Ticket Status To Progress - WHMCS

ⓘ **Here you can buy the module**

Description

When a customer opens a ticket, it usually get read by the support very quickly. But - depending on the priority - the support request does not get immediately answered. It is tedious to always change the status manually and it can happen that you forget this. The customer thinks that the ticket is not yet read at all and assumes that your support team is working so slowly.

It is therefore a good thing to show the customer that his ticket is in processing and your support is working on an answer.

This module is the solution for that problem!
When a customer opens or response to a ticket, the status of tickets get automatically changed to "In Progress" when your support team opens the support ticket.

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