How to Access Open Tickets

Open Tickets will open Tickets where Status is not equal to "Closed".

i21 Agent login

- 1. On the Menu Panel, click on Help Desk.
- 2. Click on Tickets to display Ticket List search screen. Screen will display the following tabs: My Tickets, Open Tickets, Tickets Reported by
- Me, All Tickets and JIRA Details
- 3. Click Open Tickets to display Open Tickets tab screen.

Open Selected	New 📄 Export • 🔛 Columns • 🔠 View •						2,30	record
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4. All Open Tickets created for customers will be displayed.

Customer Contact login

- 1. On the Menu Panel, click on Help Desk.
- 2. Click on Tickets to display Ticket List search screen. Screen will display the following tabs: All Tickets, Open Tickets, My Tickets, and Tickets Reported by Me.
- 3. Click Open Tickets to display Open Tickets tab screen.
- 4. All Open Tickets created for customers will be displayed.

Open Tickets will open Tickets where Status is not equal to "Closed".

i21 Agent login

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

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2.	Double click on Open Tickets to display Open Tickets search screen.												
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	G) Status	~	✓ Closed	and	1	And 👻						
		Ticket No.	Subject	Customer	Contact	Created By C	reated Ty	pe Priority	Module	Status	Assigned To	Last Modifier Due	

- 3. Status field automatically selected in Filter area and Closed is pre-entered
- 4. All Open Tickets created for customers will be displayed.

Customer Contact login

- 1. Go to Help Desk Menu and expand the Activities sub-menu.
- 2. Double click on **Open Tickets** to display **Open Tickets** search screen.
- 3. Status field automatically selected in Filter area and Closed is pre-entered
- 4. Only open Tickets created for the Customer will be displayed.