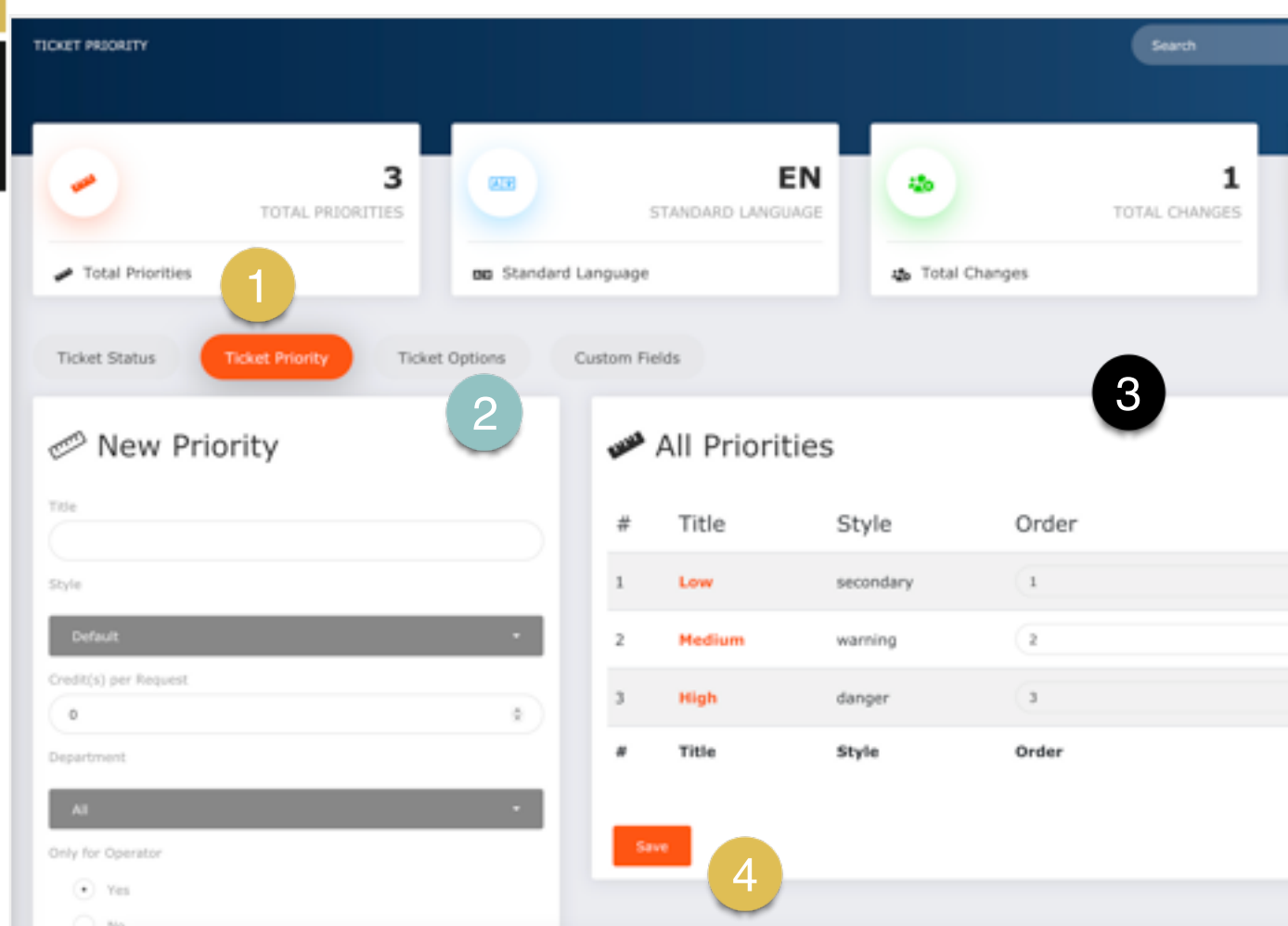


27. Ticket Priority



1

Quick access to to all custom fields areas. Ticket Status, Ticket Priority, Ticket Options and Custom Fields.

