

Resolution Links

Resolution links are helpful references that a user may use to be able to find resolutions for a certain ticket or task.

Types of Resolution links:

1. [Help Manual Link](#) - Repository for all available help manuals
2. Youtube Link - Link to the Youtube how to videos
3. [SOP Link](#) - Repository for all available SOP manuals
4. [Training Manual Link](#) - Repository for all available Training Manuals
5. [Training Agenda Link](#) - Repository for all available training agendas

The screenshot displays a web application for managing tickets. On the left, a sidebar contains 'Customer Details' with fields for Ticket No, Created By (Diane Diaz), Created Date, Due Date, Completed Date, Customer (iRely LLC), Contact (Diane Diaz), Phone, Mobile, Time Zone, and UAP. Below this are 'Ticket Details' and 'Other Details' tabs, with fields for Company, Priority (Sev 3 - Major), Product (I21), Version (21.2), Module (General Ledger), and Line of Business. The main area is titled 'Insert subject here' and includes a toolbar with options like Details, Time Tracking, Attachments, JIRA Tickets, History, Changes, Ticket Links, Notes, Activities, Participants, Feedback, Root Cause, Upgrade, SQL Queries, and Audit Log. The 'Description' section has a rich text editor with the placeholder 'Insert description here.' Below this is the 'Resolution' section, which is highlighted with a blue border and contains five input fields: 'Help Manual Link', 'Youtube Link', 'SOP Link', 'Training Manual Link', and 'Training Agenda Link'. The 'Conversations' section at the bottom has a search bar and a rich text editor with the placeholder 'Insert resolution here.' The footer shows a status bar with a question mark, a lightbulb icon, a timer (5.63s), the word 'Edited', and a 'Refresh' button.