

Ticket Summary

To view the complete case summary. Ex : The case status , Agent assigned to , the case origin etc.

Ticket ID: 79 Priority: High - P2 Status: Open-U	Un-Assigned Assignee: - Subject: TestingCase 1 ViewLess ^ - ×	
Item: Item Default Time Worked - Co	ategory: Category Defa Sub-Category: Sub-Category Requester: Harshitha Team Name: Customer succ Account Name: Candere	
Open-Un-Assigned		
Ticket Summary + Add		Workbench ×
Ticket		81 🛞
Ticket Number:	0	70
79	Harshiltha 15 day(s) ago 02-November-2021 175835 Request Update • Category Default • Sub Category Default • Item Default • Open-Un-Assigned •	<i>//</i> *
Ticket Type:	Ticket has been raised By Harshitha	
Issue	house has been related by herahiting	
Assignee:	Preetham 9 day(s) ago 08-Hovember-2021 85:57:01	
2	Internal Notes • Category Default • Sub Category Default • Item Default • Open-Un-Assigned •	
Team Name:	Attachment has been uploaded by Preetham	
Customer success Q	💫 sample_163636722_ 🎍	
Status/Substatus:		
Open-Un-Assigned	Wolken Admin KB Article with articleid: 8482 Created/Linked at 2 day(s) ago 15-November-2021 11:40:39	
Priority:	👔 Harshitha 1 day(s) ago 16-November-202116:56:25	
High - P2 🖉	Request Update + Category Default + Sub Category Default + Item Default + Open-Un-Assigned +	
Date/Time Created:	Ticket Modified.	
02-November-202117:59:35	Subject changed from TestingCase to TestingCase 1	
Resolved On (Time):	Rarshitha 1 day(s) ago 16-November-202117:37:19	
Date/Time Closed:		
Last updated:		
16-November-2021 17:37:19	Action Action Constant Action Action Constant Action Constant 	
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Fig-01

- **Ticket ID** Whenever a case is created , a case ID is assigned by default.
- **Ticket Type** The type of case created . Ex: it can be issue , standard etc
- Assignee To assign the case to the team. Select the agent Mail ID, then click Assign button. Assign to me – The agent viewing the case can assign it to himself if the case is not Assigned to anyone.

em: Item Default	Tim	e Worked - Category: Category Defa	Sub-Category: Sub Category	Requester: Harshitha	Team Name: Customer succ	Account Name: Cander	
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Fig - 02

Team Name – Specify the team name to which the agent belongs to. It is mandatory to add the team name to assign the case to an agent.

• Select the Team name , to get the list of users . Select the User , then click Transfer button.

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Fig – 03

Status / Substatus – The stage of the ticket in it's lifecycle.

- **Open / Unassigned** The case is created , yet to be assigned to an Agent.
- Assigned / Assigned The case is Assigned to an Agent



- Addressed / Addressed The case is being worked on by an agent.
- **Pending / Approval** The queries regarding the case are sent out by an agent and hence waiting for an approval.
- Soft closed / Resolved The query is resolved from an Agent perspective if the customer is not satisfied, he can reopen the soft closed case.
- Closed / Closed The ticket is solved and closed. If the customer wants to raise a query once the ticket is closed, then the query is considered as a fresh ticket.

Ticket ID: 79 Priority: High - P2 Status: Open-Un-Assigned Assignee: - Subject: TestingCase 1 Category: Category Defa Ticket Summary 😐 Harshitha Ticket pdate • Category Default • Sub t has been raised By Ha Issue Edit Status الssi ک Open 2 Un-Assianed Open-Un-Assig November-2021 11:40:39 High - P2 Subject changed from TestingCase to TestingCase 02-November-202117:59:35 6-November-2021 17:37:19

Click Edit icon, to edit the ticket status/substatus

Fig – 04

Priority - The severity of the ticket .

- P1 Critical
- P2 High
- P3 Medium
- P4 Low

Click **Edit** icon , to change the severity of the ticket.

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Fig – 05

Date / Time Created – Date and time the ticket was created on.

Resolved on (Time) – Time when the ticket was resolved.

Date / Time Closed – Date and time of ticket closure.

Last Updated – The updated changes on the ticket previously.

Ticket Origin – Case origin is from where the case is created , it can be via Support portal , social media channels etc.

Ticket ID: 79 Priority: High	n - P2 Status:	Open-Un-Ass	igned Assig	nee: - Su	ubject: TestingCase 1			View Less \land 💦 🗕	×	- L
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Fig – 06



Account

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Contact name - Refers to Agent to whom the ticket is assigned to.

Fig – 07

Contact Email – Mail ID of the assigned agent.

Account Name - Refers to the Account to which the agent belongs to.

Reply button – The queries can be answered via Email , Facebook, and Twitter .

Ex: When a customer raises a query via Facebook , the agent can resolve it through the same media , or if the customer chooses Email, agent can simultaneously shift to reply via Email to resolve the customer query.

Ticket ID: 79 P	riority: High - P2 s	Status: Open-	-Un-Assigned	Assignee:	- Subject: Testin	gCase 1	1				View L	.055 ^ - X		
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- Click **Spam** button , to mark the ticket as spam.
- Click **Close** button, to close the ticket. Status of the ticket changes to Closed

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Ticket ID: 79 Priorit	y: High - P2 Status	s: Open-L	Jn-Ass	signed A	ssignee:	- Sub	ject: Tes	tingC	ase 1							View	Less ^ _	×	e.
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Fig-09

• Click **Transfer** button, to transfer the ticket to another agent. Select the team to which the ticket is transferred to.

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Item: Item Default	Time	Worked -	Category: Catego	ory Defa	Sub-Category: Sub Category	R	equester: Harshitha	Team Name: Customer succ	Account Name: Cano	lere	
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Fig-10

• Click Add Notes button , to add in additional details of the ticket.

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Fig-11

• Click **Scenarios** , to add in response templates as replies.

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Fig-12

• Click **View details** button, to view the subject and description of the ticket.

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Fig-13

