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Streamline your support with Ticket Templates

(Lara Proud - Comment (1) - Product (Agent - 2023-11-27

We're excited to announce our new helpdesk feature, <u>Ticket Templates</u>, designed to streamline your support team's workflow, saving time on .creating tickets and allowing more time for resolving customer issues

Create ticket from template "New Hire"	
1. Ticket properties 2. Preview message 3. Agent note	
	ш тТ Ø
To: (2) John Doe <john@example.com> (2) Jane Doe <jane@example.com></jane@example.com></john@example.com>	
Subject: Welcome aboard, {{ user.first_name }} 🖋	
Hi {{ ticket.user.name }},	
Congratulations on your offer and welcome to the team! We have prepared a welcom and learn more about your specific department and team.	me package for you to go over
Create Ticket	Back

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

Create Ticket	Q Search
Create User	New Hire
Create Task	Equipment Request Leave of Absence
	+ Create new template

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 Te	emplate	
1 Properties		
Name		
New Hire		
Access		
Global	•	
2 Ticket Proper Agents would not be Property	ties able to view or edit these ticket prope Value	erties when using the ticket template.
Agents would not be	able to view or edit these ticket prope	erties when using the ticket template.
Agents would not be Property	able to view or edit these ticket prope	

For more information on how to get started with Ticket Templates, please refer to our <u>Admin Guide</u>. For tips on using them as an Agent, check our <u>Ticket</u> .<u>Templates Guide</u>