

## Creating a ticket

To create a ticket, you need to :

1. Click the green **+ New ticket** button at the top right corner of your screen to create a new ticket.



2. Enter the subject of the ticket and select the Team/Teams you want to assign the ticket to and click on **Save**.

Ticket Details

Subject

Team

Save

3. This opens a new window to enter more details about the ticket. Once you are done click on **Start conversation** button and choose a channel (ex: email) to open text editor.

Ticket #54
Resolve Ticket

Priority: NORMAL Priority Score: 30 Status: OPEN

Attributes

Team: 
Assigned To: 
Priority: 
Status:

Tags: 
Post-it Note:

Categories:

complaint: 
Complaint type: 
severity: 
Text:

Attachments

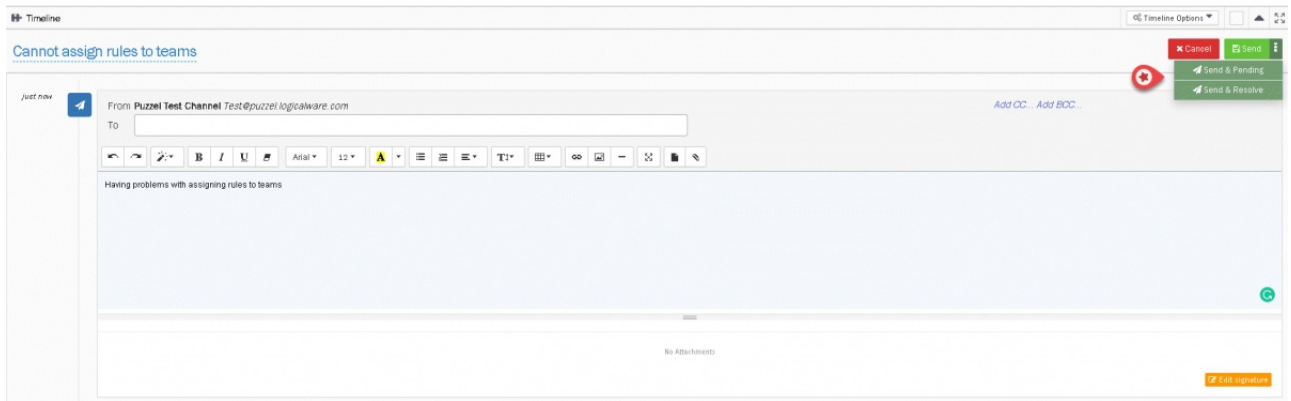
Timeline

Cannot assign rules to teams

Add Task Add Note Start Conversation

Start with an Email  
Box2  
Text  
ticket  
Start with SMS  
Puzzel Test

4. Enter the ticket details in the text editor and choose the option for sending the ticket to the system. There are three options as listed below:
  - Send means the status will be Resolved
  - Send as pending means the status is Pending
  - Send as On-Hold means the status is On-Hold



5. Now you can see your ticket has been created and email has been sent.

