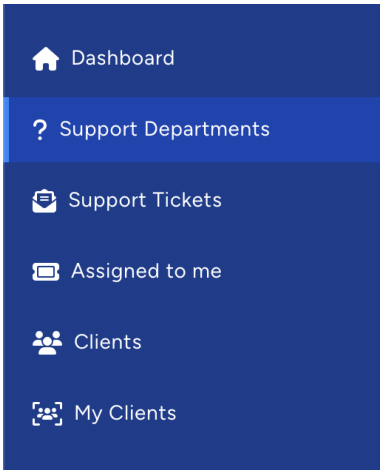
# Tickets Overview

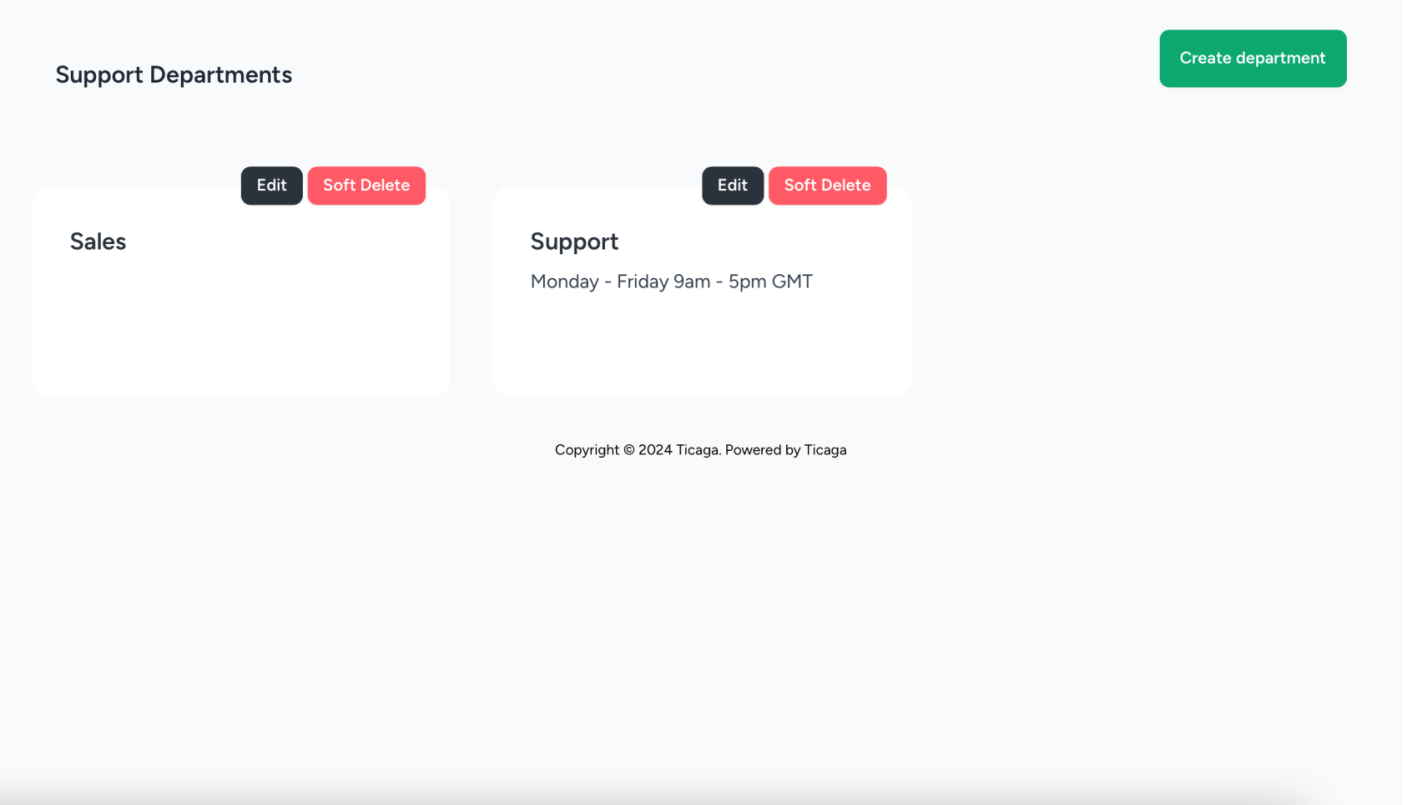

- Opening a ticket
- Viewing a ticket
- Assigned To Me

