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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, <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.

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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.

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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.

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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>.