EVC HELPDESK

ONE QUESTION IN, ANSWERED FROM YOUR OWN MANUALS, RAISED TO A PERSON WHEN IT CANNOT BE

DRAWING EVC-HELPDESK-FLOW-01
REV A PLUGIN 1.6.1 PHP 8.1+ WORDPRESS

A WHERE A QUESTION COMES IN, AND WHERE IT IS KEPT

2 doors, 1 table

DOOR 1 THE PAGE FORM

[evc_helpdesk] on any page
posts to itself: no JavaScript, no AJAX
nonce, honeypot, a quiet rate check
the same words from the same address
inside 5 minutes return the first row

DOOR 2 THE INBOX

Settings: IMAP host, port, user, password
wp-cron evchelp_cron takes UNSEEN, first 10
port knocked for 6 seconds before opening,
so a blocked port costs 6 seconds not 60
no php-imap on the host is named as that;
the form keeps working regardless

STORED wp_evchelp_messages

one row = one question

`id name email subject body draft answer missing status dept level`
`escalated source thread created answered`
every step below moves this row's status, nothing else is the record

SORTED INTO TWO DESKS

sales words counted against support words:
price, buy, licence, delivery, when will I get
against error, install, white screen, broken
more hits wins; support is the default

NEVER ASKED TWICE

same address and same words inside five
minutes is one question, not two
the duplicate returns the row it found
and spends no answer on it

THE ROW'S STATUS, IN ORDER

`new` → `drafted` → `sent` →

`notcovered` → `escalated` *level 3, and the reason for the raise stays on the row*

Nothing goes out unread: Auto-send is off until someone turns it on, and only a person presses Send.

B WHAT IT ANSWERS FROM, AND THE ONE CALL IT MAKES

level 1

MANUALS 12 documents

PDF read by its own parser, DOCX, TXT
200,000 characters of each one kept
a file that comes back as noise is
named a read failure, never ignored

YOUR OWN WEBSITE 30 pages a read

sitemap first, else links two clicks deep
robots.txt honoured, its own host only
cart, checkout, account, search, tag,
download, wp-admin, any address with an
extension: refused before a request is made
a sentence carrying a price is dropped

NARROWED TO WHAT THE QUESTION IS ABOUT

the manuals and the site copy are cut into passages of about 700 characters and
scored on the question's own words; the best of them, up to 9,000 characters, go on

THE INSTRUCTION SENT WITH THEM

answer only from these extracts and the two
owner notes; never guess, never write a policy
never promise a refund, a delivery date, a
discount or a fix; under 200 words, no sign-off
NOTCOVERED on the first line when it cannot,
then one short line saying what is missing

TWO NOTES, SALES ONLY

Prices and buying
quoted as written: never
rounded, discounted, split
into instalments or given
a term it does not contain

How a buyer gets it: same rule

THE CALL api.groq.com · openai/gpt-oss-20b · 700 tokens

the key is tidied of clipboard newlines, spaces, quotes and a pasted Bearer header
a refusal keeps the service's own words, the key's length and its first four characters

THE REPLY, SPLIT IN TWO

`NOTCOVERED + a line -> notcovered, reason kept` `an answer -> drafted`

C WHAT HAPPENS TO A QUESTION ONCE IT IS STORED

the ladder

1 STORED

status new, dept set,
the row is the record

2 MAY AN ANSWER GO OUT?

free tier: 20 a month,
counted from status sent
a key lifts the count

3 DRAFTED FROM MANUALS

no manuals or no key is
named as the reason, not
left as a shrug

4 COVERED?

the model answers, or it
says NOTCOVERED and why

yes → ANSWERED, LEVEL 1

status drafted, and there it waits
a person reads it and presses Send
(Auto-send is off by default: no shop means to
send a stranger's reply unread)
the reply leaves from aisupport@ as your shop,
status sent, and the month's count goes up

no → NOT COVERED, RAISED TO LEVEL 3 TECH

escalate() fires in the same breath, because a
question that quietly stops being looked at is
the fault this desk exists to remove
status escalated, level 3, the reason kept, and
a second raise sends nothing at all

WHAT LEAVES THE BUILDING WHEN IT IS RAISED

TO THE TECH DESK support@evcapps.ca

from aisupport@, Reply-To the customer
Importance High and X-EVC-Tech-Flag: level-3,
so it paints red in a list of forty
the question, the reason and the row's link

TO THE CUSTOMER

read at Level 1, and raised from Level 1 to
Level 3 Tech at support@evcapps.ca, the address
named in Settings, and nothing more is needed
no time and no date is ever promised

IF IT FAILS

nothing is
marked raised
the reason stays
on the row with
Raise it now

D THE PACKAGE AND ITS GUARD

1.6.1

evc-helpdesk.php — STAYS READABLE

WordPress reads this header to list the plugin
at all: name, version, Requires PHP 8.1
it holds the constants, the engine guard and
the require, and no answering code at all

includes/evc-helpdesk-engine.php — BYTECODE

ionCube, one copy per PHP 8.x version
the whole desk, and with it the 20 answer cap
and the key check, so a copy cannot be edited
into an unlimited one

includes/PRO-ENCODED.txt

the marker the header looks for, and how a plain build is
told apart from a shipped one

FIVE FAULTS, NAMED ON THE PLUGINS SCREEN

`missing · cut off · hollow · two releases · no Loader`
the last one hands the host's request over, ready to copy

EVC HELPDESK · FLOW OF A QUESTION	PLUGIN	DRAWN FROM	PHP	KEY	DRAWN	SCALE · SHEET
EVC-HELPDESK-FLOW-01 REV A	1.6.1	the shipped source	8.1 or newer	answered · raised · fault	Elara · 14 Nov 2026	NTS · 1 of 1