

TO DO:

1. Verification system
2. Ticket system
3. Backup system + security

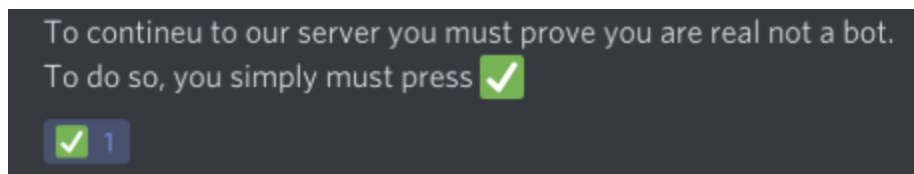
1. Verification system

It does some kind of captcha or verification. For example, when a user joins discord he has to verify itself by typing captcha or any other way.

If a user is not verified he cannot see other channels only that specific channel e.g. 'verify-your-self' and a channel 'verify-help'

We thought this is a good way how to prevent bots randomly from joining our discord. Maybe there are other ways how to prevent it.

Something very basic also works. The goal here is to not allow bots to see our users.



2. Ticket system

A user has a problem or statement with something and then he clicks on the 'inquiries' channel.

Then a user selects what type of inquiry he has, for example, we would have different types of inquiries.

- In-game
 - Bugs-report
 - Suggestions
 - Player-report
 - Staff-report

- General inquiries (all staff)
- Donate store issues (creators)
- Claim awards, prize or payout (creators)

Format example (not structure)

THANK YOU FOR OPENING A TICKET

To provide the best support please mark what type of problem you have:

1

 - General

2

 - Buycraft

3

 - Bug report / In game issue

4

 - Player report

5

 - Staff report

6

 - Claim reward (edited)

1 1

2 1

3 1

4 1

5 1

6 1

who sees what info

Creator is added to all of them.

General - "staff" ranks are added

Bug report / In game issue- "Developer" rank is added

Player report - "High Staff" rank is added

Staff report - Creator rank is added

Claim reward - Creator (edited)

Each section has its own emoji user must react to.

Then the user can explain its problem or statement there.

Automatically clear command from the user in 'inquiries' channel after the user creates a ticket, meaning it deletes messages there e.g. '-new' so it doesn't keep old requests and it's nice and neat.

3. Backup system + security

Is it possible to set up discord so it does automatic backup for all channels including users?
(separate server or somewhere, where can reset in case if something happens e.g. deletes channel or discord etc.)