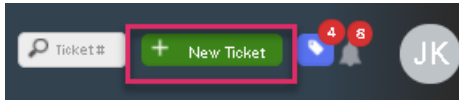


Creating a manual ticket

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 form has a title bar with a checkmark icon and the text 'Ticket Details'. Below the title bar, there are two main sections. The first section is labeled 'Subject' and contains a text input field with the value 'New manual ticket'. The second section is labeled 'Team' and contains a dropdown menu. The dropdown menu is open, showing a list of team names: 'Cancellations Team' (which is highlighted in blue), 'Customer Queries', 'Order Enquiries Team', 'Priority Enquiries', 'safeguarding', 'Sales API', 'Standard Enquiries', and 'All Users'. The form is set against a light grey background.

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' section. At the top, there is a header bar with a list icon and the text 'Timeline'. Below the header bar, there is a text input field with the value 'New manual ticket'. To the right of the input field, there are three buttons: '+ Add Task', '+ Add Note', and '+ Start Conversation'. The 'Start Conversation' button is highlighted in red. Below the input field, there is a large empty rectangular area for adding details or tasks.