Ticket Summary

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

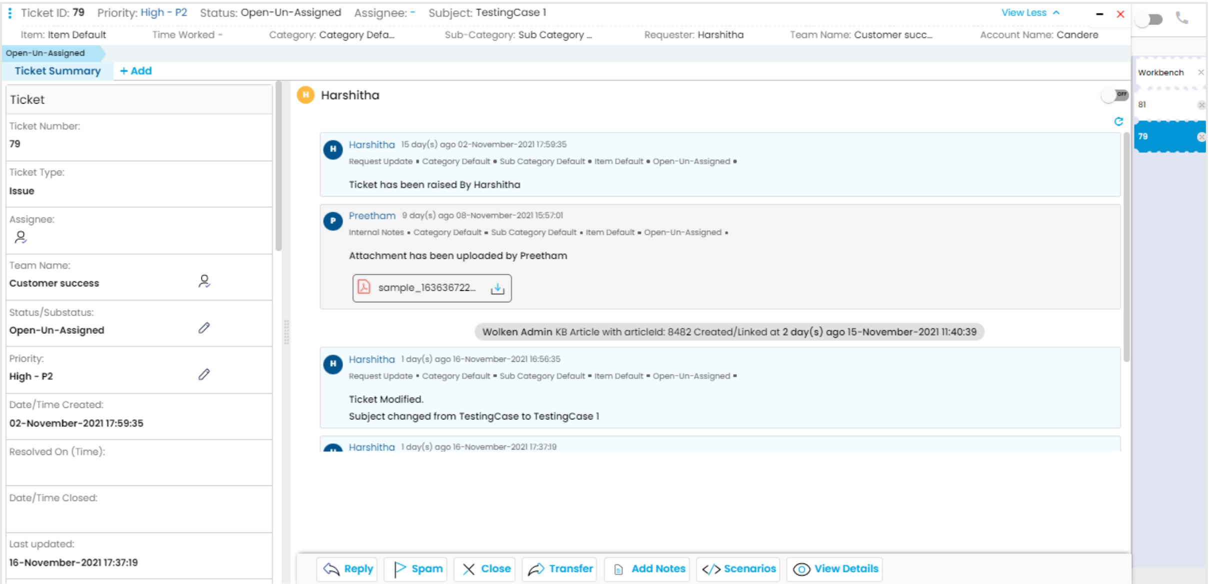

Fig-01

- **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.

