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Tracker Module

- **Component type:** Activity module
- **Name:** Ticket/Issue Tracker
- **Versions:**  to 
- **Older versions:** 1.9, 2.2 to 3.8
- **Distribution:** Public and Pro versions
- **Availability:** Stable
- **Repository:** https://github.com/vfremaux/moodle-mod_tracker
- **Unit tests:** https://travis-ci.org/vfremaux/moodle-mod_tracker/branches
- **Distributors:** [Activeprolearn SAS](#) (worldwide)

This module provides a full features ticket/support management activity inside Moodle. It can be used either by administrators to provide other users with a support feature, ticket based, with a formal ticket processing workflow, or be used as a course activity to track pedagogic goals that could need a ticket/task tracking system.

Thus the initial semantics of an “issue” has been generalized to more generic term “Ticket”, that covers many other use cases. Strings customisation will adapt the major use of this plugin in the local environment.

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, abandonned, 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, abandonned, 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

Credits

- Clifford Tham (up to 1.8 version)
- Valery Fremaux (valery.fremaux@gmail.com)

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