Department Tree

The Department Tree plugin adds a hierarchical tree to the top of the ticket grid sidebar, showing brands, departments, and statuses, with a ticket count for each. It can also be set to shown on other pages in the operator panel.

Activating, Deactivating and Uninstalling

To activate the plugin, visit **Plugins** and click on 'activate' under the Department Tree plugin name. The plugin must not currently be activated.

Deactivating the plugin will stop it from functioning but keep your existing settings saved. To deactivate the plugin, visit **Plugins** and click on 'deactivate' under the Department Tree plugin name. The plugin must already be activated beforehand.

Uninstalling the plugin will remove the settings from your system and also delete the plugin completely. We recommend to use the **deactivate** option instead, unless you have absolutely no need for this plugin. To uninstall the plugin, visit **Plugins** and click on 'uninstall' under the Department Tree plugin name.

Settings

To configure the plugin, visit Plugins and click on 'Settings' under the Department Tree plugin name. The plugin must already be activated beforehand.

The following settings are available for configuration:

Options

- Status Overview - you can choose to show a count for each

status for the whole system at the top of the tree.

Page Visibility

By default, the hierarchical tree is only shown on the operator ticket grid. The visibility settings enables you to show the hierarchical tree on the following additional pages:

- The operator ticket view
- The operator dashboard
- The operator "Manage Users" page

The tree is always rendered in the sidebar on the left hand side of the page, if there are other items in the sidebar it will be displayed at the top.

Online URL: https://docs.supportpro.vn/article/department-tree-337.html