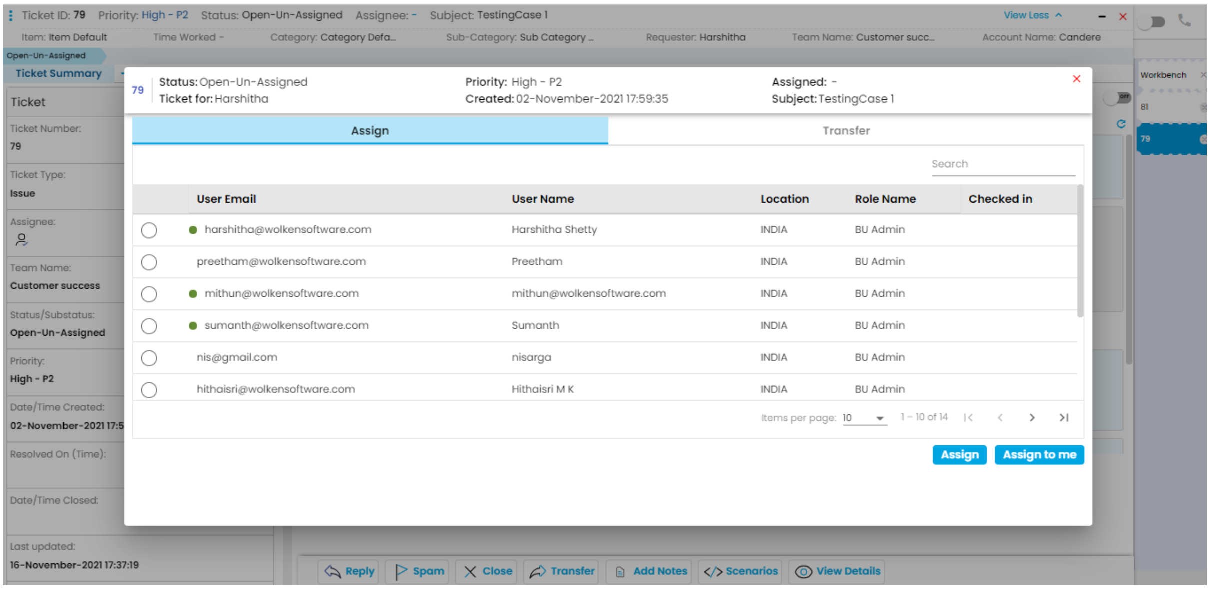

Fig - 02

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.

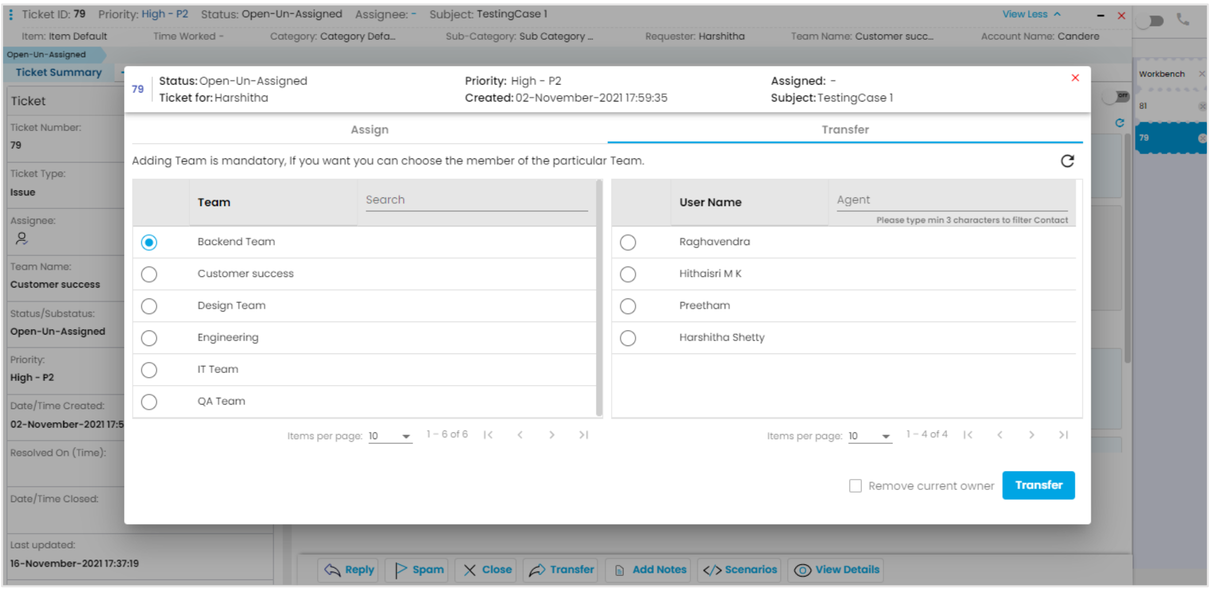

Fig – 03

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.

