

```
1: <?php
2: //Note that ticket obj is initiated in tickets.php.
3: if(!defined('OSTSCPINC') || !$thisstaff || !is_object($ticket) || !$ticket-
>getId()) die($txt['general']['invalidPath']);
4:
5: //Make sure the staff is allowed to access the page.
6: if(!@$thisstaff->isStaff() || !$ticket->checkStaffAccess($thisstaff))
die($txt['general']['accessDenied']);
7:
8: //Re-use the post info on error...savekeyboards.org (Why keyboard? -> some people
care about objects than users!!)
9: $info=($_POST && $errors)?Format::input($_POST):array();
10:
11: //Auto-lock the ticket if locking is enabled.. If already locked by the user then
it simply renews.
12: if($cfg->getLockTime() && !$ticket->acquireLock($thisstaff->getId(),$cfg-
>getLockTime()))
13:     $warn.=$txt['staff']['ticket_view_inc'][0];
14:
15: //Get the goodies.
16: $dept = $ticket->getDept(); //Dept
17: $staff = $ticket->getStaff(); //Assigned or closed by..
18: $team = $ticket->getTeam(); //Assigned team.
19: $sla = $ticket->getSLA();
20: $lock = $ticket->getLock(); //Ticket lock obj
21: $id = $ticket->getId(); //Ticket ID.
22:
23: //Useful warnings and errors the user might want to know!
24: if($ticket->isAssigned() && (
25:     ($staff && $staff->getId()!=$thisstaff->getId())
26:     || ($team && !$team->hasMember($thisstaff))
27: ))
28:     $warn.='&nbsp;&nbsp;&nbsp;<span class="Icon
assignedTicket">'.sprintf($txt['staff']['ticket_view_inc'][1], implode('/',
$ticket->getAssignees())).'</span>';
29: if(!$errors['err'] && ($lock && $lock->getStaffId()!=$thisstaff->getId()))
30:     $errors['err']=sprintf($txt['staff']['ticket_view_inc'][2], $lock-
>getStaffName());
31: if(!$errors['err'] && ($emailBanned=TicketFilter::isBanned($ticket->getEmail()))
32:     $errors['err']=$txt['staff']['ticket_view_inc'][3];
33:
34: $unbannable=($emailBanned) ? BanList::includes($ticket->getEmail()) : false;
35:
36: if($ticket->isOverdue())
37:     $warn.='&nbsp;&nbsp;&nbsp;<span class="Icon
overdueTicket">'. $txt['staff']['ticket_view_inc'][4].'</span>';
38:
39: ?>
40: <table width="940" cellpadding="2" cellspacing="0" border="0">
41:     <tr>
42:         <td width="50%" class="has_bottom_border">
43:             <h2><a href="tickets.php?id=<?php echo $ticket->getId(); ?>"
title="<?php echo $txt['button']['refresh']; ?>"><i class="icon-refresh"></i>
<?php echo $txt['ticket']['ticket'].' #'.$ticket->getExtId(); ?></a></h2>
44:         </td>
45:         <td width="50%" class="right_align has_bottom_border">
46:             <?php
47:             if($thisstaff->canBanEmails() || ($dept && $dept-
>isManager($thisstaff))) { ?>
48:                 <span class="action-button" data-dropdown="#action-dropdown-more">
49:                     <span ><i class="icon-cog"></i> <?php echo
$txt['staff']['ticket_view_inc'][7]; ?></span>
50:                     <i class="icon-caret-down"></i>
51:                 </span>
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52:         <?php
53:     } ?>
54:     <?php if($thisstaff->canDeleteTickets()) { ?>
55:         <a id="ticket-delete" class="action-button" href="#delete"><i
class="icon-trash"></i> <?php echo $txt['button']['delete']; ?></a>
56:     <?php } ?>
57:     <?php
58:     if($thisstaff->canCloseTickets()) {
59:         if($ticket->isOpen()) {?>
60:             <a id="ticket-close" class="action-button" href="#close"><i
class="icon-remove-circle"></i> <?php echo $txt['button']['close']; ?></a>
61:         <?php
62:         } else { ?>
63:             <a id="ticket-reopen" class="action-button" href="#reopen"><i
class="icon-undo"></i> <?php echo $txt['button']['reopen']; ?></a>
64:         <?php
65:         } ?>
66:     <?php
67:     } ?>
68:     <?php
69:     if($thisstaff->canEditTickets()) { ?>
70:         <a class="action-button" href="tickets.php?id=<?php echo $ticket-
>getId(); ?>&a=edit"><i class="icon-edit"></i> <?php echo $txt['button']['edit'];
?></a>
71:     <?php
72:     } ?>
73:     <?php
74:     if($ticket->isOpen() && !$ticket->isAssigned() && $thisstaff-
>canAssignTickets()) {?>
75:         <a id="ticket-claim" class="action-button" href="#claim"><i
class="icon-user"></i> <?php echo $txt['button']['claim']; ?></a>
76:     <?php
77:     }?>
78:     <?php
79:     }
80:     <a id="ticket-print" class="action-button" href="tickets.php?id=<?php
echo $ticket->getId(); ?>&a=print"><i class="icon-print"></i> <?php echo
$txt['button']['print']; ?></a>
81:
82:     <div id="action-dropdown-more" class="action-dropdown anchor-right">
83:         <ul>
84:             <?php
85:             if($thisstaff->canEditTickets()) { ?>
86:                 <li><a class="change-user" href="#tickets/<?php echo $ticket-
>getId(); ?>/change-user"><i class="icon-user"></i> <?php echo
$txt['staff']['ticket_view_inc'][131]; ?></a></li>
87:             <?php
88:             }
89:             if($ticket->isOpen() && ($dept && $dept->isManager($thisstaff)) {
90:
91:                 if($ticket->isAssigned()) { ?>
92:                     <li><a id="ticket-release" href="#release"><i class="icon-
user"></i> <?php echo $txt['staff']['ticket_view_inc'][14]; ?></a></li>
93:                 <?php
94:                 }
95:
96:                 if(!$ticket->isOverdue()) { ?>
