

metamint
Helpdesk

Support Ticket System

User Documentation

Version 1.5.7

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<https://metamintapps.com/metamint-helpdesk>

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1. Overview

Metamint-Helpdesk is a complete support ticket and FAQ management system for WordPress. It provides:

- Customer-facing support dashboard — ticket submission, history, notifications, credentials vault
- Admin dashboard — Single Page Application (SPA) + admin menu pages for managing tickets, departments, priorities, origins, FAQs, notices, settings, email fetching, and debug logs
- Frontend chat widget — floating chat widget with optional AI bot (via add-on)
- Email-to-ticket — via IMAP fetching with automatic reply threading
- SMTP email sending — optional, to replace WordPress's default `wp_mail()`
- Custom user roles — Support Manager, Support Staff, Support Customer
- Encrypted ticket deeplinks — for secure customer access
- Ticket Origins taxonomy — Email / Admin-Form / Web / Chat / Phone (WhatsApp)
- Add-on integrations — Slack, Discord, WhatsApp, WooCommerce, canned replies, email filtering, agent signatures (via Metamint-Helpdesk Add-on)
- Debug logging — with auto-pruning and admin log viewer
- AES-256-CBC encrypted credentials vault — Stores the encrypted password and decrypts in real time
- IP geolocation, browser detection, and source context tracking — for all tickets
- Bulk actions — for tickets: status, priority, assignee, delete
- REST API — SSE streaming endpoints, JWT authentication

2. Installation & Activation

1. Upload the "Metamint-Helpdesk" folder to `/wp-content/plugins/`, or install via Plugins → Add New.
2. Activate "Metamint-Helpdesk Support Ticket System" from the WordPress admin Plugins page.
3. A new "Metamint-Helpdesk" menu item appears in the admin sidebar.
4. Database tables are created on activation.

If you have a plugin in a .zip format, you may install or update it by uploading it here.

metamint-helpdesk.zip

Database tables created

- `wp_mmhd_credentials` — Encrypted customer credentials
- `wp_mmhd_notifications` — In-app notification records
- `wp_mmhd_ticket_notes` — Internal ticket notes

Note: For addon features, install and activate Metamint-Helpdesk Addon and enter a valid license key (see the Metamint-Helpdesk-ADDON Documentation).

3. User Roles & Capabilities

The plugin creates three custom roles on activation:

Support Manager, Support Staff, and Support Customer.

The table below shows the roles and capabilities for Metamint-Helpdesk.

Role	Dashboard	Create	Edit Own	Edit Others	Read Private	Publish	Delete	Settings
Administrator	✓	✓	✓	✓	✓	✓	✓	✓
Editor	✓	✓	✓	✓	✓	✓	✓	✓
Support Manager	✓	✓	✓	✓	✓	✓	✓	✓
Support Staff	✓	✓	✓	✗	✓	✓	✓	✓
Support Customer	✗	✓	✗	✗	✗	✗	✗	✗

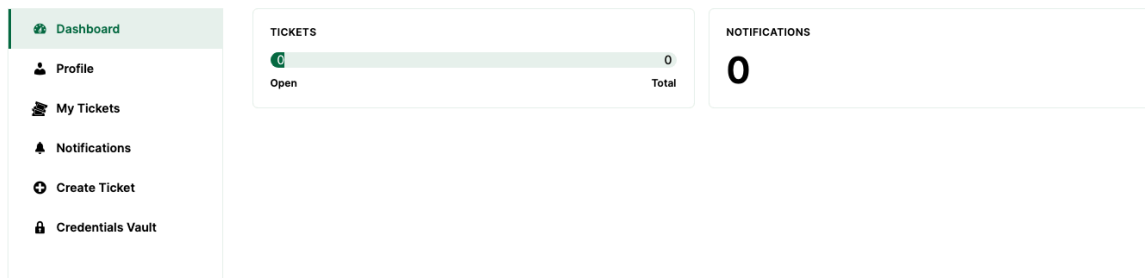
4. Frontend Dashboard (Customer Portal)

The customer portal is rendered via the [mmhd_frontend_dashboard] shortcode. It provides logged-in users with a complete support experience. The Metamint-Helpdesk-Support page is created on plugin activation. The shortcode is added automatically to the page.

Note: The customer portal can be disabled via Metamint-Helpdesk → Settings → Advanced → Enable Customer Portal.

4.1 Dashboard Home

Metamint Helpdesk



Displays:

- Open vs Total Tickets — a bar chart showing the ratio of open tickets to total tickets
- Notifications — count of unread notifications

4.2 Profile

Metamint Helpdesk

The screenshot shows the 'Update Profile' interface. On the left is a sidebar menu with the following items: Dashboard, Profile (active), My Tickets, Notifications, Create Ticket, and Credentials Vault. The main content area is titled 'Update Profile' and contains the following form fields: 'First Name:' with the value 'Jordan', 'Last Name:' with the value 'Alex', 'Profile Picture:' with a placeholder image and a 'Choose file' button, 'New Password:', and 'Confirm New Password:'. A green 'Update Profile' button is located at the bottom of the form.

Allows customers to:

- Update First Name and Last Name
- Upload a Profile Picture (JPG, PNG, GIF, SVG under 5MB)
- Change Password (minimum 8 characters, must contain uppercase, lowercase, number, and special character)

4.3 My Tickets

Lists all tickets submitted by the logged-in user with filtering and sorting options.

Metamint Helpdesk

Dashboard

Profile

My Tickets

Notifications

Create Ticket

Credentials Vault

All Priorities

Active Tickets

Sort by Date

Descending

Filter

TITLE	REPLIES	LAST REPLY	STATUS	PRIORITY
How to make pa... #1234 📅 14 Sept 2026	2	21 seconds ago by codemin	Open	Low
Is WhatsApp su... #1233 📅 14 Sept 2026	1	1 minute ago by Jordan Alex	Open	High
Product inquiry #1232 📅 14 Sept 2026	1	3 minutes ago by Jordan Alex	Open	High

Filters:

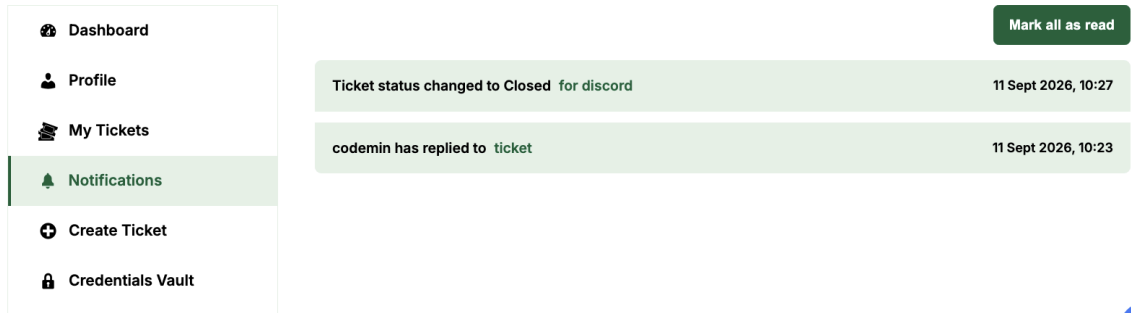
- Priority — All, High, Medium, Low, Urgent
- Status — Active Tickets (open + in-progress), Open, In Progress, Archived, Closed
- Sort by — Date or Status
- Order — Ascending or Descending

Table columns: Title (with ticket ID & date), Replies count, Last Reply (with author & time ago), Status pill, Priority pill (with custom color).