# Opening a ticket

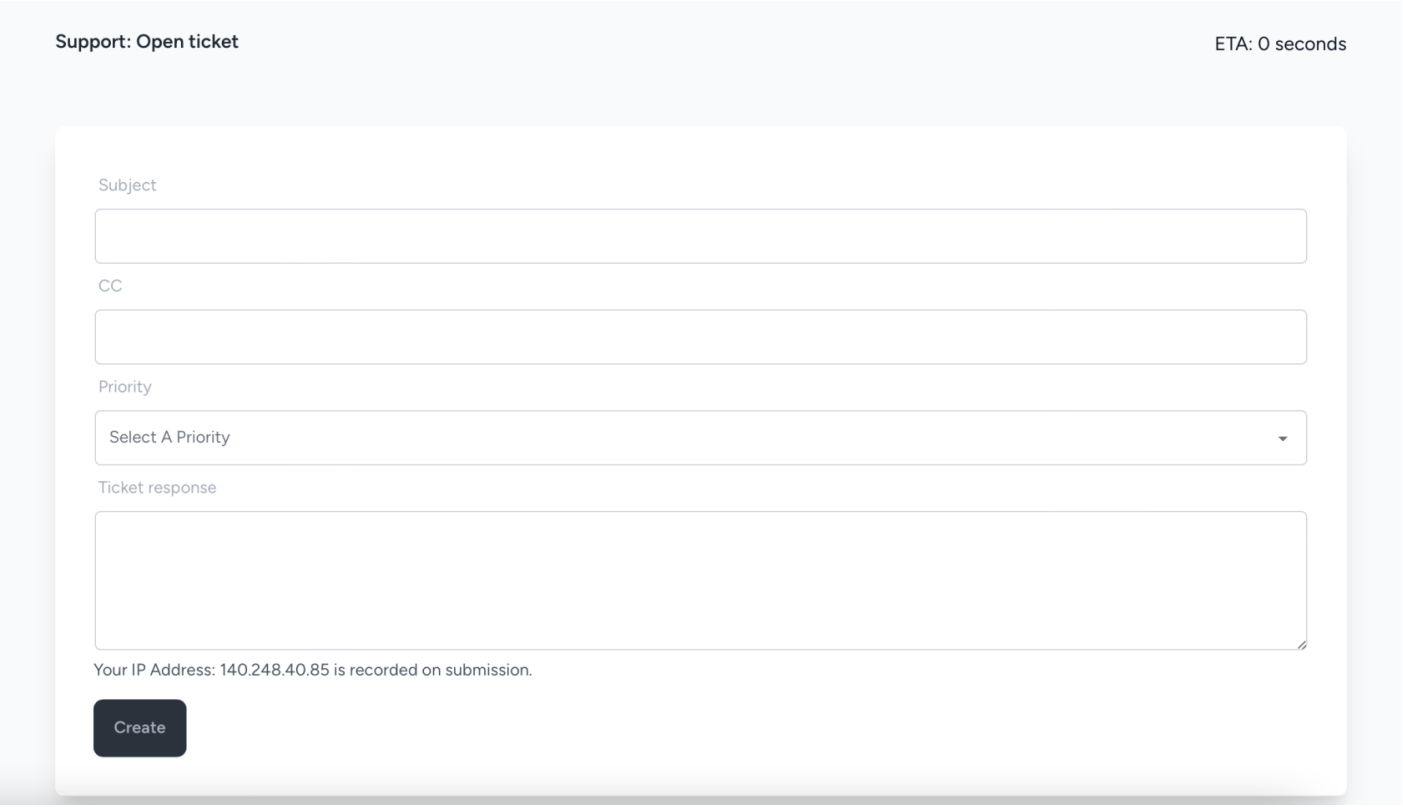



Firstly you want to select **Support Departments** on the left hand navigation.

