Community Watchers Feature - Documentation Index

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Last Updated: January 9, 2025

Status: ✅ Feature Complete and Ready for Testing

Quick Start

Want to start using watchers right now?

📖 **Read this first:** `WATCHERS_QUICK_START.md` (5 min read)

Then try it:

1. Go to: My Requests

2. Open any ticket

3. Click "👁️ Watch This Ticket"

Documentation by Audience

👥 For Users (Non-Technical)

Primary Guide:

- **WORKFLOW_USER_GUIDE.md** - Complete user guide

  - What watchers are

  - How to use them

  - Real-world examples

  - Best practices

  - FAQs

Quick References:

- **WATCHERS_QUICK_START.md** - One-page cheat sheet
- **WATCHERS_VISUAL_GUIDE.md** - Visual diagrams and flows

Main System Guide:

- **workflow-system-documentation.md** - Complete workflow system docs

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🔧 For Developers

Implementation Details:

- **COMMUNITY_WATCHERS_IMPLEMENTATION_SUMMARY.md** - Technical summary
- **WORKFLOW_DEVELOPER_GUIDE.md** - Developer guide

API Documentation:

- **api/workflow/README.md** - API endpoints and examples
- **WORKFLOW_API_REFERENCE.md** - Complete API reference

🧪 For Testing

Testing Guides:

- **LOCALHOST_WATCHERS_TESTING_GUIDE.md** - Complete testing guide
- **NEXT_STEPS_WATCHERS_TESTING.md** - What to test next
- **WORKFLOW_TESTING_ENVIRONMENTS.md** - Testing environments

Test Tools:

- **test_watchers.sh** - Automated test script

```
./test_watchers.sh
```

🛠 For Administrators

Setup & Monitoring:

- **WORKFLOW_SYSTEM_COMPLETE_DOCUMENTATION.md** - Complete technical docs
- **WATCHERS_FEATURE_COMPLETE_SUMMARY.md** - Feature summary

Admin Dashboard:

```
http://localhost:2025/workflow/admin/workflow_admin.php
```

Documentation Organization

Public-Facing (public/ directory)

These are for **all users** - members and public:

```
public/
├── WATCHERS_README.md (this file)
├── WORKFLOW_USER_GUIDE.md (comprehensive guide)
├── WATCHERS_QUICK_START.md (quick reference)
├── WATCHERS_VISUAL_GUIDE.md (diagrams)
└── workflow-system-documentation.md (technical docs)
```

Internal Developer Docs (docs/md/ directory)

These are for **developers and admins**:

```
docs/md/
├── COMMUNITY_WATCHERS_IMPLEMENTATION_SUMMARY.md
├── LOCALHOST_WATCHERS_TESTING_GUIDE.md
├── NEXT_STEPS_WATCHERS_TESTING.md
├── WATCHERS_FEATURE_COMPLETE_SUMMARY.md
├── WORKFLOW_DEVELOPER_GUIDE.md
├── WORKFLOW_API_REFERENCE.md
├── WORKFLOW_TESTING_ENVIRONMENTS.md
└── WORKFLOW_SYSTEM_COMPLETE_DOCUMENTATION.md
```

API Documentation (api/workflow/ directory)

```
api/workflow/
├── README.md (API guide with watcher endpoints)
└── test_script.sh (API test script)
```

Quick Access by Task

"I want to learn how to use watchers"

→ Read: `WORKFLOW_USER_GUIDE.md`

"I need a quick reference while using the system"

→ Use: `WATCHERS_QUICK_START.md`

"I want to see diagrams of how it works"

→ View: `WATCHERS_VISUAL_GUIDE.md`

"I need to test the feature"

→ Follow: `../docs/md/LOCALHOST_WATCHERS_TESTING_GUIDE.md`

"I want to use the API"

→ Reference: `../api/workflow/README.md`

"I'm developing/extending the feature"

→ Study: `../docs/md/WORKFLOW_DEVELOPER_GUIDE.md`

"I need technical implementation details"

→ Review: `../docs/md/COMMUNITY_WATCHERS_IMPLEMENTATION_SUMMARY.md`

Feature Highlights

What's New

Self-Subscription

- Click "Watch This Ticket" to subscribe
- Click "Unwatch" to unsubscribe
- Instant feedback

Add Others as Watchers

- Simple form: email + name
- Anyone with ticket access can add watchers
- Great for collaboration

Email Notifications

- Watchers automatically CC'd on all emails
- Watcher notice in email footer
- Link to manage subscriptions

Admin Visibility

- See watcher count on admin dashboard
- Monitor who's watching sensitive tickets
- Complete audit trail

API Access

- Add/remove/list watchers programmatically
- Integration-ready
- Test automation support

Learning Path

Beginner → Start Here

1. **Read:** `WATCHERS_QUICK_START.md` (5 min)
2. **Try:** Watch a ticket in your browser
3. **Practice:** Add and remove a watcher
4. **Read:** `WORKFLOW_USER_GUIDE.md` sections relevant to you

Intermediate → Go Deeper

1. **Read:** Complete `WORKFLOW_USER_GUIDE.md`
2. **Test:** Run `./test_watchers.sh`
3. **Explore:** Try API endpoints with curl
4. **Study:** `WATCHERS_VISUAL_GUIDE.md` for conceptual understanding

Advanced → Master the System

1. **Study:** `WORKFLOW_DEVELOPER_GUIDE.md`
2. **Review:** Code in `includes/WorkflowManager.php`

3. **Test:** Complete testing guide

4. **Extend:** Add custom features using API

FAQ

How do I watch a ticket?

Open the ticket and click "⬜ Watch This Ticket"

See: `WATCHERS_QUICK_START.md`

How do I add someone else as a watcher?

Use the "Add Watcher" form on the ticket page

See: `WORKFLOW_USER_GUIDE.md` → "Adding Someone as a Watcher"

What notifications do watchers receive?

All of them - responses, fulfillments, resolutions, reminders

See: `WORKFLOW_USER_GUIDE.md` → "What Notifications Do Watchers Receive"

How many watchers can a ticket have?

Maximum 50 watchers per ticket

See: `WORKFLOW_USER_GUIDE.md` → "Maximum Watchers"

Can watchers respond to tickets?

No, only view. They must be the assigned recipient to respond.

See: `WATCHERS_VISUAL_GUIDE.md` → "Permission Matrix"

How do I test the feature?

Run the automated test: `./test_watchers.sh`

See: `LOCALHOST_WATCHERS_TESTING_GUIDE.md`

Version History

Version 1.0 - January 9, 2025

- Initial implementation

- Full CRUD functionality

- UI components

- API endpoints

- Complete documentation

- Automated testing

Feedback & Support

Found a bug?

- Check existing tickets

- Submit new ticket via contact form

- Tag as "Workflow System" issue

Have a feature request?

- Submit via contact form

- Describe use case

- Explain expected behavior

Need help?

- Check relevant documentation above

- Contact: admin@pmtnm.org

- Or: https://pmtnm.org/contact.php

Choose your path:

- **Just want to use it?** → `WATCHERS_QUICK_START.md`

- **Want to learn everything?** → `WORKFLOW_USER_GUIDE.md`

- **Visual learner?** → `WATCHERS_VISUAL_GUIDE.md`

- **Ready to test?** → `../docs/md/LOCALHOST_WATCHERS_TESTING_GUIDE.md`

- **Developer?** → `../docs/md/WORKFLOW_DEVELOPER_GUIDE.md`

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