Click **Edit** icon , to edit the ticket status/substatus

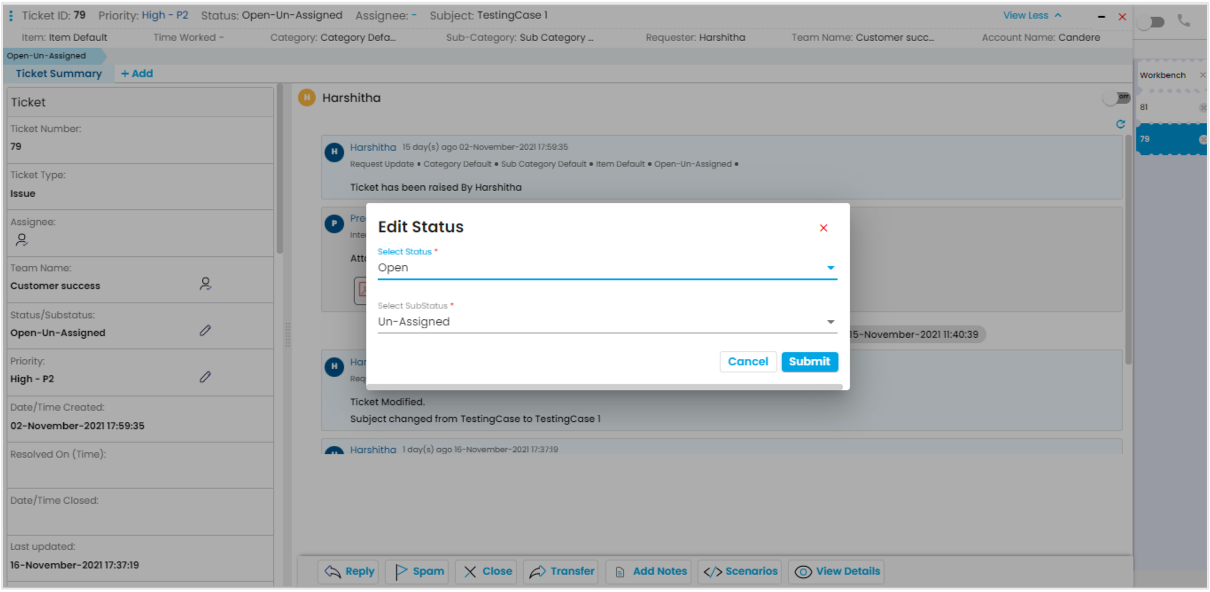

Fig – 04

Priority – The severity of the ticket .

P1 – Critical

P2 – High

P3 – Medium

P4 – Low

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

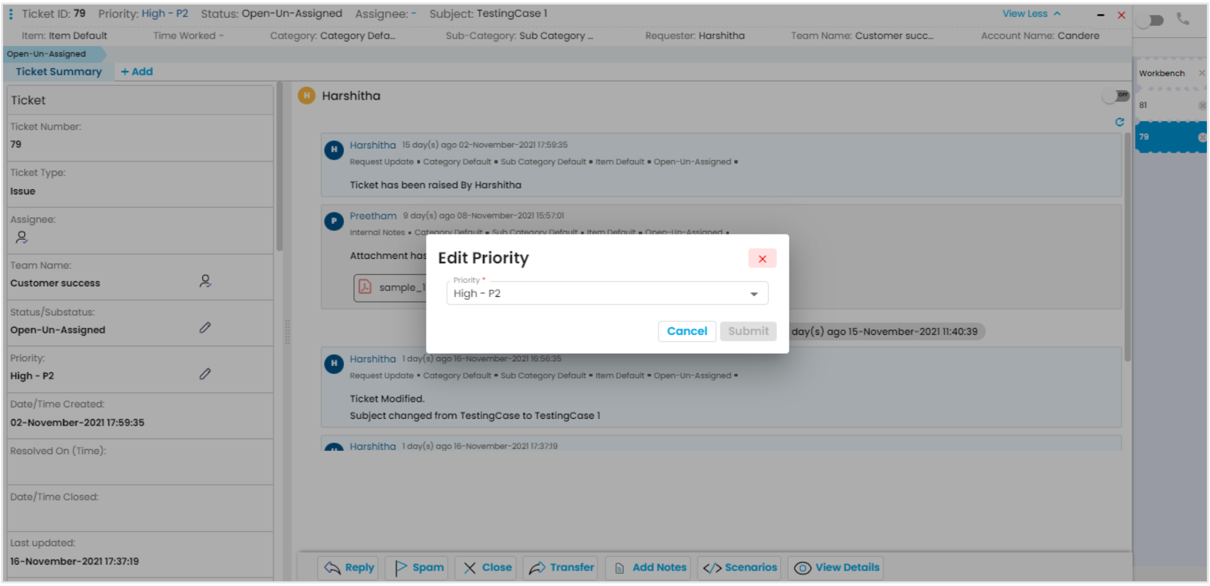

Fig – 05

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.