2

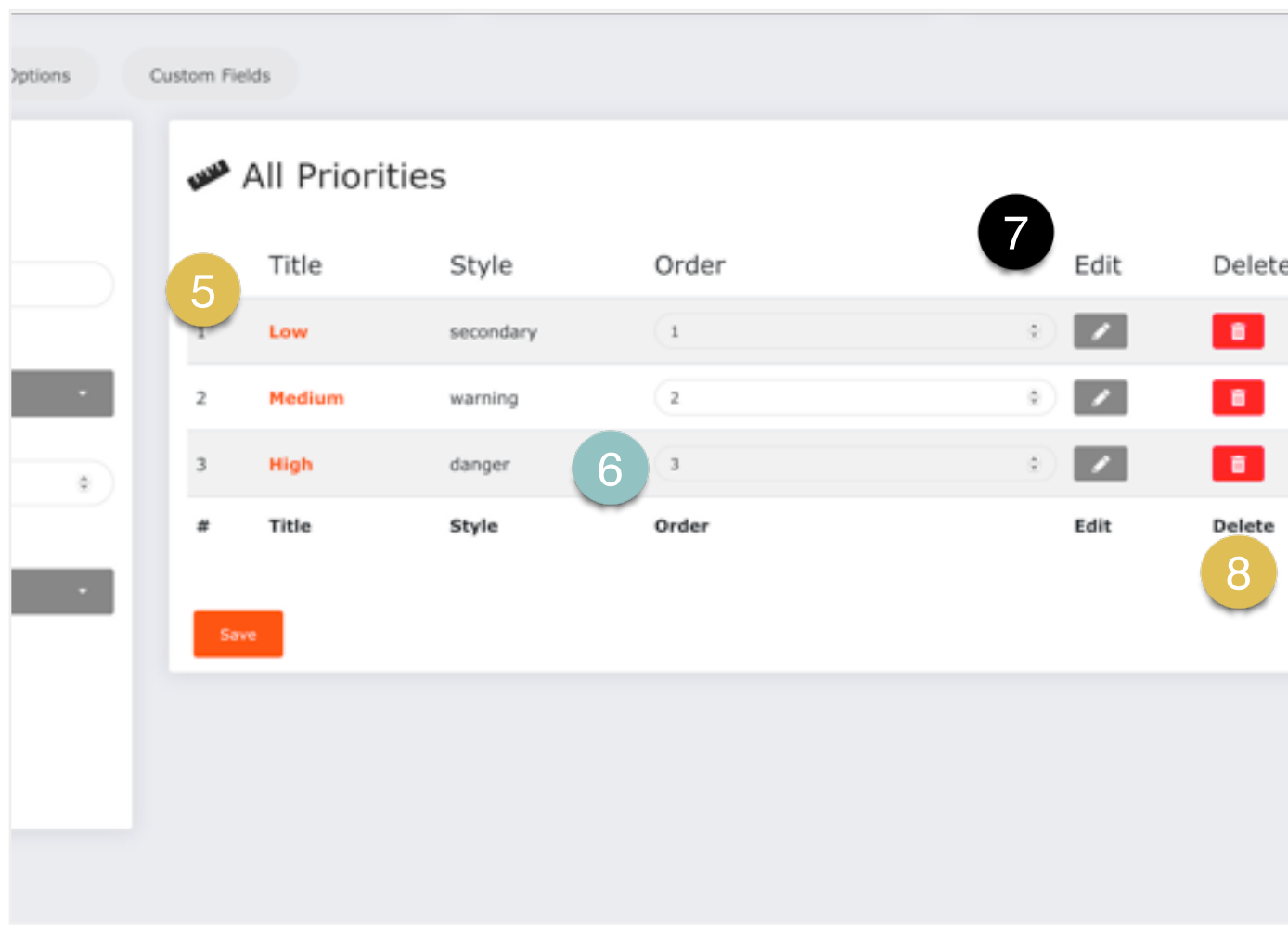
Create a new Ticket Priority with the provided form on the left.

3

All Ticket Priorities are shown here, they can be reorganised by drag and drop up or down. The order input field will be automatically updated.

4

With the "Save" button you store the new order when rearrange all Ticket Priorities.



5

The Ticket Priority Title can be clicked, it will forward you to the edit view.

6

The Order Input field can be changed to whatever it suits you best. Easier is to drag and drop the row up or down.

