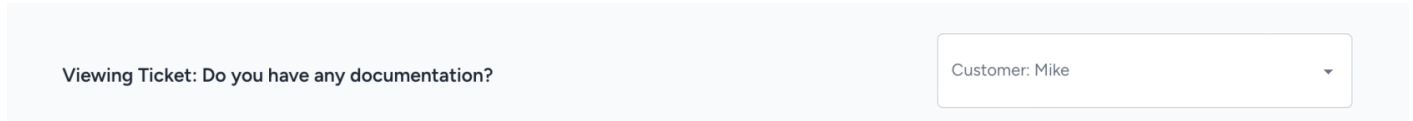


# Viewing a ticket

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



Viewing Ticket: Do you have any documentation?

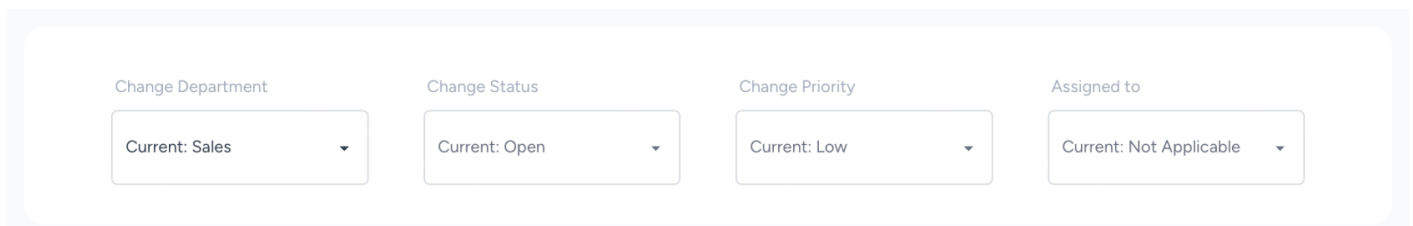
Customer: Mike

**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.

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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.

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.

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