Click a ticket title to view its full conversation.

4.4 Notifications

Metamint Helpdesk



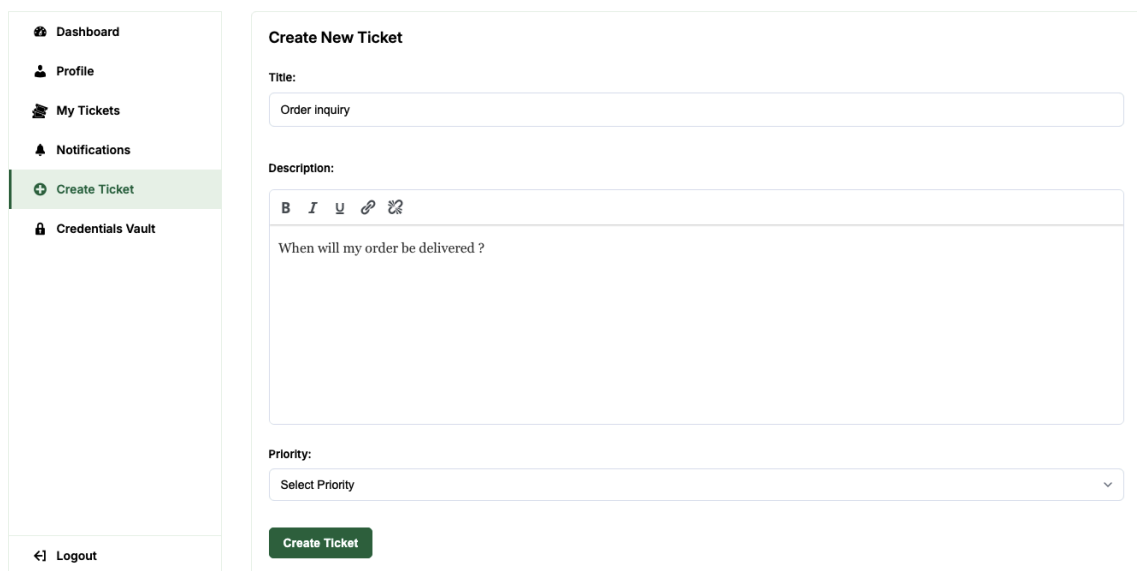
Displays all notifications for the user (e.g., "{user} has replied to {ticket_title}").

Features:

- Unread / Read status indicator with visual styling
- "Mark All as Read" button
- Each notification links to the relevant ticket

4.5 Create Ticket

Metamint Helpdesk



A form to submit a new support ticket with:

- Title (required)
- Description (WYSIWYG editor with bold, italic, underline, lists, links)(required)
- Priority (dropdown configured from admin)(required)

4.6 Credentials Vault

Metamint Helpdesk

 Dashboard

 Profile

 My Tickets

 Notifications

 Create Ticket

 Credentials Vault

Credentials Vault

Add Credential

NAME	USERNAME	PASSWORD	URL	NOTES	ACTIONS
Metamint Helpdesk	 mail@example.com 	***** 	 	Credentials for metamint helpdesk	Delete

A dedicated page for securely storing customer credentials (e.g., website logins, FTP details). All credentials are AES-256-CBC encrypted before storage. See Section 9 for details.

5. Admin Dashboard

The plugin registers a full admin menu with the following structure:

Metamint-Helpdesk	
└─ Dashboard	→ SPA dashboard with metrics & charts
└─ Departments	→ Manage ticket categories
└─ Priorities	→ Manage priority levels with colors
└─ FAQ Categories	→ Manage FAQ groups
└─ FAQs	→ FAQ post type listing
└─ Add New FAQ	→ Create new FAQ
└─ All Notices	→ Notice post type listing
└─ Add New Notice	→ Create new notice
└─ Settings	→ Multi-tab settings (Basic, Mail, SMTP, Templates, Fetch, Advanced)
└─ Debug Log	→ Log viewer with download

5.1 Dashboard Overview

CONVERSATION	LAST REPLY	CUSTOMER	SOURCE	STATUS	PRIORITY
#1234 How to make payments	codemin 1 minutes ago	Jordan Alex shakyanikhil2003@gmail....	chat	open	Low
#1233 Is WhatsApp support	codemin 1 minutes ago	Jordan Alex shakyanikhil2003@gmail....	chat	In progress	High
#1232 Product inquiry	codemin 1 minutes ago	Jordan Alex shakyanikhil2003@gmail....	chat	open	High
#1182 Checking in on your	Zapier Partnerships 6 days ago	Zapier Partnerships partners@partners.zapier....	Email (N/A)	open	Medium

Key metrics displayed:

- Total tickets
- Open tickets
- Resolved/closed tickets
- Recent activity

- Notifications dropdown with bell icon, inline notification list, and clear all button

5.2 Conversations (Tickets)

The screenshot displays the 'Conversations' section of the Metamint Helpdesk. The top navigation bar includes links for Dashboard, Conversations (with a red badge showing 67), New Conversation, Settings, and Addons. Below the navigation bar, there are search filters: 'Search Conversations' (with a text input 'Search tickets...'), 'Search by Customer' (with a text input 'Type customer name and pres'), 'Search by Agent' (with a text input 'Type agent name and press Er'), and a 'Status Filter' dropdown set to 'Active Conversations'. A '10 per page' dropdown and a 'Filter' button are also present. Below the filters, there is a bulk action bar showing '0 items selected', a 'Select Action' dropdown, and an 'Apply' button. The main table lists tickets with columns for CONVERSATION, CUSTOMER, INBOX (ALL), STATUS, PRIORITY (ALL), ASSIGNEE, and UPDATED. The table contains four rows of ticket data.

CONVERSATION	CUSTOMER	INBOX (ALL)	STATUS	PRIORITY (ALL)	ASSIGNEE	UPDATED
☐ #1234 How to make payments from	Jordan Alex shakyanikhil2003@gmail...	N/A	open	Low	codemin	14 Sept 2026 12:51
☐ #1233 Is WhatsApp support avail	Jordan Alex shakyanikhil2003@gmail...	N/A	In progress	High	codemin	14 Sept 2026 12:52
☐ #1232 Product inquiry	Jordan Alex shakyanikhil2003@gmail...	N/A	open	High	codemin	14 Sept 2026 12:51
☐ #1183 Re: Rebrand request	Zapier Partners Support partners@zapier.com	N/A	In progress	Medium	nikhil@codepixelzmedia.com.np	14 Sept 2026 12:52

Browse, search, filter, and manage all tickets. Columns include:

- Ticket ID, title, status
- Assigned Agent
- Priority (with color pill)
- Customer
- Last activity time
- Source/origin

Supports bulk actions: delete, change status, change priority, and reassign.

5.3 New Conversation

Create New Conversation

Customer Name *

bishalrauniyar2

Customer Email *

bishalrauniyar2@gmail.com

Conversation Title *

Regarding new products

Priority *

Medium

Department

Inquiry

Assign to *

codemin

Conversation Description *

B *I* U  

What are the new products launching this month?



