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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 <u>Using Ticket Actions</u> 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