

## vtiger Customization Trouble Ticket - Calendar

### Requirement

Create calendar event when trouble ticket is created.

### Design

When a trouble ticket is created we will be creating Task event as an activity that will be shown on the calendar.

### Customization

The following highlighted piece of code needs to be added to modules/HelpDesk/Save.php

```
if ($mail_status != '') {
    $mail_error_status = getMailErrorString($mail_status_str);
}

/* Create Calendar Event (Task) when ever a new ticket is created. */
if ($mode != 'edit' && $_REQUEST['record'] == '') {
    require_once('modules/Calendar/Activity.php');
    $datenow = date('Y-m-d');
    $timenow = date('H:i');

    $event = new Activity();
    $event->column_fields['subject'] = 'Ticket: ' . $_REQUEST['ticket_title'];
    $event->column_fields['description'] = 'Trouble Ticket ' .
        $focus->column_fields['description'];

    $event->column_fields['parent_id'] = $focus->id;
    $event->column_fields['activitytype'] = 'Task';
    $event->column_fields['taskpriority'] = 'High';
    $event->column_fields['visibility'] = 'Private';
    $event->column_fields['taskstatus'] = 'Planned';
    $event->column_fields['date_start'] = $datenow;
    $event->column_fields['due_date'] = $datenow;
    $event->column_fields['time_start'] = $timenow;
    $event->column_fields['time_end'] = $timenow;
    $event->column_fields['assigned_user_id'] = $current_user->id;
    $event->save('Calendar');
}

/* End */

//code added for returning back to the current view after edit from list view
if($_REQUEST['return_viewname'] == '') $return_viewname='0';
...
```