

CSR Staff

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CSR Toolkit

Overview

The Customer Service Representative (CSR) Toolkit has been significantly enhanced to give our moderation team a powerful suite of 12 tools. These tools are designed to streamline moderation, support operations, and bug-fixing tasks directly from the game client, allowing our team to support players efficiently.

How to Access

To open the CSR Toolkit menu, simply type the following command in spatial chat: `/say csrtool_open` (or your assigned CSR tool alias command).

This will present you with the main CSR Operations menu, offering the following capabilities:

Toolkit Features

1. Summon

Instantly teleports a selected player from anywhere in the galaxy directly to your current location. Useful for conducting interviews or moving players out of stuck situations.

2. Goto

Instantly teleports you (the CSR) directly to a selected player's location.

3. Warp

Teleports you to specific XYZ coordinates or predefined administrative regions. Perfect for investigating localized server issues or checking on specific map locations.

4. Restore Item

Refunds an accidentally deleted item back to a player's inventory. You will be presented with a list of the last 20 items the player deleted to choose from. This operation acts authoritatively against the database.

5. Create Quest Item

Allows the generation of quest-related items for players who may be blocked in a broken questline.

Note: The system will validate that the item you are attempting to spawn is a legitimate quest item.

6. Retrieve Stuck Item

Aids in retrieving items that have bugged out, fallen through the world, or become stuck in an inaccessible inventory slot.

7. Cloak

Toggles your visibility. When active, you are completely invisible to normal players, allowing you to observe behavior or monitor events without disrupting immersion.

8. Player Info

Displays a quick snapshot of a target player's basic information, including their true Name, Object ID (OID), and current coordinates.

9. Disable Account

Instantly flags a targeted character as disabled. Use this in critical moderation scenarios to suspend a player's actions in real-time.

10. Despawn

Immediately removes a targeted object or NPC from the game world. Useful for clearing bugged spawns or griefing structures.

11. Snap

Snaps your character (or the target) to the ground. If someone is infinitely falling or stuck in geometry, this will reset their Z-axis coordinate to the nearest valid terrain mesh.

12. Attributes

Provides detailed engine-level attributes of a selected object, including its Template String and underlying Object ID (OID), allowing for quick in-game debugging.

For technical inquiries or bugs related to these tools, please contact the development team.