Cancel Create Conversation

Create a new ticket on behalf of a customer. Fields:

- Title (required)
- Customer selection (autocomplete user search) (required)
- Description (WYSIWYG) (required)
- Priority (required)
- Department/category
- Assign to (required)

5.4 Conversation Detail

Conversation #279 - Is there slack support available

← Back

Replies (2)

Internal Notes (1)

Nikhil Shakya (Customer)

3 Jul 2026, 12:07

Is there slack support available

codemin (Administrator)

3 Jul 2026, 12:10

yes

Add Reply

Insert Canned Reply

💡 Insert Variables

B I U ☰ ☷

Type your reply here...

Send Reply

Close Conversation

CONVERSATION STATUS

Status: Open

Priority: Medium

Assignee: codemin

Department: Billing

CONVERSATION DETAILS



Nikhil Shakya
rsnikhil77@gmail.com



Origin: CHAT

IP Address: 203.9.210.21

Location: Nepal

Browser: Chrome 149.0.0.0

When viewing a single ticket, admins can:

- **Reply** — with text, images, and formatting
- **Change ticket status** — Open → In Progress → Closed / Archived
- **Assign tickets** — to support staff
- **View customer details** — name, email, avatar, IP, country, browser
- **Add internal notes** — visible only to staff
- **View source context** — IP address, country, browser/email client
- **Insert saved replies** — when the Saved Replies addon is enabled
- **Append signature** — when the Signature add-on is enabled
- **Insert Variable** — ticket meta values `{{fname}}` , `{{lname}}` , `{{email}}` , `{{ticket_id}}` , `{{ticket_status}}` , `{{ticket_title}}`

5.5 Departments (Categories)

Manage ticket departments at Metamint-Helpdesk → Departments or via Terms → Ticket Categories.
Each category can have:

- Name, Slug, Description
- Slack channel mapping (when Slack addon is active)
- Discord channel mapping (when the Discord addon is active)
- Mapping stored as term meta (mmhd_slack_channel, mmhd_discord_channel_id)

5.6 Priorities

Manage ticket priority levels at Metamint-Helpdesk → Priorities. Each priority can have:

- Name, Slug, Description
- Color — custom background color for the priority pill
- Drag-and-drop ordering via jQuery UI Sortable (stored as taxonomy_order term meta)

Ticket Priorities

Add New Ticket Priority

Name

The name is how it appears on your site.

Slug

The "slug" is the URL-friendly version of the name. It is usually all lowercase and contains only letters, numbers, and hyphens.

Parent Ticket Priority

None

Assign a parent term to create a hierarchy. The term Jazz, for example, would be the parent of Bebop and Big Band.

Description

Screen Options

Search Ticket Priorities

Bulk actions

Apply

5 items

☐	Name	Description	Slug	Count
☐	Low	—	low	7
☐	High	—	high	11
☐	Medium	—	medium	48
☐	Very High	—	very-high	10
☐	Name	Description	Slug	Count

Bulk actions

Apply

5 items

5.7 Origins

Manage ticket origin sources at Metamint-Helpdesk → Origins. Preset values include:

- Email
- Admin-Form
- Web
- Chat
- Phone(Whatsapp)

Each ticket's origin is tracked automatically based on how it was created.

Conversation Overview

My Conversations 17

Unassigned Conversations 22

Open Conversations 63

Chat Conversations 21

CONVERSATION	LAST REPLY	CUSTOMER	SOURCE	STATUS	PRIORITY
#279 Is there slack suppo	codemin 14 minutes ago	Nikhil Shakya rsnikhil77@gmail.com	chat	open	Medium
#276 How to enable whatsa	codemin 9 minutes ago	Nikhil Shakya rsnikhil77@gmail.com	chat	open	High
#269 WhatsApp: Nikhil	codemin 1 minutes ago	Nikhil 9779840836559@whatsapp.invalid	WhatsApp	in progress	Low
#100 I need help!	codemin 23 days ago	utsavsinghrathour utsavsinghrathour@gmail.com	email	open	Medium
#98 Your support ticket	"utsav@codepixelz.tech" 29 days ago	utsav utsav@codepixelz.tech	email	open	Medium
#71 Ticket from mobile w	codemin 24 days ago	Stephen A Martinez shakyanikhil2003@gmail.com	Web	open	High
#72 eqweqwqweqwe	codemin 29 days ago	qweqwe bishalrauniyar@gmail.com	Admin-Form	open	High
#66 ewqeqwe	qweqwe 29 days ago	qweqwe bishalrauniyar@gmail.com	Admin-Form	open	Medium
#78 [Robodesk Website] L	"utsav@codepixelz.tech" 29 days ago	utsav utsav@codepixelz.tech	email	open	Medium
#62 check my order?	Nikhil 22 days ago	utsav.singh.rathourcustomer@gmail.com utsav.singh.rathour+customer@gmail.com	chat	open	Medium

5.8 FAQs

Create and manage FAQs at Metamint-Helpdesk → All FAQs or Metamint-Helpdesk → Add New FAQ.

- FAQs can be categorized using FAQ Categories (mmhd_faq_category taxonomy)
- FAQs appear in the frontend FAQ page and can be used by the AI bot to answer customer questions

Add New FAQ

Is my customer data secure when using the AI bots?

Permalink: <https://robo-desk.codepixelz.tech/faqs/is-my-customer-d...sing-the-ai-bots/> [Edit](#)

[Add Media](#)

Paragraph

B *I* U ~~ABC~~ [Link](#) [Image](#) [Table](#)

Visual

Code

Absolutely. We use secure API connections and only send the specific context needed to resolve a query. We never use your customer data to "train" public AI models, keeping your store's information private and protected.

Word count: 35

Publish

Save Draft

Preview

Status: Draft [Edit](#)

Visibility: Public [Edit](#)

Publish Immediately [Edit](#)

Move to Trash

Publish

FAQ Categories

All FAQ Categories

Most Used

+ Add New FAQ Category

Featured?

Mark as featured

Draft saved at 12:37:55 pm.

5.9 Notices

Create and manage notices at Metamint-Helpdesk → All Notices or Metamint-Helpdesk → Add New Notice. Notices are announcements displayed to users in the frontend dashboard. Supports:

- Active / Inactive status (via `_mmhd_notice_active` meta checkbox)
- Featured designation (via `_mmhd_notice_featured` meta checkbox)

Add New Notice Screen Options ▼

Website Maintenance Notice

Permalink: <https://robo-desk.codepixelz.tech/notice/website-maintenance-notice/> [Edit](#)

[Add Media](#) Visual Code

Paragraph **B** *I* U ~~ABC~~ **Quote** **Link** **Image** **Table**

Our website is currently undergoing scheduled maintenance to improve performance, security, and your overall experience.

During this time, some features may be temporarily unavailable or experience limited functionality. We apologize for any inconvenience and appreciate your patience and understanding.

We are working to restore all services as quickly as possible.

Thank you for your patience.

