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.

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AI	All Tickess Open Tickess Reported by Me																
BY View Q Filter Records (F3) 0 records)																	
	Ticket No.	Subject	Customer Name	Contact	Created By	Created 🔻	Туре	Priority	Module	Status	Assigned To	JIRA Keys	Last Modified	Last Commen	Last Commen	Due I	Pi

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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	7											
New Open Selected Refresh	Close											
Filter Records (F3)	2 records											
Ticket No.	Subject	Customer	Contact	Created By	Created	Туре	Priority	Module	Status	Assigned To	Last Modified	Due
HDTN-2	Customer Statement as of 08/31 Request	UC		AGADMIN	09/02/2014	Bug	Sev 1	SM	Open	AGADMIN	09/02/2014	09/02/2014
HDTN-1	test 123	UC		AGADMIN	09/02/2014	Bug	Sev 1	SM	Open	AGADMIN	09/02/2014	09/02/2014

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