Then you can click a support department you wish to open a ticket in:




You will now see a form to fill in to create a ticket:




**Support:** Is the name of the support department.

**ETA:** Is the estimate time of a response.

**Subject:** Your brief reason for the ticket.

**CC:** Any emails you wish to send a carbon **COPY** of the ticket too, remember they'll get access to the public side of the ticket to reply as-well as yourself.

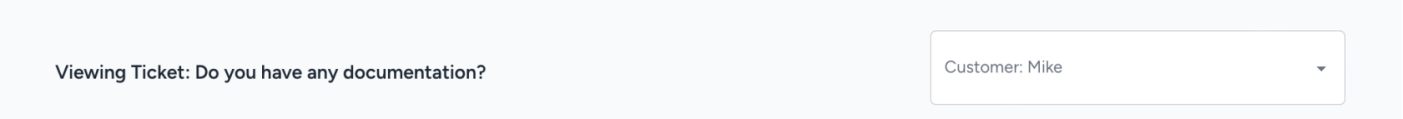
**Priority:** Select the priority of the ticket, you can set this to Low, Medium, High, Emergency or any other pre-set priorities allowed.

**Ticket Response:** This is the ticket content itself, please provide as much detail in this ticket to help the agents assist you to the fullest.

**IP Address:** Your IP Address is recorded with the ticket to prevent abuse.

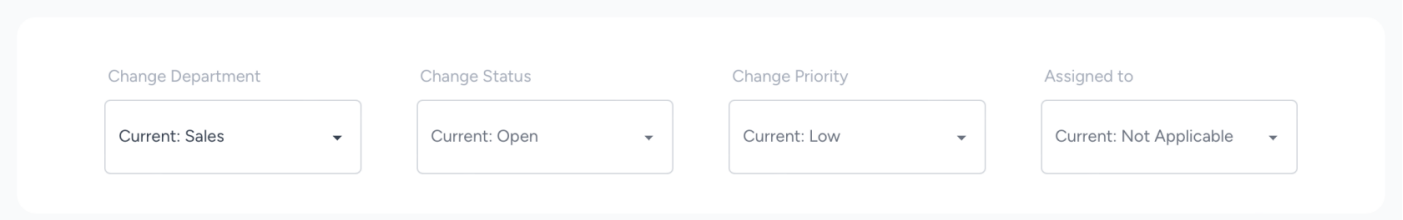
# Viewing a ticket

When you're viewing a ticket you will see the following:




**Viewing Ticket:** Will show you the subject of the ticket.

**Customer:** Shows you the currently assigned customer.
If the ticket is from a non customer, you can assign the ticket to a customer via the dropdown.
**This is only shown to the Agents.**




Now if **you're** an Agent you can view the following section.
You can change the Department, Status, Priority of the ticket, as-well as assigning the ticket to an Agent.

If you're an **Account manager** for a customer, their tickets automatically get assigned to you. You can however change them to not assigned or to another agent if required.

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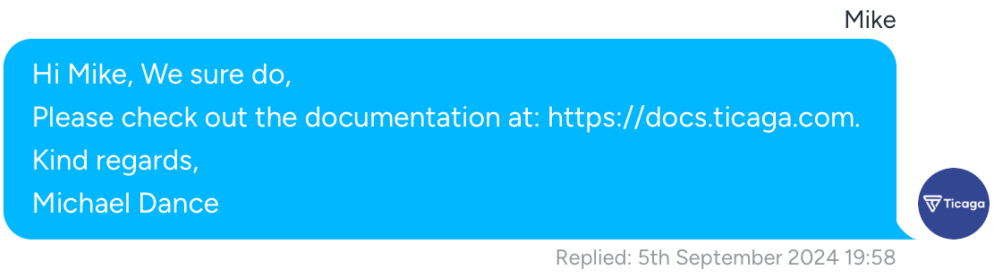
**Responses:**

**Customers** show up in grey and the first ticket reply will show up with stars for the customer to rate you. If they rate you, they'll be a solid Yellow.