97:                     <li><a id="ticket-overdue" href="#overdue"><i class="icon-
bell"></i> <?php echo sprintf($txt['sences']['markAsStatus'],
ucfirst($txt['ticketstatus']['overdue'])); ?></a></li>
98:                 <?php
99:                 }
100:
101:                 if($ticket->isAnswered()) { ?>
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102:         <li><a id="ticket-unanswered" href="#unanswered"><i
class="icon-circle-arrow-left"></i> <?php echo
sprintf($txt['sences']['markAsStatus'],
ucfirst($txt['ticketstatus']['unanswered'])); ?></a></li>
103:         <?php
104:         } else { ?>
105:         <li><a id="ticket-answered" href="#answered"><i
class="icon-circle-arrow-right"></i> <?php echo
sprintf($txt['sences']['markAsStatus'].ucfirst($txt['ticketstatus']['answered']));
?></a></li>
106:         <?php
107:         }
108:     }
109:
110:     if($thisstaff->canBanEmails()) {
111:         if(!$emailBanned) {?>
112:             <li><a id="ticket-banemail" href="#banemail"><i
class="icon-ban-circle"></i> <?php echo $txt['staff']['ticket_view_inc'][18]; ?>
(<?php echo $ticket->getEmail(); ?>)</a></li>
113:             <?php
114:             } elseif($unbannable) { ?>
115:                 <li><a id="ticket-banemail" href="#unbanemail"><i
class="icon-undo"></i> <?php echo $txt['staff']['ticket_view_inc'][19]; ?> (<?php
echo $ticket->getEmail(); ?>)</a></li>
116:                 <?php
117:                 }
118:             }?>
119:         </ul>
120:     </div>
121: </td>
122: </tr>
123: </table>
124: <table class="ticket_info" cellspacing="0" cellpadding="0" width="940" border="0">
125:     <tr>
126:         <td width="50">
127:             <table border="0" cellspacing="" cellpadding="4" width="100%">
128:                 <tr>
129:                     <th width="100"><?php echo $txt['settings']['status'].':';
?></th>
130:                     <td><?php echo ucfirst($txt['ticketstatus'][$ticket-
>getStatus()]); ?></td>
131:                 </tr>
132:                 <tr>
133:                     <th><?php echo $txt['priority']['priority'].':'; ?></th>
134:                     <td><?php echo $ticket->getPriority(); ?></td>
135:                 </tr>
136:                 <tr>
137:                     <th><?php echo $txt['general']['department'].':'; ?></th>
138:                     <td><?php echo Format::htmlchars($ticket->getDeptName());
?></td>
139:                 </tr>
140:                 <tr>
141:                     <th><?php echo $txt['settings']['dateCreated'].':'; ?></th>
142:                     <td><?php echo Format::db_datetime($ticket->getCreateDate());
?></td>
143:                 </tr>
144:             </table>
145:         </td>
146:         <td width="50%" style="vertical-align:top">
147:             <table border="0" cellspacing="" cellpadding="4" width="100%">
148:                 <tr>
149:                     <th width="100"><?php echo $txt['general']['client'].':';
?>:</th>
150:                     <td><a href="#tickets/<?php echo $ticket->getId(); ?>/user"

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151:         onclick="javascript:
152:             $.userLookup('ajax.php/tickets/<?php echo $ticket-
>getId(); ?>/user',
153:                 function (user) {
154:                     $('#user-'+user.id+'-
name').text(user.name);
155:                     $('#user-'+user.id+'-
email').text(user.email);
156:                     $('#user-'+user.id+'-
phone').text(user.phone);
157:                     $('#user-to-name').text(user.name);
158:                     $('#user-to-email').text(user.email);
159:                 });
160:         return false;
161:         "><i class="icon-user"></i> <span id="user-<?php echo
$ticket->getOwnerId(); ?>-name"
162:         ><?php echo Format::htmlchars($ticket->getName());
163:         ?></span></a>
164:         <?php
165:         if(($client=$ticket->getClient())) {
166:             echo sprintf('&nbsp;&nbsp;&nbsp;<a
href="tickets.php?a=search&ownerId=%d" title="%s" data-dropdown="#action-dropdown-
stats"><b>%d</b></a>',
167:                 urlencode($ticket->getOwnerId()),
$txt['staff']['ticket_view_inc'][26], $client->getNumTickets());
168:             ?>
169:             <div id="action-dropdown-stats" class="action-
dropdown anchor-right">
170:                 <ul>
171:                     <?php
172:                     if(($open=$client->getNumOpenTickets()))
173:                         echo sprintf('<li><a
href="tickets.php?a=search&status=open&ownerId=%s"><i class="icon-folder-open-
alt"></i> %d %s</a></li>',
174:                                     $ticket->getOwnerId(), $open,
$txt['ticketstatus']['open3'].' '.$txt['ticket']['tickets']);
175:                     if(($closed=$client->getNumClosedTickets()))
176:                         echo sprintf('<li><a
href="tickets.php?a=search&status=closed&ownerId=%s"><i class="icon-folder-close-
alt"></i> %d %s</a></li>',
177:                                     $ticket->getOwnerId(), $closed,
$txt['ticketstatus']['closed3'].' '.$txt['ticket']['tickets']);
178:                     ?>
179:                     <li><a
href="tickets.php?a=search&ownerId=<?php echo $ticket->getOwnerId(); ?>"><i
class="icon-double-angle-right"></i> <?php echo $txt['selection']['all'].
