Overview of the Ticket

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Get to know the different elements that make up a Deskpro ticket. Tickets are created in the helpdesk anytime a customer or end-user contacts you via any communication channel. Whether via email, live chat, phone call, social media, or a contact form on your Help Center. Or you can create them manually from inside the helpdesk.

Tickets make managing requests simple. They centralize a user's messages and past conversations into one place, so you can easily understand the context and provide the best support.

This video will cover the basic structure of a ticket in Deskpro and highlight some of its key features.

Introduction Video:

Here are some suggested guides and articles that will help you further your understanding of Deskpro's ticketing interface.

Further reading:

- Ticket Statuses
- Ticket Properties
- Ticket Fields
- Ticket History