How to Open Tickets Reported by Me

Tickets Reported by Me menu applies for i21 Agent and Customer Contact login.

1. On the Menu Panel, click on **Help Desk.**
2. Click on **Tickets** to display **Ticket List** search screen.
3. Click on **Tickets Reported by Me** to display the tab screen.

4. **Created By** and **Contact** fields are pre-selected in the search screen to filter records reported by an agent or customer contact login.