'.$txt['ticket']['tickets']; ?></a></li>
180:                     </ul>
181:                 </div>
182:                 <?php
183:                 }
184:                 ?>
185:             </td>
186:         </tr>
187:         <tr>
188:             <th><?php echo $txt['userData']['emailAddress'].':'; ?></th>
189:             <td>
190:                 <span id="user-<?php echo $ticket->getOwnerId(); ?>-
email"><?php echo $ticket->getEmail(); ?></span>
191:             </td>
192:         </tr>
193:         <tr>
194:             <th><?php echo $txt['userData']['phoneNo'].':'; ?></th>
195:             <td>
```



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251:         if($ticket->isOpen()) { ?>
252:         <tr>
253:             <th><?php echo $txt['settings']['dueDate'].':'; ?></th>
254:             <td><?php echo Format::db_datetime($ticket->getEstDueDate());
?></td>
255:         </tr>
256:         <?php
257:         }else { ?>
258:         <tr>
259:             <th><?php echo $txt['settings']['dateClosed'].':'; ?></th>
260:             <td><?php echo Format::db_datetime($ticket->getCloseDate());
?></td>
261:         </tr>
262:         <?php
263:         }
264:         ?>
265:     </table>
266: </td>
267: <td width="50%">
268:     <table cellpadding="0" cellspacing="4" width="100%" border="0">
269:     <tr>
270:         <th width="100%"><?php echo $txt['general']['helpTopic'].':';
?></th>
271:         <td><?php echo Format::htmlchars($ticket->getHelpTopic());
?></td>
272:     </tr>
273:     <tr>
274:         <th nowrap><?php echo $txt['staff']['ticket_view_inc'][41];
?></th>
275:         <td><?php echo Format::db_datetime($ticket->
getLastMsgDate()); ?></td>
276:     </tr>
277:     <tr>
278:         <th nowrap><?php echo $txt['staff']['ticket_view_inc'][42];
?></th>
279:         <td><?php echo Format::db_datetime($ticket->
getLastRespDate()); ?></td>
280:     </tr>
281:     </table>
282: </td>
283: </tr>
284: </table>
285: <br>
286: <table class="ticket_info" cellpadding="0" cellspacing="0" width="940" border="0">
287: <?php
288: $idx = 0;
289: foreach (DynamicFormEntry::forTicket($ticket->getId()) as $form) {
290:     // Skip core fields shown earlier in the ticket view
291:     // TODO: Rewrite getAnswers() so that one could write
292:     //     ->getAnswers()->filter(not(array('field__name__in'=>
293:     //     array('email', ...))));
294:     $answers = array_filter($form->getAnswers(), function ($a) {
295:         return !in_array($a->getField()->get('name'),
296:             array('email', 'subject', 'name', 'priority'));
297:     });
298:     if (count($answers) == 0)
299:         continue;
300:     ?>
301:     </tr><tr>
302:     <td colspan="2">
303:         <table cellpadding="0" cellspacing="4" width="100%" border="0">
304:         <?php foreach($answers as $a) {
305:             if (!(($v = $a->display())) continue; ?>
306:         </tr>
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307:         <th width="100"><?php
308:     echo $a->getField()->get('label');
309:         ?></th>
310:         <td><?php
311:     echo $v;
312:         ?></td>
313:     </tr>
314:     <?php } ?>
315: </table>
316: </td>
317: <?php
318:     $idx++;
319: } ?>
320: </tr>
321: </table>
322: <div class="clear"></div>
323: <h2 style="padding:10px 0 5px 0; font-size:11pt;"><?php echo
Format::htmlchars($ticket->getSubject()); ?></h2>
324: <?php
325: $tcount = $ticket->getThreadCount();
326: $tcount+= $ticket->getNumNotes();
327: ?>
328: <ul id="threads">
329:     <li><a class="active" id="toggle_ticket_thread" href="#"><?php echo
$txt['staff']['ticket_view_inc'][43]; ?> (<?php echo $tcount; ?>)</a></li>
330: </ul>
331: <div id="ticket_thread">
332: <?php
333: $threadTypes=array('M'=>'message', 'R'=>'response', 'N'=>'note');
334: /* ----- Messages & Responses & Notes (if inline)-----*/
335: $types = array('M', 'R', 'N');
336: if(($thread=$ticket->getThreadEntries($types)) {
337:     foreach($thread as $entry) {
338:         if ($entry['body'] == '-')
339:             $entry['body'] = '(EMPTY)';
340:         ?>
341:         <table class="thread-entry" <?php echo
$threadTypes[$entry['thread_type']]; ?> cellpadding="1"
width="940" border="0">
342:             <tr>
343:                 <th colspan="4" width="100%">
344:                 <div>
345:                     <span style="display:inline-block"><?php
346:                         echo Format::db_datetime($entry['created']); ?></span>
347:                     <span style="display:inline-block;padding-left:1em"
class="faded title"><?php
348:                         echo Format::truncate($entry['title'], 100); ?></span>
349:                     <span style="float:right;white-space:no-wrap;display:inline-
block">
350:                     <span style="vertical-align:middle;"
class="textra"></span>
351:                     <span style="vertical-align:middle;"
class="tmeta faded title"><?php
352:                         echo Format::htmlchars($entry['poster']); ?></span>
353:                     </span>
354:                 </div>
355:                 </th>
356:             </tr>
357:             <tr><td colspan="4" class="thread-body" id="thread-id-<?php
358:                 echo $entry['id']; ?>"><div><?php
359:                 echo Format::viewableImages(Format::display($entry['body']));
360:                 ?></div></td></tr>
361:             <?php
362:             if($entry['attachments']
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363:         && ($tentry=$ticket->getThreadEntry($entry['id']))
364:         && ($urls = $tentry->getAttachmentUrls())
365:         && ($links=$tentry->getAttachmentsLinks())) {?>
366:     <tr>
367:         <td class="info" colspan="4"><?php echo $links; ?></td>
368:         <script type="text/javascript">
369:             $(function() { showImagesInline(<?php echo
370:                 JsonDataEncoder::encode($urls); ?>); });
371:         </script>
372:     </tr>
373:     <?php
374:     }?>
375: </table>
376: <?php
377:     if($entry['thread_type']=='M')
378:         $msgId=$entry['id'];
379:     }
380: } else {
381:     echo '<p>'. $txt['staff']['ticket_view_inc'][47]. '</p>';
382: }?>
383: </div>
384:
385: <div class="clear" style="padding-bottom:10px;"></div> <div> <h2>Update Ticket
    Status</h2> <form method="POST" action="tickets.php?id=<?php echo $ticket
    >getId(); ?>" name="update"> <?php csrf_token(); ?> <input type="hidden" name="a"
    value="process"> <input type="hidden" name="do" value="set_simple_status">
    <select name="updatestatus" width="150" style="width: 150px" required> <?php
    $ticket->getTicketStatuses(); ?> </select>&nbsp;&nbsp; <input type="submit"
    value="Update Status" class="button"> </form> </div>
386:
387:
