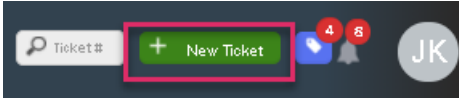


Creating a manual ticket

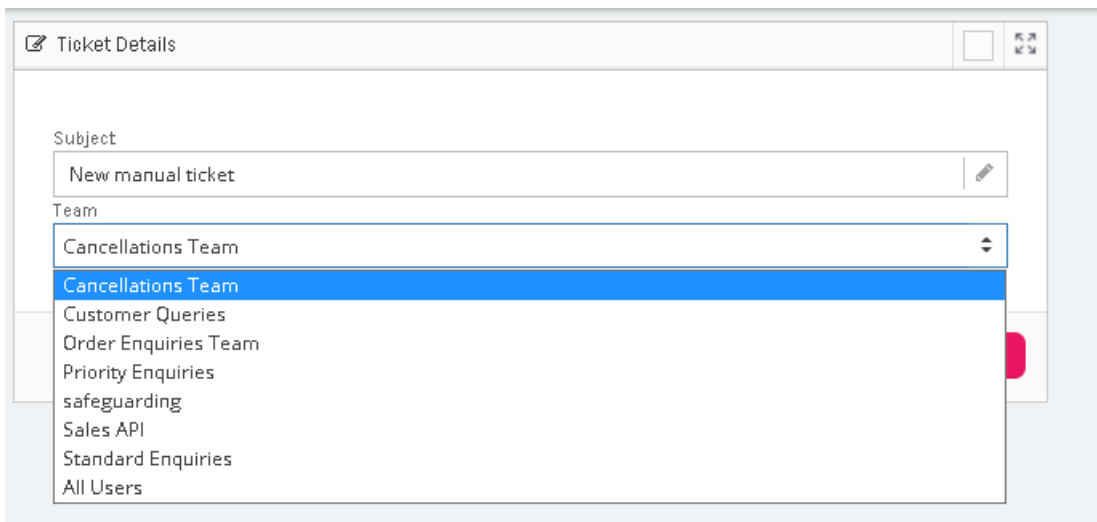
Apart from automatically being assigned a support ticket, you can also manually create a ticket and assign it to yourself or other members of your team,

To create a manual ticket,

1. Click on the **New Ticket** button on the top right corner of your screen



2. Enter the Subject of the ticket and select the team to assign to

A screenshot of a 'Ticket Details' form. The title bar says 'Ticket Details' with a close button and a maximize button. The form has two main sections: 'Subject' and 'Team'. The 'Subject' section has a text input field containing 'New manual ticket' and a pencil icon for editing. The 'Team' section has a dropdown menu currently showing 'Cancellations Team'. A list of team options is expanded below the dropdown, including 'Cancellations Team' (highlighted in blue), 'Customer Queries', 'Order Enquiries Team', 'Priority Enquiries', 'safeguarding', 'Sales API', 'Standard Enquiries', and 'All Users'.

3. Click **Save** to take you to the ticket details page. Here you can add the attributes to the ticket or start a conversation and add more details to the ticket.

A screenshot of a 'Timeline' view for a ticket. The title bar says 'Timeline' with a close button and a maximize button. Below the title bar, the ticket title 'New manual ticket' is displayed. To the right of the title are three buttons: '+ Add Task', '+ Add Note', and 'Start Conversation' (with a speech bubble icon). Below these buttons is a large empty rectangular area for the timeline content.