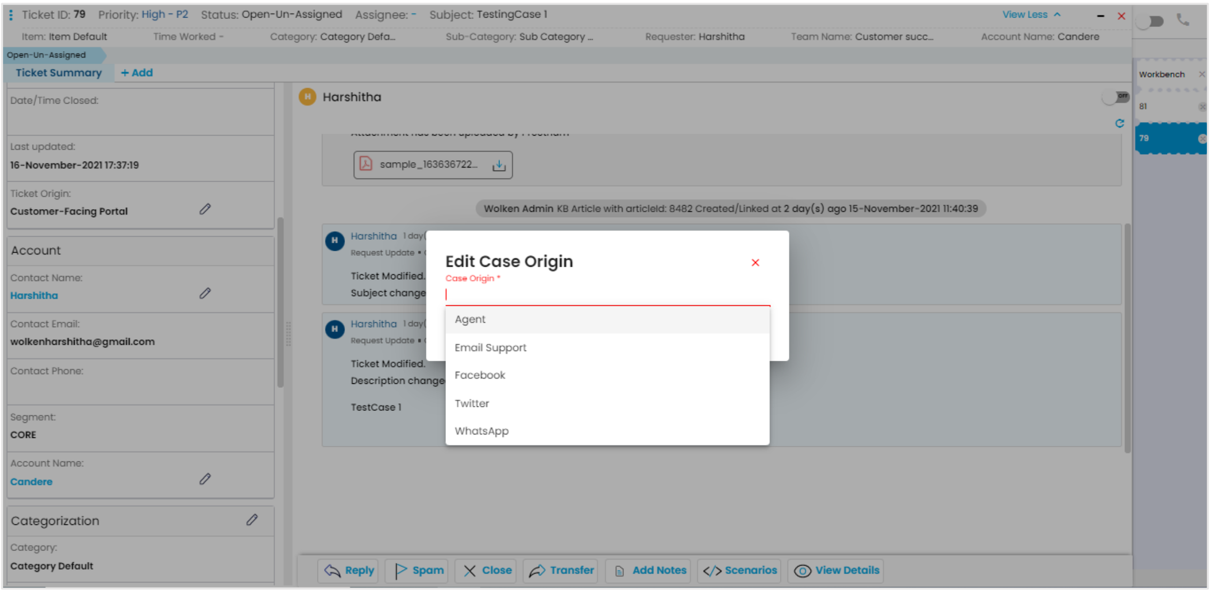

Fig – 06

Account

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

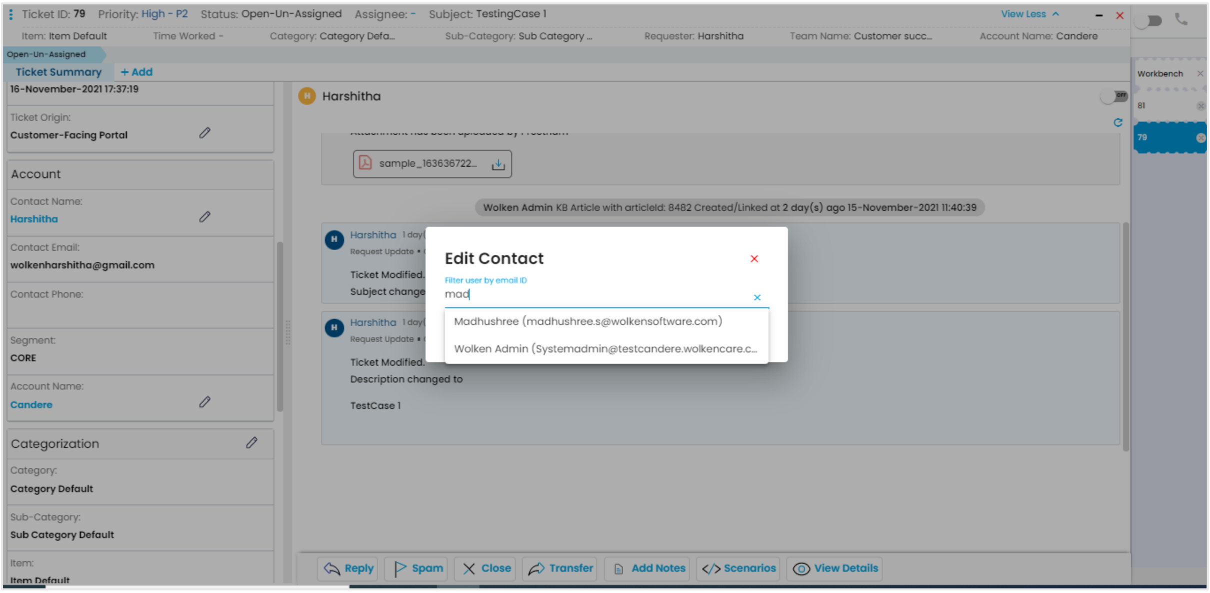

Fig – 07

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.