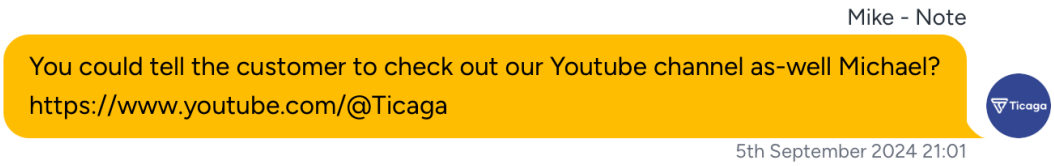


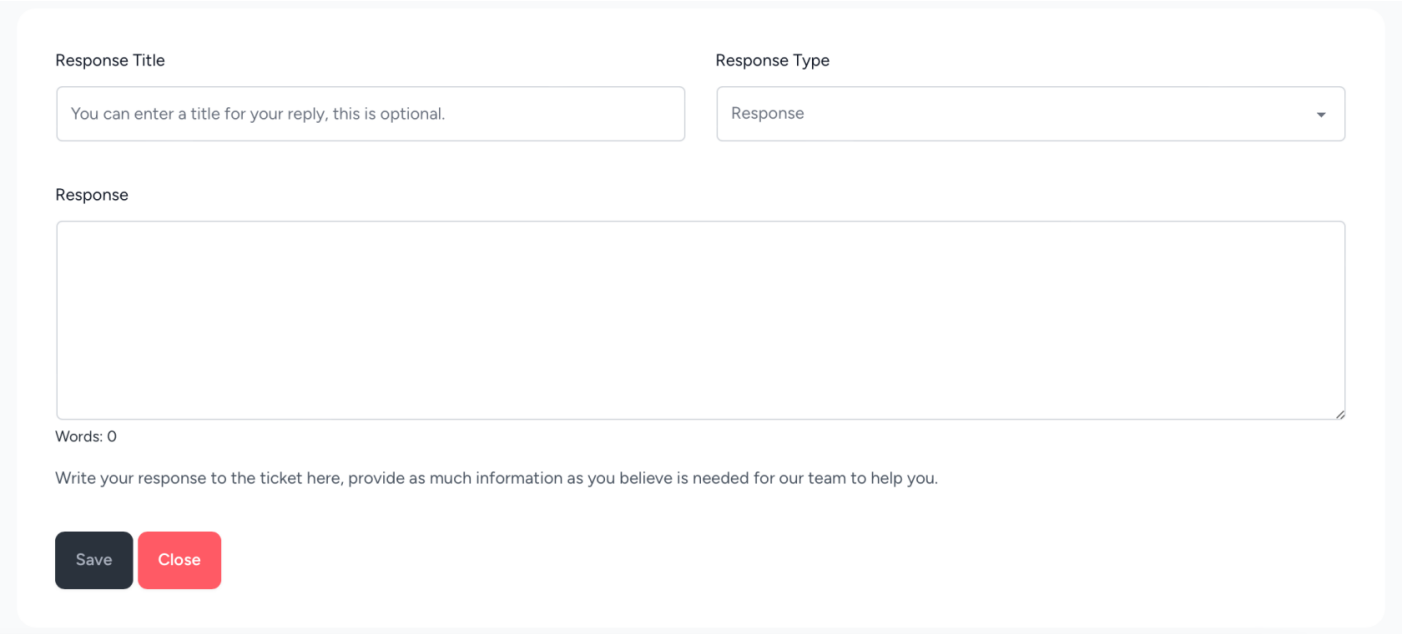

Customer's replies are always on the left.

**Agent** replies are always on the right, in blue and don't show the IP Address.




You can leave **Notes** for other agents, these **don't** show up for the customer. They are in Yellow just like the Agents and always on the right hand side.






**Response Title:** You can enter a subject for your response, this will be used instead of the ticket subject. This is optional and not required.

**Response Type:** If you're an Agent you get this option to either reply to the customer or leave a Private Note for your colleagues.

**Response:** This is where you can write your response to the ticket. Provide as much detail as you can to help.

**Save:** This submits the response.

**Close:** This closes the ticket and marks it as resolved.

# Assigned To Me

Assigned to me section will show you all the tickets which are assigned to you in Ticaga.

