

Create Ticket

Create Case Button lets agents/end users to key in information about the queries or issue and track the activities related to resolving the queries.

Getting Started

- Login to Wolken Care, as an Admin/Agent.
- Click **Create ticket** icon , present at the top end of the page as show in the below fig.

Select the ticket type from the list box		Click here create Tick		
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Ticket Creation (Creation By : madhushree)				Submit Reset
Ticket Type *				
	Please select Ticket Type to continue			

Fig-01

- Enter min 3 characters to select the **Account** the product belongs to.
- Select the **Category**, **Subcategory**, and the **Item** of the product from the list box.
- Select the **Priority** of the ticket from the list box.



- Write the **Subject** of ticket creation.
- Give a brief description about the ticket in the **Description** box.
- Click the File Upload button to add attachments.
- Click **Submit** , to save.

	Click Submit to create
	the ticket
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Click here to upload	
attachments	



Ticket Views

To view the complete details of the created tickets by an Agent .

Case ID is as once the co created	ase is	Click here create a nev				view the ault views	To copy the contents in an Excel format
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Fig-03

 Click the Filters icon Y, to filter by owner based on All cases and My cases (cases assigned to you).

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Fig -04