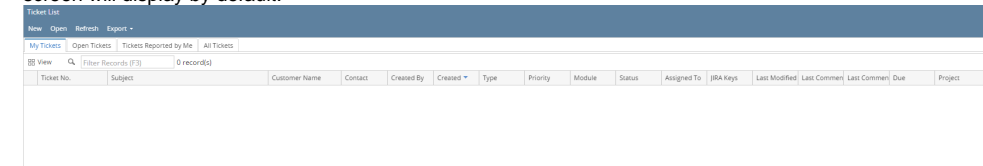


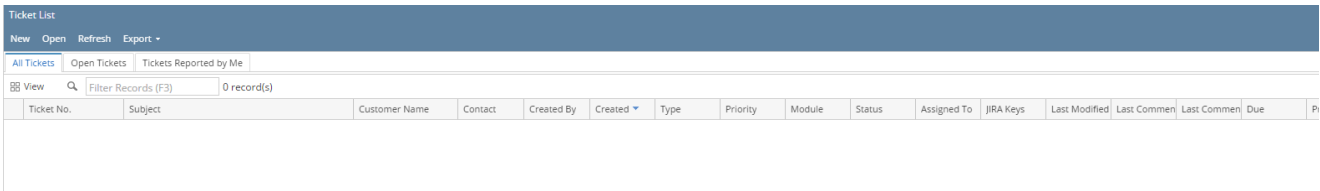
How to Open Ticket List search screen

Ticket List search screen applies for i21 Agent and Customer Contact logins.

- 1. On the Menu Panel, click on **Help Desk**.
- 2. Click on **Tickets** to display **Ticket List** search screen.
- 3. For i21 Agents, screen will display the following tabs: **My Tickets**, **Open Tickets**, **Tickets Reported by Me** and **All Tickets**. **My Tickets** tab screen will display by default.
- 4. For i21 Agents, screen will display the following tabs: **My Tickets**, **Open Tickets**, **Tickets Reported by Me** and **All Tickets**. **My Tickets** tab screen will display by default.



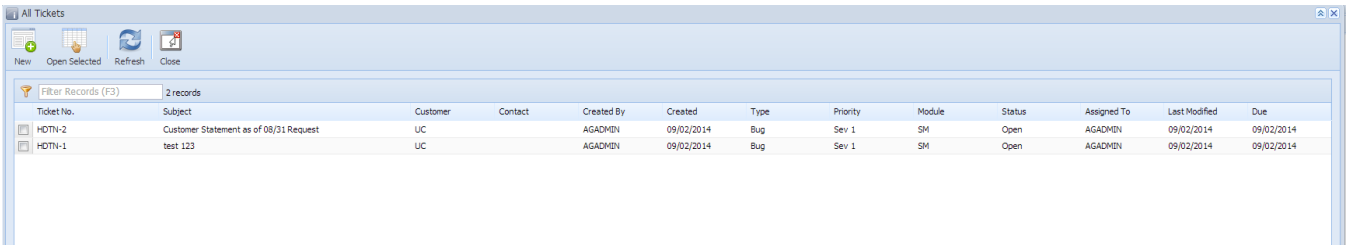
- 5. For Customer Contacts, screen will display the following tabs: **All Tickets**, **Open Tickets**, and **Tickets Reported by Me**. **All Tickets** tab screen will display by default.



How to Open All Tickets

Tickets menu applies for i21 Agent and Customer Contact logins.

- 1. Go to **Help Desk** Menu and expand the **Activities** sub-menu.
- 2. Double click on **Tickets** to display **All Tickets** search screen.



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