Tickets

Before creating **Tickets**, the following are needed to make sure that Tickets will be created and email notification will be sent properly to the Customer Contacts and Agent's email address.

1. **Customer Contact** and its portal permission. See this page on how to add Entity Contact (Customer).
2. **Agent or i21 Users** is setup propery. This is an i21 user which is normally imported from Origin system.
   See this page:How to Import User from Origin System into i21 company
3. Setup the **Help Desk** | **Maintenance** screens:
   How to Add Ticket Groups
   How to Add Ticket Types
   How to Add Ticket Status
   How to Add Ticket Priorities
   How to Add Products
4. Setup the **Help Desk Settings** and **Email Setup** configuration screens:
   Help Desk Settings
   How To Configure Email Setup
5. Working on Ticket Details.
6. Optional: How to Add and Create JIRA Issue

   Pages

- How to Open Ticket List search screen
- How to Access Open Tickets
- How to Open My Tickets
- How to Open Tickets Reported by Me
- How to Create Tickets
    - Resolution Links
        - Help Manuals
        - SOP Manuals
        - Training Agendas
        - Training Manuals
- Export Hours Worked
- Ticket Details
    - Watch Ticket
    - Print Ticket Details and Hours Worked
    - How to Add and Create JIRA Issue
    - Assign Ticket
    - How To Add Attachment to Ticket
    - How To Review or Modify Tickets
    - How to Add hours to a ticket
    - How to Add reimbursable expense to a ticket
    - Adding Estimated Hours