



Prospect RP

Staff Support Guide

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Handling Tickets

Rename Tickets Anonymously

When taking a ticket, rename it using a neutral identifier.

Examples:

- Colors, animals, objects (e.g., *Blue*, *Falcon*, *River*)
- For specific categories:
 - W-Comp (Weed Compensation)
 - M-Comp (Money Compensation)
 - S-Issue-1, S-Issue-2

✗ Do NOT use player names or identifying details. Avoid using the term Bug, Exploit, etc.

Only Handle Tickets Within Your Role

Staff should handle:

- General player questions
- Basic server help
- Rule clarifications
- Rule Breaks

⊘ Do NOT handle tickets if:

- You're involved in the situation
- It requires higher staff approval
- It requires developer input

➡ Escalate when necessary (see Escalation Section).

If You're Unsure — Ask Internally

Never guess answers.

- ✓ Ask in staff channels
 - ✓ Use /staffnote to create private thread in tickets for staff members to discuss
 - ✓ Wait for guidance
 - ✓ Then reply professionally in the ticket
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Keep Tickets Confidential

- Do NOT screenshot or share ticket content outside staff spaces
 - All tickets are private and confidential
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Stay Neutral & Professional

- ✓ Be polite
 - ✓ Be clear and factual
 - ✓ Follow rules/policies only
 - ✗ No personal opinions
 - ✗ No bias
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Be Careful With Logs

- Do NOT share logs publicly
 - Logs should only be shown as proof in relevant tickets
 - Only share logs involving the person in question
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Escalating Tickets

If an issue is beyond basic support, escalate to the appropriate team.

Issue Type	Escalate To
Server bugs / technical issues	Developers
Compensation (items, money, vehicles)	Owners
Rule breaks / reports	Staff
Staff complaints / sensitive topics	Staff Management
Events / large issues	Senior Staff +

⚠ Never handle issues that require admin or dev intervention yourself.

Example Ticket Flow

Player asks:

“How do I apply for a whitelist job?”

- ✓ Rename ticket → *Falcon*
- ✓ Respond professionally:

Hey! You can apply for whitelist jobs by speaking with someone in-city first. Once that's done, head to the Discord and submit an application there.

- ✓ Close ticket once resolved
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Handling Difficult Situations

If a player is rude or spamming:

Stay calm and professional.

Warn once:

Please keep this ticket respectful so we can assist you.

If it continues → escalate to Admins.

If a request is outside your role:

This will need an Admin to assist. I'll tag them now.

Escalate and step back.

If staff gives incorrect info:

- ✓ **Correct politely in staff channels or DM**
 - ✓ Update the player with correct information
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If staff acts biased or breaks guidelines:

- ✓ Report to Management with context
 - ✓ Always speak up professionally
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Applications Review

Staff may assist with reviewing applications.

Currently Staff Management + have access, this will be opened up further down the line.

What to Check:

- ✓ Age requirement met (usually 18+)
 - ✓ Backstory effort & word count
 - ✓ No AI usage
 - ✓ Quality answers to scenario questions
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Common Denial Reasons

- ✗ Low effort backstory
 - ✗ Underage
 - ✗ Poor scenario responses
 - ✗ Overall lack of effort
 - ✗ AI usage (if prohibited)
 - ✗ Poor rule understanding
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Ban Structure (Example Template)

Class A (General Rule Breaks)

1st: 2–7 days

2nd: 7–14 days

3rd: 30–90 days + whitelist removal

4th: Permanent ban

Class B (Severe Offenses)

- Racism
- Harassment
- Exploiting
- Hacking

➡ Immediate permanent ban

Custom Characters / PEDs

When players ask about custom characters:

1. Show where to view available models - GTA Has base ped list or review their Ped Submission w/ Developers for issues.
2. Confirm model is approved
3. Player purchases access (if required)
4. Staff locks it to account

⚠ Only Admin+ should apply models if required.

Logs Overview

Discord Logs:

Used for:

- Reports
- Item transfers
- Player actions

Enable Developer Mode in Discord to copy user IDs.

Search by:

- Discord ID
- Steam/FiveM name
- Temp ID

(Some logs may display actions awkwardly — read carefully.)

Final Notes

- ✓ Use common sense
- ✓ Follow hierarchy
- ✓ Stay professional
- ✓ Protect confidentiality
- ✓ If a Staff member has already claimed a ticket, you do not need to talk in that ticket

The more you use systems like logs and tools, the easier they become.