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<?php
if(!defined('OSTSCPINC') || !$thisstaff || !@$thisstaff->isStaff())
die('Access Denied');

$qstr='&'; //Query string collector
if($_REQUEST['status']) { //Query string status has nothing to do with the
real status used below; gets overloaded.
    $qstr.='status='.urlencode($_REQUEST['status']);
}

//See if this is a search
$search=($_REQUEST['a']=='search');
$searchTerm='';
//make sure the search query is 3 chars min...defaults to no query with
warning message
if($search) {
    $searchTerm=$_REQUEST['query'];
    if( ($_REQUEST['query'] && strlen($_REQUEST['query'])<3)
        || (!$_REQUEST['query'] && isset($_REQUEST['basic_search'])) ){
//Why do I care about this crap...
        $search=false; //Instead of an error page...default back to regular
query..with no search.
        $errors['err']='Search term must be more than 3 chars';
        $searchTerm='';
    }
}
$showoverdue=$showanswered=false;
$staffId=0; //Nothing for now...TODO: Allow admin and manager to limit
tickets to single staff level.
$showassigned= true; //show Assigned To column - defaults to true

//Get status we are actually going to use on the query...making sure it
is clean!
$status=null;
switch(strtolower($_REQUEST['status'])){ //Status is overloaded
    case 'open':
        $status='open';
        break;
    case 'closed':
        $status='closed';
        $showassigned=true; //closed by.
        break;
    case 'overdue':
        $status='open';
        $showoverdue=true;
        $results_type='Overdue Tickets';
        break;
    case 'assigned':
        $status='open';
        $staffId=$thisstaff->getId();
        $results_type='My Tickets';
        break;
}

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        case 'answered':
            $status='open';
            $showanswered=true;
            $results_type='Answered Tickets';
            break;
        default:
            if(!$search && !isset($_REQUEST['advsid']))
                $_REQUEST['status']=$status='open';
    }

    $qwhere = '';
    /*
        STRICT DEPARTMENTS BASED PERMISSION!
        User can also see tickets assigned to them regardless of the ticket's
        dept.
    */

    $depts=$thisstaff->getDepts();
    $qwhere = ' WHERE ( '
        . ' ( ticket.staff_id='.db_input($thisstaff->getId())
        . ' AND ticket.status="open") ' ;

    if(!$thisstaff->showAssignedOnly())
        $qwhere.=' OR ticket.dept_id IN ('.($depts?implode(', ',
        db_input($depts)):0).') ' ;

    if(($teams=$thisstaff->getTeams()) && count(array_filter($teams)))
        $qwhere.=' OR (ticket.team_id IN ('.implode(', ',
        db_input(array_filter($teams)))
        .') AND ticket.status="open") ' ;

    $qwhere .= ' ) ' ;

    //STATUS
    if($status) {
        $qwhere.=' AND ticket.status='.db_input(strtolower($status));
    }

    if (isset($_REQUEST['uid']) && $_REQUEST['uid']) {
        $qwhere .= ' AND (ticket.user_id='.db_input($_REQUEST['uid'])
            . ' OR collab.user_id='.db_input($_REQUEST['uid']).') ' ;
        $qstr .= '&uid='.urlencode($_REQUEST['uid']);
    }

    //Queues: Overloaded sub-statuses - you've got to just have faith!
    if($staffId && ($staffId==$thisstaff->getId())) { //My tickets
        $results_type='Assigned Tickets';
        $qwhere.=' AND ticket.staff_id='.db_input($staffId);
        $showassigned=false; //My tickets...already assigned to the staff.
    }elseif($showoverdue) { //overdue
        $qwhere.=' AND ticket.isoverdue=1 ' ;
    }elseif($showanswered) { /////Answered

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    $qwhere.=' AND ticket.isanswered=1 ';
}elseif(!strcasecmp($status, 'open') && !$search) { //Open queue (on
search OPEN means all open tickets - regardless of state).
    //Showing answered tickets on open queue??
    if(!$cfg->showAnsweredTickets())
        $qwhere.=' AND ticket.isanswered=0 ';

    /* Showing assigned tickets on open queue?
    Don't confuse it with show assigned To column -> F'it it's confusing
- just trust me!
    */
    if(!($cfg->showAssignedTickets() ||
$thisstaff->showAssignedTickets())) {
        $qwhere.=' AND ticket.staff_id=0 '; //XXX: NOT factoring in team
assignments - only staff assignments.
        $showassigned=false; //Not showing Assigned To column since
assigned tickets are not part of open queue
    }
}