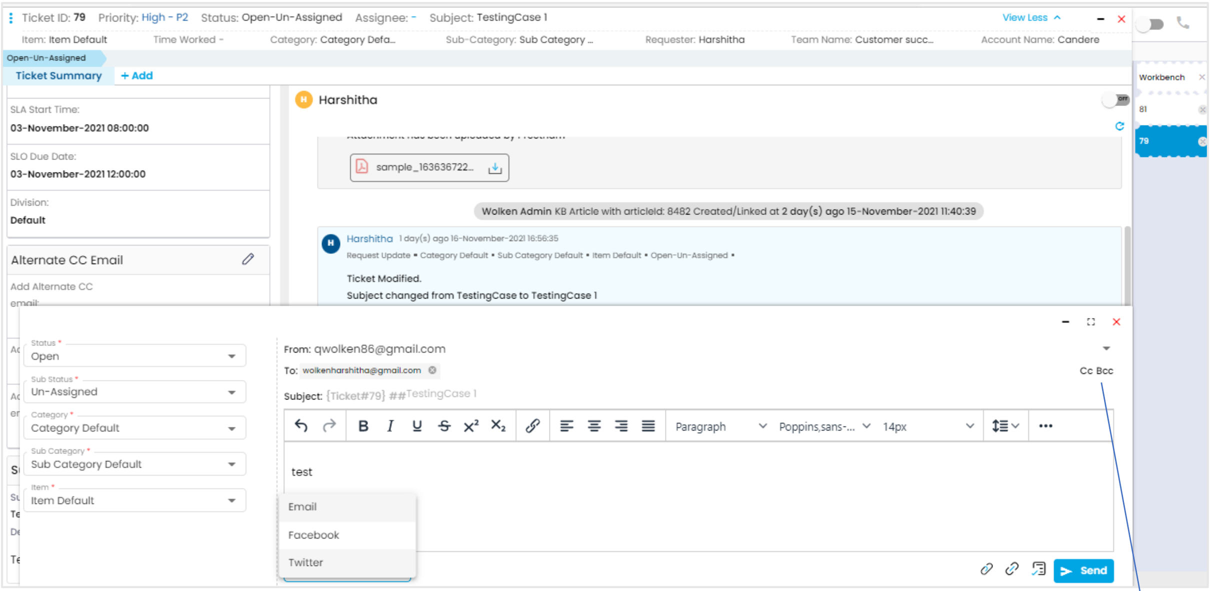

Fig – 08

Add CC/Bcc mail ID if necessary

- Click **Spam** button , to mark the ticket as spam.
- Click **Close** button , to close the ticket . Status of the ticket changes to Closed

