

Creating a ticket

To create a ticket, you need to :

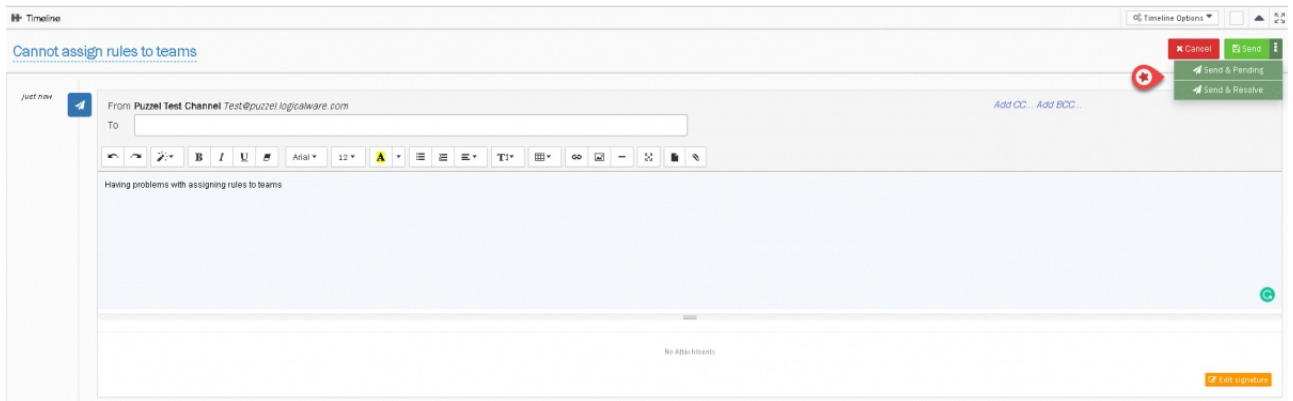
1. Click the green **+ New ticket** button at the top right corner of your screen to create a new ticket.



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

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.

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.