//Search?? Somebody...get me some coffee
$deep_search=false;
if($search):
    $qstr.='&a='.urlencode($_REQUEST['a']);
    $qstr.='&t='.urlencode($_REQUEST['t']);

    //query
    if($searchTerm) {
        $qstr.='&query='.urlencode($searchTerm);
        $queryterm=db_real_escape($searchTerm,false); //escape the term
ONLY...no quotes.
        if (is_numeric($searchTerm)) {
            $qwhere.=" AND ticket.`number` LIKE '$queryterm%'";
        } elseif (strpos($searchTerm,'@') &&
Validator::is_email($searchTerm)) {
            //pulling all tricks!
            # XXX: What about searching for email addresses in the body
of
            # the thread message
            $qwhere.=" AND email.address='$queryterm'";
        } else { //Deep search!
            //This sucks..mass scan! search anything that moves!
            require_once(INCLUDE_DIR.'ajax.tickets.php');

            $tickets =
TicketsAjaxApi::_search(array('query'=>$queryterm));
            if (count($tickets))
                $qwhere .= ' AND ticket.ticket_id IN ('.
                    implode(',',db_input($tickets)).')';
            else
                // No hits -- there should be an empty list of results
                $qwhere .= ' AND false';

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    }
}

endif;

if ($_REQUEST['advsid'] && isset($_SESSION['adv_'.$_REQUEST['advsid']]))
{
    $qstr.='advsid='.$_REQUEST['advsid'];
    $qwhere .= ' AND ticket.ticket_id IN ('. implode(',',
        db_input($_SESSION['adv_'.$_REQUEST['advsid']])).')';
}

$sortOptions=array('date'=>'effective_date','ID'=>'ticket.`number`',
'pri'=>'pri.priority_urgency','name'=>'user.name','subj'=>'cdata.subject',
'status'=>'ticket.status','assignee'=>'assigned','staff'=>'staff','due_date'=>'ticket.duedate',
'dept'=>'dept.dept_name');

$orderWays=array('DESC'=>'DESC','ASC'=>'ASC');

//Sorting options...
$queue =
isset($_REQUEST['status'])?strtolower($_REQUEST['status']):$status;
$order_by=$order=null;
if($_REQUEST['sort'] && $sortOptions[$_REQUEST['sort']])
    $order_by = $sortOptions[$_REQUEST['sort']];
elseif($sortOptions[$_SESSION[$queue.'_tickets']['sort']]) {
    $_REQUEST['sort'] = $_SESSION[$queue.'_tickets']['sort'];
    $_REQUEST['order'] = $_SESSION[$queue.'_tickets']['order'];

    $order_by = $sortOptions[$_SESSION[$queue.'_tickets']['sort']];
    $order = $_SESSION[$queue.'_tickets']['order'];
}

if($_REQUEST['order'] && $orderWays[strtoupper($_REQUEST['order'])])
    $order=$orderWays[strtoupper($_REQUEST['order'])];

//Save sort order for sticky sorting.
if($_REQUEST['sort'] && $queue) {
    $_SESSION[$queue.'_tickets']['sort'] = $_REQUEST['sort'];
    $_SESSION[$queue.'_tickets']['order'] = $_REQUEST['order'];
}

//Set default sort by columns.
if(!$order_by ) {
    if($showanswered)
        $order_by='ticket.lastresponse, ticket.created'; //No priority
        sorting for answered tickets.
    elseif(!strcasecmp($status,'closed'))

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        $order_by='ticket.closed, ticket.created'; //No priority sorting
for closed tickets.
    elseif($showoverdue) //priority> duedate > age in ASC order.
        $order_by='pri.priority_urgency ASC, ISNULL(ticket.duedate) ASC,
ticket.duedate ASC, effective_date ASC, ticket.created';
    else //XXX: Add due date here?? No -
        $order_by='pri.priority_urgency ASC, effective_date DESC,
ticket.created';
}

$order=$order?$order:'DESC';
if($order_by && strpos($order_by,',') && $order)
    $order_by=preg_replace('/(?<!ASC|DESC),/', " $order,", $order_by);

