

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 Widget' interface. At the top, there's 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 columns for ID, 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.