

Click 'Staff Panel' > 'Tickets' > 'New Ticket'

- Staff and admins can create tickets on behalf of users from the 'Tickets' interface. You might want to do this if, for example, a customer described their issue over a phone call.
- Staff can also create tickets for issues that they resolved, but which had no ticket. This is useful to record time spent/materials used and bill accordingly.
  - Select 'Work done in the past' to enable this option.
  - Tickets for completed tasks are given a status of 'Closed'.

Click the following links for help with each task:

[Create a ticket by selecting a user from the directory](#)

[Create ticket for a new user from the 'Tickets' interface](#)

- [User Information](#)

[Ticket information and options](#)

- [Backdated ticket](#)
- [Ticket details](#)
- [Response](#)
- [Internal note](#)

[Further reading](#)

### **Create a ticket by selecting a user from the directory**

- Open the staff panel
- Click 'Users' > 'User Directory'
- Click on the user for whom you want to create a ticket
- This opens the user details page:

Service Desk

Service Desk > Users > User Directory

### User Directory

[Add New User](#) [Import](#) [Export to CSV](#) [Delete](#)

<input type="checkbox"/>	NAME	EMAIL	STATUS
<input type="checkbox"/>	<a href="#">Maruthicelerio</a> (2)	maruthicelerio@gmail.com	Guest
<input type="checkbox"/>	<a href="#">Aliceroadster</a> (3)	aliceroadster@gmail.com	Guest
<input type="checkbox"/>	<a href="#">Fiatliena</a> (6)	fiatliena@gmail.com	Guest
<input type="checkbox"/>	<a href="#">Patch Management Agent</a>	agent.patchmanagement@comodo.com	Guest

### User Page

**Aliceroadster** [Delete User](#) [Manage Account](#) [More](#)

Name: [Aliceroadster](#) Status: Active (Registered)  
Email: aliceroadster@gmail.com Created: 11/22/2019 1:04 pm  
Customer: [Saddle and Pedals](#) Updated: 02/07/2020 9:54 am

**User Tickets** [Notes](#)

[Create New Ticket](#)

TICKET	LAST UPDATE DATE	STATUS	SUBJECT
<a href="#">1232</a>	02/06/2020 4:31 pm	Open	What is the cost of an Epson printer
<a href="#">1172</a>	11/29/2019 1:48 pm	Closed	Saddle company discovery (Ip range) resulted by DESKTOP-UK7C
<a href="#">1171</a>	11/29/2019 1:48 pm	Closed	Saddle company discovery (Ip range) resulted by DESKTOP-UK7C

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- Click 'Create ticket'
- The new ticket form opens:

## New Ticket

**User Information:**

Search User:

Create new user [?](#)

Email Address: \*

Full Name: \*

Phone Number:  Ext:

Internal Notes:

Ticket Notice:  Send alert to user.

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**Ticket Information & Options:**