$sort=$_REQUEST['sort']?strtolower($_REQUEST['sort']):'pri.priority_ur
gency'; //Urgency is not on display table.
$x=$sort.'_sort';
$$x=' class="'.strtolower($order).' " ';

if($_GET['limit'])
    $qstr.='&limit='.urlencode($_GET['limit']);

$select = 'SELECT
ticket.ticket_id,tlock.lock_id,ticket.`number`,ticket.dept_id,ticket.s
taff_id,ticket.team_id '
        .' ,user.name'
        .' ,email.address as email, dept.dept_name '
        .'
,ticket.status,ticket.source,ticket.isoverdue,ticket.isanswered,ticket
.created ';

$qfrom=' FROM '.TICKET_TABLE.' ticket '.
        ' LEFT JOIN '.USER_TABLE.' user ON user.id = ticket.user_id'.
        ' LEFT JOIN '.USER_EMAIL_TABLE.' email ON user.id = email.user_id'.
        ' LEFT JOIN '.DEPT_TABLE.' dept ON ticket.dept_id=dept.dept_id ';

if ($_REQUEST['uid'])
    $qfrom.=' LEFT JOIN '.TICKET_COLLABORATOR_TABLE.' collab
        ON (ticket.ticket_id = collab.ticket_id)';

$sjoin='';

if($search && $deep_search) {
    $sjoin.=' LEFT JOIN '.TICKET_THREAD_TABLE.' thread ON
(ticket.ticket_id=thread.ticket_id)';
}

//get ticket count based on the query so far..
$total=db_count("SELECT count(DISTINCT ticket.ticket_id) $qfrom $sjoin
$qwhere");
//pagenate

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$pagelimit=($_GET['limit'] &&
is_numeric($_GET['limit']))?$_GET['limit']:PAGE_LIMIT;
$page=($_GET['p'] && is_numeric($_GET['p']))?$_GET['p']:1;
$pageNav=new Pagenate($total,$page,$pagelimit);
$pageNav->setURL('tickets.php',$qstr.'&sort='.urlencode($_REQUEST['sort']).'&order='.urlencode($_REQUEST['order']));

//ADD attachment,priorities, lock and other crap
$select.=',IF(ticket.duedate IS NULL,IF(sla.id IS NULL, NULL,
DATE_ADD(ticket.created, INTERVAL sla.grace_period HOUR)),
ticket.duedate) as duedate '
        .',CAST(GREATEST(IFNULL(ticket.lastmessage, 0),
IFNULL(ticket.reopened, 0), ticket.created) as datetime) as
effective_date '
        .',CONCAT_WS(" ", staff.firstname, staff.lastname) as staff,
team.name as team '
        .',IF(staff.staff_id IS NULL,team.name,CONCAT_WS(" ",
staff.lastname, staff.firstname)) as assigned '
        .',IF(ptopic.topic_pid IS NULL, topic.topic, CONCAT_WS(" / ",
ptopic.topic, topic.topic)) as helptopic '
        .',cdata.priority_id, cdata.subject, pri.priority_desc,
pri.priority_color';

$qfrom.=' LEFT JOIN '.TICKET_LOCK_TABLE.' tlock ON
(ticket.ticket_id=tlock.ticket_id AND tlock.expire>NOW()
        AND tlock.staff_id!='.db_input($thisstaff->getId()).') '
        .'. LEFT JOIN '.STAFF_TABLE.' staff ON
(ticket.staff_id=staff.staff_id) '
        .'. LEFT JOIN '.TEAM_TABLE.' team ON (ticket.team_id=team.team_id)
,
        .'. LEFT JOIN '.SLA_TABLE.' sla ON (ticket.sla_id=sla.id AND
sla.isactive=1) '
        .'. LEFT JOIN '.TOPIC_TABLE.' topic ON
(ticket.topic_id=topic.topic_id) '
        .'. LEFT JOIN '.TOPIC_TABLE.' ptopic ON
(ptopic.topic_id=topic.topic_pid) '
        .'. LEFT JOIN '.TABLE_PREFIX.'ticket__cdata cdata ON
(cdata.ticket_id = ticket.ticket_id) '
        .'. LEFT JOIN '.PRIORITY_TABLE.' pri ON (pri.priority_id =
cdata.priority_id)';

TicketForm::ensureDynamicDataView();

$query="$select $qfrom $qwhere ORDER BY $order_by $order LIMIT
".$pageNav->getStart().",".$pageNav->getLimit();
//echo $query;
$hash = md5($query);
$_SESSION['search_'.$hash] = $query;
$res = db_query($query);
$showing=db_num_rows($res)?$pageNav->showing():"";
if(!$results_type)
    $results_type = ucfirst($status).' Tickets';

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if($search)
    $results_type.= ' (Search Results)';

$negorder=$order=='DESC'? 'ASC': 'DESC'; //Negate the sorting..

