Block Livedesk (Educational Support Center): Technical guide

Central settings of the Educational Support Center plugin

Note: This access also lets you manage the different support centers, a management interface that can also be reached through a link in the block.

- **Path:** Site admin/Plugins/Blocks/Educational support center
- **Release time of a post in progress:** If a post is not handled by the operator who took it, the message is released back into the stack to be handled by another operator.
- **Operator keeping time:** Once an answer has been given, this time in minutes can be used by the operator without being prompted again. 500 minutes by default.
- **Obsolescence delay:** Delay in minutes below which no request will be handled any more. This lets operators discard a part of the flow that is too old, so that the reminder signal does not trigger permanently. 150 minutes by default (2.5 hours).
- **Max stack size:** The default maximum size of a support center instance stack. 500 messages by default.
- **Presence signal:** The period in seconds at which the Support Center sends a presence request to the server. Default: 300 seconds.
- **Refresh:** The refresh period in seconds of the Support Center information. Default: 10 seconds.
- **Opening time:** opening time of the support service. Default: empty
- **Closing time:** closing time of the support service. Default: empty
- **Notification refresh period:** The period (milliseconds) at which notifications are requested from the server. Short times can increase the permanent server load. Default: 10000 ms.
- **Notification hold time:** The time (milliseconds) during which the notification stays visible on screen. Must be lower than the refresh period. Default 5000.
- **Recent activity detection:** The period in seconds at which the Support Center sends a presence request to the server. Default 300 seconds.
- **Notification theme:** Theme to apply to notifications, chosen from a dropdown list. Bootstrap 4 by default. (Or choose: Bootstrap 3, Mint, Nest, Relax, Semantic, Sunset)
    - **Position:** Position chosen from a dropdown list. Top right by default.
    - **Notification access:** Selects how the notification code is added to the Moodle page code. Default: Capability check (or choose profile field check, or check for all users).
    - **Notification code control value:** The name of a Moodle capability controlling the presence of the notification code, or the name of a profile field (non-empty test).

Usage restrictions

- The Moodle database user must have the right to create triggers in the database for the livedesk to work properly
- Databases must be of SQL MariaDB type

- Not tested on POSTGRES databases

Role

The automatically created role “support center operator” must be assigned to the entitled people at system level.

Capabilities

Capabilities index

Credits

- Valéry Frémaux (valery@activeprolearn.com) - Development and tests
- Florence Labord (florence@activeprolearn.com) - Documentation - Iconography

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