

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.

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