

Guru Support Desk

Complete WordPress Plugin Documentation

A practical step-by-step guide from initial setup through customer tickets, agent workflows, email processing, ticket merging, security, and administration.

Version 2.4

The Guru Way!

A Guru Plugins Product

https://plugins.guru-is.com

1. Getting Started

Guru Support Desk 2.3is a self-hosted customer support system for WordPress. Customers can create and manage tickets from a signed-in Support page, while enabled Support Agents can work from wp-admin or the front-end Agent Tickets desk.

Quick setup

- Install and activate Guru Support Desk. If required setup is incomplete, the activating administrator is sent once to **Guru Support Desk > Settings > General**.
- Create or select a published Support page and place **[guru_support_desk]** or the compatible **[guru_support]** shortcode on it.
- Open **Support Agents**, confirm the Main Agent, then configure each enabled agent's Guru Support Desk Role and Agent View.
- Set response-aging thresholds, button design, and alert colors as desired.
- If inbound email is required, configure and test IMAP first, then enable automatic mailbox processing.
- If dedicated outbound SMTP is desired, configure it under Email Settings and send a test message.
- Review **Settings > Logs**. Diagnostic logging is enabled by default with 10-day retention.
- Optionally enable the WooCommerce My Account Support endpoint.
- Test a complete workflow: customer ticket, staff-created ticket, assignment, reply, Internal Note, CC, attachment, inline image, status change, merge, Trash, Restore, and any permanent-delete workflow your site will use.

Requirements
WordPress 6.2 or newer and PHP 7.4 or newer. PHP IMAP is required only for inbound email processing and server mailbox cleanup. WooCommerce is optional.

How users enter the desk

A normal signed-in customer sees the customer Support portal. A logged-in user who is enabled as a Guru Support Desk Support Agent sees the Agent Tickets desk instead. The front-end Agent desk and wp-admin desk use the same ticket data and core AJAX actions.

Before going live

- Verify the Support page is published and accessible to the intended signed-in customers.
- Confirm exactly one Main Agent and verify regular agents have the intended Only Assigned Tickets or All Tickets view.
- Send a web ticket and, if IMAP is enabled, an email ticket. Reply both ways and verify threading.

- Upload each attachment type your workflow relies on and test private download permissions.
- Confirm Reply-To points to the support mailbox and verify SMTP only if dedicated SMTP is configured.
- Review System Status and download a diagnostic log once so you know where operational information lives.

2. Documentation Map

This manual covers the current Guru Support Desk 2.3 feature set. Sections are organized around setup, daily ticket work, customer access, agent permissions, email processing, security, diagnostics, and lifecycle operations.

Section	Coverage
3. Core concepts	Ticket ownership, numbers, statuses, queues, response indicators
4. Agent roles and access	Main Agent, Manager, Support Agent, Agent View, reassignment
5. Customer portal	Creating, viewing, replying, closing, reopening
6. Agent desks	wp-admin and front-end workflows, AJAX navigation
7. Ticket composer	Replies, notes, rich text, emojis, inline images, attachments
8. CC participants	Persistent CCs, per-reply selection, inbound CC threading
9. Ticket merging	Eligibility, direction, history, redirects, lifecycle
10. Activity audit	Backend Activity events, filters, search, pagination
11. Status and aging	Needs Reply, Urgent, Customer Replied, Pending behavior
12. Customers	Customer directory, ticket counts, default agent, WooCommerce
13. IMAP	Inbound mail, polling, reconciliation, retries, cron recovery
14. SMTP and email	Outbound transport, Reply-To, branding, test mail
15. Attachments and privacy	Private storage, allowed files, access enforcement
16. Trash and deletion	Single/bulk actions, restore, permanent delete, merged chains
17. Settings and status	General, Email, Logs, System Status
18. Logging	Private diagnostics and 10-day retention
19. WooCommerce	Customer/order context and My Account endpoint
20. Compatibility and lifecycle	Legacy compatibility, activation, deactivation
21. Troubleshooting	Operational checks and common recovery paths

3. Core Concepts

Ticket sources

Tickets can be created from the signed-in customer Support page, from inbound email, or by staff using Add New. A staff-created ticket is assigned to the enabled Support Agent who created it.

