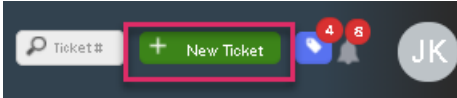


Creating a manual ticket

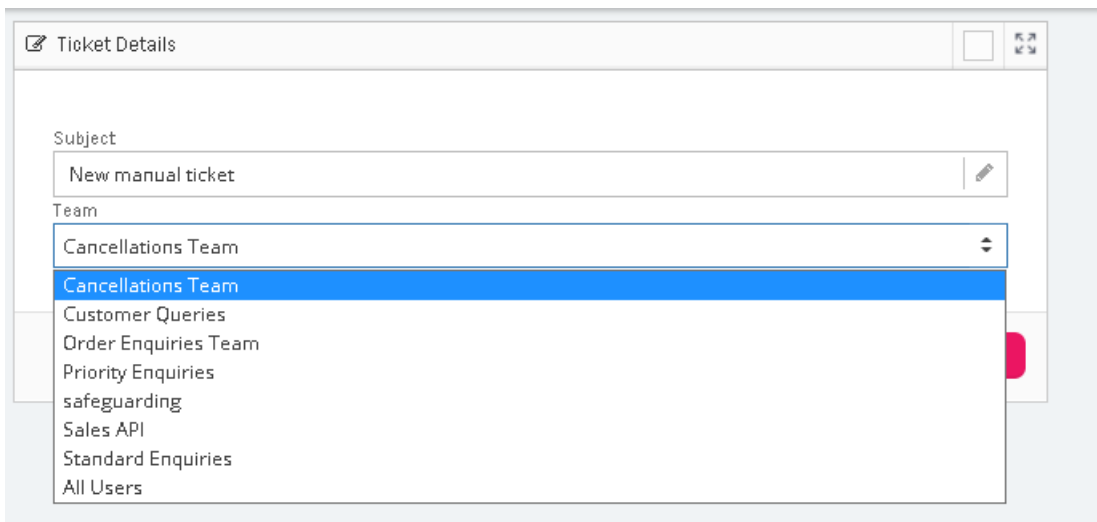
Apart from automatically being assigned a support ticket, you can also manually create a ticket and assign it to yourself or other members of your team,

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' field contains the text 'New manual ticket' and has a pencil icon for editing. The 'Team' field is a dropdown menu that is currently open, showing a list of teams: 'Cancellations Team' (highlighted in blue), 'Customer Queries', 'Order Enquiries Team', 'Priority Enquiries', 'safeguarding', 'Sales API', 'Standard Enquiries', and 'All Users'. There is a red button on the right side of the dropdown menu.

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 text 'New manual ticket' is displayed. To the right of the text 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.