388: <div class="clear" style="padding-bottom:10px;"></div>
389: <?php if($errors['err']) { ?>
390:     <div id="msg_error"><?php echo $errors['err']; ?></div>
391: <?php }elseif($msg) { ?>
392:     <div id="msg_notice"><?php echo $msg; ?></div>
393: <?php }elseif($warn) { ?>
394:     <div id="msg_warning"><?php echo $warn; ?></div>
395: <?php } ?>
396:
397: <div id="response_options">
398:     <ul class="tabs">
399:         <?php
400:         if($thisstaff->canPostReply()) { ?>
401:             <li><a id="reply_tab" href="#reply"><?php echo
    $txt['staff']['ticket_view_inc'][48]; ?></a></li>
402:         <?php
403:         } ?>
404:         <li><a id="note_tab" href="#note"><?php echo
    $txt['staff']['ticket_view_inc'][49]; ?></a></li>
405:         <?php
406:         if($thisstaff->canTransferTickets()) { ?>
407:             <li><a id="transfer_tab" href="#transfer"><?php echo
    $txt['staff']['ticket_view_inc'][50]; ?></a></li>
408:         <?php
409:         }
410:
411:         if($thisstaff->canAssignTickets()) { ?>
412:             <li><a id="assign_tab" href="#assign"><?php echo $ticket-
    >isAssigned()? $txt['staff']['ticket_view_inc'][51]: $txt['staff']['ticket_view_inc'][52]
    ?></a></li>
413:         <?php
414:         } ?>
415:     </ul>

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466:         <textarea name="response" id="response" cols="50"
467:             data-draft-namespace="ticket.response"
468:             placeholder="<?php echo
$txt['staff']['ticket_view_inc'][132]; ?>"
469:             data-draft-object-id="<?php echo $ticket->getId(); ?>"
470:             rows="9" wrap="soft"
471:             class="richtext ifhtml draft"><?php
472:             echo $info['response']; ?></textarea>
473:         </td>
474:     </tr>
475:     <?php
476:     if($cfg->allowAttachments()) { ?>
477:     <tr>
478:         <td width="120" style="vertical-align:top">
479:             <label for="attachment"><?php echo
$txt['ticket']['attachments'].':'; ?></label>
480:         </td>
481:         <td id="reply_form_attachments" class="attachments">
482:             <div class="canned_attachments">
483:             </div>
484:             <div class="uploads">
485:             </div>
486:             <div class="file_input">
487:                 <input type="file" class="multifile" name="attachments[]"
size="30" value="" />
488:             </div>
489:         </td>
490:     </tr>
491:     <?php
492:     }?>
493:     <tr>
494:         <td width="120">
495:             <label for="signature" class="left"><?php echo
$txt['ticket']['signature'].':'; ?></label>
496:         </td>
497:         <td>
498:             <?php
499:             $info['signature']=$info['signature']?$info['signature']:$thisstaff
>getDefaultSignatureType();
500:             ?>
501:             <label><input type="radio" name="signature" value="none"
checked="checked"> <?php echo $txt['selection']['none']; ?></label>
502:             <?php
503:             if($thisstaff->getSignature()) {?>
504:                 <label><input type="radio" name="signature" value="mine"
505:                 <?php echo
($info['signature']=='mine')?'checked="checked"':''; ?>> <?php echo
$txt['ticket']['mySignature']; ?></label>
506:                 <?php
507:                 } ?>
508:                 <?php
509:                 if($dept && $dept->canAppendSignature()) { ?>
510:                     <label><input type="radio" name="signature" value="dept"
511:                     <?php echo
($info['signature']=='dept')?'checked="checked"':''; ?>>
512:                     <?php echo $txt['ticket']['deptSignature']; ?> (<?php
echo Format::htmlchars($dept->getName()); ?>)</label>
513:                     <?php
514:                     } ?>
515:                 </td>
516:             </tr>
517:             <?php
518:             if($ticket->isClosed() || $thisstaff->canCloseTickets()) { ?>

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519:         <tr>
520:             <td width="120">
521:                 <label><strong><?php echo
522: $txt['ticketstatus']['ticketStatus'].':'; ?></strong></label>
523:             </td>
524:             <td>
525:                 <?php
526: $statusChecked=isset($info['reply_ticket_status'])? 'checked="checked"':'';
527:                 if($ticket->isClosed()) { ?>
528:                     <label><input type="checkbox" name="reply_ticket_status"
529: id="reply_ticket_status" value="Open"
530:                     <?php echo $statusChecked; ?>> <?php echo
531: $txt['staff']['ticket_view_inc'][64]; ?></label>
532:                     <?php
533:                     } elseif($thisstaff->canCloseTickets()) { ?>
534:                         <label><input type="checkbox" name="reply_ticket_status"
535: id="reply_ticket_status" value="Closed"
536:                         <?php echo $statusChecked; ?>> <?php echo
537: $txt['staff']['ticket_view_inc'][65]; ?></label>
538:                         <?php
539:                         } ?>
540:                     </td>
541:                 </tr>
542:                 <?php
543:                 } ?>
544:             </div>
545:         </table>
546:         <p style="padding-left:165px;">
547:             <input class="btn_sm" type="submit" value="<?php echo
548: $txt['button']['post']; ?>">
549:             <input class="btn_sm" type="reset" value="<?php echo
550: $txt['button']['reset']; ?>">
551:         </p>
552:     </form>
553:     <?php
554:     } ?>
555:     <form id="note" action="tickets.php?id=<?php echo $ticket->getId(); ?>#note"
556: name="note" method="post" enctype="multipart/form-data">
557:         <?php csrf_token(); ?>
558:         <input type="hidden" name="id" value="<?php echo $ticket->getId(); ?>">
559:         <input type="hidden" name="locktime" value="<?php echo $cfg-
560: >getLockTime(); ?>">
561:         <input type="hidden" name="a" value="postnote">
562:         <table width="100%" border="0" cellspacing="0" cellpadding="3">
563:             <?php
564:             if($errors['postnote']) {?>
565:                 <tr>
566:                     <td width="120">&nbsp;</td>
567:                     <td class="error"><?php echo $errors['postnote']; ?></td>
568:                 </tr>
569:                 <?php
570:                 } ?>
571:                 <tr>
572:                     <td width="120" style="vertical-align:top">
573:                         <label><strong><?php echo
574: $txt['settings']['internalNotes'].':'; ?></strong><span
575: class='error'>&nbsp;</span></label>
576:                     </td>
577:                     <td>
578:                         <div>
579:                             <div class="faded" style="padding-left:0.15em">
580:                                 <?php echo $txt['staff']['ticket_view_inc'][70].'