Permanent ticket numbers

Each ticket has a permanent ticket number used for display and email threading. Ticket-number continuity is preserved across normal lifecycle operations. Permanently deleted numbers are retired rather than silently reused.

Statuses and queues

Status / area	Purpose
New	New active work that has not progressed into another workflow state.
Open	Active ticket work.
Pending	Work intentionally held pending. Customer replies remain Pending.
Awaiting Reply	Ticket is waiting for the customer rather than the agent.
Closed	Completed ticket. Customers can reopen by replying.
Trash	Removed from active queues but restorable until permanently deleted.
Working	Agent-facing grouping for active work. Working and Closed support bulk Move to Trash.

Ticket-level controls

Authorized agents can change status, priority, and assignment; reply publicly; add private Internal Notes; manage persistent CC participants; add attachments and inline images; close without a reply; move tickets to Trash; restore or permanently delete where available; and merge eligible same-customer tickets.

Customer Responded and response aging

Customer Responded is based on the latest public message sender and appears when the latest relevant message is inbound from the primary customer or a saved ticket CC. Eligible New/Open tickets with a waiting timestamp age into Needs Reply and then Urgent according to Settings. Pending, Awaiting Reply, Closed, and Trash are excluded from Needs Reply/Urgent aging.

4. Support Agents, Roles, and Access

Guru Support Desk roles

Role	Behavior
Main Agent	Unique fallback/default agent. Always sees all tickets. The current Main Agent cannot be disabled until another enabled agent becomes Main Agent.
Manager	Always sees all tickets and can reassign tickets from the front-end Agent desk.
Support Agent	Regular agent. Can be configured for Only Assigned Tickets or All Tickets.

Guru Support Desk roles do not replace the user's existing WordPress role. The plugin adds its own support capabilities to enabled users.

Changing the Main Agent

There can be only one Main Agent. Promoting another enabled agent to Main Agent automatically changes the previous Main Agent to Manager.

Agent View

Only Assigned Tickets restricts a regular Support Agent to tickets assigned to that user. **All Tickets** gives the regular agent access to all tickets. Main Agent and Manager always operate with all-ticket visibility.

Server-side enforcement
Only Assigned Tickets is not just a visual filter. The restriction is enforced across front-end lists, counts, search, direct ticket access, replies, notes, status changes, CC actions, private attachments, and other ticket actions.

Reassignment

Main Agents and Managers can reassign tickets by AJAX from the front-end Agent desk. WordPress administrators can reassign in wp-admin. Regular Support Agents do not receive reassignment authority merely by being enabled.

Disabling an agent

When a non-Main Agent with assigned tickets is disabled, Guru Support Desk asks which enabled agent should receive those tickets and defaults the destination to the Main Agent. Agent enable/disable, role changes, view changes, and customer default-agent changes are represented in Activity where supported.

5. Customer Support Portal

Who can use it

The front-end Support page requires a WordPress account for portal access. Email-created tickets can still belong to email-only contacts. Being stored as a CC participant does not grant portal ownership.

Customer actions

- Create a new support ticket from the published Support page.
- View owned tickets and their public conversation history.
- Reply to an owned ticket and include supported attachments.
- Close a ticket from the portal.
- Reopen a closed ticket by replying from the Support page.
- Reopen by email when inbound processing is enabled and the message threads securely to the ticket.

Ownership and privacy

The primary customer remains the ticket owner. Internal Notes are excluded server-side from customer-facing output and are never emailed to the primary customer or CC participants. Private attachments are delivered through permission-checked WordPress handlers rather than public file URLs.

Enabled agents on the same shortcode

When the signed-in user is enabled as a Guru Support Desk Support Agent, the shortcode displays the Agent Tickets desk instead of the normal customer portal. This allows agents to work from the site's front end without exposing the full wp-admin interface.

6. Agent Tickets Desk and wp-admin

One system, two work surfaces

The wp-admin ticket desk and front-end Agent Tickets desk share the same ticket data and core AJAX actions. The front-end desk uses the active site's presentation while retaining support-specific permissions and workflow behavior.

