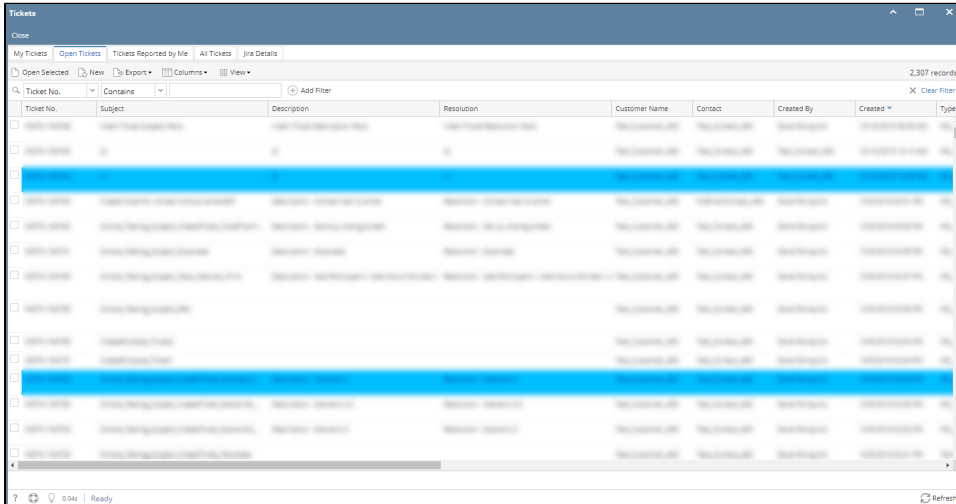


How to Access Open Tickets

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.



4. All Open Tickets created for customers will be displayed.

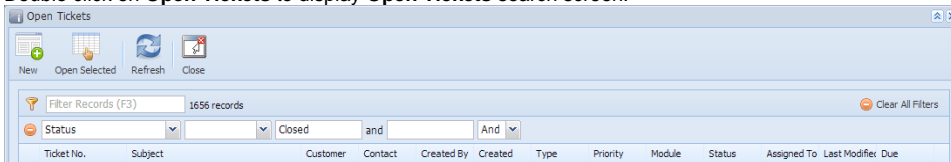
Customer Contact login

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.
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. 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.