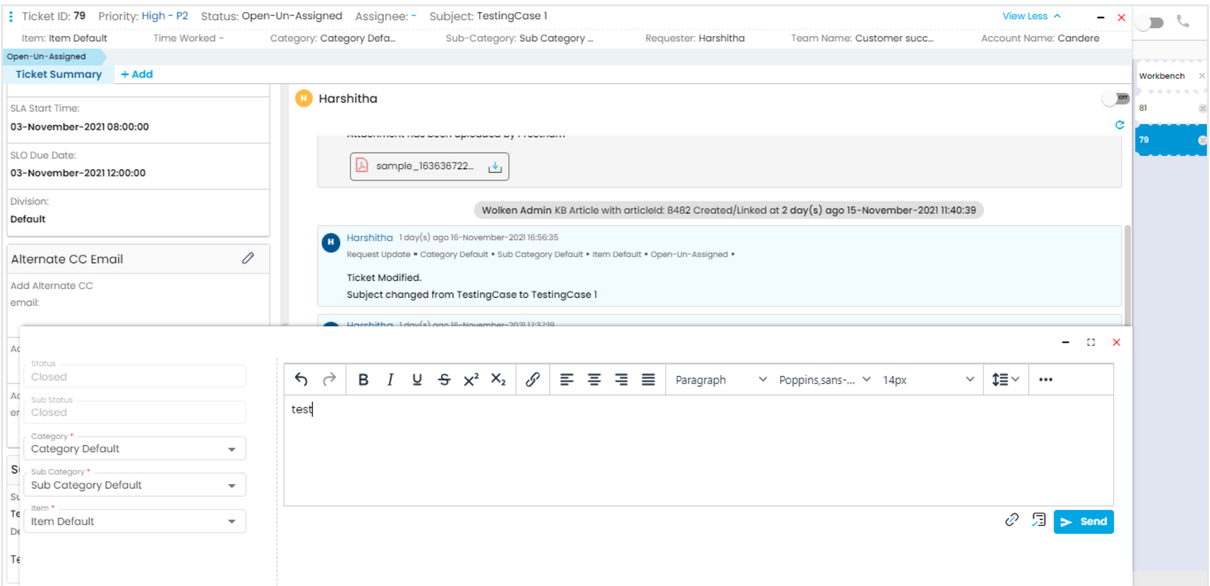

Fig-09

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

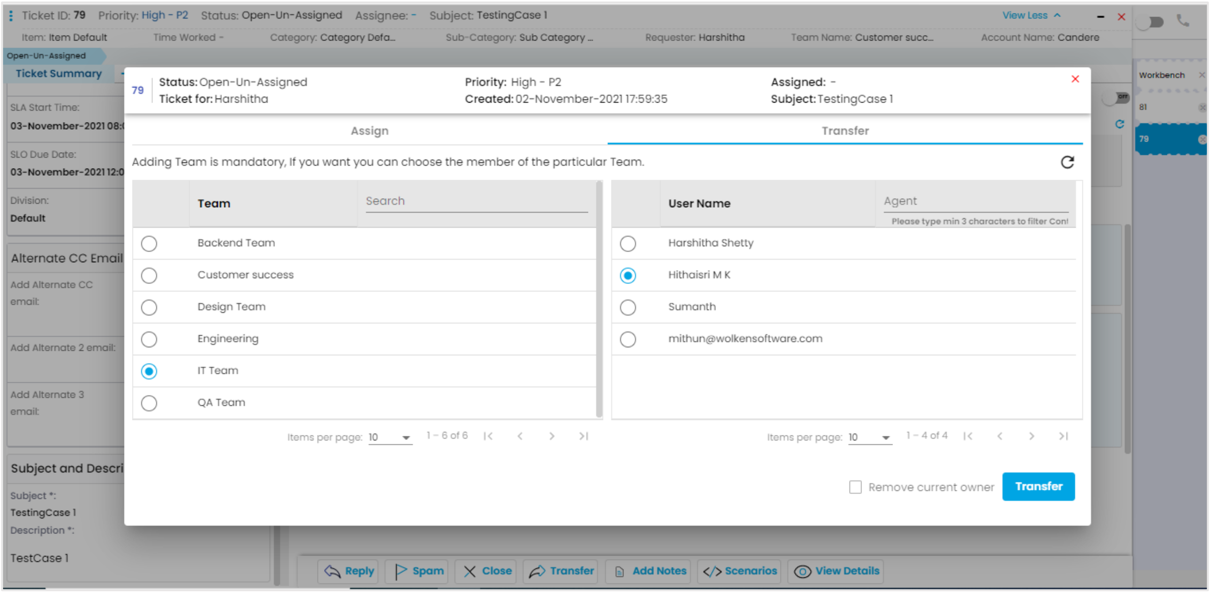

Fig-10

