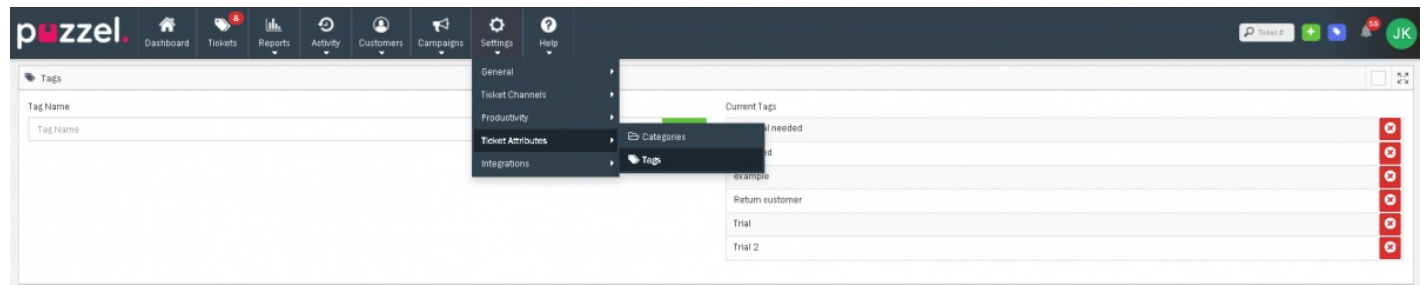
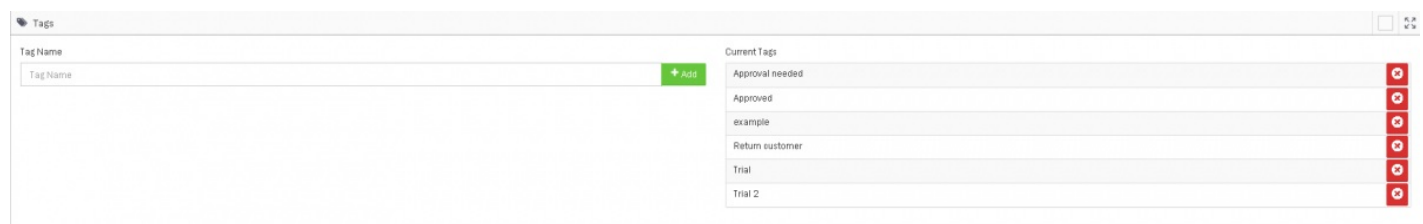


## Tags

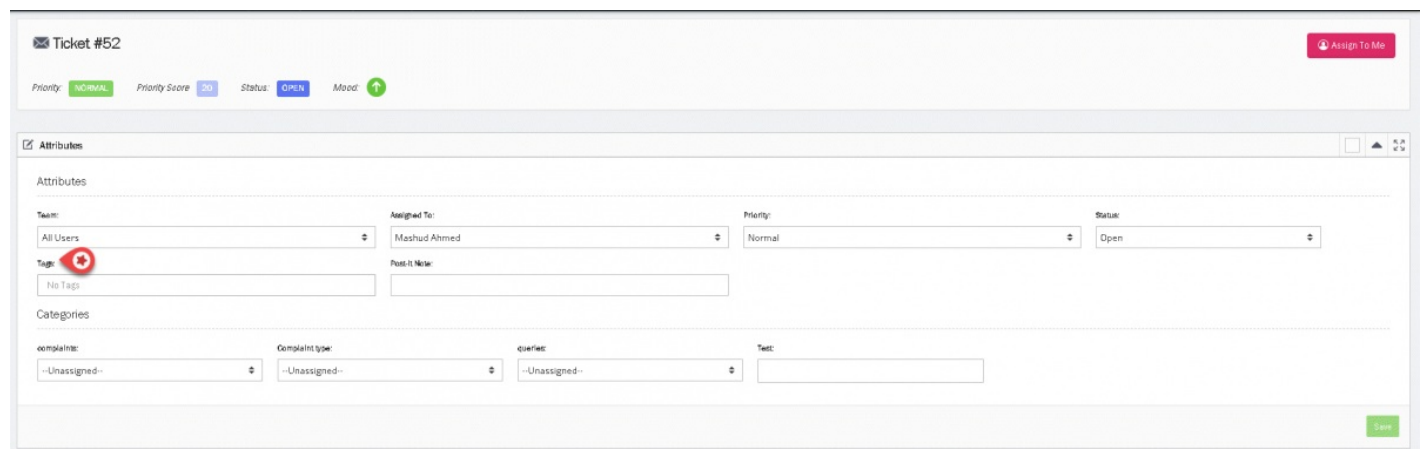
Tags are a great way to label specific Tickets & Queries. To add new Tags, go to **Settings -> Ticket Attributes -> Tags**.



Simply add a Tag name into the **'Name'** field and select the **+ Add** button to add a new Tag. You can add as many Tags as needed.



Tags are easily added to the **Ticket Attributes** for a Ticket by selecting appropriate tags from the **'Tags'** field and selecting **'Save'** to update the added Tags.



Tags can also be automatically added to Tickets using the New Ticket Rules.

Rule Actions

**Ticket Attributes**

Assign to Team: All Users (OFF)

Set Priority: Junk (OFF)

Set Status: Open (OFF)

Set Response Target: (OFF)

Set Resolve Target: (OFF)

Assign Categories: (OFF)

Assign Tags: (ON) Approval needed

**During Business Hours**

Send automatic reply: (OFF)

☐ Do not include channel signature in auto-reply

☐ Include incoming message after chosen template in auto-reply

**Outside of Business Hours**

Send automatic reply: (OFF)

☐ Do not include channel signature in auto-reply

☐ Include incoming message after chosen template in auto-reply

**Follow Up Messages**

+ Add Follow Up

**First Contact**

Pre-populate first reply: (OFF)

Cancel Save

A Filter can be added to Include or Exclude specific Tags in the results.

Create Report Builder

Details Conditions **Filters** Columns Scheduling Summary

Step 3 - If you would like to filter your report - you can set these here.

Time Period: This year

Include Users

Users  
Teams  
Status  
Priority  
Channel Types  
Channels  
**Tags**  
Categories

Previous Next

Tickets can be searched for by the applied Tags from the Tickets page.

**Ticket Attributes** Categories

Search by Ticket Attributes

Teams: Any Users: Any Status: Any Priority: Any Time Period: All Time

Channel Type: Any Channel: Any Tags: Any Created: Any Last Activity: Any Read/Unread: Any

Search: Search All

Submit

**Tickets list**

Clear Selection Select all on page

Show 10 entries

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To	Tags
52	test email from mashud		OPEN			NORMAL	All Users	ticket	3 days ago	mashud.ahmed@puzzel.com	Approved
51	Test ticket	JK	RESOLVED			NORMAL	All Users	ticket	11 days ago	jayanthi_prikumar@yahoo.co.in	communication
50	Technical support		OPEN			NORMAL	All Users	ticket	18 days ago	christian.thorsrud@puzzel.com	