// Fetch the results
$results = array();
while ($row = db_fetch_array($res)) {
    $results[$row['ticket_id']] = $row;
}

// Fetch attachment and thread entry counts
if ($results) {
    $counts_sql = 'SELECT ticket.ticket_id,
        count(DISTINCT attach.attach_id) as attachments,
        count(DISTINCT thread.id) as thread_count,
        count(DISTINCT collab.id) as collaborators
        FROM '.TICKET_TABLE.' ticket
        LEFT JOIN '.TICKET_ATTACHMENT_TABLE.' attach ON
(ticket.ticket_id=attach.ticket_id) '
        .' LEFT JOIN '.TICKET_THREAD_TABLE.' thread ON (
ticket.ticket_id=thread.ticket_id) '
        .' LEFT JOIN '.TICKET_COLLABORATOR_TABLE.' collab
        ON ( ticket.ticket_id=collab.ticket_id) '
        .' WHERE ticket.ticket_id IN ('.implode(',',
db_input(array_keys($results))).')
        GROUP BY ticket.ticket_id';
    $ids_res = db_query($counts_sql);
    while ($row = db_fetch_array($ids_res)) {
        $results[$row['ticket_id']] += $row;
    }
}

//YOU BREAK IT YOU FIX IT.
?>
<!-- SEARCH FORM START -->
<div id='basic_search'>
    <form action="tickets.php" method="get">
        <?php csrf_token(); ?>
        <input type="hidden" name="a" value="search">
        <table>
            <tr>
                <td><input type="text" id="basic-ticket-search" name="query"
size=30 value="<?php echo Format::htmlchars($_REQUEST['query']); ?>"
                    autocomplete="off" autocorrect="off"
autocapitalize="off"></td>
                <td><input type="submit" name="basic_search" class="button"
value="Search"></td>
                <td>&nbsp;&nbsp;&nbsp;<a href=""
id="go-advanced">[advanced]</a></td>
            </tr>

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        </table>
    </form>
</div>
<!-- SEARCH FORM END -->
<div class="clear"></div>
<div style="margin-bottom:20px">
<form action="tickets.php" method="POST" name='tickets'>
<?php csrf_token(); ?>
    <a class="refresh" href="<?php echo $_SERVER['REQUEST_URI'];
?>">Refresh</a>
    <input type="hidden" name="a" value="mass_process" >
    <input type="hidden" name="do" id="action" value="" >
    <input type="hidden" name="status" value="<?php echo
Format::htmlchars($_REQUEST['status']); ?>" >
    <table class="list" border="0" cellpadding="1" cellspacing="2"
width="940">
        <caption><?php echo $showing; ?>&nbsp;&nbsp;&nbsp;&nbsp;<?php echo
$results_type; ?></caption>
        <thead>
            <tr>
                <?php if($thisstaff->canManageTickets()) { ?>
                    <th width="8px">&nbsp;</th>
                <?php } ?>
                <th width="70">
                    <a <?php echo $id_sort; ?>
href="tickets.php?sort=ID&order=<?php echo $negorder; ?><?php echo $qstr;
?>"
                        title="Sort By Ticket ID <?php echo $negorder;
?>">Ticket</a></th>
                    <th width="70">
                        <a <?php echo $date_sort; ?>
href="tickets.php?sort=date&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                            title="Sort By Date <?php echo $negorder;
?>">Date</a></th>
                        <th width="280">
                            <a <?php echo $subj_sort; ?>
href="tickets.php?sort=subj&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                                title="Sort By Subject <?php echo $negorder;
?>">Subject</a></th>
                            <th width="70">
                                <a <?php echo $date_sort; ?>
href="tickets.php?sort=due_date&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                                    title="Sort By Date <?php echo $negorder; ?>">Due
Date</a></th>

                                <th width="120">
                                    <a <?php echo $name_sort; ?>
href="tickets.php?sort=name&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"