Ticket lists

- Status/Working queues, live search, pagination, response-aging indicators, customer-response indicators, and assignment information.
- Customer ticket counts displayed beside the customer name. The count itself links to the related Customer page when access allows.
- Bulk actions for supported queues, including Move to Trash and permanent-delete workflows where applicable.
- Add New for staff-created tickets and Check Mail Now when inbound mail features are available.
- Ticket access and counts respect the current agent's server-side visibility rules. Merged source tickets remain historical data and are excluded from normal visible ticket counts.

Individual ticket view

- Status, priority, assigned agent, customer context, chronological conversation, CC participants, attachments, Reply/Add Note composer, close controls, Trash, Merge Ticket, Back to Tickets, and inline ticket subject editing.
- On both wp-admin and the front-end Agent Desk, select **Edit Subject** beside the current subject. The inline editor provides Save and Cancel, saves by AJAX without a page refresh, trims and sanitizes the value, and rejects a blank subject.
- Renaming changes only the ticket's current subject. The ticket number, historical individual message subjects, and existing merge-note text are not changed. Renaming does not send customer or CC email.
- Front-end Main Agents/Managers can reassign with AJAX. wp-admin administrators can reassign from the backend.

Unsaved composer protection

If an agent has unsaved Reply or Internal Note content, inline media, or attachments and tries to navigate away, Guru Support Desk shows a custom Unsaved Changes confirmation. Browser refresh/close uses the browser's native unload protection.

7. Replies, Internal Notes, Rich Text, and Files

Public replies

Agent replies are public ticket messages. The composer supports rich text, searchable emojis, file attachments, and pasted or dragged inline images. The front-end agent sender waits for pending inline-image uploads before submitting the reply.

Internal Notes

Internal Notes use the same rich composer experience but are private to authorized staff. They are excluded from customer output and are not emailed to the customer or CC participants.

Inline images

Pasted or dragged PNG, JPEG, GIF, and WebP images can be uploaded inline in supported TinyMCE reply/note editors. The final message waits for pending inline-image uploads so the content and images remain synchronized.

Supported attachment types

Guru Support Desk accepts JPEG, PNG, GIF, WebP, PDF, TXT, CSV, RTF, ICS, DOCX, XLSX, and PPTX attachments. Executables, scripts, SVG files, ZIP files, and other archive formats are not accepted or copied into private uploads storage.

Close without reply

Agents can close a ticket without sending a public reply. This is distinct from composing a reply and is tracked as a ticket action.

After successful submission

Successful Reply or Note submission clears the composer and attachments so the unsaved-change guard does not fire falsely.

8. CC Participants

Persistent ticket CCs

CC participants are persistent people associated with a ticket. They remain available across replies rather than existing only as a one-message address list.

Per-reply selection

Saved CC participants are checked by default in the Agent Reply composer. An agent can include all, some, or none on an individual reply, and can add a new persistent CC participant while composing.

Inbound replies from CC participants

A sender already stored as a CC participant can reply by email into the existing ticket and is labeled as CC. An unknown sender cannot inject a message into an existing ticket merely by referencing its number.

Portal access

Being CCed does not make the CC participant the ticket owner and does not grant access to the customer's signed-in Support page. CC participation is email-based unless the person independently owns a ticket.

Merging and CCs

When two eligible tickets are merged, persistent CCs from the source ticket are carried into the destination without creating duplicate CC records. The source CC records are then removed as part of the merge transaction.

9. Ticket Merging

When Merge Ticket is available

Manual merging works with two tickets at a time. The source and destination must be active, unmerged tickets belonging to the same customer identity. Matching can use the customer user ID or the sanitized customer email as appropriate.

Choosing the second ticket

Merge Ticket opens a modal containing all eligible same-customer tickets, ordered by most recent activity. The compact results area scrolls and can be searched by ticket number or subject.

Choosing merge direction

After selecting the second ticket, the same modal asks which ticket should remain as the main ticket. The agent can keep the selected candidate and merge the current ticket into it, or keep the current ticket and merge the selected candidate into it. A final summary identifies the source and surviving ticket before the irreversible action.

