

Tracker Module

- **Component type:** Activity module
- **Name:** Ticket/Issue Tracker
- **Versions:** 1.9, 2.2 à 3.2
- **Distribution:** Public
- **Availability:** Stable
- **Repository:** https://github.com/vfremaux/moodle-mod_tracker

Ce module propose un service de gestion de ticket de support complet à l'intérieur de l'environnement Moodle. Il peut être utilisé par des administrateurs de plate-forme pour collecter les problèmes rencontrés par les utilisateurs finaux, mais peut aussi servir pour traiter les problèmes de support d'autres projets.

La sémantique du module, à l'origine très liée au traitement du support technique, a été généralisée au sens de "Gestionnaire de tickets" afin de pouvoir servir plus facilement à des applications diverses.

Guides

- [Install Guide](#)
- [User Guide](#)
- [Technical data](#)

State machine

A ticket/issue is a stateful information object. The life cycle of the information object can be managed in either:

- 'strict mode : ' transitions are matched against roles and all roles may not be abilitated to trigger some changes.
- 'loose mode : ' all ticket/issues states are accessible to any people with issue management permission.

States provided by the tracker can manage a complete ticket/issue lifecycle, but can be simplified removing some less significant states for the desired process.

- **POSTED:** Ticket/issue has just been created
- **OPEN:** Someone else has opened and read the ticket/issue
- **RESOLVING:** A resolver has started working on the issue
- **WAITING:** Something exterior is blocking the work
- **RESOLVED:** A solution has been found. When choosing a "short path" for ticket/issue management, this may be a final state.
- **ABANDONNED:** Initial conditions have changed. The ticket/issue is not relevant any more. This is a final state.
- **TESTING:** The solution has been published in staging for the emitter to assess.
- **PUBLISHED:** The solution has been published in production environment, and the issue is waiting for definitive closure by the requirer.
- **VALIDATED:** Ticket/issue is closed.

- **TRANSFERED:** the ticket has been cloned into a cascading tracker instance for remote processing.

Features

Ticket management

- Ticket/issue submission
- Ticket assign to resolvers
- Lifecycle and state engine (posted, opened, working, testing, solved, waiting, abandoned, transfered, closed).
- Ticket/issue subscription to events
- State changes notifications, parametrable
- Per user self configuration of notifications and subscriptions
- Own support account and/or collective ticket pool
- finalized states in a separate list (solved, abandoned, transfered)
- Ticket/issue dependancies
- Comment track on tickets

Priority processing

- Ticket/issue priority management (priority reveals when tickets are ordered by priority)
- Priority raise request management

Network or crossinstance features

- Mnet or local cascade (Pro version only).
- Subtrackers ticket.issue distribution

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Last update: **2024/04/04 15:50**

