How to Create Tickets

There are various ways to create Tickets:

Option A: This is applicable for i21 Agents and Customer Contacts.

- 1. On the Menu Panel, click on Help Desk.
- 2. Click on Tickets to display the Ticket List search screen.
- 3. Click New toolbar button.
 - a. For Agents, this will open the Customer Contact List screen. Select a contact from the search grid by double-clicking on the record or clicking Open Selected toolbar button. This will open the New Ticket screen.
 - b. For Customer Contacts, this will automatically open the New Ticket screen.

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- 4. Fill in all required and necessary fields
- 5. Click Save toolbar button

Option B: This is applicable on i21 Agent and Customer Contact login.

- 1. On the Menu Panel, click on Help Desk.
- 2. Click on Tickets to display the Ticket List search screen.
- 3. Open an existing ticket
- 4. Click New toolbar button.
 - a. For Agents, this will open the Customer Contact List screen. Select a contact from the search grid by double-clicking on the record or clicking Open Selected toolbar button. This will open the New Ticket screen.
 - b. For Customer Contacts, this will automatically open the New Ticket screen.

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- 5. Fill in all required and necessary fields
- 6. Click Save toolbar button

Ticket details. Click this page to see what the Ticket Details is.- See Ticket Details

1. There are two ways to create Tickets:

Option 1: This is applicable on Customer Contact login and i21 Agent.

- a. Go to Help Desk menu and expand the Activities sub-menu.
- b. Double click the Create Ticket menu to open Customer Contact List.

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Tickets Reported by Me		
- E Create Ticket		

- c. Select a contact from the search grid by double clicking on the line row record or click on Open Selected.
- d. This will open the new Ticket screen.

Option 2: This is applicable on Customer Contact login and i21 Agent except for Tickets Assigned To Me which is not available on Customer Contact Login.

a. Go to Help Desk menu and expand the Activities sub-menu.

b. Double click the **Tickets, Open Tickets, Tickets Assigned To Me, Tickets Reported by Me.** Those screens will open Ticket screen.

c. Click New button to open Customer Contact List.

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- d. Select a contact from the search grid by double clicking on the record or click on Open Selected.
- e. This will open the new Ticket screen.

2. Ticket details. Click this page to see what the Ticket Details is.- See Ticket Details

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