What moves and what stays

- Source messages move to the destination ticket, preserving chronological conversation history.
- Source attachments move to the destination.
- Source persistent CC participants are copied to the destination without duplicates.
- The destination keeps its ticket number, status, priority, assigned agent, and customer.
- The source is marked as merged history and disappears from normal active ticket queues.
- The merge itself sends no customer or CC email.

Merge-history note

The destination receives a private system-style note identifying the source ticket and the destination ticket number at the time of that merge. This makes chained merges understandable even if the surviving ticket is later merged again.

9. Ticket Merging, continued

Old ticket numbers and inbound email

Looking up a merged source ticket number resolves to its surviving destination. This allows inbound mail that references an older merged ticket number to continue threading into the current ticket.

Direct access to a merged source

When a merged source ticket is encountered directly, Guru Support Desk can show a merged-ticket notice and link to the surviving ticket when the current user has access.

Merged-chain lifecycle

Merged history is recursive. If ticket A was merged into B and B was later merged into C, the complete lineage is treated as one lifecycle unit for Trash, Restore, and permanent deletion.

Action	Merged-chain behavior
Move to Trash	The surviving ticket and all recursively merged history are trashed together.
Restore	The full merged chain is restored together.
Permanent delete	Attachments, messages, CC rows, and ticket records for the full chain are deleted, attachment files are removed, and all ticket numbers in the chain are retired.
Bulk / Empty Trash	Shared lifecycle functions apply the same merged-chain behavior to supported bulk deletion paths.

Important
Merging cannot be undone as a standalone operation. Review the final source and destination summary carefully before selecting Merge Tickets.

10. Activity Audit

Activity is a backend-only audit view for authorized administrators. It provides a searchable operational history without exposing the diagnostic log itself in the admin page.

Recorded activity

- Ticket creation.
- Public replies and private Internal Notes.
- Status, priority, assignment, and ticket subject changes.
- Close without reply.
- Move to Trash, Restore, and permanent deletion.
- Ticket merges, including source/destination details.
- Support Agent enabled/disabled events.
- Agent Role and Agent View changes.
- Customer default Support Agent changes.

Ticket subject changes

When an authorized agent renames a ticket from the single-ticket screen, Activity records a **Subject Changed** event. The audit entry stores the previous subject and the new subject so the rename history remains available even though normal ticket views display the current subject.

Filters and columns

Activity can be filtered by agent, event type, date from, date to, and free-text search. Results are paginated, newest first. The table includes Date/Time, Agent, Action, Ticket, and Customer context.

Deleted and merged context

Activity stores ticket/customer snapshots so an event can remain understandable after a ticket is deleted. Ticket numbers are clickable when the referenced ticket still exists and the current user can access it.

Lifecycle metadata

When a Trash, Restore, or permanent-delete action includes merged history, Activity records merged-chain context so the audit trail reflects that more than one ticket was affected.

11. Status, Customer Response, and Aging

Needs Reply and Urgent

Eligible New/Open tickets with a waiting timestamp age into Needs Reply and then Urgent using the thresholds configured under General Settings. This helps agents prioritize public responses.

Excluded statuses

Pending, Awaiting Reply, Closed, and Trash do not use Needs Reply or Urgent aging.

Pending customer replies

When a customer replies to a Pending ticket, the ticket remains Pending and displays Customer Replied. Pending does not automatically enter Needs Reply or Urgent aging.

Customer Responded

Customer Responded is determined from the latest public message sender. It appears when the latest relevant message is inbound from the primary customer or a saved ticket CC. An agent reply clears that latest-sender condition rather than creating the indicator.

Closing and reopening

Agents can close tickets through normal close controls or Close / No Reply. Customers can reopen a closed ticket by replying from the Support page or by email when inbound processing is enabled and the message securely threads to the ticket.

12. Customers and WooCommerce Context

Customers directory

The Customers area provides live search and customer records tied to WordPress/WooCommerce identity where available. It also retains permanent ticket-number history.

Ticket counts

Agent ticket lists display the customer's ticket count beside the customer name. Only the number is clickable, taking the authorized agent directly to the individual Customer page. The email remains visible as secondary context.

Default Support Agent

A customer can have a Default Support Agent. Changes to the customer's default agent are represented in Activity where supported.

