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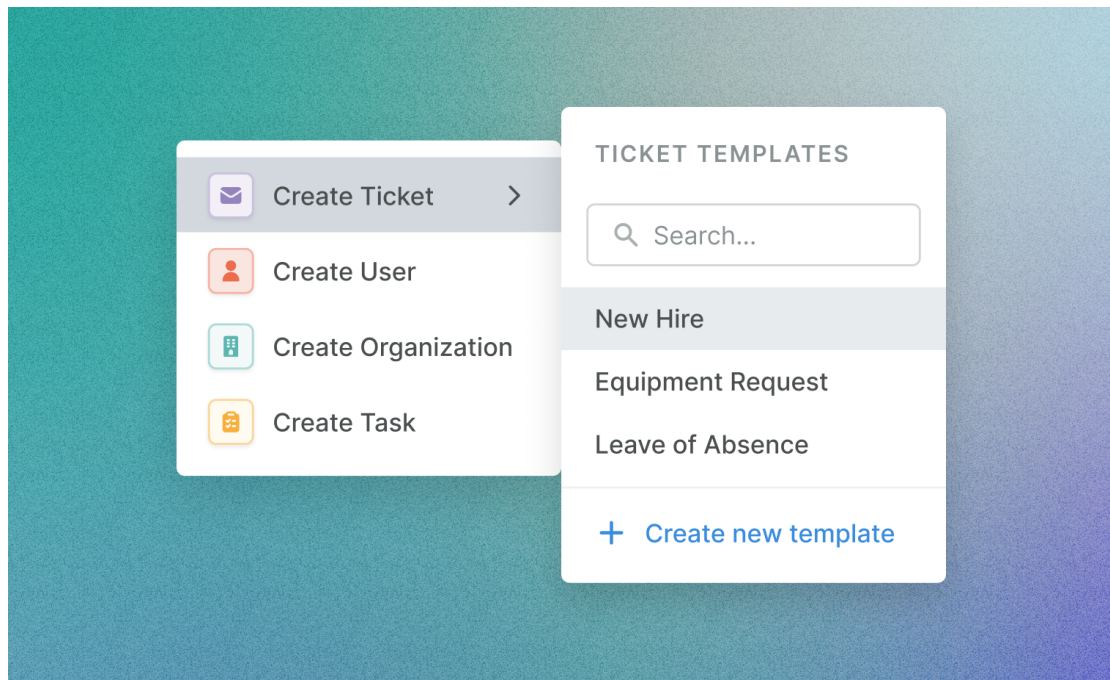
Streamline your support with Ticket Templates

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 modal window titled "Create ticket from template 'New Hire'". It has three tabs: "1. Ticket properties", "2. Preview message" (which is active), and "3. Agent note". The "Preview message" tab displays an email-like interface. At the top right of the preview area are icons for deleting, toggling text, attaching files, and saving. The "To:" field contains two recipients: "John Doe <john@example.com>" and "Jane Doe <jane@example.com>". The "Subject:" field contains the text "Welcome aboard, {{ user.first_name }}" followed by a colorful emoji. The main body of the message starts with "Hi {{ ticket.user.name }},", followed by a paragraph: "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 modal, there is a dark blue "Create Ticket" button on the left and a light blue "Back" button on the right. 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.

① Properties

New Hire

Global

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

Status        

For more information on how to get started with Ticket Templates, please refer to our [Admin Guide](#). For tips on using them as an Agent, check our [Ticket Templates Guide](#).