

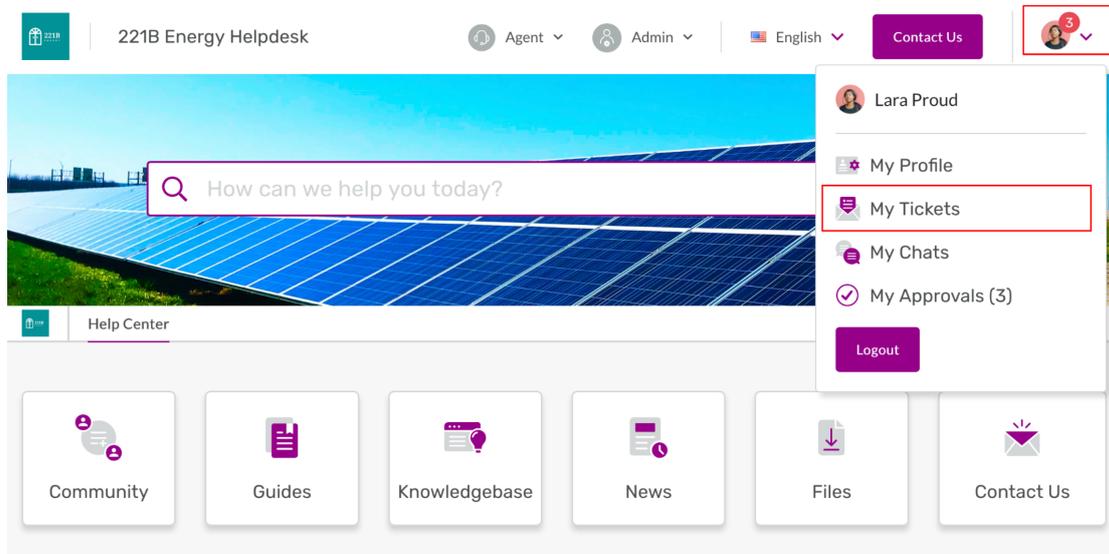


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How can Users View and Manage Tickets on the Help Center?

Karsten Lloyd - 2023-08-17 - [Comments \(0\)](#) - [End-Users](#)

Registered Users can log into the **Help Center** to view and respond to any tickets they have raised. To access their tickets, they can click on **My Tickets** from their user **dropdown** in the top right, highlighted in red below:



The tickets will be split into 3 sections:

1. **You need to respond** - Tickets that are awaiting a response from the **user**. There is also an alert above the table regarding tickets the user needs to respond to.
2. **We will respond** - Tickets that are awaiting a response from the **agent**.
3. **Resolved** - Tickets that have been closed (either by the agent **or** user).

Help Center > My Tickets

1 You have one ticket to respond to.

My Tickets

Submit a ticket

- My Tickets (1)
- My Chats
- My Approvals (3)

1 You need to respond

Search Tickets

Reference	Subject	Department	Date Created	Last Action
DQSA-8519-OUAO	This is a follow up for ...	Internal IT Support	Fri, 8th Apr 2022 2:5...	2 seconds ago

1 We will respond

Reference	Subject	Department	Date Created	Last Action
RSCT-5588-HGUJ	Forwarding a Ticket T...	Complaints	Mon, 6th Feb 2023 3:...	5 months ago

1 Resolved

Reference	Subject	Department	Date Created	Last Action
MPLJ-7437-TZYK	I need a copy of my lat...	Internal IT Support	Fri, 4th Nov 2022 2:3...	8 months ago

The user can click on any of the tickets to view the full history of the ticket

I need a copy of my latest energy statement

Ticket resolved

You 8 months ago

Hi,
Can you please send me a copy of my latest energy statement? I can't find the statement in my account.
Thanks,
Lara

Hannah Scott 32 seconds ago

Good afternoon,
I have attached a copy of your latest statement, please let me know if you have any more questions.
Thanks,
Lara



Attachments
statement-2023-07.pdf (214.63 KB) ↓

Lara Proud marked this ticket: Resolved this ticket 1 second ago

Reopen Ticket | Create a new ticket

Ticket Status
Resolved

Created
Fri, 4th Nov 2022 2:38pm

Reference
MPLJ-7437-TZYK

Assigned agent
Hannah Scott

CCs 1
Matthew
test@example.com

Attachments
statement-202... (214.63 KB) ↓

Ticket Properties
Department
Internal IT Support
Request type
-