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

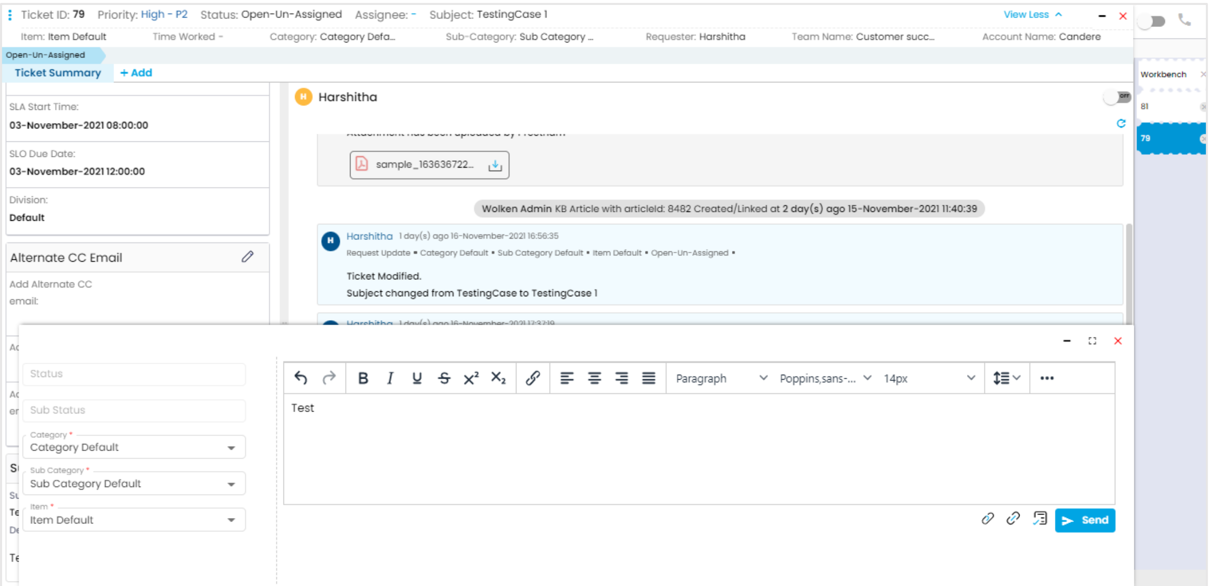

Fig-11

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

