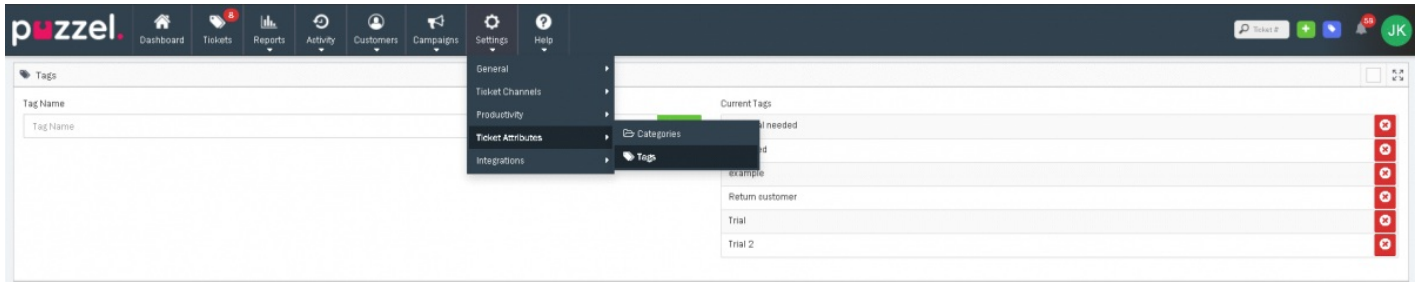
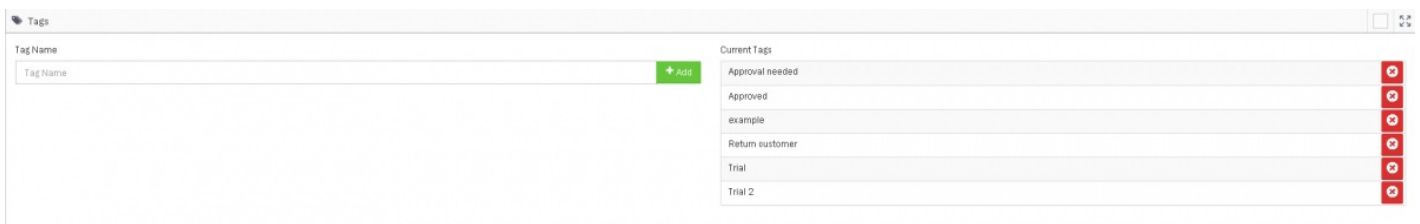


## Tags

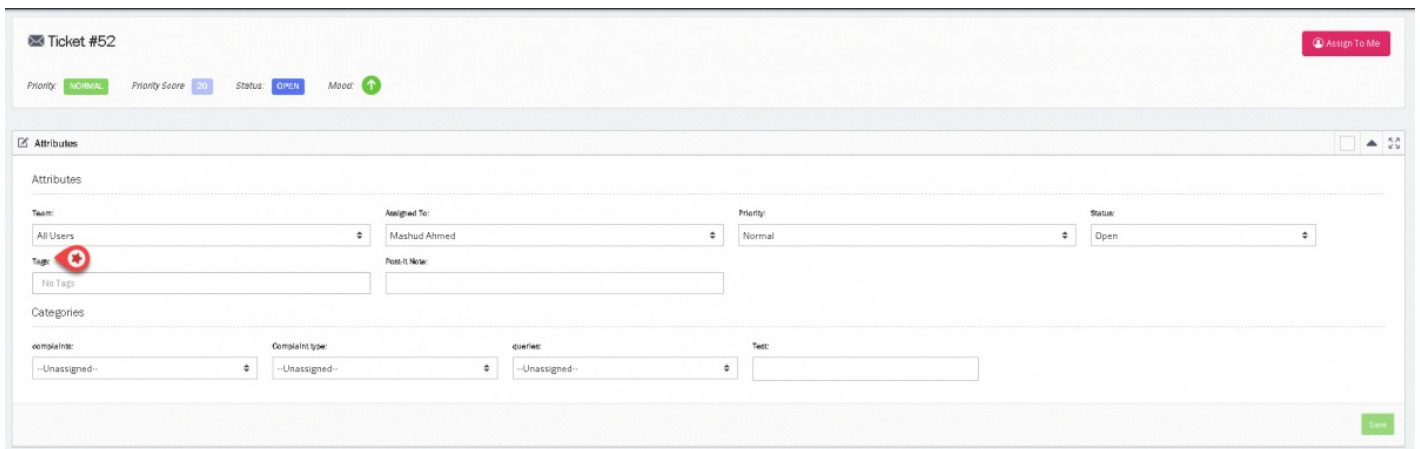
Tags are a great way to label specific Tickets & Queries. To add new Tags, go to **Settings -> Ticket Attributes -> Tags**.



Simply add a Tag name into the **'Name'** field and select the **+ Add** button to add a new Tag. You can add as many Tags as needed.



Tags are easily added to the **Ticket Attributes** for a Ticket by selecting appropriate tags from the **'Tags'** field and selecting **'Save'** to update the added Tags.



Tags can also be automatically added to Tickets using the New Ticket Rules.

Rule Actions

Ticket Attributes

Assign to Team

All Users

off

Set Priority

junk

off

Set Status

Open

off

Set Response Target

off

Set Resolve Target

off

Assign Categories

off

Assign Tags

on

Approval needed

Approved

Blackfruits

communication

Demo ticketing

department

England

example

Herschel House

During Business Hours

Send automatic reply

off

☐ Do not include channel signature in auto-reply
 ☐ Include incoming message after chosen template in auto-reply

Outside of Business Hours

Send automatic reply

off

☐ Do not include channel signature in auto-reply
 ☐ Include incoming message after chosen template in auto-reply

Follow Up Messages

+ Add Follow Up

First Contact

Pre-populate first reply

off

Cancel

Save

A Filter can be added to Include or Exclude specific Tags in the results.

Create Report Builder

Details

Conditions

Filters

Columns

Scheduling

Summary

Step 3 - If you would like to filter your report - you can set these here.

Time Period:

This year

Include

Users

Users

Teams

Status

Priority

Channel Types

Channels

Tags

Categories

Select...

Previous

Next

Tickets can be searched for by the applied Tags from the Tickets page.

Ticket Attributes

Categories

Saved Searches

OFF

Search by Ticket Attributes

Teams:

Any

Users:

Any

Status:

Any

Priority:

Any

Time Period:

All Time

Channel Type:

Any

Channel:

Any

Tags:

Any

Created:

Any

Last Activity:

Any

Read/Unread:

Any

Search:

Search All

Submit

Tickets list

Clear Selection

Select all on page

🔄

📧

📁

🔍

✖

📶

Show

10

entries

	#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
+	52	test email from mashud		OPEN			NORMAL	All Users	ticket	3 days ago	mashud.ahmed@puzzel.com	Approved
+	51	Test ticket	JK	RESOLVED			NORMAL	All Users	ticket	11 days ago	jayanthi_prikumar@yahoo.co.in	communication
+	50	Technical support		OPEN			NORMAL	All Users	ticket	18 days ago	christian.thorsrud@puzzel.com	