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                                title="Sort By Name <?php echo $negorder;
?>">From</a></th>
                                <?php
                                if($search && !$status) { ?>
                                    <th width="60">
                                        <a <?php echo $status_sort; ?>
href="tickets.php?sort=status&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                                title="Sort By Status <?php echo $negorder;
?>">Status</a></th>
                                <?php
                                } else { ?>
                                    <th width="60" <?php echo $pri_sort;?>>
                                        <a <?php echo $pri_sort; ?>
href="tickets.php?sort=pri&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                                title="Sort By Priority <?php echo $negorder;
?>">Priority</a></th>
                                <?php
                                }

                                if($showassigned ) {
                                    //Closed by
                                    if(!strcasecmp($status,'closed')) { ?>
                                        <th width="150">
                                            <a <?php echo $staff_sort; ?>
href="tickets.php?sort=staff&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                                title="Sort By Closing Staff Name <?php echo
$negorder; ?>">Closed By</a></th>
                                <?php
                                } else { //assigned to ?>
                                    <th width="150">
                                        <a <?php echo $assignee_sort; ?>
href="tickets.php?sort=assignee&order=<?php echo $negorder; ?><?php echo
$qstr; ?>"
                                title="Sort By Assignee <?php echo
$negorder;?>">Assigned To</a></th>
                                <?php
                                }
                                } else { ?>
                                    <th width="150">
                                        <a <?php echo $dept_sort; ?>
href="tickets.php?sort=dept&order=<?php echo $negorder;?><?php echo
$qstr; ?>"
                                title="Sort By Department <?php echo $negorder;
?>">Department</a></th>
                                <?php
                                } ?>
                            </tr>
                        </thead>
<tbody>

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<?php
$class = "row1";
$total=0;
if($res && ($num=count($results))):
    $ids=($errors && $_POST['tids'] &&
is_array($_POST['tids']))?$_POST['tids']:null;
    foreach ($results as $row) {
        $tag=$row['staff_id']?'assigned':'openticket';
        $flag=null;
        if($row['lock_id'])
            $flag='locked';
        elseif($row['isoverdue'])
            $flag='overdue';

        $lc='';
        if($showassigned) {
            if($row['staff_id'])
                $lc=sprintf('<span class="Icon
staffAssigned">%s</span>',Format::truncate($row['staff'],40));
            elseif($row['team_id'])
                $lc=sprintf('<span class="Icon
teamAssigned">%s</span>',Format::truncate($row['team'],40));
            else
                $lc=' ';
        }else{
            $lc=Format::truncate($row['dept_name'],40);
        }
        $tid=$row['number'];
        $subject =
Format::htmlchars(Format::truncate($row['subject'],40));
        $threadcount=$row['thread_count'];
        if(!strcasecmp($row['status'],'open') &&
!$row['isanswered'] && !$row['lock_id']) {
            $tid=sprintf('<b>%s</b>', $tid);
        }
        ?>
        <tr id="<?php echo $row['ticket_id']; ?>"
        <?php if($thisstaff->canManageTickets()) {

            $sel=false;
            if($ids && in_array($row['ticket_id'], $ids))
                $sel=true;

            ?>
            <td align="center" class="nohover">
                <input class="ckb" type="checkbox" name="tids[]"
value="<?php echo $row['ticket_id']; ?>" <?php echo
$sel?'checked="checked"':''; ?>>
            </td>
            <?php } ?>
            <td align="center" title="<?php echo $row['email']; ?>"
nowrap>

                <a class="Icon <?php echo strtolower($row['source']);