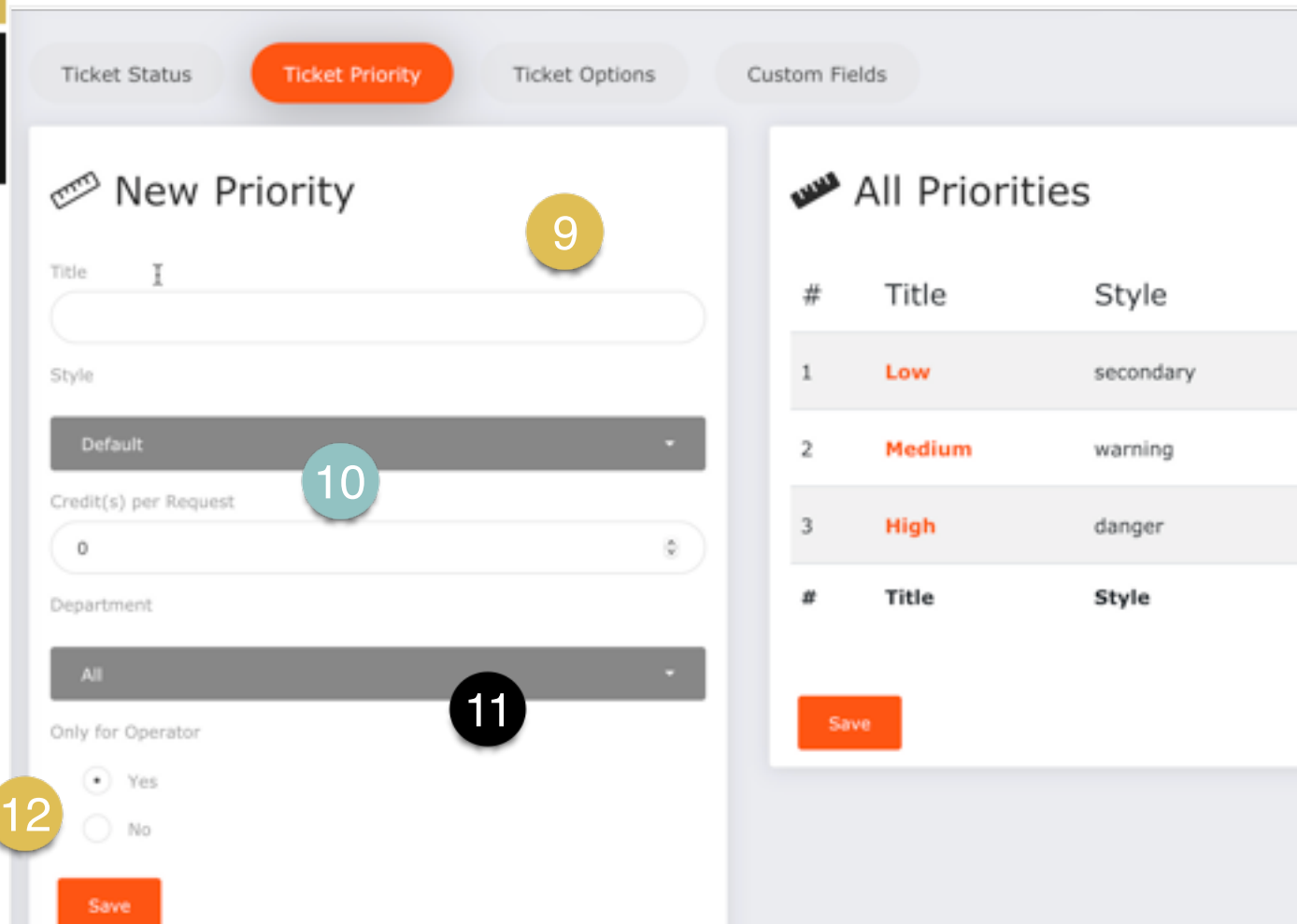
7

You can also go to the edit view by clicking on the "Edit" button.

8

You can remove ticket priorities by clicking on the "Red" button.

New Ticket Priority



9

Set a title for your new Ticket Priority.

10

When you run the system on a credit based setting, you can set a certain amount of credits. For example a urgent support request.

