

Add Ticket or Generate Ticket to the Ticket List

Adding tickets to the Ticket List

1. On the Menu Panel, click on **Help Desk**.
2. Click **Projects** menu to open the **Project** search screen.
3. Open a Project.
4. Click **Ticket List** tab.
5. To create new ticket from this project, click **Create Ticket** button.
6. Fill out the required fields then save the ticket. Ticket will be added to the Ticket List grid.

Generating Tickets to the ticket list

Objective: To be able to create a predesigned or pre created ticket that can be used for multiple applications and projects

Task	Steps	Screenshot
Creating a Template Ticket:	Go to Help Desk> Tickets Screen	blocked URL
	Click New	blocked URL
	Select Contact for the ticket	blocked URL
	Choose Ticket Type ' Template '	blocked URL
	<div>1. Fill in required fields for template tickets:<ul style="list-style-type: none">• Subject• Priority• Product• Version• Module• LOB• Milestone<p>*Project field is disabled (so it can be assigned to different projects)</p><div>2. Fill in other fields as need be</div><div>3. Then Click Save</div></div>	blocked URL
Searching for Template Tickets	<div>Go to Help Desk> Tickets> 'Template tickets' Tab<ul style="list-style-type: none">• All tickets that have 'template' as ticket type will be displayed here</div>	blocked URL
Creating Multiple Template Tickets at once	Go to Help Desk> Tickets Screen	blocked URL
	Click New	blocked URL
	Select Contact for the ticket	blocked URL
	Click 'Create Multiple Tickets'	blocked URL
	<div><ul style="list-style-type: none">• Choose ticket type 'Template'• Fill in all required fields<ul style="list-style-type: none">◦ Subject◦ Contact◦ Priority◦ Status◦ Module◦ Line of Business◦ Milestone• Then Click Save</div>	blocked URL
Generating Tickets in a project	Go to Help Desk> Projects	blocked URL
	<div>If you already have a saved project, look for the existing project. If you want to create a new project, click New.</div> <div>Project required fields: Project Name, Customer, Contact, Description, Type and Project Status</div> <div>*LOB should auto populate based on the selected customer</div>	blocked URL

	Make sure that there are modules filled in in the 'Modules' tab	blocked URL
	<div>1. Click 'Generate Tickets'</div> <div>2. A pop-up for Generate Tickets will appear with Modules and LOB fields. (The modules and LOB fields will auto populate with the existing LOBS and Modules that are selected in the Project and Customer). Modules and LOB that are not needed can be deleted.</div>	blocked URL blocked URL
	Click Generate. All template tickets will generate	blocked URL blocked URL