Publish ^ v ^

[Save Draft](#) [Preview](#)

Status: **Draft** [Edit](#)

Visibility: **Public** [Edit](#)

[Publish immediately](#) [Edit](#)

[Move to Trash](#) [Publish](#)

Active? ^ v ^

☐ Active?

Feature? ^ v ^

☐ Feature?

5.10 Email to Ticket

Manual interface for IMAP email fetching at Metamint-Helpdesk → Email to Ticket:

- "Fetch Tickets" button for manual fetch
- Table showing previously fetched emails (from, subject, date, message)

5.11 Settings

See Section 6 (Settings Reference) for full details.

5.12 Debug Log

Admin page at Metamint-Helpdesk → Debug Log showing the last 30 days of log entries with download capability. See Section 10.

Metamint Helpdesk Debug Log

This view shows only the last 30 days of logs. Anything older is automatically deleted.

Size: 45 KB | Last updated: September 23, 2026 11:11 am

Download Last 30 Days

```
[2026-09-04 07:25:38] Metamint activation hook triggered
[2026-09-04 07:25:38] Creating Metamint Helpdesk page
[2026-09-04 07:25:38] Metamint activation hook triggered
[2026-09-04 07:25:38] Metamint Helpdesk page already exists with ID: 8
[2026-09-04 07:29:30] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 10
[2026-09-04 07:45:57] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:45:57] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 13
[2026-09-04 07:46:08] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:46:08] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 14
[2026-09-04 07:47:57] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:47:57] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 19
[2026-09-04 07:48:02] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:02] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 20
[2026-09-04 07:48:07] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:07] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 21
[2026-09-04 07:48:11] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:11] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 22
[2026-09-04 07:48:16] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:16] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 23
[2026-09-04 07:48:21] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:21] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 24
[2026-09-04 07:48:25] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:25] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 25
[2026-09-04 07:48:30] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': exists
[2026-09-04 07:48:30] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 26
[2026-09-04 07:49:20] Metamint: Unseen reply email check triggered for ticket #14, comment #21
```


Defaults

Set the default category and notification audio.

Default Ticket Categories

Select a category

Notification Sound

Sample 4

▶ 0:00 / 0:00

🔊 ⋮

Messages

Set the chat title and message copy shown across the widget.

Chat Heading

Have Questions?

Welcome Message for the chat Bot

Have any questions or need a quote? Leave us a message.

Ticket Intro Message

If you are interested in working with us, take a step towards discovering exciting opportunities by reaching out to us. We look forward to talking with you soon!

Save Settings

Field	Option Key	Description
Site Name	mmhd_site_name	Brand name used across the plugin
Admin Email	mmhd_admin_email	Primary admin email for notifications
Theme Color	mmhd_theme_color	Accent color (default: #3B82F6)
Popover Top Icon	mmhd_popover_top_icon	Icon displayed at the top of the chat widget popover
Logo	mmhd_logo	Main logo for the plugin
Wide Logo	mmhd_wide_logo	Wide/header logo variant
Popover Icon	mmhd_popover_icon	Icon for the chat widget launcher button
Chat Heading	mmhd_chat_heading	Heading text for the chat widget
Welcome Message	mmhd_welcome_message	Greeting message shown in the chat widget
Ticket Intro Message	mmhd_ticket_intro_message	Default description shown when viewing a ticket
Notification Sound	mmhd_notification_sound	Custom sound on new message
Default Category	mmhd_default_ticket_category	Default department for new tickets

6.2 Mail Settings (IMAP)

[Basic Settings](#) [Mail Settings](#) [Email Templates](#) [Fetch Tickets](#) [Advanced](#)

IMAP Settings

IMAP Host

Port

Username

Password

Encryption

SSL

Test Connection

Save Settings

Configure IMAP email fetching to automatically create tickets from incoming emails. Settings stored in `mmhd_imap_settings`:

Field

Field	Description
IMAP Server	IMAP server hostname
IMAP Port	Port (typically 993 for SSL)
IMAP Username	Email account username
IMAP Password	Email account password
Encryption	SSL/TLS

Fetch behavior

- Connects via `imap_open()` with `/imap/ssl` to the INBOX
- Searches for unseen emails since `mmhd_last_fetched_date`
- Decodes multipart MIME (Base64/QP), strips reply chains
- Checks in_reply_to headers to match replies to existing tickets
- New emails create a user (or use an existing one), create a ticket, and add an initial comment
- Auto-assigns via the least-loaded agent strategy
- Fetch Interval: Set in settings
- Default Agent: Set in settings
- Do not send email on import: Set in settings

6.3 SMTP Settings

SMTP Settings

☒ Enable SMTP for outgoing emails

SMTP Host

email.example.com

SMTP Port

587

SMTP Username

John Doe

SMTP Password

.....

Encryption

TLS

From Email

dev-email@example.com

From Name

example

Test SMTP Connection

Save SMTP Settings

Configure outgoing SMTP to replace WordPress's default `wp_mail()`. Settings stored in `mmhd_smtp_settings`:

Field	Description
SMTP Host	SMTP server hostname
SMTP Port	Port (default: 587)
Username	SMTP authentication username
Password	SMTP authentication password
Encryption	TLS or SSL
From Email	Sender email (default: WordPress admin email)
From Name	Sender name (default: site name)

Applied via the `phpmailer_init` WordPress hook. When enabled, all plugin emails plus standard WordPress emails are sent through the configured SMTP server.

6.4 Email Templates

Basic Settings

Mail Settings

Email Templates

Fetch Tickets

Advanced

Email Templates

Customize the email templates with Variables

Hide

You can use the following variables in your templates:

- {ticket_id} – The ID of the ticket
- {ticket_author} – The name of the ticket author
- {ticket_link} – The link to the ticket
- {ticket_title} – The title of the ticket
- {ticket_status} – The status of the ticket

New Conversation Notification

B

I

U

☰

☷

Thank you for contacting us. We have received your ticket and will respond soon.

Conversation Closed

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Your ticket has been closed. Please let us know if you need further assistance.

Auto Reply

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This is an automated response. We will get back to you within 24 hours.

Save Templates

Configure email templates sent for various events. Each template consists of editable HTML content stored separately:

Template	Option Key
New Ticket	mmhd_email_template_new-ticket
Ticket Closed	mmhd_email_template_ticket-closed
Auto Reply	mmhd_email_template_auto-reply
Header	mmhd_email_template_header
Footer	mmhd_email_template_footer

Available template variables: {ticket_id}, {ticket_author}, {ticket_link}, {ticket_title}, {ticket_status}

Emails are wrapped in a responsive HTML template that includes:

- Header with logo (embedded as CID attachment)
- Subject line
- Content area
- Footer with site name, URL, and copyright year

6.5 Fetch Tickets

Fetch Conversations

Use this feature to fetch new emails from your configured IMAP account and convert them into conversations and replies.

Email Fetching Settings

Fetch Interval (minutes)

Auto-assign to

Least loaded agent (auto) ▼

Leave this on "Least loaded agent (auto)" to assign fetched email tickets to the least-loaded agent.

 Save Auto-Fetch

 Fetch Emails Now

Configure automated ticket fetching:

Field	Option Key	Description
Fetch Interval	mmhd_fetch_interval	Minutes between cron fetches (default: 15)
Default Agent	mmhd_default_agent	Agent ID for default assignment

This tab also shows: Email Fetch Status (whether IMAP fetching is active), Last Fetch Time, and a Fetch Log of recent activity.