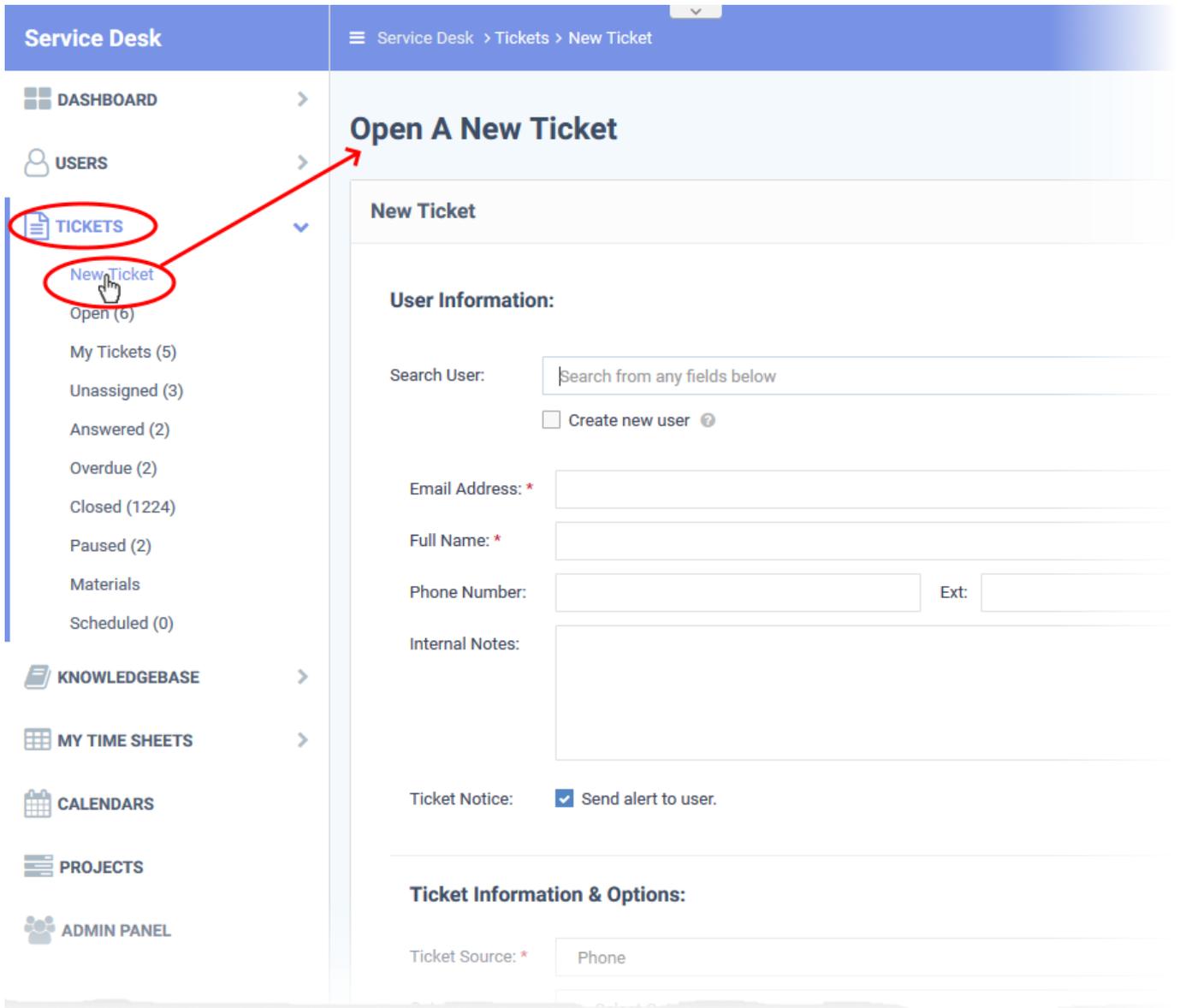
Ticket Source: \*

Category: \*

Next: [Ticket information and options](#)

### Create ticket for a new user from the 'Tickets' interface

- Open the 'Staff' panel (see last link on the left)
- Click 'Tickets' then select 'New Ticket'



The new ticket form contains the following sections:

- [User information](#) - Details about the user on whose behalf of you are creating the ticket
- [Ticket information and options](#) - Ticket category, SLA plan, due date, assigned staff member, and more.
- [Backdated ticket](#)- Specify whether the work is already complete.
- [Ticket details](#) - Issue description, priority, asset type, and more
- [Response](#) - Initial reply sent to the user
- [Internal note](#) - Notes regarding the issue for internal reference

## User Information

**User Information:**

Search User:

Create new user 

Email Address: \*

Full Name: \*

Phone Number:  Ext:

Internal Notes:

Ticket Notice:  Send alert to user.

**Search user** - Create ticket for an existing user. Start typing their user name or email. Choose the user from the suggestions.

**Create new user** - Create a new user. The ticket will be associated with this new user.

- Enter the email address, full name and phone number of the user. Add any notes about the user in the respective fields. The internal notes are only visible to admins/staff.
- New users are added as guests. You can associate users with customers in the 'User Directory' interface.
- See '[How to add, register and manage users in Service Desk](#)' if you need help with this.

