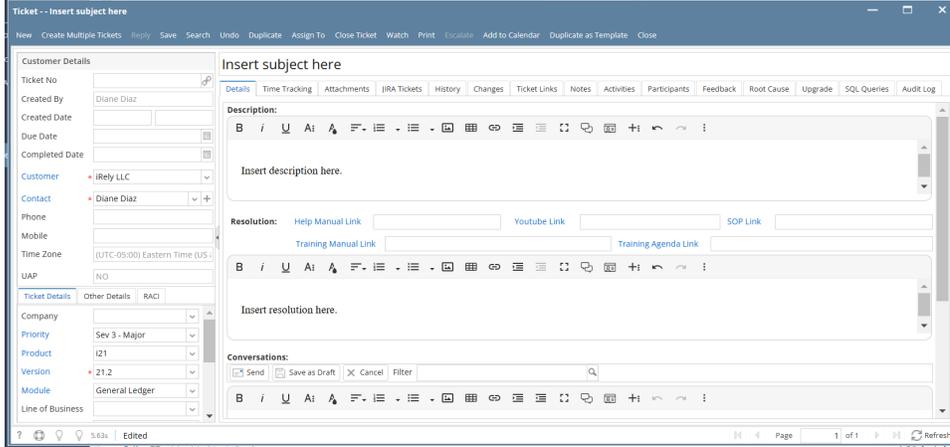


How to Create Tickets

There are various ways to create **Tickets**:

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

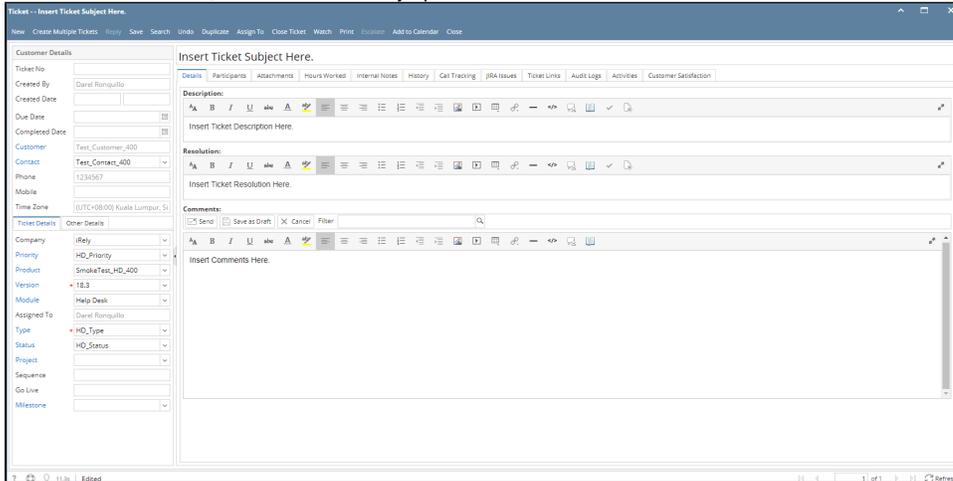
1. On the Menu Panel, click on **Help Desk**.
2. Click on **Tickets** to display the **Ticket List** search screen.
3. Click **New** toolbar button.
 - a. For Agents, this will open the **Customer Contact List** screen. Select a contact from the search grid by double-clicking on the record or clicking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



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.



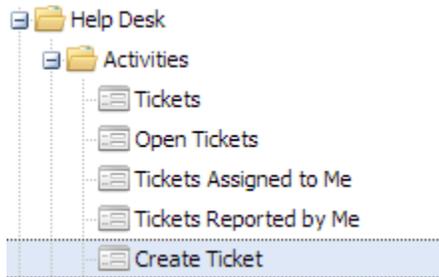
5. Fill in all required and necessary fields
6. Click **Save** toolbar button

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**.



- 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 search screen.
- c. Click **New** button to open **Customer Contact List**.



- 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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