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?>Ticket ticketPreview" title="Preview Ticket"
    href="tickets.php?id=?php echo $row['ticket_id'];
?>"><?php echo $tid; ?></a></td>
    <td align="center" nowrap><?php echo
Format::db_datetime($row['effective_date']); ?></td>
    <td><a <?php if ($flag) { ?> class="Icon <?php echo $flag;
?>Ticket" title="<?php echo ucfirst($flag); ?> Ticket" <?php } ?>
    href="tickets.php?id=?php echo $row['ticket_id'];
?>"><?php echo $subject; ?></a>
    <?php
        if ($threadcount>1)
            echo
" <small>($threadcount)</small>&nbsp;";'.<i
            class="icon-fixed-width
icon-comments-alt"></i>&nbsp;';
        if ($row['collaborators'])
            echo '<i class="icon-fixed-width icon-group
faded"></i>&nbsp;';
        if ($row['attachments'])
            echo '<i class="icon-fixed-width
icon-paperclip"></i>&nbsp;';
    ?>
    </td>
    <td align="center" nowrap><?php echo
Format::db_datetime($row['duedate']); ?></td>
    <td nowrap>&nbsp;<?php echo
Format::truncate($row['name'],22,strpos($row['name'],'@'));
?>&nbsp;</td>
    <?php
    if($search && !$status){
        $displaystatus=ucfirst($row['status']);
        if(!strcasecmp($row['status'],'open'))
            $displaystatus="<b>$displaystatus</b>";
        echo "<td>$displaystatus</td>";
    } else { ?>
    <td class="nohover" align="center"
style="background-color:<?php echo $row['priority_color']; ?>;">
        <?php echo $row['priority_desc']; ?></td>
    <?php
    }
    ?>
    <td nowrap>&nbsp;<?php echo $lc; ?></td>
</tr>
<?php
} //end of while.
else: //not tickets found!! set fetch error.
    $ferror='There are no tickets here. (Leave a little early
today).';
    endif; ?>
</tbody>
<tfoot>
<tr>

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        <td colspan="7">
            <?php if($res && $num && $thisstaff->canManageTickets()){ ?>
                Select:&nbsp;
                <a id="selectAll" href="#ckb">All</a>&nbsp;&nbsp;&nbsp;
                <a id="selectNone" href="#ckb">None</a>&nbsp;&nbsp;&nbsp;
                <a id="selectToggle" href="#ckb">Toggle</a>&nbsp;&nbsp;&nbsp;
                <?php }else{
                    echo '<i>';
                    echo $ferror?Format::htmlchars($ferror):'Query returned
0 results.';
                    echo '</i>';
                } ?>
            </td>
        </tr>
    </tfoot>
</table>
<?php
if($num>0){ //if we actually had any tickets returned.
    echo '<div>&nbsp;Page:'. $pageNav->getPageLinks().'&nbsp;';
    echo '<a class="export-csv" href="?a=export&h='
        . $hash .'&status=' . $_REQUEST['status']
        . '">Export</a></div>';
    ?>
    <?php
        if($thisstaff->canManageTickets()) { ?>
            <p class="centered" id="actions">
                <?php
                    $status=$_REQUEST['status']?$_REQUEST['status']:$status;
                    switch (strtolower($status)) {
                        case 'closed': ?>
                            <input class="button" type="submit" name="reopen"
value="Reopen" >
                                <?php
                                    break;
                                case 'open':
                                case 'answered':
                                case 'assigned':
                                    ?>
                                    <input class="button" type="submit"
name="mark_overdue" value="Overdue" >
                                    <input class="button" type="submit" name="close"
value="Close">
                                <?php
                                    break;
                                case 'overdue':
                                    ?>
                                    <input class="button" type="submit" name="close"
value="Close">
                                <?php
                                    break;
                                default: //search??
                                    ?>

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        <input class="button" type="submit" name="close"
value="Close" >
        <input class="button" type="submit" name="reopen"
value="Reopen">
        <?php
        }
        if($thisstaff->canDeleteTickets()) { ?>
            <input class="button" type="submit" name="delete"
value="Delete">
            <?php } ?>
        </p>
        <?php
        }
    } ?>
</form>
</div>

<div style="display:none;" class="dialog" id="confirm-action">
    <h3>Please Confirm</h3>
    <a class="close" href=""><i class="icon-remove-circle"></i></a>
    <hr/>
    <p class="confirm-action" style="display:none;" id="close-confirm">
        Are you sure want to <b>close</b> selected open tickets?
    </p>
    <p class="confirm-action" style="display:none;" id="reopen-confirm">
        Are you sure want to <b>reopen</b> selected closed tickets?
    </p>
    <p class="confirm-action" style="display:none;"
id="mark_overdue-confirm">
        Are you sure want to flag the selected tickets as <font
color="red"><b>overdue</b></font>?
    </p>
    <p class="confirm-action" style="display:none;" id="delete-confirm">
        <font color="red"><strong>Are you sure you want to DELETE selected
tickets?</strong></font>
        <br><br>Deleted tickets CANNOT be recovered, including any
associated attachments.
    </p>
    <div>Please confirm to continue.</div>
    <hr style="margin-top:1em"/>
    <p class="full-width">
        <span class="buttons" style="float:left">
            <input type="button" value="No, Cancel" class="close">
        </span>
        <span class="buttons" style="float:right">
            <input type="button" value="Yes, Do it!" class="confirm">
        </span>
    </p>
    <div class="clear"></div>
</div>

