

Service Notifications For WHMCS



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Description

Service Notific is ideally suited for products that do not have their own server module and require manual intervention. The Service Notifications module is similar to the Auto Release module of WHMCS, but offers further configuration options.

The biggest advantage is, that the admin tickets are not created via the customer account, as in the Auto Release module of WHMCS, but via a customer specified by you, which acts as a bot.

This way the customer can not close the ticket created by WHMCS so that you overlook the message.

You can create individual notifications with your own text for each product. The following events are supported:

- Service Creation
- Service Suspension
- Service Unsuspension
- Service Termination

The events can be deactivated or activated per product and can the message of the tickets is freely editable. For example, you can add instructions for your staff on how to proceed to the ticket.

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The screenshot shows the 'Service Notifications' configuration page. At the top, there are tabs for 'Details', 'Pricing', 'Module Settings', 'Custom Fields', 'Configurable Options', 'Upgrades', 'Price Domain', 'Cross-sells', 'Other', and 'Links'. Below these, there are dropdowns for 'Module Name' (set to 'Service Notifications') and 'Server Group' (set to 'None'). The main section is 'Notification Settings', which includes four rows of toggle switches for 'Create Notification (popup Template)', 'Suspension Notification (popup Template)', 'Unsuspension Notification (popup Template)', and 'Terminate Notification (popup Template)'. To the right, there is a 'WHMCS Bot ID' field with a dropdown menu, a checkbox for 'Create ticket via affected client account', and a 'Ticket Department' dropdown menu.

The screenshot shows the 'Edit Ticket Template' dialog box. It has two main sections: 'Ticket Subject' and 'Ticket Body'. The 'Ticket Subject' field contains the text 'Service Notification: Service create'. The 'Ticket Body' field contains the text 'Service created (ServiceID): Link to product: \$link'. Below these fields, there is a 'Variables' section with a table of variables that can be used in the ticket subject and body. The table has two columns: 'Variable' and 'Description'. The variables listed are \$SERVICEID (Numeric Service ID), \$PRODUCT (Direct link to product), and \$USERID (Numeric User ID). At the bottom of the dialog, there are 'Save' and 'Close' buttons.

Variable	Description
\$SERVICEID	Numeric Service ID
\$PRODUCT	Direct link to product
\$USERID	Numeric User ID