

Faveo Events

Faveo Helpdesk 1.0.7.8

Revision Log

Date	Version	Author	Description
24th June 2016	1.0	Vijay Sebastian	First release
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Introduction

Faveo Plugins allow easy modification, customization, and enhancement of a Faveo app. Instead of changing the core programming of faveo, you can add functionality with Faveo Plugins.

Here is a basic definition:

Faveo Plugin: A Faveo Plugin is a program, or a set of one or more functions, written in the PHP scripting language, that adds a specific set of features or services to the Faveo app, which can be seamlessly integrated with the site using access points and methods provided by the Faveo Plugin Application Program Interface (API).

1. ClientTicketFormPost

- This event is firing in two places in agent/TicketController.php at reply() and create_user().
- This event is for catching the client form from guest panel

2. FaveoAfterReply

- This event is firing in reply() method to before sending email
- It contain: replay content, phone, request, ticket

3. LoginEvent

- This event in AuthController at postRegister() method at the beginning of the function



- It contain : request

4. ReadMailEvent

- This event is calling in and create_user method in TicketController
- It contain : userid and password

5. TicketBoxHeader

- This is in ticket timeline blade file at the beginning of Box of the detail page
- It contains : userid

6. TicketDetailTable

- This is placed at the bottom of ticket details table
- It contains : ticket data

7. TimeLineFormEvent

- This is at ticket detail page in reply form
- It contains : ticket data

8. Timeline

- This is at footer of timeline in ticket detail page
- It contains : conversation,role,user

9. auth.login.event

- This is at post login method before attempting login



10. ticket.details

- This is at ticketThread method in TicketController after saving the thread
- It contains : ticket Thread

11. service.desk.agent.topbar.replace

- This at agent layout page at the beginning

12. service.desk.agent.sidebar.replace

- This at agent layout page at the beginning

13. service.desk.agent.topbar

- This at agent layout page at the top bar div

14. service.desk.agent.sidebar

- This at agent layout page at the side bar div

15. service.desk.agent.topsubbar

- This at agent layout page at the top sub bar div

16. Create-Ticket

- This event is placed in the end of create_user() method in TicketController. This events gets triggered for following changes in Faveo
 - Ticket creation by mails
 - Ticket creation by agents
 - Ticket creation by clients
 - Client replies on tickets by mail



- Client replies on ticket from client panel

Available data->

- Ticket_number = unique number of ticket,
- User_id = id of a user who created the ticket,
- Subject = subject of the ticket,
- Body = body of the ticket/reply mails,
- Status = status of the ticket,
- Priority = priority of the ticket

17. Reply-Ticket

- This event tracks the reply made by agents on any ticket. Whenever any agent replies on a ticket this event gets fired.

Available data->

- 'Ticket_id' = id of the ticket on which reply has been made,
- 'U_id' = id/name of the agent who has replied on the ticket,
- 'Body' = agent's reply body

18. change-status

- This event tracks any change in the status of tickets. If tickets status gets changed e.g. Open to Closed, Open to Deleted, Closed to deleted etc. This event can be found in the following methods of TicketController.
 - close()
 - open()
 - resolve()
 - delete()
 - seletc_all()

Available Data:

- 'Id' => unique number of ticket
- 'Status' => changed status
- Name of the agent who changed status.



19. Ticket-assignment

This event gets fired when a ticket is assigned to an agent. This event can be found in the following functions in "TicketController"

- assign()
- reply()

Current data which is being passed as parameter is only id of a ticket.

References

- [Faveo API documentation](#)
- [Faveo Plugin Creation - How to create plugins in Faveo](#)