581: ('.$txt['settings']['optional'].')'; ?></div>
```

```

570:         <input type="text" name="title" id="title" size="60"
value="<?php echo $info['title']; ?>" >
571:         <br/>
572:         <span class="error"&nbsp; <?php echo $errors['title'];
?></span>
573:     </div>
574:     <br/>
575:     <textarea name="note" id="internal_note" cols="80"
576:         placeholder="<?php echo
$txt['staff']['ticket_view_inc'][69]; ?>"
577:         rows="9" wrap="soft" data-draft-namespace="ticket.note"
578:         data-draft-object-id="<?php echo $ticket->getId(); ?>"
579:         class="richtext ifhtml draft"><?php echo $info['note'];
?></textarea>
580:     <span class="error"><?php echo $errors['note']; ?></span>
581:     <br>
582: </td>
583: </tr>
584: <?php
585: if($cfg->allowAttachments()) { ?>
586: <tr>
587:     <td width="120">
588:         <label for="attachment"><?php echo
589: $txt['ticket']['attachments'].':'; ?></label>
590:     </td>
591:     <td class="attachments">
592:         <div class="uploads">
593:         </div>
594:         <div class="file_input">
595:             <input type="file" class="multifile" name="attachments[]"
size="30" value="" />
596:         </div>
597:     </td>
598: </tr>
599: <?php
600: }
601: ?>
602: <tr><td colspan="2"&nbsp; </td></tr>
603: <tr>
604:     <td width="120">
605:         <label><?php echo $txt['ticketstatus']['ticketStatus'].':';
?></label>
606:     </td>
607:     <td>
608:         <div class="faded"></div>
609:         <select name="state">
610:             <option value="" selected="selected">&mdash; <?php echo
611: $txt['staff']['ticket_view_inc'][73]; ?> &mdash;</option>
612:             <?php
613:             $state = $info['state'];
614:             if($ticket->isClosed()){
615:                 echo sprintf('<option value="open" %s>%s</option>',
($state=='reopen')?'selected="selected"':'',
$txt['staff']['ticket_view_inc'][74]);
616:             } else {
617:                 if($thisstaff->canCloseTickets())
618:                     echo sprintf('<option value="closed"
%s>%s</option>',
619: ($state=='closed')?'selected="selected"':'',
$txt['staff']['ticket_view_inc'][75]);
620:
621:                 /* Ticket open - states */
622:                 echo '<option value="" disabled="disabled">&mdash;
'. $txt['staff']['ticket_view_inc'][76]. ' &mdash;</option>';

```

```

623:
624:         //Answer - state
625:         if($ticket->isAnswered())
626:             echo sprintf('<option value="unanswered"
%s>%s</option>',
627: ($state=='unanswered')?'selected="selelected":'',
sprintf($txt['sences']['markAsStatus'],
ucfirst($txt['ticketstatus']['unanswered']));
628:         else
629:             echo sprintf('<option value="answered"
%s>%s</option>',
630: ($state=='answered')?'selected="selelected":'',
sprintf($txt['sences']['markAsStatus'],
ucfirst($txt['ticketstatus']['answered']));
631:
632:         //overdue - state
633:         // Only department manager can set/clear overdue flag
directly.
634:         // Staff with edit perm. can still set overdue date &
change SLA.
