## **How to Add Ticket Groups**

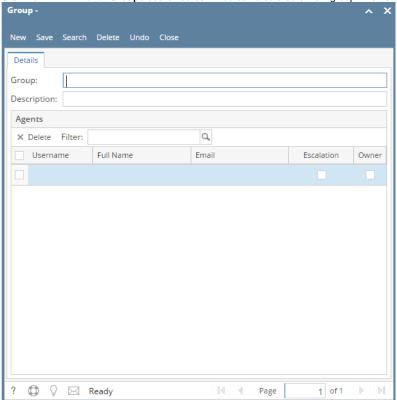
The Ticket Groups screen is where you can create Groups of agents for tickets and assign them to Modules in the Products screen.

To add new Ticket Group:

- 1. On the Menu Panel, click on Help Desk.
- 2. Click the Ticket Groups submenu to open All Ticket Groups search screen.

blocked URL The search screen can auto-create new Ticket Group record if it checks that there are no records created yet.

3. Click New in All Ticket Groups search screen. You can also create New group when clicking New button from Ticket Groups screen.



- 4. Enter unique **Group** name and **Description**.
- 5. From the grid, select **User Name (Agent)** from the drop down list. After selecting **User Name**, **Full Name** and **Email address** will be displayed based on the User Security screen.
- 6. Check **Owner** checkbox. This will determine who will be the default owner of the group created. In each **Ticket Group**, you can only choose one owner. So, when a Ticket is created and the group is selected, the **Agent** marked as **Owner** will automatically appear in the **Assigned To** field of the Ticket entry.
- Check Escalation checkbox. This will determine who will be the escalation agent of the group created. Multiple users can be checked as escalation agents.

## **How to Add Ticket Groups**

The Ticket Groups screen is where you can create Groups of agents for tickets and assign them to Modules in the Products screen.

To add new Ticket Group:

- 1. Go to Help Desk Menu and expand the Maintenance sub-menu.
- 2. Double click the Ticket Groups menu to open the All Ticket Groups search screen.

blocked URL The search screen can auto-create new Ticket Group record if it checks that there are no records created yet.

- 3. Click New in All Ticket Groups search screen. You can also create New group when clicking New button from Ticket Groups screen.
- 4. Enter unique Group name and Description.
- 5. From the grid, select **User Name(Agent)** from the drop down list. After selecting **User Name**, **Full Name** and **Email address** will be displayed based on the User Security screen.
- 6. Check **Owner** box who will be the default owner of the group created.
  In each **Ticket Group**, you can only choose one owner. So, when a Ticket is created and a group is selected, the **Agent** marked as **Owner** will automatically appear in the **Assigned To** field of the Ticket entry.