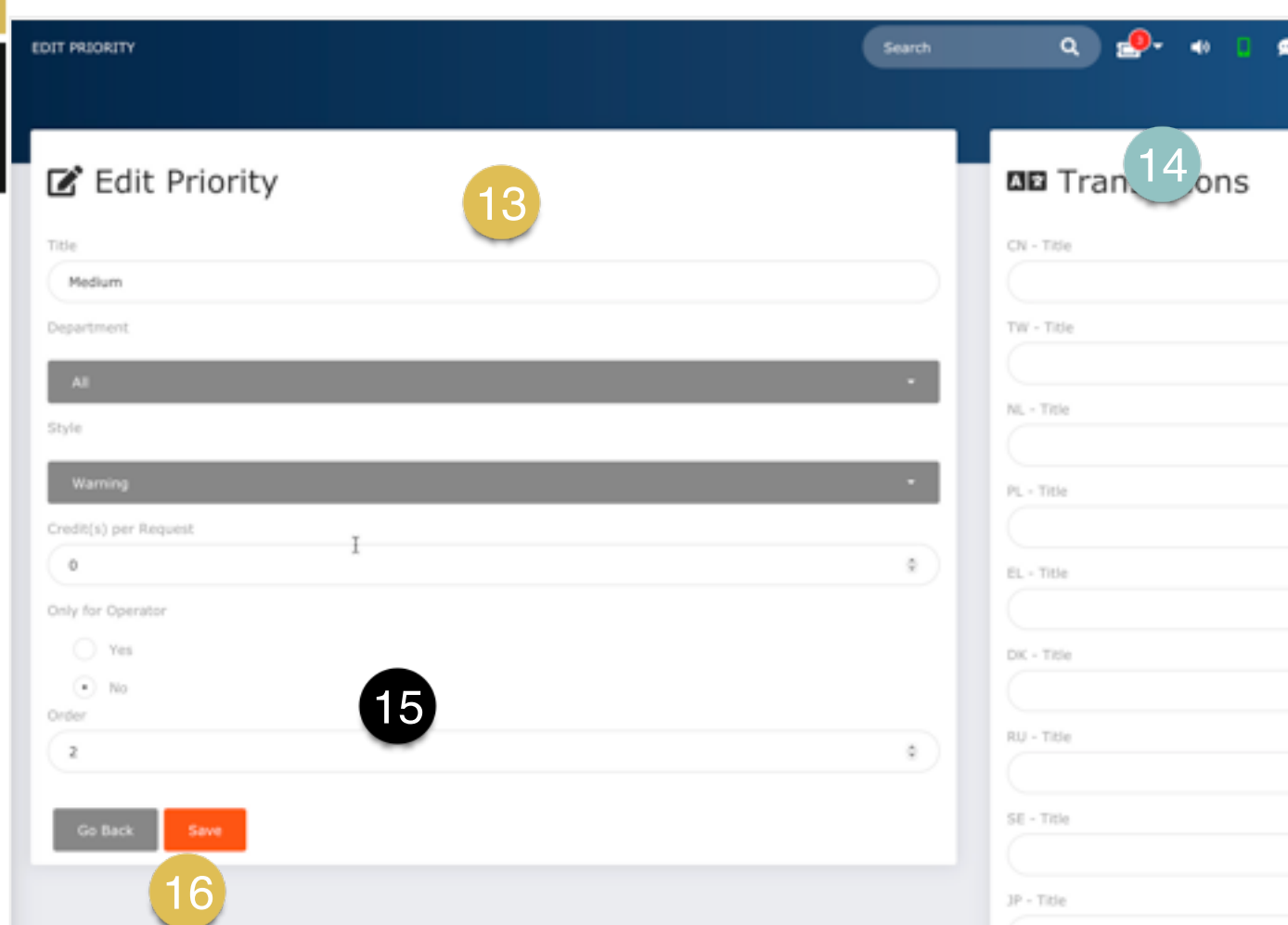
11

Select one department only, this Ticket Priority will then be only available on the selected department.

12

Select if this status is only visible for operators or if set to "No", clients can also choose this Status.

Edit Ticket Priority



13

All Input fields can be edited and stored in the database by clicking on "Save" button.

14

Translation for the Ticket Priority Title is possible on the right. If no translation is set, the main language will be displayed.

15

Manually change the order of this Ticket Priority, however it is easier to Drag and Drop in the main view.

16

The "Go Back" button will bring you back to the main view.