

Accessing the Ticket list

Depending on the configuration settings done by the admin of your organisation, you will be able to see all tickets that are allowed for your profile. To see the ticket list, click on **Tickets** on the top menu option.

The screenshot shows the 'Puzzel Ticketing' interface. At the top, there is a navigation bar with 'Dashboard', 'Tickets', and 'Help' options. Below this is a 'Ticket Attributes' section with a 'Categories' dropdown. The main area displays a 'Tickets list' table with the following columns: #, Subject, Assigned, Status, Response Target, Resolve Target, Priority, Team, Channel, Last Update, and From/To. The table contains five rows of ticket data.

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To
378	Priority	JK	OPEN	2 hours ago		NORMAL	Priority Enquiries	ticket	4 hours ago	jayanthi.kumar@puzzel.com
377	Priority	JK	OPEN	2 hours ago		NORMAL	Priority Enquiries	ticket	4 hours ago	jayanthi.kumar@puzzel.com
376	Priority	JK	OPEN	2 hours ago		NORMAL	Priority Enquiries	ticket	4 hours ago	jayanthi.kumar@puzzel.com
375	Problem with my Roof	HS	RESOLVED			NORMAL	Priority Enquiries	ticket	5 days ago	henry.stapley@puzzel.com
374	Priority	KD	RESOLVED			NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com

The columns against each ticket displays the attributes for each of those tickets. To view ticket details, click on the ticket number or the subject of the ticket. You can also sort the tickets in ascending or descending order of each of the attributes by clicking on the column header.