635:         if($dept && $dept->isManager($thisstaff)) {
636:             if(!$ticket->isOverdue())
637:                 echo sprintf('<option value="overdue"
%s>%s</option>',
638: ($state=='answered')?'selected="selelected":'',
sprintf($txt['sences']['markAsStatus'],
ucfirst($txt['ticketstatus']['overdue']));
639:             else
640:                 echo sprintf('<option value="notdue"
%s>%s</option>',
641: ($state=='notdue')?'selected="selelected":'',
$txt['staff']['ticket_view_inc'][80]);
642:
643:             if($ticket->isAssigned())
644:                 echo sprintf('<option value="unassigned"
%s>%s</option>',
645: ($state=='unassigned')?'selected="selelected":'',
$txt['staff']['ticket_view_inc'][81]);
646:         }
647:     }?>
648: </select>
649: &nbsp;<span class='error'>*&nbsp;<?php echo $errors['state'];
?></span>
650:     </td>
651: </tr>
652: </div>
653: </table>
654:
655: <p style="padding-left:165px;">
656: <input class="btn_sm" type="submit" value="<?php echo
$txt['staff']['ticket_view_inc'][82]; ?>">
657: <input class="btn_sm" type="reset" value="<?php echo
$txt['button']['reset']; ?>">
658: </p>
659: </form>
660: <?php
661: if($thisstaff->canTransferTickets()) { ?>
662: <form id="transfer" action="tickets.php?id=<?php echo $ticket->getId();
?>#transfer" name="transfer" method="post" enctype="multipart/form-data">

```

```
663:     <?php csrf_token(); ?>
664:     <input type="hidden" name="ticket_id" value="<?php echo $ticket->getId();
?>">
665:     <input type="hidden" name="a" value="transfer">
666:     <table width="100%" border="0" cellspacing="0" cellpadding="3">
667:         <?php
668:         if($errors['transfer']) {
669:             ?>
670:             <tr>
671:                 <td width="120">&nbsp;</td>
672:                 <td class="error"><?php echo $errors['transfer']; ?></td>
673:             </tr>
674:             <?php
675:             } ?>
676:             <tr>
677:                 <td width="120">
678:                     <label for="deptId"><strong><?php echo
$txt['general']['department'].':'; ?></strong></label>
679:                 </td>
680:                 <td>
681:                     <?php
682:                     echo sprintf('<span
class="faded">'. $txt['staff']['ticket_view_inc'][85]. '</span>', $ticket
>getDeptName());
683:                 ?>
684:                 <br>
685:                 <select id="deptId" name="deptId">
686:                     <option value="0" selected="selected">&mdash; <?php echo
$txt['staff']['ticket_view_inc'][87]; ?> &mdash;</option>
687:                     <?php
688:                     if($depts=Dept::getDepartments()) {
689:                         foreach($depts as $id =>$name) {
690:                             if($id==$ticket->getDeptId()) continue;
691:                             echo sprintf('<option value="%d" %s>%s</option>',
692:                                 $id,
($info['deptId']==$id)?'selected="selected"':'', $name);
693:                         }
694:                     }
695:                     ?>
696:                 </select>&nbsp;<span class='error'>*&nbsp;<?php echo
$errors['deptId']; ?></span>
697:             </td>
698:         </tr>
699:         <tr>
700:             <td width="120" style="vertical-align:top">
701:                 <label><strong><?php echo
$txt['staff']['ticket_view_inc'][88]; ?></strong><span
class='error'>&nbsp;<?php echo
$errors['transfer_comments']; ?></span></label>
702:             </td>
703:             <td>
704:                 <textarea name="transfer_comments" id="transfer_comments"
placeholder="<?php echo
$txt['staff']['ticket_view_inc'][89]; ?>"
705:                 class="richtext ifhtml no-bar" cols="80" rows="7"
wrap="soft"><?php
706:                 echo $info['transfer_comments']; ?></textarea>
707:                 <span class="error"><?php echo $errors['transfer_comments'];
?></span>
708:             </td>
709:         </tr>
710:     </table>
711:     <p style="padding-left:165px;">
712:         <input class="btn_sm" type="submit" value="<?php echo
$txt['staff']['ticket_view_inc'][90]; ?>">
```

```

714:         <input class="btn_sm" type="reset" value="<?php echo
$txt['button']['reset']; ?>">
715:     </p>
716: </form>
717: <?php
718: } ?>
719: <?php
720: if($thisstaff->canAssignTickets()) { ?>
721:     <form id="assign" action="tickets.php?id=<?php echo $ticket->getId();
?>#assign" name="assign" method="post" enctype="multipart/form-data">
722:     <?php csrf_token(); ?>
723:     <input type="hidden" name="id" value="<?php echo $ticket->getId(); ?>">
724:     <input type="hidden" name="a" value="assign">
725:     <table style="width:100%" border="0" cellspacing="0" cellpadding="3">
726:
727:         <?php
728:         if($errors['assign']) {
729:             ?>
730:         <tr>
731:             <td width="120">&nbsp;   </td>
732:             <td class="error"><?php echo $errors['assign']; ?></td>
733:         </tr>
734:         <?php
735:         } ?>
736:         <tr>
737:             <td width="120" style="vertical-align:top">
738:                 <label for="assignId"><strong><?php echo
$txt['ticket']['assignee'].':'; ?></strong></label>
739:             </td>
740:             <td>
741:                 <select id="assignId" name="assignId">
742:                     <option value="0" selected="selected">&mdash; <?php echo
sprintf($txt['sences']['selectItem'], $txt['staff']['ticket_view_inc'][95]); ?>
&mdash;</option>
743:                     <?php
744:                     if($ticket->isOpen() && !$ticket->isAssigned())
745:                         echo sprintf('<option value="%d">%s</option>',
$thisstaff->getId(), $txt['staff']['ticket_view_inc'][96]);
746:
747:                     $sid=$tid=0;
748:                     if(($users=Staff::getAvailableStaffMembers())) {
749:                         echo '<OPTGROUP
label="'. $txt['general']['staffMembers'].' ('.count($users).')">';
750:                         $staffId=$ticket->isAssigned()? $ticket-
>getStaffId():0;
751:                         foreach($users as $id => $name) {
752:                             if($staffId && $staffId==$id)
753:                                 continue;
754:
755:                             $k="s$id";
756:                             echo sprintf('<option value="%s" %s>%s</option>',
757:                                 $k,
(( $info['assignId']==$k)?'selected="selected"':''), $name);
758:                             }
759:                             echo '</OPTGROUP>';
760:                         }
761:
762:                     if(($teams=Team::getActiveTeams())) {
763:                         echo '<OPTGROUP label="'. $txt['general']['teams'].'