The cron hook mmhd_email_fetch_cron runs at the configured interval. Manual fetch is available at Metamint-Helpdesk → Email to Ticket.

6.6 Advanced Settings

[Basic Settings](#)[Mail Settings](#)[Email Templates](#)[Fetch Tickets](#)[Advanced](#)[AI Bot](#)

Advanced Settings

☐ Enable auto-assignment of Conversations

☒ Enable email notifications

☒ Email the reply if the client hasn't seen it for

15 minutes

Dashboard polling interval
How often the dashboard checks for new replies and notifications. Shorter intervals feel more real-time but increase server load.

30 seconds

☒ Enable customer portal

Maximum file upload size (MB)

10

Blocked IPs
One IP per line. These IPs are blocked from signing up. Add or remove IPs manually.

[Save Advanced Settings](#)

Settings stored in mmhd_advanced_settings:

Field	Key	Default	Description
Enable Auto Assign	enable_auto_assign	false	Automatically assign new tickets to available support staff
Enable Customer Portal	enable_customer_portal	true	Show/hide the frontend customer dashboard
Enable Notifications	enable_notifications	true	Master toggle for all notification types
Max File Upload Size	max_file_upload_size	10	Maximum upload size in MB
Unseen Reply Email Minutes	reply_unseen_email_minutes	15	Minutes before sending an unseen-reply reminder (0 = disabled)
Polling Interval	polling_interval	30	Seconds between frontend polling requests
Blocked IPs	mmhd_blocked_ips	N/A	Protect against signup abuse

6.7 Chat Ticket Auto-Close

☒ Close chat conversations automatically

minutes

When the last reply on a chat conversation is from a Support Staff, Manager, or Admin, the conversation is closed automatically after this delay if the customer does not respond.

Save Advanced Settings

The system can automatically close a chat ticket when:

- The **last reply is from a staff member**.
- The **client has not replied** within the configured time period.

Configuration

Admins can enable or disable this feature using the **Auto-Close Chat Ticket** option. When enabled, the admin can specify the waiting period using the **Time** input field.

Example:

If the time is set to **30 minutes**, a ticket will be automatically closed when the staff member sends the last reply and the client does not respond for 30 minutes.

7. Ticket Management (Admin)

7.1 Ticket Statuses

Conversation Overview					
My Conversations 17 Unassigned Conversations 22 Open Conversations 63 Chat Conversations 21					
CONVERSATION	LAST REPLY	CUSTOMER	SOURCE	STATUS	PRIORITY
#279  Is there slack suppo	codemin 42 minutes ago	Nikhil Shakya rsnikhil77@gmail.com	chat	open ▾	Medium ▾
#276  How to enable whatsa	codemin 37 minutes ago	Nikhil Shakya rsnikhil77@gmail.com	chat	closed ▾	High ▾
#269 WhatsApp: Nikhil	codemin 29 minutes ago	Nikhil 9779840836559@whatsapp.invalid	WhatsApp	in progress ▾	Low ▾
#100 I need help!	codemin 23 days ago	utsavsinghrathour utsavsinghrathour@gmail.com	email	open ▾	Medium ▾
#98 Your support ticket	"utsav@codepixelz.tech" 29 days ago	utsav utsav@codepixelz.tech	email	in progress ▾	Medium ▾
#71 Ticket from mobile w	codemin 24 days ago	Stephen A Martinez shakyanikhil2003@gmail.com	Web	open ▾	High ▾

Ticket statuses are stored as post meta (`_mmhd_ticket_status`) on the `mmhd_ticket` custom post type.

Status	Description
Open	New ticket awaiting response
In Progress	Staff is actively working on it
Archived	Closed and archived
Closed	Ticket closed

Status changes trigger:

- In-app notifications to relevant parties (assignee or all support staff)
- Action comment added to the ticket (comment meta `is_action` = 1)
- Email notification to the customer

7.2 Replying to Tickets

B **I** **U**  

Slack Integration
To enable Slack integration, you should:

1. Create or use an existing Slack workspace.
2. Create a Slack app and configure the required permissions.
3. Generate the necessary authentication credentials (such as Bot User OAuth Token and Signing Secret).
4. Install the app in your Slack workspace.
5. Configure the integration settings in the application using the generated credentials.
6. Verify the connection by sending a test message or triggering a test event.
7. Ensure the app has access to the required channels and permissions for the intended functionality.



Send Reply

Close Conversation

CONVERSATION DETAILS

**Nikhil Shakya** 
rsnikhil77@gmail.com 

Origin:

CHAT

IP Address:

203.9.210.21

Location:

Nepal

Browser:

Chrome 149.0.0.0

Replies are stored as WordPress comments with `comment_type = 'ticket_replies'`. Each reply tracks:

- Author name and email
- Author type (customer/agent/bot)
- Comment source (chat/email/admin)
- Whether it's a bot response (`is_bot_response` meta)
- IP address, country, and browser (for customer replies)

The reply editor supports:

- Rich text formatting (bold, italic, underline, lists)
- Image upload via base64 embedding
- Insert saved replies (with Saved Replies addon)
- Append signature (with Signature addon)

7.3 Internal Notes

Conversation #279 - Is there slack support available

← Back

Replies (3) Internal Notes (1)

Robodesk System (Agent)

3 Jul 2026, 12:15

Unseen reply reminder email sent successfully to rsnikhil77@gmail.com at 2026-07-03 12:15:08.

Add Internal Note

Insert Variables

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Add Note

Staff can add internal notes to tickets. Notes are stored in two systems:

- Legacy system: custom DB table wp_mmhd_ticket_notes (with is_private, type, status columns)
- Primary system: WordPress comments with comment_type = 'mmhd_note'

System-generated notes (e.g., tracking read receipts) are stored as comment_type = 'ticket_notes' with user ID 0. Internal notes are visible only to support staff, not customers.

7.4 Ticket Assignment & Auto-Assignment

Tickets can be assigned to specific support staff members.

Manual Assignment

- Admin selects an assignee from the ticket detail page
- Assignment change adds an action comment to the ticket
- New assignee receives targeted notifications

Auto-Assignment (when enabled in Advanced Settings)

Strategy	Behavior
Least-Loaded Agent (default)	Counts open + in-progress tickets per staff member; assigns to the one with fewest
Default Agent	If mmhd_default_agent is set, assigns to that specific agent

Eligible roles for assignment: mmhd_support_staff, mmhd_support_manager, administrator, author, editor.