**Ticket Notice** - Sends an email to the user which informs them that the ticket has been created.

## Ticket Information & Options

### Ticket Information & Options:

Ticket Source: \*

Category: \*

Schedule Time:

Department:

SLA Plan:   
*Due Date will be automatically generated based on Category Department, SLA Plan, Hours of Operations and Custom Due Date Selection in order.*

Due Date: \*    *Time is based on your time zone (GMT+5.30)*

Assign To:

- **Ticket Source** - Select the channel through which you received the request from the user. The options are 'Phone', 'Email' and 'Other'.
- **Category** - Select the help topic under which the ticket falls. Some categories might add additional fields to the ticket in order to collect more information.
- **Schedule Time** - (Optional). Choose a date in the future when work on the ticket should begin. The schedule will be added to your calendar.
- **Department** - The department is auto-selected when you choose the ticket category. You can choose a different department if you want.
- **SLA Plan** - Service level plan associated with the ticket. This is determined by the ticket category. Use the drop-down menu to change the plan if required.
- **Due Date** - The date and time by which the ticket should be closed. A default due date is auto-generated based on the ticket category, department and SLA. You can change the date and time as required. This will override the date generated by default.
- **Assign to** - Choose the staff member to whom you want to assign the ticket. This assignee stands even if the 'Agent' for the category is different.

### Backdated Ticket

**Backdated Ticket:**  Work done in the past

Start Date:   10

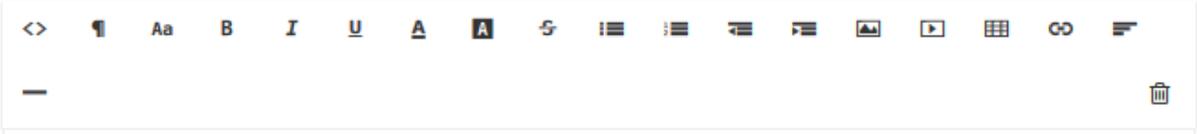
End Date:   10

- **Work done in the past** - Enable this if the ticket is for work that has already completed. The ticket is automatically given a status of 'Closed'.
  - Enter the task start and end dates in the spaces provided.
  - Make sure the end date is before the 'Due Date' entered elsewhere on the form.

## Ticket Details

**Ticket Details: Please Describe Your Issue**

Issue Summary: \*



Details on the reason(s) for opening the ticket.

Priority Level:  

Asset Type:  

Type:  

SubType:

- **Issue Summary** - Create a one-line description of the issue.

- **Issue Details** - Enter a more detailed description of the issue.
- **Priority Level** - Ticket criticality. This is determined by the ticket category. Change the priority if required.
- **Asset Type** - The type of item that the ticket concerns. For example, 'Workstation', 'Server', 'Printer', 'Mobile'.
- **Type** - The broad issue category. The options are 'Alert', 'Order' and 'Problem'.
- **Sub type** - Type a sub-set if you wish to further refine the 'Type'. Sub-types can be used to add more details about the category and asset type. For example, 'Overheating' may be a sub-category of a 'Problem' with a 'Server'.

## Response

**Response:** Optional response to the above issue.

Canned Response:

Rich text editor toolbar: <> | | Aa | B | I | U | | | | | | | | | | |

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Initial response for the ticket

Attachments:  No file selected. *Response required for file upload*

Ticket Status:  **Close On Response** *(Only applicable if response is entered)*

Resolution:  Set Response as Resolution or [Add Resolution](#)

Signature:  None  Dept. Signature (if set)

- It is optional to create a response. Any response you specify is automatically sent to the user after you click 'Open'.
- **Canned Response:** Select if you want to send a pre-defined response to the ticket.

Any canned responses you select are added to the 'Response' text field. You are free to edit and/or add text to complement the canned response.

You can add multiple canned responses to build a more complete answer. For example, you might add

the following 3 canned responses to a single response - 'Acknowledgment', 'Ticket has been queued', 'Contact details'. Please enter a line space between each canned response for formatting reasons.

- See [How to manage canned responses in Service Desk](#) for more details.
- **Attachments** - Click the 'Browse' button to add relevant attachments to the ticket.
- **Ticket Status** - If enabled, the ticket is closed immediately after saving. You must have entered a response for this to work (see the descriptions above).
- **Resolution:**
  - Enabled - The answer/response is considered as resolving the issue.
  - Or
  - Click 'Add Resolution', if you want to specify a different resolution statement.
- **Signature:**
  - None - Means you can either send with no signature OR type a custom signature in the editor
  - '???Dept. Signature' – Use the signature of the department to which the ticket is assigned.

## Internal Note

- Enter comments, reminders and remarks to staff who might work on the ticket. Internal notes are only visible to admins/staff, and not to the user.
- Click 'Open' to create the ticket on behalf of a user.
- The ticket is added to the 'Tickets' interface. You or the staff member to whom the ticket is assigned can view/update the ticket by clicking the subject or ticket number.

## Further reading:

[How to view and take actions on a ticket](#)