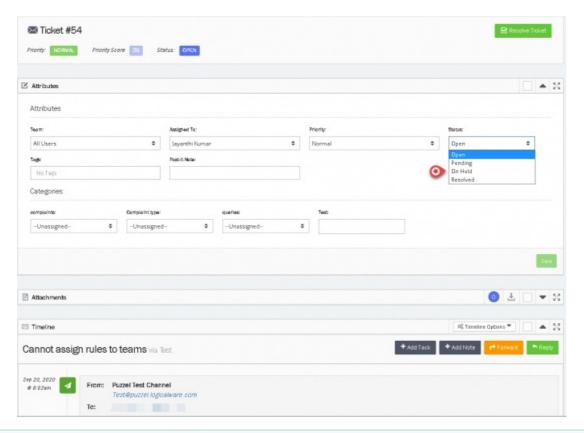


Updating and changing Ticket status

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



Note

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