7.5 Encrypted Ticket Deeplinks

Tickets can be accessed via encrypted URLs for secure sharing. The system provides:

- `mmhd_build_ticket_deeplink($ticket_id)` — encrypts the ticket ID using AES-256-CBC, base64-encodes it, and appends as `?mmhd_popup=true&initiator=mmhd&rtk=<encrypted>`
- URL parameters accepted: `rtk` (encrypted), `ticket_id`, `ticket`, `tid` (plaintext fallbacks)
- `mmhd_user_can_access_ticket()` enforces access control

It's a way to share secure links to tickets via email. When the system sends a notification email to a customer (e.g., "Your ticket has been closed"), it includes a link like:

`https://yoursite.com/?mmhd_popup=true&initiator=mmhd&rtk=<encrypted_token>`

- The ticket ID is AES-256-CBC encrypted using the key `wp_hash('mmhd-encryption-key')` or `'MMHD_ENCRYPTION_KEY'` and base64-encoded into the `rtk` parameter
- When the customer clicks it, `mmhd_get_requested_ticket_id_from_query()` decrypts the token and loads the ticket
- `mmhd_user_can_access_ticket()` controls who can view it: logged-in customers see only their own tickets, support staff/admins see all, and unauthenticated users also get access (if `(!is_user_logged_in())` return true)
- Fallback plaintext params (`ticket_id`, `ticket`, `tid`) are also accepted, but less secure

The purpose is to give customers one-click access to their ticket without requiring them to log in first.

7.6 Bulk Actions

The screenshot shows a ticket management interface with a table of tickets. A dropdown menu is open, showing various bulk actions. The table has columns for ID, Name, Status, Priority, and Assignee. The dropdown menu includes options for setting status, priority, and assignee, as well as deleting selected items.

ID	Name	Status	Priority	Assignee
#279	Is there sl	open	Medium	codemin
#278	How can I	open	Low	nikhil@codepixelzmedia.com.np
#276	How to en	open	High	codemin
#269	WhatsApp: Nikhil	in progress	Low	codemin
#268	WhatsApp: Chakra	open	N/A	N/A

The ticket list supports bulk operations via AJAX (`mmhd_bulk_action`):

Action	Description
Delete	Permanently delete selected tickets
Change Status	Set status to Open, In Progress, or Closed
Change Priority	Reassign priority level
Change Assignee	Reassign to a support staff member

7.7 Source Context Tracking

Every ticket and reply automatically captures:

- IP address (supports Cloudflare CF-Connecting-IP, X-Forwarded-For, X-Real-IP, X-Client-IP)
- Browser/User Agent (parsed with version detection: Chrome, Firefox, Safari, Edge, Opera, IE)
- Email source headers (X-Originating-IP, X-Mailer, Received headers)

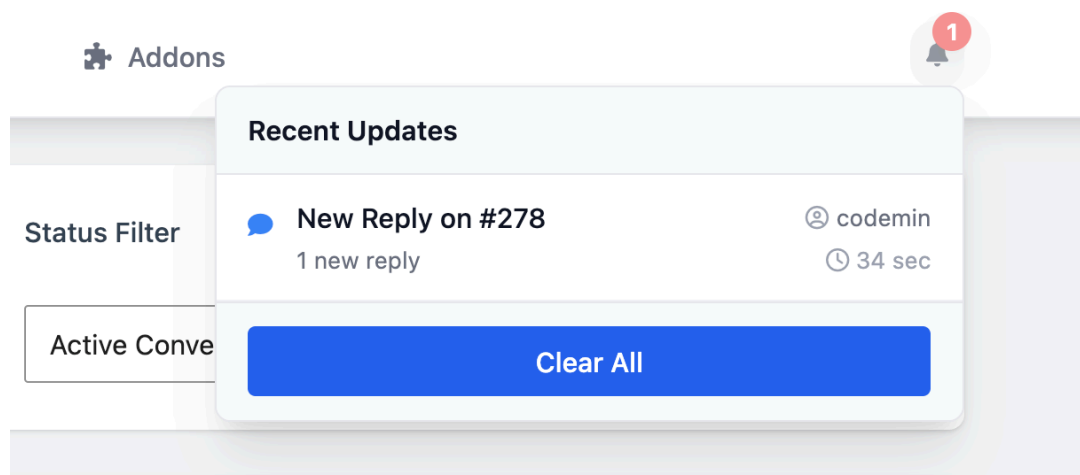
This data is stored as post meta (`_mmhd_source_ip`, `_mmhd_source_country`, `_mmhd_source_browser`) and comment meta.

7.8 File Uploads

File uploads are handled via base64 embedding into comments. The maximum upload size is configured in Advanced Settings (default: 10MB). Supported formats include common image types (JPG, PNG, GIF).

8. Notifications System

8.1 In-App Notifications



Notifications are stored in a custom database table (wp_mmhd_notifications) and support the following types:

Type

Type	Trigger
ticket_created	A new ticket is created
reply_added	A reply is added to a ticket
status_changed	Ticket status changes

Routing logic

- If a ticket is assigned, notifications go only to the assignee
- If unassigned, notifications go to all support users (admins + managers + staff)
- Customer replies batch into aggregated notifications ("3 new replies")
- Ticket customers are notified when an agent replies
- Action comments (is_action = 1) and the first reply skip notification generation
- Comment meta mmhd_suppress_notification = 1 suppresses notification creation

8.2 Email Notifications

Email notifications are sent via WordPress's wp_mail() (or the configured SMTP server) using the custom HTML email template.

Email events

Event	Trigger	Recipient
Ticket created	Customer creates ticket	Customer
Status changed	Agent changes status	Customer
New reply	Agent replies	Customer
Ticket closed	Agent closes ticket	Customer (with deeplink)

8.3 Unseen Reply Reminder Emails

Conversation #279 - Is there slack support available

[← Back](#)[Replies \(3\)](#)[Internal Notes \(1\)](#)

Robodesk System (Agent)

3 Jul 2026, 12:15

Unseen reply reminder email sent successfully to rsnikhil77@gmail.com at 2026-07-03 12:15:08.

Add Internal Note

 [Insert Variables](#)

B *I* U  

Add Note

When an agent replies and the customer hasn't seen the reply, a scheduled email is sent after a configurable delay.

Flow

5. Agent replies to a ticket → mmhd_after_reply_added fires
6. mmhd_schedule_unseen_reply_email() schedules a single cron event for X minutes
7. At cron time, mmhd_send_unseen_reply_email() checks if mmhd_all_seen != 'yes'
8. If unseen, sends email with encrypted deeplink + tracking pixel

8.4 Read Receipt Tracking

When the customer opens the reminder email:

- The tracking pixel (1x1 transparent GIF at admin-ajax.php?action=mmhd_track_unseen_reply_email_read) records the read timestamp
- A system note is added to the ticket: "Unseen reply reminder email was read at [timestamp]."
- The mmhd_unseen_email_read_at meta is set on the comment

9. Credentials Vault

9.1 Overview

The Credentials Vault stores sensitive customer information securely. Each credential entry includes:

Metamint Helpdesk

Dashboard Profile My Tickets Notifications Create Ticket Credentials Vault	Credentials Vault Add Credential					
	NAME	USERNAME	PASSWORD	URL	NOTES	ACTIONS
	Metamint Helpdesk	 mail@example.com 	*****  	 	Credentials for metamint helpdesk	Delete

- Name — a label (e.g., "Production Server")
- Username
- Password — encrypted
- URL — associated website or service URL
- Notes — additional context

Stored in the custom `wp_mmhd_credentials` database table.

9.2 Encryption

All passwords are encrypted using AES-256-CBC via OpenSSL. The encryption key is determined by:

- ``MMHD_ENCRYPTION_KEY`` and ``wp_hash('mmhd-encryption-key')`` constant (if defined)
- WordPress `AUTH_KEY` constant (fallback)
- Default key `'mmhd'` (last resort)
- Encrypted values are stored as `base64(ciphertext:: iv)` in the database.