(' .count($teams).')">';
764:                         $teamId=(!$sid && $ticket->isAssigned())?$ticket-
>getTeamId():0;
765:                         foreach($teams as $id => $name) {
766:                             if($teamId && $teamId==$id)

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767:         continue;
768:
769:         $k="t$id";
770:         echo sprintf('<option value="%s" %s>%s</option>',
771:             $k,
772:             (($info['assignId']==$k)?'selected="selected"':''), $name);
773:         }
774:         echo '</OPTGROUP>';
775:     }
776:     ?>
777:     </select>&nbsp;<span class='error'>*&nbsp;<?php echo
778:     $errors['assignId']; ?></span>
779:     <?php
780:     if($ticket->isAssigned() && $ticket->isOpen()) {
781:         echo sprintf('<div
782:         class="faded">'. $txt['staff']['ticket_view_inc'][93]. '</div>',
783:             $ticket->getAssignee());
784:     } elseif ($ticket->isClosed()) { ?>
785:         <div class="faded"><?php echo
786:         $txt['staff']['ticket_view_inc'][94]; ?></div>
787:         <?php } ?>
788:     </td>
789: </tr>
790: <tr>
791:     <td width="120" style="vertical-align:top">
792:         <label><strong><?php echo
793:         $txt['staff']['ticket_view_inc'][99]; ?></strong><span
794:         class='error'>&nbsp;</span></label>
795:     </td>
796:     <td>
797:         <textarea name="assign_comments" id="assign_comments"
798:         cols="80" rows="7" wrap="soft"
799:         placeholder="<?php echo
800:         $txt['staff']['ticket_view_inc'][100]; ?>"
801:         class="richtext ifhtml no-bar"><?php echo
802:         $info['assign_comments']; ?></textarea>
803:         <span class="error"><?php echo $errors['assign_comments'];
804:         ?></span><br>
805:     </td>
806: </tr>
807: </table>
808: <p style="padding-left:165px;">
809:     <input class="btn_sm" type="submit" value="<?php echo $ticket-
810:     >isAssigned()? $txt['staff']['ticket_view_inc'][101]: $txt['staff']['ticket_view_inc'][10
811:     ?>">
812:     <input class="btn_sm" type="reset" value="<?php echo
813:     $txt['button']['reset']; ?>">
814: </p>
815: </form>
816: <?php
817: } ?>
818: </div>
819: <div style="display:none;" class="dialog" id="print-options">
820:     <h3><?php echo $txt['staff']['ticket_view_inc'][104]; ?></h3>
821:     <a class="close" href=""><i class="icon-remove-circle"></i></a>
822:     <hr/>
823:     <form action="tickets.php?id=<?php echo $ticket->getId(); ?>" method="post"
824:     id="print-form" name="print-form">
825:         <?php csrf_token(); ?>
826:         <input type="hidden" name="a" value="print">
827:         <input type="hidden" name="id" value="<?php echo $ticket->getId(); ?>">
828:         <fieldset class="notes">
829:             <label for="notes" style="width:150px;"><?php echo
830:             $txt['staff']['ticket_view_inc'][105]; ?></label>

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817:         <input type="checkbox" id="notes" name="notes" value="1"> <?php echo
$txt['staff']['ticket_view_inc'][106]; ?>
818:     </fieldset>
819:     <fieldset>
820:         <label for="psize" style="width:150px;"><?php echo
$txt['staff']['ticket_view_inc'][107]; ?></label>
821:         <select id="psize" name="psize">
822:             <option value="">&mdash; <?php echo
sprintf($txt['sences']['selectItem'], $txt['staff']['ticket_view_inc'][107]); ?>
&mdash;</option>
823:             <?php
824:                 $options=array('Letter', 'Legal', 'A4', 'A3');
825:                 $psize
=$_SESSION['PAPER_SIZE']?$_SESSION['PAPER_SIZE']:$thisstaff
>getDefaultPaperSize();
826:                 foreach($options as $v) {
827:                     echo sprintf('<option value="%s" %s>%s</option>',
828:                         $v, ($psize==$v)?'selected="selected"':'', $v);
829:                 }
830:             ?>
831:         </select>
832:     </fieldset>
833:     <hr style="margin-top:3em"/>
834:     <p class="full-width">
835:         <span class="buttons" style="float:left">
836:             <input type="reset" value="<?php echo $txt['button']['reset'];
?>">
837:             <input type="button" value="<?php echo $txt['button']['cancel'];
?>" class="close">
838:         </span>
839:         <span class="buttons" style="float:right">
840:             <input type="submit" value="<?php echo $txt['button']['print'];
?>">
841:         </span>
842:     </p>
843: </form>
844: <div class="clear"></div>
845: </div>
846: <div style="display:none;" class="dialog" id="ticket-status">
847:     <h3><?php echo sprintf('%s #s', ($ticket-
>isClosed())?$txt['staff']['ticket_view_inc'][112]:$txt['staff']['ticket_view_inc'][113]
$txticket->getNumber()); ?></h3>
848:     <a class="close" href=""><i class="icon-remove-circle"></i></a>
849:     <hr/>
850:     <?php echo sprintf($txt['staff']['ticket_view_inc'][114], $ticket-
>isClosed()?strtoupper($txt['button']['reopen']):strtoupper($txt['button']['close']));
?>
851:     <form action="tickets.php?id=<?php echo $ticket->getId(); ?>" method="post"
id="status-form" name="status-form">
852:         <?php csrf_token(); ?>
853:         <input type="hidden" name="id" value="<?php echo $ticket->getId(); ?>">
854:         <input type="hidden" name="a" value="process">
855:         <input type="hidden" name="do" value="<?php echo $ticket-
>isClosed()? 'reopen': 'close'; ?>">
856:         <fieldset>
857:             <div style="margin-bottom:0.5em">
858:                 <em><?php echo $txt['staff']['ticket_view_inc'][118]; ?></em>
859:             </div>
860:             <textarea name="ticket_status_notes" id="ticket_status_notes"
cols="50" rows="5" wrap="soft"
861:                 style="width:100%"
862:                 class="richtext ifhtml no-bar"><?php echo
$info['ticket_status_notes']; ?></textarea>
863:         </fieldset>

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864:         <hr style="margin-top:1em"/>
