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Streamline your support with Ticket Templates

2023-11-27 - Lara Proud - [Comments \(0\)](#) - [Product \(Agent\)](#)

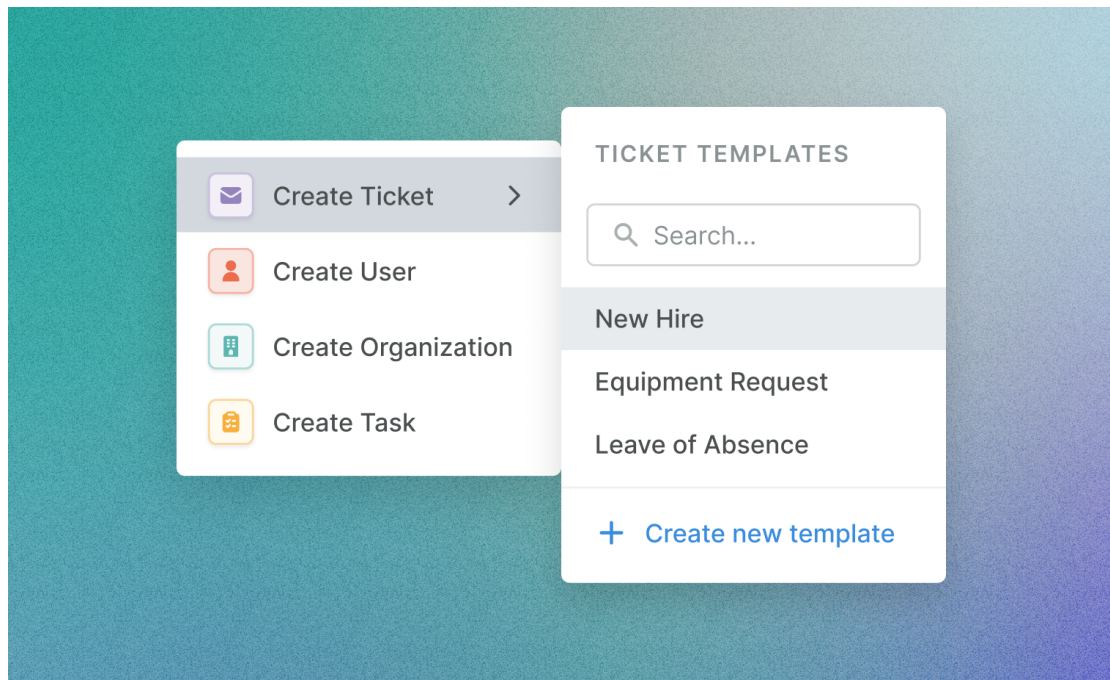
We're excited to announce our new helpdesk feature, [Ticket Templates](#), designed to streamline your support team's workflow, saving time on creating tickets and allowing more time for resolving customer issues.

The screenshot shows a web interface for creating a ticket from a template. The title is "Create ticket from template 'New Hire'". Below the title are three tabs: "1. Ticket properties", "2. Preview message" (which is active), and "3. Agent note". The "Preview message" tab displays a message preview with the following details:

- To:** John Doe <john@example.com> and Jane Doe <jane@example.com>
- Subject:** Welcome aboard, {{ user.first_name }}
- Body:** Hi {{ ticket.user.name }},
Congratulations on your offer and welcome to the team! We have prepared a welcome package for you to go over and learn more about your specific department and team.

At the bottom of the preview, there are two buttons: "Create Ticket" (a dark blue button) and "Back" (a light blue button). A close button (X) is located in the top right corner of the modal.

With Ticket Templates, agents can create tickets in just two clicks using pre-designed templates. Eliminating many steps involved in manual ticket creation allows your team to focus on resolving customer issues.



When agents apply templates, they are given a step-by-step menu for quick and precise information input.

Helpdesk Admins have the freedom to configure unlimited templates that cover all your core processes. Fields that can be pre-defined include:

- Brand
- Department
- Status
- User
- Language
- Labels
- Custom Fields
- Assignment
- And more

Admins can also pre-define the ticket message and subject that can be personalized through variables, giving your agents tools for scale without sacrificing the human element of your support.

Add: Ticket Template

① Properties

Name _____




New Hire

Access

Global

② Ticket Properties

Agents would not be able to view or edit these ticket properties when using the ticket template.

Property	Value
Brand*	 Mammoth Group
Department*	 Human Resources
Status*	 Active