WooCommerce context

WooCommerce is optional. When available and enabled, Guru Support Desk can show relevant customer/order context to agents and can add Support to WooCommerce My Account.

Email-only contacts

Inbound email can create tickets for contacts who do not have WordPress accounts. Those contacts can participate through email but require a WordPress account to use the signed-in customer Support page.

13. IMAP and Inbound Email

When IMAP is needed

PHP IMAP is required only for inbound email processing and server mailbox cleanup. Web-based tickets and normal outbound WordPress mail do not require IMAP.

Automatic mailbox processing

Guru Support Desk supports automatic polling with resumable catch-up batches, failed-message retries, and continuous mailbox/database reconciliation. Large backlogs can be processed across batches rather than requiring one long request.

Failure isolation

A malformed email, invalid MIME structure, or unsupported charset is isolated so it cannot block newer mail. Charset handling attempts safe aliases and conversion fallbacks and logs failures for diagnosis.

Reconciliation

Inbox reconciliation validates UID/Message-ID mappings against real tickets, repairs stale mappings, retries failed UIDs, and keeps mailbox state aligned with the Support Desk database.

Cron health and recovery

The plugin monitors polling heartbeat health, detects missing, overdue, or stalled cron events, recreates the mail schedule when possible, and can queue a protected request-side polling fallback. Sites that require predictable scheduling can use a real server scheduler to trigger WordPress cron.

Check Mail Now

Authorized staff can manually initiate mailbox processing with Check Mail Now. This is useful during setup and troubleshooting without waiting for the next scheduled poll.

13. IMAP and Inbound Email, continued

Secure threading

Inbound messages use ticket references and known participant identity to thread into existing tickets. A saved CC participant can reply into the ticket. Unknown senders cannot inject a message into an existing ticket solely by referencing a ticket number.

Merged ticket references

If an inbound message references an old ticket number that has been merged, ticket-number lookup resolves to the surviving ticket so the conversation continues in the current thread.

Server mailbox cleanup

Server mailbox cleanup applies to Closed or Trashed tickets. Active New, Open, Pending, and Awaiting Reply tickets are protected from server-mail cleanup.

System Status for mail

General Settings > System Status reports WP-Cron health, WP-Cron mode, PHP IMAP, last/next mail activity, worker/recovery state, mailbox reconciliation, pending IMAP retries, and the last error when present.

Production scheduling
WordPress cron depends on site traffic unless your hosting environment triggers it externally. For predictable mail polling, configure a real server scheduler to invoke WordPress cron according to your hosting provider's recommended method.

14. Outbound Email, SMTP, and Branding

WordPress mail or dedicated SMTP

Dedicated SMTP is optional. When configured under Guru Support Desk > Settings > Email, Guru Support Desk generated mail uses that SMTP connection directly. Without dedicated SMTP, the plugin falls back to the site's normal wp_mail() configuration.

Reply-To routing

Customer-facing mail explicitly uses the configured support mailbox as Reply-To, preferring From Email, then IMAP Username, then SMTP Username. This directs customer email replies back toward the mailbox used for inbound support processing.

Testing

Enter a Send Test To address manually and send a test email after configuring SMTP or changing mail settings. Verify delivery, From/Reply-To behavior, and the appearance of the message.

Customer email design

Email Settings include configurable customer email header/footer content and separator/design controls. Keep branding concise and verify both desktop and mobile mail rendering after changes.

CC delivery

Persistent CC participants can be selected per public agent reply. Internal Notes are never mailed to the primary customer or CC participants.

Support agent identification

Outgoing public agent replies display a subtle "Support Agent: Name" label above the email reply. The reply body remains unchanged, with no agent signature added. Sender and Reply-To settings remain as configured.

15. Private Attachments and Security

Private storage

Guru Support Desk resolves the current site's uploads directory with wp_upload_dir() and stores private files below **uploads/guru-support-desk/private**. The private directory includes server access-denial files.

Permission-checked delivery

Attachments are delivered through WordPress handlers that check ticket/customer/agent permissions rather than exposing public file URLs. Agent View restrictions are enforced server-side for private attachment access.

