Ticket Actions

Lara Proud - 2023-02-15 - Σχόλια (0) - How-to Videos

Ticket Actions let you apply different ticket handling features and productivity tools and are housed in the ticket actions menu.

The range of actions you can apply to a ticket is vast, so we would recommend checking out our documentation on all the different actions that are at your disposal. This video will give you a brief summary of the different actions and what they do when added to a ticket so you can get an idea of the different tools available.

Introduction Video:

We've included links to some of our suggested reading around different ticket actions, read these if you'd like to know more about using all these different features, or check out the Using Ticket Actions chapter of our video tours for videos that cover each of the actions in more depth.

Further reading:

- Ticket Actions

- Approvals

- Billing

- Follow Ups

- Linked Tickets

- Linked Topics

- Problems

- Pending Articles

- Tasks

- Ticket Locking

- Merging, Splitting and Deleting

- Printing and Downloading PDFs