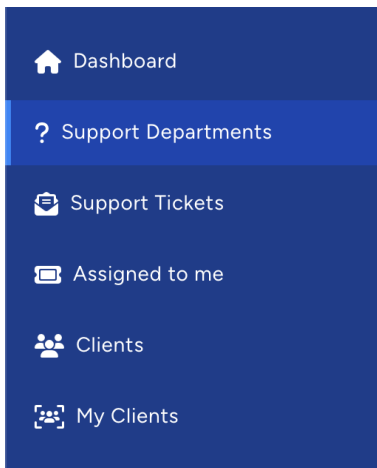


# Tickets Overview

- [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:

## Support Departments

Create department

Edit

Soft Delete

Sales

Edit

Soft Delete

Support

Monday - Friday 9am - 5pm GMT

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

Support: Open ticket

ETA: 0 seconds

Subject

CC

Priority

Select A Priority ▼

Ticket response

Your IP Address: 140.248.40.85 is recorded on submission.

Create

**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.

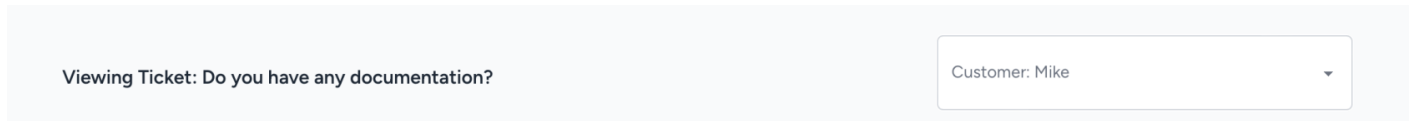
**Priority:** Select the priority of the ticket, you can set this to Low, Medium, High, Emergency or any other pre-set priorities allowed.

**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: Do you have any documentation?

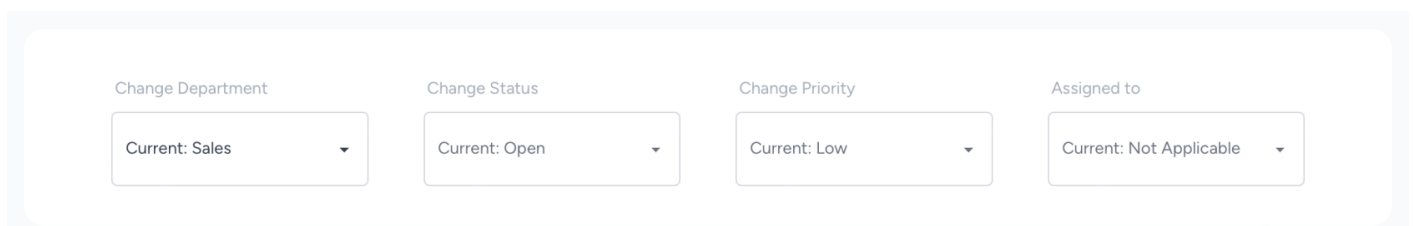
Customer: Mike

**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.**



Change Department

Current: Sales

Change Status

Current: Open

Change Priority

Current: Low

Assigned to

Current: Not Applicable

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.

---

## 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.

Mike :: Ticaga

Hi there,  
Do you have any documentation for Ticaga?  
Kind regards,  
Mike



Replied: 5th September 2024 19:52  
IP Address:

Customer's replies are always on the left.

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

Mike

Hi Mike, We sure do,  
Please check out the documentation at: <https://docs.ticaga.com>.  
Kind regards,  
Michael Dance



Replied: 5th September 2024 19:58

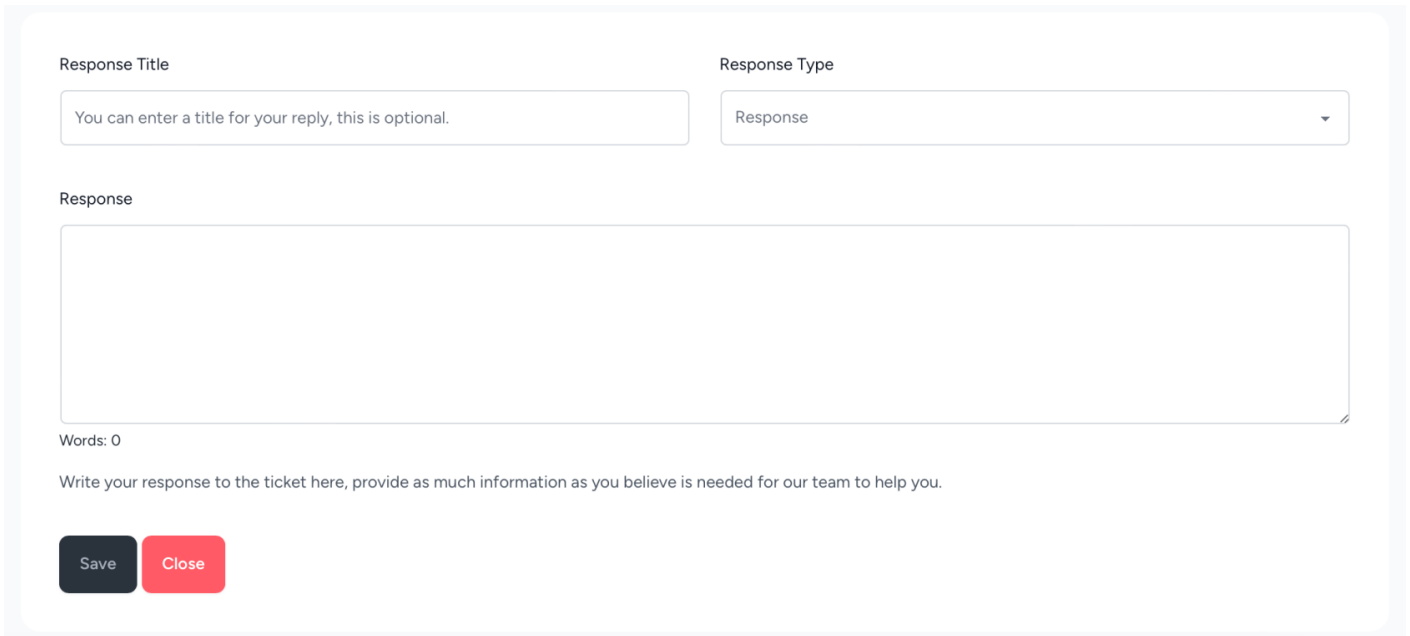
You can leave **Notes** for other agents, these **don't** show up for the customer. They are in Yellow just like the Agents and always on the right hand side.

