

## training - Bug #2508

### Customer Support tiket enhancements

04/20/2026 12:01 AM - Prashant Jain

<b>Status:</b>	New	<b>Start date:</b>	04/20/2026
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Description</b>			
CustomerSupport GET /api/v1/reporting/customer/support/categories Categories and subcategories for the complaint form.			
POST /api/v1/reporting/customer/support/tickets Submit a new support ticket ( `source` stored as CustomerApp).			
GET /api/v1/reporting/customer/support/tickets Tickets this customer raised (created by current user).			
GET /api/v1/reporting/customer/support/tickets/{ticketId} Ticket detail (only if the customer created it). Public comments only.			
GET /api/v1/reporting/customer/support/tickets/{ticketId}/history History for a ticket the customer created.			
SupportManager POST /api/v1/reporting/support Create a support ticket (status Open).			
GET /api/v1/reporting/support List tickets (filters, pagination).			
GET /api/v1/reporting/support/categories Support categories and subcategories (tenant lookup for filters and ticket forms).			
GET /api/v1/reporting/support/my-assigned Tickets assigned to the current user ( `support.my_assigned` ).			
GET /api/v1/reporting/support/{ticketId} Ticket detail with comments.			
POST /api/v1/reporting/support/assign Assign ticket (sets status Assigned).			
POST /api/v1/reporting/support/status Update ticket status.			
POST /api/v1/reporting/support/comment			

Add comment.

GET

/api/v1/reporting/support/{ticketId}/history

Ticket history.

PUT

/api/v1/reporting/support/categories/{categoryId}/auto-reply

Configure canned auto-reply for a support category (subcategory rules override when both apply).

PUT

/api/v1/reporting/support/sub-categories/{subCategoryId}/auto-reply

Configure canned auto-reply for a support subcategory (takes precedence over category).