<div class="dialog" style="display:none;" id="advanced-search">

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<h3>Advanced Ticket Search</h3>
<a class="close" href=""><i class="icon-remove-circle"></i></a>
<form action="tickets.php" method="post" id="search" name="search">
    <input type="hidden" name="a" value="search">
    <fieldset class="query">
        <label for="query">Keyword:</label>
        <input type="input" id="query" name="query" size="20">
<em>Optional</em>
    </fieldset>
    <fieldset>
        <label for="status">Status:</label>
        <select id="status" name="status">
            <option value="">&mdash; Any Status &mdash;</option>
            <option value="open">Open</option>
            <?php
                if(!$cfg->showAnsweredTickets()) {?>
                <option value="answered">Answered</option>
            <?php
                } ?>
            <option value="overdue">Overdue</option>
            <option value="closed">Closed</option>
        </select>
        <label for="deptId">Dept:</label>
        <select id="deptId" name="deptId">
            <option value="">&mdash; All Departments
&mdash;</option>
            <?php
                if(($mydepts = $thisstaff->getDepts()) &&
($depts=Dept::getDepartments())) {
                    foreach($depts as $id => $name) {
                        if(!in_array($id, $mydepts)) continue;
                        echo sprintf('<option value="%d">%s</option>',
$depts, $name);
                    }
                }
            </select>
        </fieldset>
        <fieldset class="owner">
            <label for="assignee">Assigned To:</label>
            <select id="assignee" name="assignee">
                <option value="">&mdash; Anyone &mdash;</option>
                <option value="0">&mdash; Unassigned &mdash;</option>
                <option value="<?php echo $thisstaff->getId();
?>">Me</option>
            <?php
                if(($users=Staff::getStaffMembers())) {
                    echo 'OPTGROUP label="Staff Members
('count($users).')">';
                    foreach($users as $id => $name) {
                        $k="s$id";
                        echo sprintf('<option value="%s">%s</option>',

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$k, $name);
    }
    echo '</OPTGROUP>';
}

if (($teams=Team::getTeams())) {
    echo '<OPTGROUP label="Teams ('.count($teams).')">';
    foreach($teams as $id => $name) {
        $k="t$id";
        echo sprintf('<option value="%s">%s</option>',
$k, $name);
    }
    echo '</OPTGROUP>';
}
?>
</select>
<label for="staffId">Closed By:</label>
<select id="staffId" name="staffId">
    <option value="0">&mdash; Anyone &mdash;</option>
    <option value="<?php echo $thisstaff->getId();
?>">Me</option>
    <?php
    if (($users=Staff::getStaffMembers())) {
        foreach($users as $id => $name)
            echo sprintf('<option value="%d">%s</option>',
$id, $name);
    }
    ?>
</select>
</fieldset>
<fieldset>
    <label for="topicId">Help Topic:</label>
    <select id="topicId" name="topicId">
        <option value="" selected >&mdash; All Help Topics
&mdash;</option>
        <?php
        if ($topics=Topic::getHelpTopics()) {
            foreach($topics as $id => $name)
                echo sprintf('<option value="%d" >%s</option>',
$id, $name);
        }
        ?>
    </select>
</fieldset>
<fieldset class="date_range">
    <label>Date Range:</label>
    <input class="dp" type="input" size="20" name="startDate">
    <span>TO</span>
    <input class="dp" type="input" size="20" name="endDate">
</fieldset>
<fieldset>
<?php

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        foreach (TicketForm::getInstance()->getFields() as $f) {
            if (in_array($f->get('type'), array('text', 'memo', 'phone',
'thread'))))
                continue;
            elseif (!$f->hasData())
                continue;
            ?><label><?php echo $f->getLabel(); ?>:</label>
                <div style="display:inline-block;width: 12.5em;"><?php
                    $f->render('search'); ?></div>
<?php } ?>
</fieldset>
<p>
    <span class="buttons">
        <input type="submit" value="Search">
        <input type="reset" value="Reset">
        <input type="button" value="Cancel" class="close">
    </span>
    <span class="spinner">
        
    </span>
</p>
</form>
<div id="result-count">
</div>
</div>

```