

ActiveCollab Tickets Merge Module Manual

Installation Process

- 1) Unzip archive to any directory on your computer;
- 2) With the help of ftp client or web interface, upload folders to ac directory. Overwrite all folders when asked;
- 3) Go to AC-> Admin-> Modules-> Tickets Merge and Install it;
- 4) Go to any project, tickets section, select two or more tickets, and in the select below, choose Tickets Merge;
- 5) In the pop-up window select main ticket, Delete or not old tickets, custom merge settings if required and click on Continue button;
- 5) Tickets are merged. Keep your work productive!

Description

Tickets Merge Module will provide you with a feature to merge as many tickets in one project as you like. All tickets will merge in one main ticket that you select to get all information, assignees, comments, tasks, subscribers, comments in one place.

How it works?

When you go to Project->Tickets tab, select 2 or more tickets to be merged (checkboxes next to tickets). Then you need to select "Merge" at Options below and click on Go button for the pop-up window to appear where you'd be advised to select main ticket that will include all the information from other tickets after the merge proceeds and you can select custom merge settings, as they would be taken from default merge settings.

Another way to merge one ticket you are located on is to select "Merge" under Options button when you are located on ticket page itself.

You can also go to Ticket Merge Settings(Admin->Tickets Merge) and set up default settings whether you want to merge Logged Time, Tickets Body, Tasks, Attachments, Subscribers or Comments.

Next time you'd like to merge tickets with another settings, just select custom settings while merging procedure.

Notifications are sent to subscribers of both tickets to notify that tickets were merged with the link to new merged main ticket.