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.
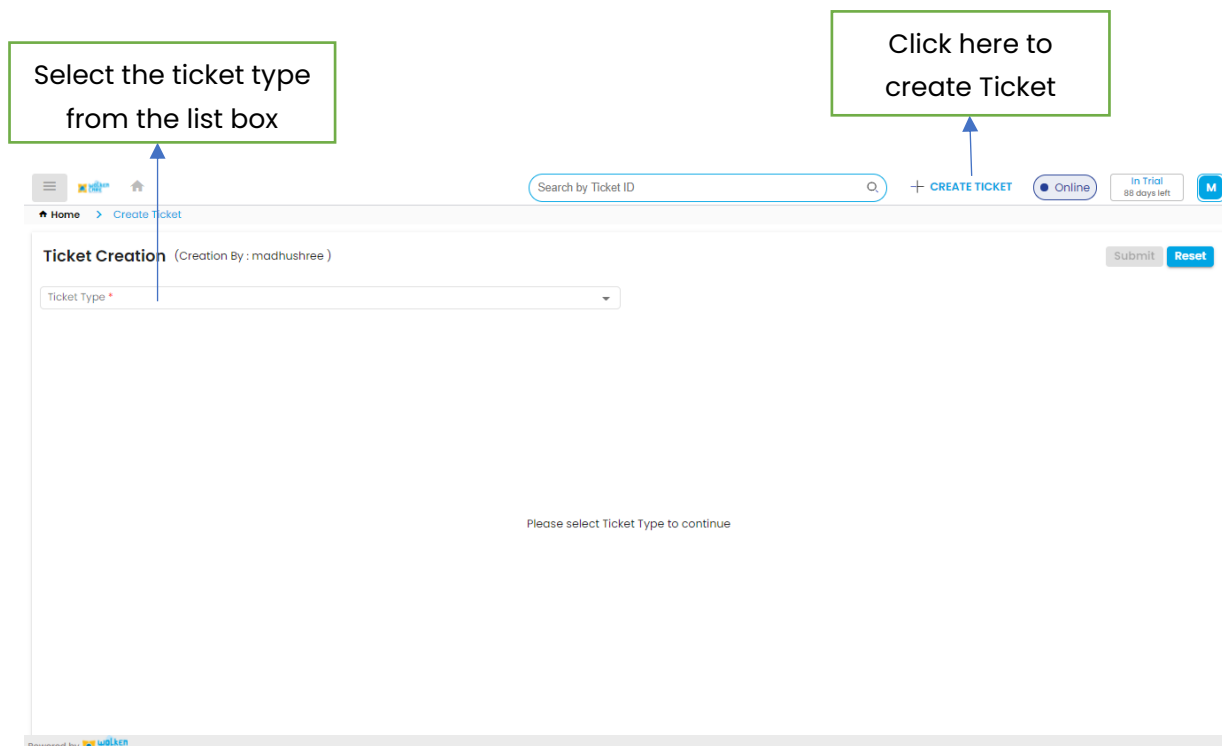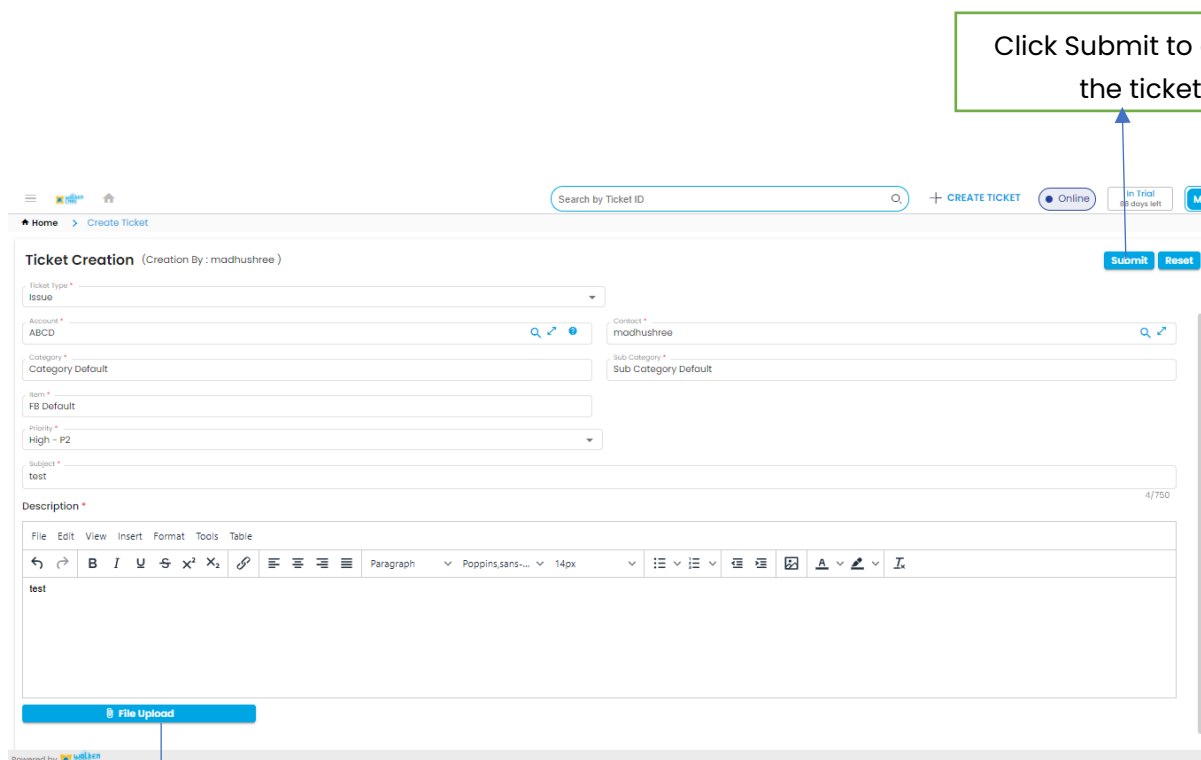- Click **Create ticket** icon , present at the top end of the page as show in the below fig.

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.

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- 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

Fig-02

Click here to upload
attachments

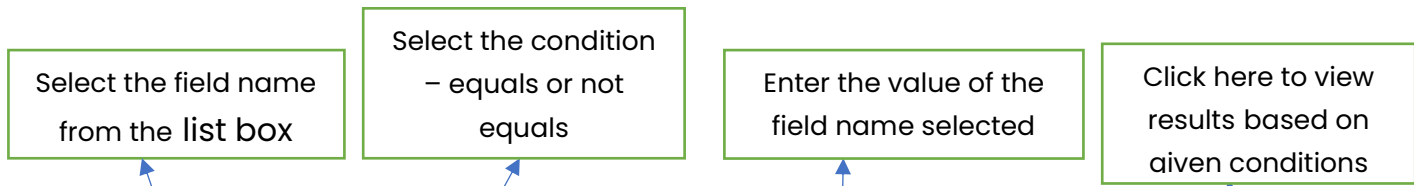User guide

Ticket Views

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

Case ID is assigned once the case is created

Click here to create a new view

To view the default views

To copy the contents in an Excel format

Fig-03

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

User guide

Select the field name from the **list box**

Select the condition – equals or not equals

Enter the value of the field name selected

Click here to view results based on given conditions

Fig -04

User guide