

## 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.



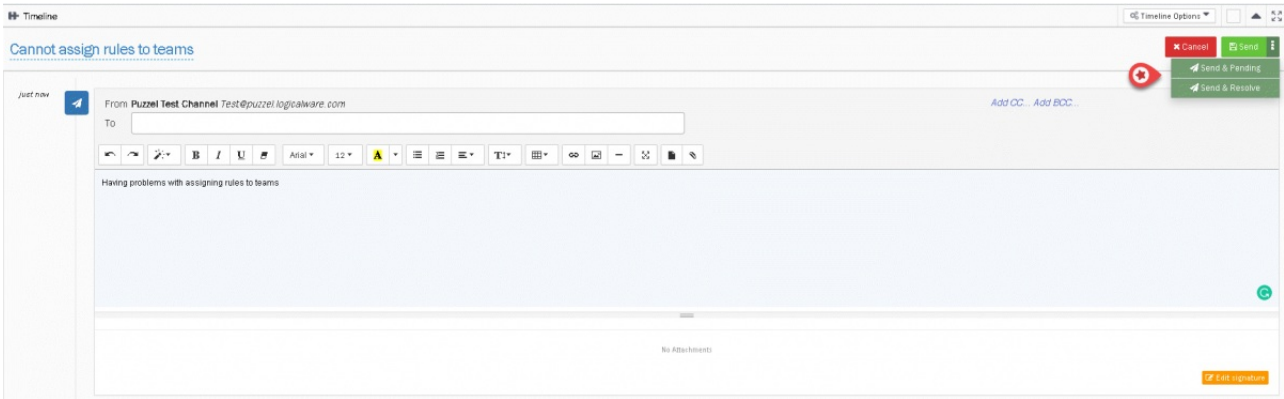
2. Enter the subject of the ticket and select the Team/Teams you want to assign the ticket to and click on **Save**.

 A screenshot of the 'Ticket Details' form. It has a title bar with a pencil icon and 'Ticket Details'. The form contains two input fields: 'Subject' with the text 'Cannot assign rules to teams' and 'Team' with a dropdown menu showing 'All Users'. A 'Save' button is located at the bottom right.

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.

 A screenshot of the 'Ticket #54' details page. It shows various attributes like Team (All Users), Assigned To (Jayanthi Kumar), Priority (Normal), and Status (Open). There are sections for Tags, Categories, and Attachments. At the bottom, there is a 'Timeline' section with a text editor containing 'Cannot assign rules to teams'. On the right side of the timeline, there are buttons for '+ Add Task', '+ Add Note', and '+ Start Conversation'. A dropdown menu is open for '+ Start Conversation', showing options: 'Start with an Email', 'Box2', 'Text', 'ticket', 'Start with SMS', and '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.