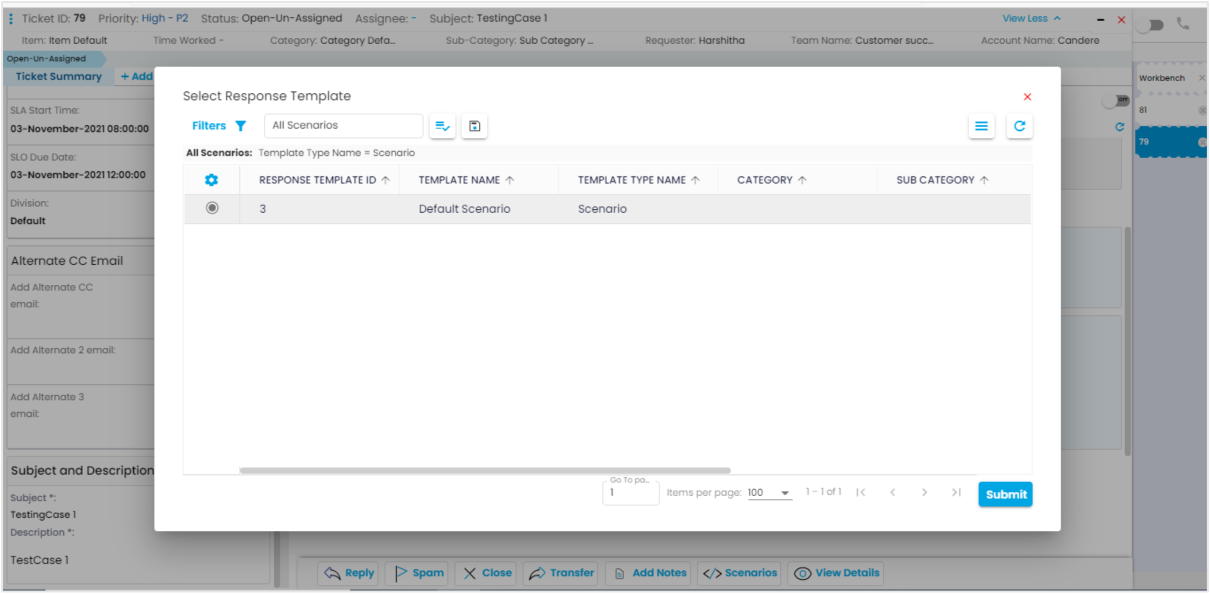

Fig-12

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

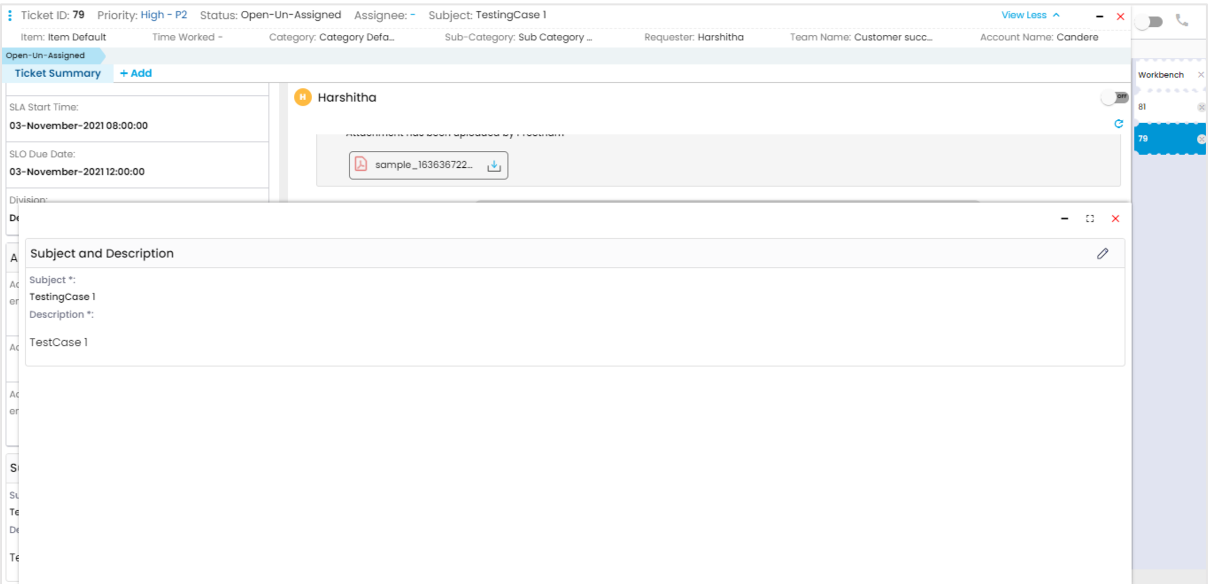

Fig-13