



## **Ticket Actions**

Lara Proud - 2023-02-15 - Comments (0) - How-to Videos

Ticket Actions let you apply different ticket handling features and productivity tools and are housed in the ticket actions menu.

The range of actions you can apply to a ticket is vast, so we would recommend checking out our documentation on all the different actions that are at your disposal. This video will give you a brief summary of the different actions and what they do when added to a ticket so you can get an idea of the different tools available.

## **Introduction Video:**

We've included links to some of our suggested reading around different ticket actions, read these if you'd like to know more about using all these different features, or check out the <a href="Using Ticket Actions">Using Ticket Actions</a> chapter of our video tours for videos that cover each of the actions in more depth.

## **Further reading:**

- <u>Ticket Actions</u>
- Approvals
- Billing
- Follow Ups
- Linked Tickets
- Linked Topics
- Problems
- Pending Articles
- Tasks
- Ticket Locking
- Merging, Splitting and Deleting
- Printing and Downloading PDFs