TicketingMadeEZ OpenAI setup guide

Connect your own AI account and control your usage

Customer guide · Version 1.0 · Checked 5 November 2026

AI USAGE IS NOT INCLUDED

The 14-day app trial and app subscription include no AI usage or AI credits. Connect your own OpenAI API account. OpenAI bills you directly. You are responsible for those charges. TicketingMadeEZ does not rebill AI usage or pay your OpenAI bills.

Your app trial and AI billing

A 14-day app trial is available only when explicitly shown at Marketplace checkout. The trial update awaits Marketplace approval. Review the selected plan, trial end date and future charge before subscribing. For a paid plan, app billing starts automatically after the trial unless you cancel before it ends. Manage or cancel the subscription in your CRM App Marketplace.

AI is optional. You can use ticketing with AI off. If you enable AI with your own key, your OpenAI API account can incur charges from the first AI request, including during the app trial. ChatGPT and OpenAI API billing are separate.

Three steps to connect

1. Set up your OpenAI API account

Sign in to OpenAI Platform, review your own API billing, and create a secret API key. Do not use your ChatGPT password.

2. Connect the key in the app

Open Support Tickets, then Knowledge base. Paste your key under Connect your OpenAI account, acknowledge direct billing, and select Connect my OpenAI key.

3. Set a budget and choose when to enable AI

Choose a monthly bracket and exact limit. AI stays off until you enable AI drafts and save. Generate draft is the action that can incur provider usage charges.

Create your OpenAI API key

1. Sign in to the right account

Open OpenAI Platform. Use the account and organisation that should own and pay for your AI usage. If your company manages OpenAI, ask its administrator which project to use.

Open OpenAI Platform

2. Review API billing

Open API billing. Check the selected organisation, payment method, API credit balance and any automatic recharge settings. Add your own payment method or credits only when you are ready to pay OpenAI. TicketingMadeEZ never funds this account.

Open your API billing overview

A ChatGPT subscription is not proof that API billing is funded. Provider controls and credit balances can differ by account. Review the official billing guidance before enabling AI.

Read OpenAI billing guidance

3. Create and protect a secret key

Open API keys and choose the project this app should use. Create a new secret key for TicketingMadeEZ. The full key is normally shown once. Save it securely. Never email it to support, post it in chat or include it in a screenshot. A dedicated project makes usage easier to identify.

Open your API keys

The key needs access to the selected model and permission to generate responses. A read-only key cannot generate answers. If you restrict permissions, allow model access and response generation. If you lose the secret, create a replacement rather than sharing another application's key.

Read the official API key guide

Connect OpenAI and set a budget

1. Open the connection form

Inside your CRM, open Support Tickets, then Knowledge base. Find Connect your OpenAI account. Only an administrator can connect or replace a key.

2. Paste your own key and acknowledge billing

Paste the secret key into the password field. Read and tick the acknowledgement that OpenAI bills your API account directly and that the app trial and subscription include no AI usage. Select Connect my OpenAI key.

The app checks model access without generating paid AI output. This does not add credits or verify your API balance. Your key is stored encrypted for this account and is never displayed again. Connecting it keeps AI off.

Recommended model

GPT-5.4 mini is already selected. You do not need to choose a model or enter token prices. Use the official model page to see current capabilities and token pricing.

View GPT-5.4 mini and current pricing

3. Choose your monthly usage limit

Select one of the app budget brackets below, then enter an exact limit within that bracket. These are usage controls, not app subscription prices, prepaid credits or minimum charges.

USD 10 to 50

USD 50 to 100

USD 100 to 500

The app records estimated AI usage at configured rates and holds budget for pending or unconfirmed requests. It pauses new drafts when its budget is exhausted. The calendar month uses South African time. This does not control OpenAI's final invoice, taxes, price changes or usage by other apps. Do not assume every provider dashboard budget is a guaranteed hard spending cap.

4. Enable only when ready

Tick Enable AI drafts and select Save AI controls. Publish the help articles AI should use. Enter a question, read the data-sharing acknowledgement and select Generate draft. Review every answer. The app never sends the draft automatically.

Switch AI off and get help

Stop new AI requests

In Knowledge base, select Turn AI off. Alternatively, untick Enable AI drafts and save. New drafts stop; an existing request may finish. Tickets, departments and the other app features remain usable without AI.

Disconnect or replace the key

Select Disconnect OpenAI and turn AI off to remove the saved key from TicketingMadeEZ. To revoke the key everywhere it is used, delete it on OpenAI's API keys page. Disconnecting does not reverse existing provider charges or close your OpenAI account. To replace a key, paste the new secret into the connection form and acknowledge billing again.

The key will not connect

Check the key, selected project, model access and permissions. Use an API secret key, not a password. If the secret was lost or revoked, create a replacement and reconnect. Never send the key to support.

The key connects but AI fails

Check your own OpenAI API billing, balance and rate limits. A successful connection check is not a paid generation test and does not confirm that billing is funded. The app cannot fund or repair your OpenAI account.

No published article matches

Add a useful article in Knowledge base, tick Publish to the support portal and save. AI uses matching published articles from this account. Internal team notes and other customers' data are excluded.

The app budget is exhausted

Wait for the next month, reduce usage, or deliberately raise the app limit within a bracket. Also review your provider billing controls. Selecting a bracket alone never purchases credits or enables AI.

Where to find the guide again

Open Help and setup in TicketingMadeEZ. The same instructions are available online and as this downloadable PDF. Email intake and acknowledgements require CRM workflows; installation does not automatically send acknowledgement emails.

Open the online setup guide

Sources checked 5 November 2026: OpenAI API key guidance, API billing guidance and the GPT-5.4 mini model page, linked on pages 2 and 3. Provider screens and prices can change; use those official links for current information.