9.3 Usage

- Add credential — from the Credentials Vault page in the frontend dashboard
- Reveal — decrypt and display the password (requires nonce verification)
- Delete — remove a credential entry (requires nonce)

Per-user isolation: each user can only see their own credentials.

10. Debug & Logging System

10.1 Debug Log

Metamint Helpdesk Debug Log

This view shows only the last 30 days of logs. Anything older is automatically deleted.

Size: 146 KB | Last updated: September 14, 2026 7:46 am

[Download Last 30 Days](#)

```
[2026-09-04 12:38:03] Metamint activation hook triggered
[2026-09-04 12:38:03] Creating Metamint Helpdesk page
[2026-09-04 12:38:11] Metamint activation hook triggered
[2026-09-04 12:38:11] Metamint Helpdesk page already exists with ID: 1107
[2026-09-04 12:40:04] User not found, creating new user with email: utsav.singh.rathour@gmail.com
[2026-09-04 12:40:04] Created new user with ID: 94
[2026-09-04 12:40:07] Metamint: Ticket creation email sent to utsav.singh.rathour@gmail.com for ticket ID: 1108
[2026-09-04 12:40:19] Metamint: Unseen reply email check triggered for ticket #1108, comment #1848
[2026-09-04 12:40:19] Metamint: Unseen reply email scheduled for comment #1848 to run in 15 minutes
[2026-09-04 12:55:26] Metamint: Unseen reply email sent to utsav.singh.rathour@gmail.com for ticket #1108
[2026-09-07 09:26:55] Checking for term 'High' in taxonomy 'mmhd_ticket_priority': does not exist
[2026-09-07 09:26:55] Created new term 'High' in taxonomy 'mmhd_ticket_priority' with ID 36
[2026-09-07 09:26:57] Metamint: Ticket creation email sent to shakyanikhil2003@gmail.com for ticket ID: 1109
[2026-09-07 10:10:04] Metamint: Unseen reply email check triggered for ticket #1109, comment #1854
[2026-09-07 10:10:04] Metamint: Unseen reply email scheduled for comment #1854 to run in 15 minutes
[2026-09-07 10:10:29] Metamint: Unseen reply email check triggered for ticket #1109, comment #1855
[2026-09-07 10:10:29] Metamint: Unseen reply email skipped - author type is 'customer' not 'agent'
```

The plugin maintains two debug log files:

- wp-content/uploads/mmhd/debug.log — Primary log (used by mmhd_log())
- wp-content/plugins/Metamint-Helpdesk/logs/debug.log — Secondary log (legacy location)

10.2 mmhd_log() Function

The mmhd_log(\$message) function accepts strings, arrays, or objects. Arrays/objects are converted via print_r(). Logs include timestamps in [Y-m-d H:i:s] format.

```
mmhd_log('Ticket created: ' . $ticket_id);
```

```
mmhd_log(['action' => 'status_change', 'from' => 'open', 'to' => 'closed']);
```

10.3 Log Viewer Admin Page

Accessible at Metamint-Helpdesk → Debug Log. Features:

- Reads the last 30 days of entries
- Displays entries with line count and size limit (512KB cap per read)
- Download as mmhd-debug-30-days.log

10.4 Log Pruning

Logs are automatically pruned on every `mmhd_log()` call and on admin page load (`admin_init` hook) to retain only the last 30 days of entries. Pruning is done by parsing timestamp prefixes and removing lines outside the retention window.

11. Shortcodes

Shortcode	Callback	Auth	Description
<code>[mmhd_frontend_dashb oard]</code>	<code>mmhd_frontend_dashboard_shortc ode()</code>	Yes	Full customer portal (React SPA mount point)
<code>[mmhd_my_tickets]</code>	<code>mmhd_my_tickets_shortcode()</code>	Yes	Lists tickets for logged-in user with filters
<code>[mmhd_ticket_form]</code>	<code>mmhd_ticket_form_shortcode()()</code>	Yes	Standalone ticket submission form
<code>[mmhd_single_ticket id="123"]</code>	<code>mmhd_single_ticket_shortcode()</code>	Yes	Embedded via React SPA for individual ticket views
<code>[mmhd_note_form ticket_id="123"]</code>	<code>mmhd_note_form_shortcode()</code>	Yes	Form to add internal notes to a ticket
<code>[mmhd_login_form]</code>	<code>mmhd_login_form_shortcode()</code>	No	Login/registration form

The chat widget is injected into `wp_footer` via a `<div id="mmhd-plugin">` — it is not a shortcode.

All authenticated shortcodes redirect unauthenticated users to the login page.

12. Frontend Chat Widgets

12.1 Frontend Chat Widget

The floating chat widget appears in the bottom-right corner of the website and serves as the primary entry point for customers to contact support.

How it works:

1. Visitors click the "Got Questions?" chat icon.



2. The chat widget expands and displays the support interface.

3. Users can:

- Start a live chat with a support agent (if available).
- Create a new support ticket by providing the required details, such as:
 - Name
 - Email address
 - Subject
 - Message/Issue description
 - Attach files (if enabled).

4. After submitting the form:

- A support ticket is created automatically.
- The user receives a confirmation message.
- The ticket becomes available in the Metamint-Helpdesk Dashboard, where administrators can view, assign, and manage it.

5. Users can continue the conversation through the chat widget, allowing agents and customers to exchange messages without leaving the website.

This widget provides a seamless way for visitors to request support while ensuring all conversations and tickets are centrally managed within the Metamint-Helpdesk dashboard.

12.2 Home

The Home page is the support widget's default landing screen, giving users quick access to support and key information.

Features:

- Start a Conversation – Clicking the Start a conversation... field opens the ticket creation form, where users can submit a new support request by entering the required information.
- Featured Notice – Displays the latest announcement or important update published by the website administrators. Clicking the notice opens the full announcement for more details.
- Quick Support Access – Provides a simple and intuitive starting point for users to request assistance or view the latest updates without navigating through multiple screens.
- Bottom Navigation – Allows users to quickly switch between the Home, Conversations, Notices, and FAQ sections of the support widget.
- Close Widget – Clicking the X icon in the top-right corner closes the support widget and returns the user to the website.

The Home page serves as the central entry point of the support widget, enabling users to easily create new support requests while staying informed about the latest announcements and available support resources.

12.2 Conversation

The Conversations page displays all support chats and tickets created by the user in a single, organized view. Users can quickly search, filter, and manage their conversations from this screen.

Features:

- Search Bar – Search conversations by keywords or ticket details.
- Filters – Filter conversations based on criteria such as category, status (e.g., Active, Closed), or other available options.
- Conversation List – Displays all conversations with key information, including:
 - Conversation title or subject
 - Conversation type
 - Last activity timestamp
 - Priority level
 - Conversation ID
- Conversation Details – Clicking a conversation opens the full conversation thread, where users can:
 - View all previous messages.
 - Send new replies.
 - Track the current status of the ticket or chat.
- Start a Conversation – Clicking the Start a Conversation button opens the ticket creation form, allowing users to submit a new support request.

