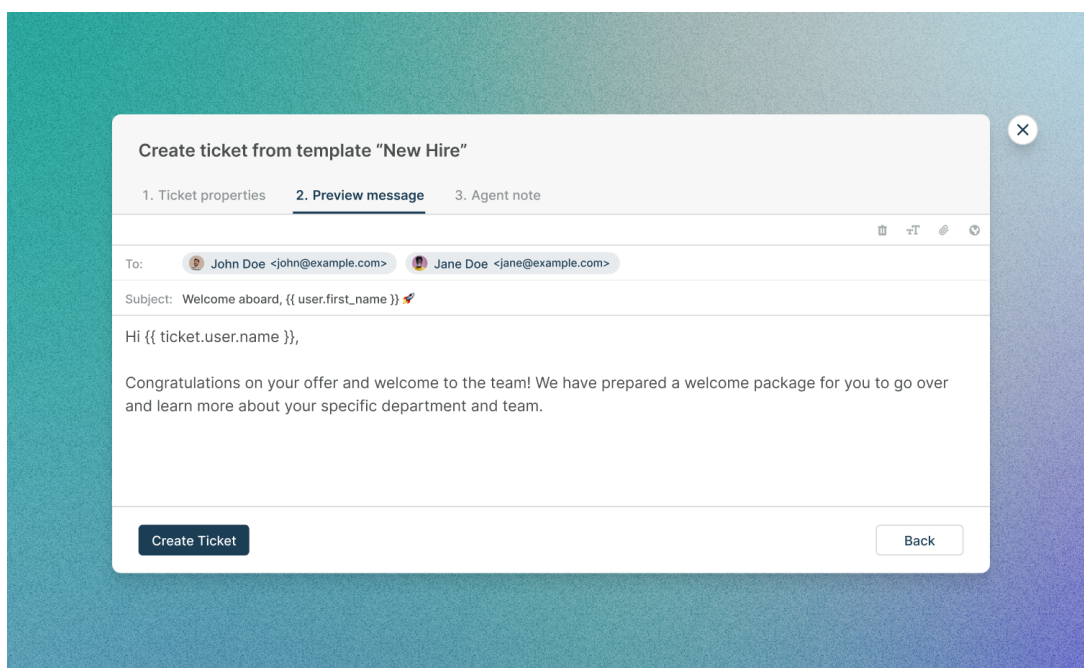


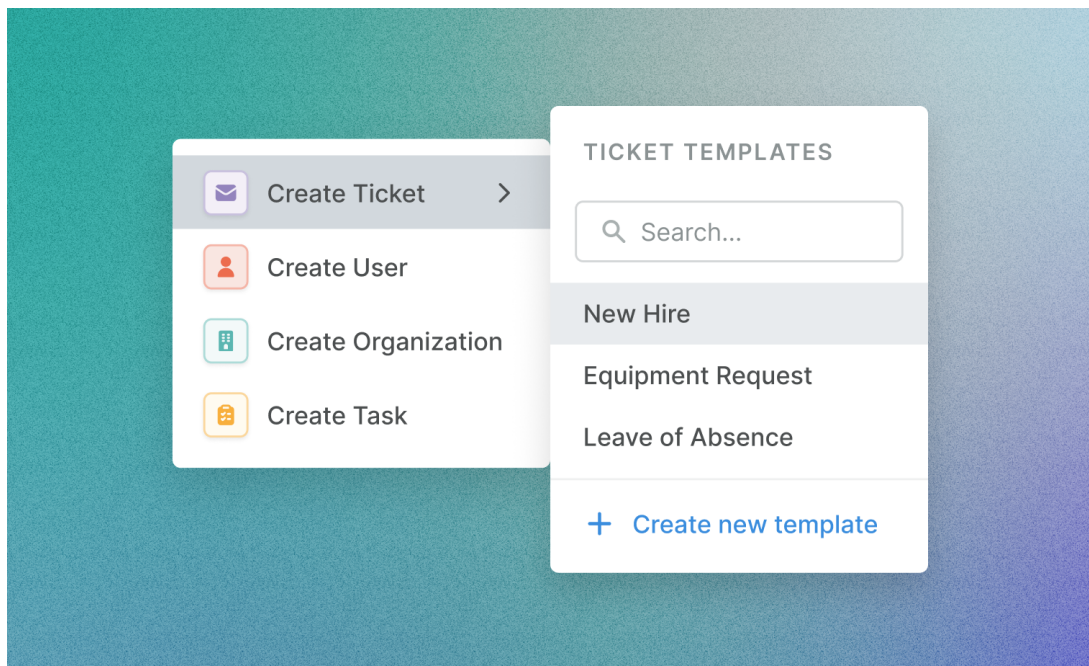
Streamline your support with Ticket Templates

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

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



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.

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](#)