

Plugin Development: Getting Started

Learn about what a plugin is, a plugin's basic structure and how to initially configure your own plugin.

A plugin lets you add an individual bit of functionality or allows modifying data that is being handled by the system. Some examples of what you can do with plugins:

- Sending notifications to your Slack channel on ticket actions.
- Connecting to your billing system and displaying the user's products in the ticket view.
- Adding useful actions based on the submitted ticket custom field values.

All plugins belong within the /addons/Plugins directory, each with its own directory that is named the same as the plugin name. Each plugin usually has the following basic file structure:

File/Folder	Description
config.php	The configuration file for the plugin, where you set the n plugin that shows in the operator panel when activating
composer.json	

Online URL:

<https://docs.supportpro.vn/article/plugin-development-getting-started-203.html>