

# 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.
7. 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.