File Attachment Regulations

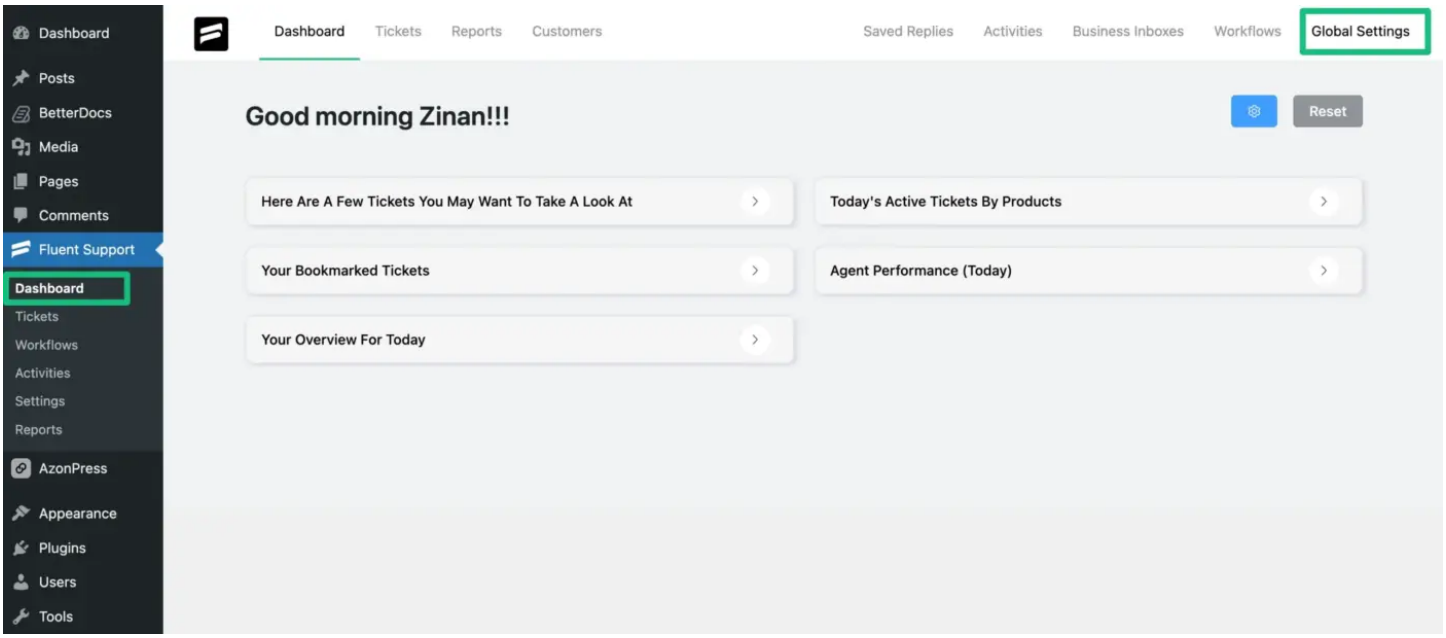
Business Management · https://fluentsupport.com/docs/attachment-regulation/

This article will guide you through the process required to **Attach Files** to the **Support Portal Page** in **Fluent Support**. To learn all the **File Attachment Regulations** that are accepted for uploading while submitting/replying to any ticket, follow the article accordingly.

File Attachment Regulations

To learn about all the **Regulations** of accepted files, follow the steps with screenshots below —

Go to your Fluent Support **Dashboard** & click on **Global Settings.**



Scroll down to the "**Accepted File Types".** Here, you will find the types of files that are supported for submitting/replying to any ticket.

These accepted file types are –

- Photos
- CSV
- PDF/Docs
- Zip
- JSON
- You also have the option to set the **Max File Size (In Megabytes)** and **Max File Upload** limit.

If you want you can add more **Attachment Types** using **Shortcode** if needed. To learn how to add Attachment Types, check this **Documentation**.

> To ensure all attachments are properly organized, Fluent Support automatically creates a dedicated folder for each support ticket when a file is first uploaded. This means all attachments related to a single ticket are kept together.
>
> **Where are these folders stored?**
>
> The storage location depends on your Fluent Support configuration:
>
> - **Default Storage (Local):** By default, these ticket-specific folders are created within your WordPress site's local storage (in the `wp-content/uploads/fluent-support` directory), using the unique ticket ID as the folder name.
> - **Third-Party Storage Integrations:** If you have configured an external storage integration (such as Google Drive, Dropbox, etc.), Fluent Support will create these same individual folders on that connected cloud service instead. All attachments for a ticket will then be stored directly in their corresponding folder on the integrated platform.

Global Settings

Portal Page

Fluent Support Tickets

Please provide the page id where you want to show the tickets for your customers. Use shortcode `[fluent_support_portal]` in that page

Message for non logged in users

Add media | Visual | Text

Paragraph

Please login or create an account to access the Customer Support Portal

[fluent_support_auth]

Please provide message for not logged in users. You can place login shortcode too Use shortcode `[fluent_support_login]` to show built-in login form. For the user registration use this shortcode `[fluent_support_signup]` and for both form please use `[fluent_support_auth]`

☐ Disable Public Ticket interaction

If you enable this then only logged in user can reply the tickets. Otherwise, url will be signed and intended user can reply without logging in

Accepted File Types

☑ Photos ☑ CSV ☑ PDF/Docs ☑ Zip ☑ JSON

Max File Size (in MegaByte)

2

Maximum File Upload

3

☐ Delete all attachments on ticket close

If you enable this then when a ticket get closed it will delete all the attachments associated with the particular ticket.

☐ Enable Fluent Summary In Admin Bar

If you enable this, logged in user can see the ticket summary from top nav bar.

☐ Enable Draft Mode

If you enable this setting, then if an agent close a ticket accidentally then the written response will be saved as draft.

Custom Registration Form Field

☐ Address Line 1 ☐ Address Line 2 ☐ City ☐ Zip Code ☐ State ☐ Country

☐ Agent Feedback Rating

If you enable this setting, users will have the option to provide feedback on an agent's response.

Save Settings

Ensure you always press the **Save Settings** after making changes to the File attachment Settings, otherwise, changes will not appear in your Support Portal.

If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.