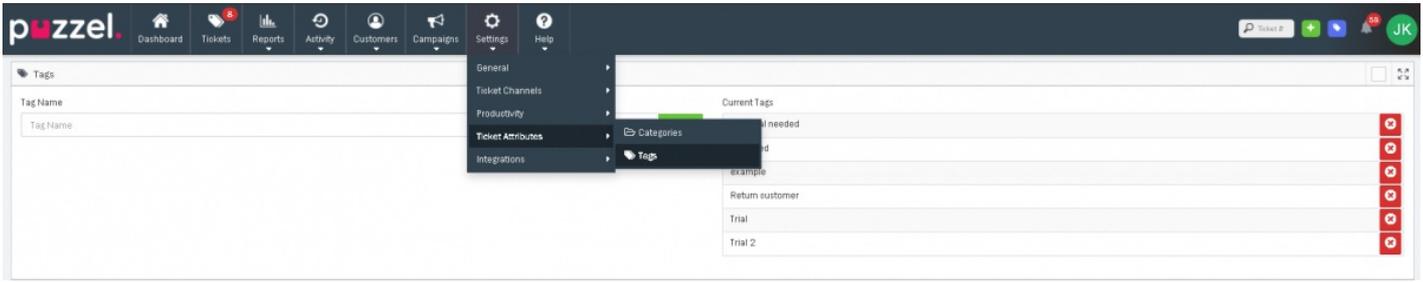
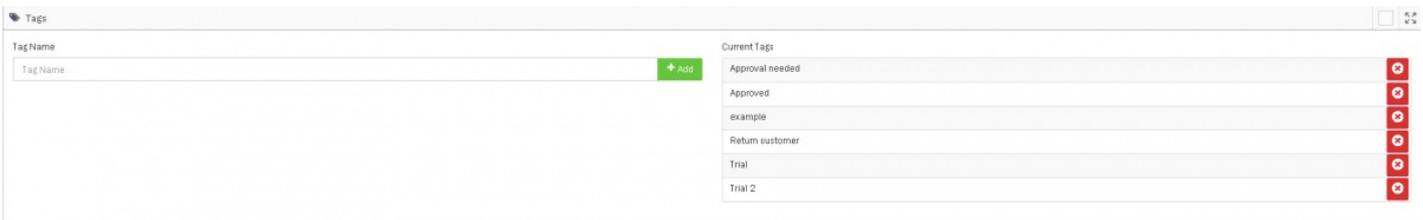


Tags

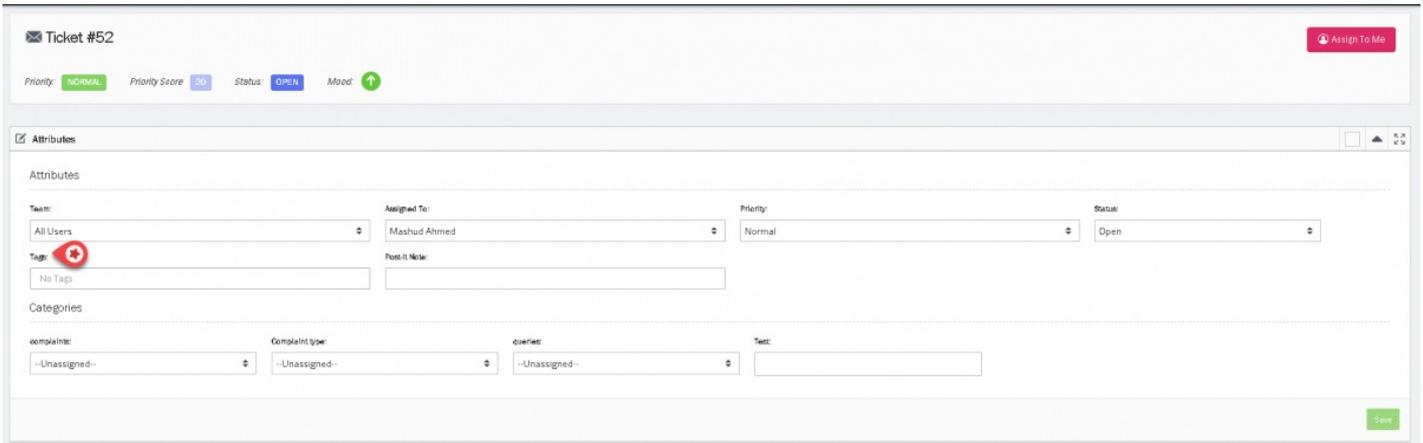
Tags are a great way to label specific Tickets & Queries. To add new Tags, go to **Settings -> Ticket Attributes -> Tags**.



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.

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

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

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