Allow
Add Reactions	Allow
Use External Emoji	Allow
Use External Stickers	Allow
Mention @everyone etc etc.	Allow
Manage Messages	Allow
Pin Messages	Allow
Manage Threads <b>SUPER IMPORTANT</b>	Allow
Read Message History <b>SUPER IMPORTANT</b>	Allow
Send Text to Speech Messages	Inherit
Send Voice Messages	Inherit
Create Polls	Inherit

Permission Name	Setting
Use Application Commands	Allow
Use Activities	Inherit
Use External Apps	Inherit

## Permissions for Moderators

Basically the same as the bots.

Permission Name	Setting
View Channel	Allow
Manage Channel	Allow
Manage Permissions	Allow
Manage Webhooks	Allow
Create Invite	Allow
Send Messages	Allow
Send Messages In Threads	Allow
Create Public Threads <b>SUPER IMPORTANT</b>	Allow
Create Private Threads <b>SUPER IMPORTANT</b>	Allow
Embed Links	Allow
Attach Files	Allow
Add Reactions	Allow
Use External Emoji	Allow
Use External Stickers	Allow
Mention @everyone etc etc.	Allow
Manage Messages	Allow
Pin Messages	Allow
Manage Threads <b>SUPER IMPORTANT</b>	Allow
Read Message History <b>SUPER IMPORTANT</b>	Allow
Send Text to Speech Messages	Inherit
Send Voice Messages	Inherit
Create Polls	Inherit

Permission Name	Setting
Use Application Commands	Allow
Use Activities	Inherit
Use External Apps	Inherit

Now once this is all set up, you'll want to write a nice welcome message. but it needs to be sent in an embed by the bot, Pop up to #bot-spam and issue a command.

`!tickets embed [colour] [channel] <title> <description>` [Bot Command Formatting Guide](#)

This has a couple parts

Section	What to enter	Required?
Colour	Name of a colour	No, and I'd recommend not using it
Channel	The ID of the channel you created (remember you get this from discord developer mode being on, and you right clicking the channel, and selecting Copy ID)	No, but for this case, YES
Title	Now this needs to be formatted specifically, Put the title between Double Quotes "like so" or part of it will shift over to the main message and make a mess	YES
Description	The Message you want to show, in this DO NOT use double quotes for the text or it will put those in the message. The description can be Multi-Line	YES

Once you have completed and submitted the command, you will be asked a few questions by the bot.

1. Firstly it will ask you if you want a footer, press No
2. Then it will ask if you want a thumbnail, press Yes
3. It will ask for a URL, paste the link you copied waaaay back at the start of this process into the message box and hit enter (or send)
4. It will then ask you if you want to include an image, press No
5. And finally it will ask if you want to include a field, Press No

It'll have a think for a minute, then it will generate the embed and send it to the right channel, and you'll have your channel all set up to be fully integrated into a ticket panel!

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