865:         <p class="full-width">
866:             <span class="buttons" style="float:left">
867:                 <input type="reset" value="<?php echo $txt['button']['reset'];
?>">
868:                 <input type="button" value="<?php echo $txt['button']['cancel'];
?>" class="close">
869:             </span>
870:             <span class="buttons" style="float:right">
871:                 <input type="submit" value="<?php echo $ticket-
>isClosed()?<?php echo $txt['button']['reopen'];>:<?php echo $txt['button']['close'];>">
872:             </span>
873:         </p>
874:     </form>
875:     <div class="clear"></div>
876: </div>
877: <div style="display:none;" class="dialog" id="confirm-action">
878:     <h3><?php echo $txt['confirmbox']['pleaseConfirm'];></h3>
879:     <a class="close" href=""><i class="icon-remove-circle"></i></a>
880:     <hr/>
881:     <p class="confirm-action" style="display:none;" id="claim-confirm">
882:         <?php echo $txt['staff']['ticket_view_inc'][119];>
883:     </p>
884:     <p class="confirm-action" style="display:none;" id="answered-confirm">
885:         <?php echo sprintf($txt['sences']['confirmFlagTicketAs'],
'<strong>'.<?php echo $txt['ticketstatus']['answered'].'</strong>');>
886:     </p>
887:     <p class="confirm-action" style="display:none;" id="unanswered-confirm">
888:         <?php echo sprintf($txt['sences']['confirmFlagTicketAs'],
'<strong>'.<?php echo $txt['ticketstatus']['unanswered'].'</strong>');>
889:     </p>
890:     <p class="confirm-action" style="display:none;" id="overdue-confirm">
891:         <?php echo sprintf($txt['sences']['confirmFlagTicketAs'], '<font
color="red"><strong>'.<?php echo $txt['ticketstatus']['overdue'].'</strong></font>');>
892:     </p>
893:     <p class="confirm-action" style="display:none;" id="banemail-confirm">
894:         <?php echo sprintf($txt['sences']['confirmBanSelected'],
$txt['userData']['emailAddress'].' ('.<?php echo $ticket->getEmail().
').<?php echo $txt['staff']['ticket_view_inc'][124];>
895:     </p>
896:     <p class="confirm-action" style="display:none;" id="unbanemail-confirm">
897:         <?php echo sprintf($txt['sences']['confirmUnbanSelected'],
$txt['userData']['emailAddress'].' ('.<?php echo $ticket->getEmail().
)').<?php echo $txt['staff']['ticket_view_inc'][124];>
898:     </p>
899:     <p class="confirm-action" style="display:none;" id="release-confirm">
900:         <?php echo sprintf($txt['staff']['ticket_view_inc'][127], $ticket-
>getAssigned());>
901:     </p>
902:     <p class="confirm-action" style="display:none;" id="changeuser-confirm">
903:         <span id="msg_warning" style="display:block;vertical-align:top">
904:             <?php echo sprintf($txt['staff']['ticket_view_inc'][134],
'<b>'.Format::htmlchars($ticket->getName()).</b> &lt;?php echo $ticket-
>getEmail().<?php echo $txt['staff']['ticket_view_inc'][133];>
905:             </span>
906:             <?php echo $txt['staff']['ticket_view_inc'][133];>
907:         </p>
908:         <p class="confirm-action" style="display:none;" id="delete-confirm">
909:             <font color="red"><?php echo
sprintf($txt['sences']['confirmDeleteSelected'], $txt['ticket']['ticket']);>
910:             <?php echo $txt['staff']['ticket_view_inc'][130], $txt['ticket']['tickets'];>
911:             <br><br><?php echo sprintf($txt['sences']['deletedCanNotRecovered'].
'.<?php echo $txt['staff']['ticket_view_inc'][130], $txt['ticket']['tickets'];>
912:             </p>
913:         </div>

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```
914:     <div><?php echo $txt['confirmbox']['pleaseConfirm2']; ?></div>
915:     <form action="tickets.php?id=<?php echo $ticket->getId(); ?>" method="post"
id="confirm-form" name="confirm-form">
916:         <?php csrf_token(); ?>
917:         <input type="hidden" name="id" value="<?php echo $ticket->getId(); ?>">
918:         <input type="hidden" name="a" value="process">
919:         <input type="hidden" name="do" id="action" value="">
920:         <hr style="margin-top:1em"/>
921:         <p class="full-width">
922:             <span class="buttons" style="float:left">
923:                 <input type="button" value="<?php echo $txt['confirmbox']['no'];
?>" class="close">
924:             </span>
925:             <span class="buttons" style="float:right">
926:                 <input type="submit" value="<?php echo $txt['confirmbox']['yes'];
?>">
927:             </span>
928:         </p>
929:     </form>
930:     <div class="clear"></div>
931: </div>
932: <!--<script type="text/javascript" src="js/ticket.js"></script> -->
933:     <script language="javascript" type="text/javascript">
934:     <?php require('./js/ticket.php'); ?>
935:     </script>
936: <script type="text/javascript">
937: $(function() {
938:     $(document).on('click', 'a.change-user', function(e) {
939:         e.preventDefault();
940:         var tid = <?php echo $ticket->getOwnerId(); ?>;
941:         var cid = <?php echo $ticket->getOwnerId(); ?>;
942:         var url = 'ajax.php/'+$(this).attr('href').substr(1);
943:         $.userLookup(url, function(user) {
944:             if(cid!=user.id
945:                 && $('#dialog#confirm-action #changeuser-confirm').length) {
946:                 $('#newuser').html(user.name + ' &lt;'+user.email+'&gt;');
947:                 $('#dialog#confirm-action #action').val('changeuser');
948:                 $('#confirm-form').append('<input type=hidden name=user_id
value='+user.id+' />');
949:                 $('#overlay').show();
950:                 $('#dialog#confirm-action .confirm-action').hide();
951:                 $('#dialog#confirm-action p#changeuser-confirm')
952:                 .show()
953:                 .parent('div').show().trigger('click');
954:             }
955:         });
956:     });
957: });
958: </script>
959:
```