Legacy paths

Legacy attachment paths from earlier builds are read only for compatibility and are copied into the uploads-based private storage when accessed.

Accepted files

Accepted attachments are JPEG, PNG, GIF, WebP, PDF, TXT, CSV, RTF, ICS, DOCX, XLSX, and PPTX. Executables, scripts, SVG, ZIP, and other archive formats are rejected.

Ticket access security

Only Assigned Tickets is enforced beyond list visibility. Direct ticket access, actions, replies, notes, CC operations, and private files use server-side authorization. Customer portal ownership is separate from CC participation.

16. Trash, Restore, and Permanent Deletion

Move to Trash

Any ticket that is not already in Trash can be moved to Trash when the current user has access. Individual ticket views include Trash controls, and supported Working/Closed queues provide bulk Move to Trash actions.

Restore

Trashed tickets can be restored through the supported Trash workflow. Restore clears the ticket's trash state and returns it to normal lifecycle handling.

Permanent deletion

Permanent deletion removes ticket data and associated private attachment files according to the plugin's deletion workflow. Ticket numbers are retired so historical identifiers are not silently reused.

Merged history

If the ticket belongs to a merged chain, Trash, Restore, and permanent deletion operate on the entire recursive chain. Permanent deletion removes descendant history before the root and retires every ticket number in the chain.

Bulk and Empty Trash

Bulk deletion and Empty Trash paths use the same shared database lifecycle functions, so merged-chain handling is preserved rather than bypassed.

Permanent means permanent
Review the ticket and any merged history before permanent deletion. A merge cannot be reversed independently, and permanent deletion removes the complete lifecycle unit.

17. Settings and System Status

General Settings

- Published Support page selection.
- Mailbox polling interval and automatic processing controls.
- Response-aging thresholds for Needs Reply and Urgent.
- Button Design and alert-color controls.
- Optional WooCommerce My Account Support endpoint.
- System Status for cron, IMAP, schema, logging, storage, mail workers, reconciliation, retries, and errors.

Email Settings

- IMAP connection and mailbox discovery, including Spam/Junk discovery where supported.
- Dedicated SMTP configuration and test email workflow.
- From/Reply-To routing.
- Customer email header/footer and separator design controls.

Logs Settings

Logs Settings provides the logging on/off control and Download Logs button. Diagnostic log contents are not rendered directly into the WordPress admin page.

Setup routing

If required setup remains incomplete, opening the bare Guru Support Desk dashboard menu returns to Settings > General. Other WordPress admin pages are not redirected.

18. Diagnostic Logging

Default behavior

Private diagnostic logging is enabled by default. Operational events and errors are retained for 10 days and then automatically removed.

Where logs live

Logs use private plugin storage rather than a publicly browsable diagnostic page. Use Settings > Logs > Download Logs when you need the diagnostic file.

What logs are for

Use logs to investigate mail polling, MIME/charset failures, cron recovery, storage issues, schema problems, and other operational errors. System Status should be the first quick health check; logs provide deeper detail.

Privacy

Guru Support Desk keeps ticket data inside the WordPress installation and does not send ticket data or telemetry to Guru Plugins. Administrators remain responsible for the hosting environment, backups, access controls, and any third-party mail services they configure.

19. WooCommerce Integration

WooCommerce is not required. Guru Support Desk functions as a WordPress support desk without it.

Agent context

When WooCommerce is present and the related integration is enabled, agent/customer views can include useful WooCommerce customer and order context so support work can be handled without leaving the ticket workflow.

My Account Support

The optional WooCommerce My Account integration adds Support to the customer's account area. Enable it only after the Support page and normal ticket workflow have been tested.

Identity

WooCommerce context supplements the WordPress/customer identity already used by Guru Support Desk. It does not change CC ownership rules or agent permissions.

20. Activation, Deactivation, and Legacy Compatibility

Activation

Activation creates or updates the required database structures and setup state. The current internal database schema is independent from the public plugin version. Guru Support Desk 2.0 uses its own schema migration logic rather than equating the schema number with 2.0.

Deactivation

Deactivation does not delete support data. It clears the scheduled mailbox event and refreshes rewrite rules while leaving ticket and configuration data in place.

