

Help Desk Settings

The **Help Desk Settings** screen is used to configure global settings for the Help Desk module. This can be accessed from **Help Desk** Menu and expand the **Maintenance** sub-menu

Settings | Audit Log (7)

General

Help Desk Name

Help Desk URL

JIRA URL

JIRA API URL

Timezone

Billing Increment Minutes

Template Defaults

Status

Email Setup

From Name

Subject Prefix

Help Desk Name - The name of the help desk which will display in the Customers Portal only.

Help Desk URL- The URL of the Help Desk in the Customer Portal.

JIRA URL- Enter the JIRA project management site url.

Timezone- Select the time zone of HelpDesk server. This is normally the i21 server's timezone.

Ticket Defaults

Status- Select Status that will display by default in a Ticket Entry. See this page on [How to Add Ticket Status](#)