

Updating and changing Ticket status

To change the status of a Ticket, you need to :

1. Open the Tickets page and select the ticket you wish to change the status for.
2. Go to the Attributes section of the ticket and look for the status field.
3. Select the reason for status change from the drop-down menu. There are four reasons as listed below:
 - Open- Status used if the ticket is still open
 - Pending- Status used when waiting on the customer,
 - On Hold- Status used when waiting on a 3rd party and not the customer.
 - Resolved- Ticket is resolved

The screenshot displays the 'Ticket #54' interface. At the top, it shows 'Priority: NORMAL', 'Priority Score: 20', and 'Status: OPEN'. Below this is the 'Attributes' section, which includes fields for 'Team' (All Users), 'Assigned To' (Jayanthi Kumar), 'Priority' (Normal), and 'Status' (Open). The 'Status' dropdown menu is open, showing options: Open, Pending, On Hold, and Resolved. Below the 'Attributes' section are 'Categories' (complaints, Complaint type, queries, Text) and 'Attachments'. At the bottom, there is a 'Timeline' section with a message from 'Puzzel Test Channel' dated 'Sep 20, 2020 @ 6:03am'. The message content is 'Cannot assign rules to teams via Test'. Action buttons for '+ Add Task', '+ Add Note', 'Forward', and 'Reply' are visible.

Note

Options to allow the user for changing status can be configured in account settings.