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Ticket Actions

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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 [Using Ticket Actions](#) chapter of our video tours for videos that cover each of the actions in more depth.

Further reading:

- [Ticket Actions](#)
- [Approvals](#)
- [Billing](#)
- [Follow Ups](#)
- [Linked Tickets](#)
- [Linked Topics](#)
- [Problems](#)
- [Pending Articles](#)
- [Tasks](#)
- [Ticket Locking](#)
- [Merging, Splitting and Deleting](#)
- [Printing and Downloading PDFs](#)