This page acts as the central hub for users to track existing support requests and initiate new conversations without leaving the website.

12.3 Notices

The Notices page displays announcements and updates published by the website administrators. It keeps users informed about important information, service updates, maintenance schedules, and other relevant communications.

Features:

- Notice List – Displays all published notices in a clean, easy-to-read format.
- Notice Preview – Each notice includes:
 - Notice title
 - Brief description or summary
- View Notice – Clicking a notice opens the complete announcement, allowing users to read the full content.
- Automatic Updates – Newly published notices appear in the widget, ensuring users always have access to the latest announcements.

The Notices section provides a centralized location for important announcements, helping users stay informed without leaving the support widget.

12.4 FAQs

The FAQ section provides users with quick answers to commonly asked questions, enabling them to resolve issues without creating a support ticket or starting a live chat.

Features:

- Search Bar – Search the knowledge base by entering keywords or phrases to find relevant FAQs quickly.
- FAQ List – Displays available questions along with a short preview of each answer.
- View Full Answer – Clicking on an FAQ opens the complete article, allowing users to read the full explanation and any additional details.
- Instant Search Results – The list updates based on the search query, making it easy to locate specific topics.
- Self-Service Support – Helps users find solutions independently, reducing the need to contact support for common questions.

12.5 Sign-up Rate Limit

Basic Settings Mail Settings Email Templates Fetch Tickets **Advanced** AI Bot

Advanced Settings
☐ Enable auto-assignment of Conversations
☒ Enable email notifications
☒ Email the reply if the client hasn't seen it for
15 minutes
Dashboard polling interval
How often the dashboard checks for new replies and notifications. Shorter intervals feel more real-time but increase server load.
30 seconds
☒ Enable customer portal
Maximum file upload size (MB)
10
Blocked IPs
One IP per line. These IPs are blocked from signing up. Add or remove IPs manually.
196.128.1.105
103.163.182.81

[Save Advanced Settings](#)

The Blocked IPs section in Settings → Advanced allows administrators to view and manage IP addresses that are prevented from creating new accounts.

Automatic IP Blocking

To protect against signup abuse, the system applies rate limiting to signup requests:

- Maximum 5 signup attempts per IP within a 2-hour window.
- First offense: The request is rejected with HTTP 429 (Too Many Requests), and the IP receives a 24-hour strike.
- Repeat offense: If the same IP exceeds the limit again after receiving a strike, it is permanently blocked. All future signup requests from that IP return HTTP 403 (Forbidden).

Manual IP Management

The Blocked IPs textarea displays all permanently blocked IPs stored in the `mmhd_blocked_ips` option.

Administrators can:

- View all blocked IP addresses.
- Add new IPs manually (one IP per line).
- Remove IPs to restore signup access.

When saving:

- Each entry is parsed and validated.

- Invalid IP addresses are automatically discarded.
- Only valid IPs are saved to the blocked list.

The Blocked IPs section in Settings → Advanced allows administrators to view and manage IP addresses that are prevented from creating new accounts.

12.6 Enable Chat

Administrators can enable or disable the customer chat experience from:

Metamint-Helpdesk → Settings → Basic Settings → Enable Chat

When Enable Chat is enabled (default), customers have access to the complete support experience, including:

- Home
- Conversations
- Notices
- FAQs
- AI Assistant (when installed)

When Enable Chat is disabled, Metamint-Helpdesk switches to a ticket-focused support experience.

What changes?

The following features are hidden from customers:

- Conversations tab
- AI Assistant widget
- "Start a Conversation" prompts
- Conversation shortcuts throughout the interface

Customers can still:

- Browse FAQs
- Read Notices
- Create support tickets
- View and manage existing tickets
- Receive notifications
- Access their profile and credentials vault

This setting is useful for organizations that prefer traditional ticket-based support without offering live chat or messaging.

12.7 Disable Credits

[Basic Settings](#) [Multi-Inbox](#) [Email Templates](#) [Fetch Tickets](#) [Advanced](#) [AI Bot](#) [WhatsApp](#) [Zapier](#)

Basic
Core site details used across Robodesk.

Site Name

Robodesk Support

Admin Email

admin@example.com

☒ Enable Chat

When disabled, the Conversations tab, "Start a conversation" buttons, and the AI bot chat are hidden from the frontend. FAQ and other tabs remain visible.

☒ Hide Credits

When checked, the "Powered by Robodesk" text is hidden from the chat widget footer.

The Hide Credits option allows administrators to remove the "Powered by Metamint-Helpdesk" branding from the frontend chat widget.

How to Enable

1. Go to Settings → Basic Settings.
2. Locate the Hide Credits checkbox.
3. Check Hide Credits.
4. Save your changes.

Once enabled, the "Powered by Metamint-Helpdesk" text will no longer appear in the footer of the frontend chat widget, providing a cleaner and fully branded chat experience for your website visitors.

Note: This setting only hides the branding text in the chat widget footer. It does not affect any other chat functionality or system features.

13. Troubleshooting & FAQ

Q: The frontend dashboard shows a login prompt even when logged in.

A: Check that Metamint-Helpdesk → Settings → Advanced → Enable Customer Portal is enabled.

Q: How do I enable the customer portal?

A: Go to Metamint-Helpdesk → Settings → Advanced and check Enable Customer Portal.

Q: Where is the debug log?

A: wp-content/uploads/mmhd/debug.log (primary) and wp-content/plugins/Metamint-Helpdesk/logs/debug.log (legacy). View in admin at Metamint-Helpdesk → Debug Log.

Q: How do I add custom priority colors?

A: Go to Metamint-Helpdesk → Priorities, edit a priority, and set the color field.

Q: Tickets are not being assigned automatically.

A: Enable Auto Assign in Metamint-Helpdesk → Settings → Advanced. The system assigns to the least-loaded agent.

Q: How do I configure SMTP?

A: Go to Metamint-Helpdesk → Settings → SMTP tab. Enter your SMTP server details and toggle "Enable SMTP" on.

Q: What are Ticket Origins?

A: Origins track how a ticket was created (Email, Admin-Form, Web, Chat, WhatsApp (addon). Managed at Metamint-Helpdesk → Origins.

Q: How do I use bulk actions?

A: In Metamint-Helpdesk → Tickets, select multiple tickets using checkboxes, then choose an action from the Bulk Actions dropdown (change status, priority, assignee, or delete).

Q: Ticket deeplinks aren't working.

A: Deeplinks use AES encryption. Ensure both the core plugin and any add-on versions are compatible. The link format is ?mmhd_popup=true&initiator=mmhd&rtk=<encrypted>.

Q: The "Tags" menu item shows an error.

A: The mmhd_ticket_tag taxonomy is not currently registered in the code. This is a known issue — Tags functionality is not yet implemented.

Q: How do I send a test email?

A: Use the SMTP Test Connection button in the Metamint-Helpdesk → Settings → SMTP tab.

14. Support

Plugin URI: <https://metamintapps.com>

Author: Code Pixelz Media (<https://codepixelzmedia.com>)

When requesting support, include:

- WordPress and PHP versions
- Plugin version (core + add-on)
- Browser console errors (if applicable)
- Debug log contents (from Metamint-Helpdesk → Debug Log)
- Steps to reproduce the issue