

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.

Ticket List										
New Open Refresh Export										
My Tickets Open Tickets Tickets Reported by Me All Tickets										
View Filter Records (F3) 17 record(s)										
Ticket No.	Subject	Customer Name	Contact	Created By	Created	Type	Priority	Module	Status	
<input type="checkbox"/> HDTN-187274	BT-20161123	Test Customer 01	Arrexxx S...	Ars Galero	11/23/201...	Support	Sev 2 - Maj	Help Desk	Open	/

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