Previous Guru Support plugin

Guru Support Desk retains supported legacy tables/options, shortcodes, credential constants, cron/checkpoints, and endpoint compatibility where implemented.

Shortcodes

Use **[guru_support_desk]** for the current Support page. The compatible **[guru_support]** shortcode is retained where implemented for legacy continuity.

21. Troubleshooting

Inbound mail is not arriving

- Open General Settings > System Status and check PHP IMAP, WP-Cron health, worker/recovery state, mailbox reconciliation, pending retries, and last error.
- Use Check Mail Now to test processing immediately.
- Confirm IMAP credentials and mailbox/folder discovery.
- Download diagnostic logs and inspect the most recent polling or MIME error.
- For low-traffic sites, configure a real server scheduler for predictable WordPress cron execution.

One email appears to be failing repeatedly

Guru Support Desk isolates individual message failures and keeps processing newer mail. Check the diagnostic log for MIME/charset details and the System Status retry indicators.

An agent cannot see or act on a ticket

Verify the user is enabled as a Support Agent, then check Guru Support Desk Role and Agent View. Only Assigned Tickets is enforced server-side, so direct URLs do not bypass the restriction.

A modal appears behind the site theme

Guru Support Desk 2.0 uses a dedicated top-level front-end Agent modal root while retaining the Agent Desk CSS scope. Clear site/page-builder caches after upgrading if stale CSS or JavaScript is still being served.

A customer cannot see a ticket

Confirm the signed-in WordPress user owns the ticket. Being a CC participant does not grant customer portal ownership.

21. Troubleshooting, continued

Replies or notes trigger an unexpected leave warning

The unsaved-change guard watches editor content, inline media, and attachments. After a successful Reply or Note, the composer is cleared automatically. If stale behavior persists after an upgrade, clear browser and optimization caches.

A merged ticket number is referenced by email

Merged source numbers resolve to the surviving destination during ticket lookup. Verify the surviving ticket still exists and has not been permanently deleted.

Attachments cannot be opened

Confirm the current user has ticket access and that private storage is healthy in System Status. Private files are intentionally not served as ordinary public upload URLs.

SMTP mail is not sending

Send a test email from Email Settings. Verify SMTP host, port, encryption, credentials, From address, and hosting firewall restrictions. If dedicated SMTP is not configured, Guru Support Desk uses the site's wp_mail() transport.

Database or schema warning

Review System Status and diagnostic logs. Do not manually alter Support Desk tables unless you have a verified backup and understand the migration path.

Support workflow
When reporting an issue, include the Guru Support Desk version, WordPress/PHP versions, relevant System Status information, the approximate event time, and the downloaded diagnostic log when appropriate. Do not post credentials publicly.

22. Feature Reference

Area	Current functionality
Ticket creation	Customer Support page, inbound email, staff Add New
Agent model	Main Agent, Manager, Support Agent, Only Assigned / All Tickets
Agent desks	wp-admin and front-end Agent Tickets desk sharing core AJAX actions
Ticket subject	Single-ticket inline Edit Subject on backend and front-end Agent Desk, AJAX Save/Cancel, Activity logging, no email
Conversation	Rich replies, Internal Notes, emojis, inline images, attachments
CC	Persistent participants, per-reply selection, secure inbound CC threading
Workflow	New, Open, Pending, Awaiting Reply, Closed, Trash
Priority signals	Customer Responded, Customer Replied, Needs Reply, Urgent
Merge	Same-customer two-ticket merge, selectable direction, history, redirects
Lifecycle	Trash, Restore, permanent delete, recursive merged-chain handling
Audit	Backend Activity with event/date/agent/search filters and pagination
Customers	Search, default agent, ticket counts, ticket-number history
Email	IMAP polling/reconciliation/retries, optional SMTP, Reply-To, branding
Files	Private storage, permission-checked delivery, controlled file types
Operations	System Status, cron recovery, private 10-day diagnostic logging
WooCommerce	Optional order/customer context and My Account Support endpoint
Compatibility	Legacy tables/options, shortcodes, credentials, checkpoints/endpoints where implemented

Guru Support Desk 2.0 documentation. For plugin updates and additional WordPress plugins, visit Guru Plugins.

