

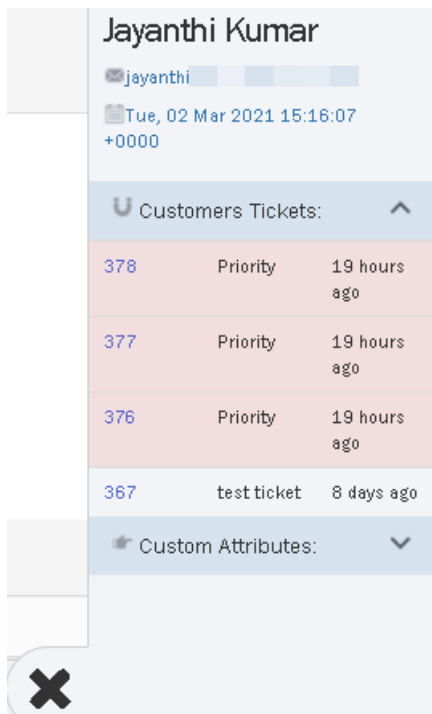
Viewing customer details on a ticket

You can view customer information for a particular ticket, by clicking on the initials at the bottom right of your screen on a ticket details page.



By clicking on the initials, it opens up a sliding window to reveal the customer information such as:

1. customer email id
2. Date and time the first contact was made or ticket created
3. List of all other tickets from the same customer. By clicking on the Ticket number, you can open the ticket details for that ticket.
4. Custom attributes if any



This helps the agent to get a quick view of the customer information.

Note

The customer information may not be available for manually created tickets.