Mike - Note

You could tell the customer to check out our Youtube channel as-well Michael?  
<https://www.youtube.com/@Ticaga>



5th September 2024 21:01



Response Title

You can enter a title for your reply, this is optional.

Response Type

Response

Response

Words: 0

Write your response to the ticket here, provide as much information as you believe is needed for our team to help you.

Save Close

**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.

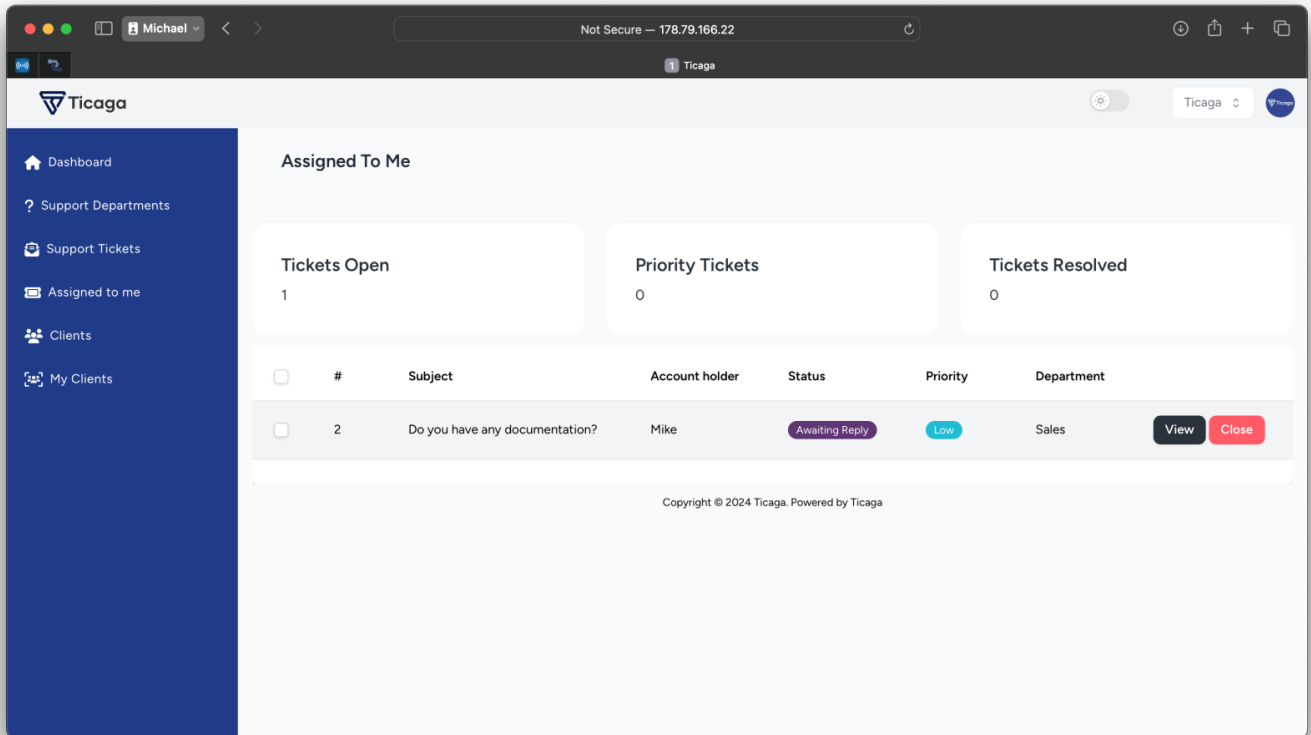
**Response:** This is where you can write your response to the ticket. Provide as much detail as you can to help.

**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.



The screenshot displays the 'Assigned To Me' section of the Ticaga interface. It features a dark blue sidebar with navigation options: Dashboard, Support Departments, Support Tickets, Assigned to me, Clients, and My Clients. The main content area is titled 'Assigned To Me' and contains three summary cards: 'Tickets Open' (1), 'Priority Tickets' (0), and 'Tickets Resolved' (0). Below these cards is a table with columns for #, Subject, Account holder, Status, Priority, and Department. A single ticket is listed with ID 2, subject 'Do you have any documentation?', account holder 'Mike', status 'Awaiting Reply', priority 'Low', and department 'Sales'. The ticket has 'View' and 'Close' buttons. At the bottom, a copyright notice reads 'Copyright © 2024 Ticaga. Powered by Ticaga'.

#	Subject	Account holder	Status	Priority	Department
2	Do you have any documentation?	Mike	Awaiting Reply	Low	Sales