23. Version 2.4: Spam/Junk Monitoring

The Spam/Junk folder scan runs alongside the primary inbox scan when the mailbox poll executes. The plugin discovers the server's IMAP Spam/Junk folders and includes any explicit folder names entered in Email Settings.

A configured folder override supplements automatic discovery. It does not disable discovery of other Spam/Junk folders.

The plugin now reports an error if a selected folder cannot be opened, if message enumeration fails, if IMAP folder discovery fails, or if no Spam/Junk folder can be found. Review Email Settings and the activity log to resolve folder names and IMAP access.

Messages that fail during processing are retained for later retry without blocking newer messages. The v2.4 update resets the Spam/Junk checkpoint once to recover older messages skipped by the previous scan logic. Existing ticket duplicate checks and outgoing email behavior are preserved.

To confirm setup, open Email Settings and test IMAP connectivity. Review the displayed Spam/Junk folder names and message counts. If detection is unsuccessful, configure the exact folder name from your mail provider. Then run the normal support mailbox poll and review the activity results.

Note: A successful connection test confirms folder access, not that every message will be imported. Normal ticket intake rules still apply.

24. October 20, 2026 Updates

Manual and scheduled mail checks

Check Mail Now and scheduled CRON now run the same mailbox-processing workflow. Both scan the Inbox and detected or configured Spam/Junk folders and perform the shared retry and housekeeping operations. This prevents different outcomes caused solely by how a check was initiated.

Spam/Junk recovery

Automatic folder discovery includes configured folder overrides instead of being replaced by them. Scan errors are reported. Failed messages are retained for later retry without blocking other messages; a one-time checkpoint reset revisits previously skipped Spam/Junk mail.

Cleanup when tickets are closed or trashed

Mailbox deletion applies to Closed and Trashed tickets only. Cleanup attempts to identify the source message even when it has moved folders, using Message-ID matching where available. Failed cleanup attempts are recorded for diagnosis; active tickets are protected.

Download Debug and retention

Authorized administrators can select Download Debug at the bottom of the Activity page. The diagnostic log is downloaded, not displayed. Private daily logs are kept for ten UTC calendar days and older dated logs are cleared automatically.

Merge Tickets loading

The merge-candidate modal has more explicit request failure reporting and a retry path for expired AJAX security tokens. Candidate-query failures can be investigated through the downloaded diagnostics.

Rename ticket subjects

On an individual ticket, select Edit Subject, enter the replacement subject, and save or cancel without leaving the page. The ticket number, reply history, notes, files, participants, assignments, and ticket threading remain attached to the same ticket. A subject change is audited and does not itself send email. Future replies use the updated title.

25. Image Attachment Viewing

Opening images from tickets

In ticket conversations, JPG, JPEG, PNG, GIF, and WebP attachments open in a separate browser tab when their filename is selected. The browser displays the image directly, so downloading is not required merely to view it.

Other attachment types

Non-image attachments, including PDF, documents, and spreadsheets, continue to download as before. Attachment upload behavior, storage, ownership, and message associations are unchanged.

Private and permission-checked

Image previews use the existing secure WordPress attachment endpoint rather than public file links. The same ticket access checks apply for customers and agents. The plugin verifies the stored MIME type, filename extension, and actual image data before allowing inline viewing.

Inline email images

Images embedded within HTML email conversations continue to render through their existing secure attachment links. The new-tab preview behavior applies to regular file attachment links in both agent and customer views.

26. October 20 Maintenance Fixes

Emoji insertion in Replies and Internal Notes

Selecting multiple emojis in the Reply or Internal Note editor now appends each newly selected emoji after the existing content. Emoji selections keep their intended order rather than being inserted before previously selected emojis.

WordPress Plugin Check compatibility

Corrected misplaced attachment-response logic in the customer-facing attachment rendering routine. This resolves the flagged nonce-verification warning without changing the protected attachment handler or authorized image-preview and download behavior.

Unchanged functionality

Both fixes are maintenance corrections within version 2.4. Ticket and email processing, attachment permissions, the existing conversation history, and all other documented support workflows remain unchanged.