

by clicking the ticket number/subject then clicking the 'Assign Ticket' tab.

- **My Tickets:** Tickets that are assigned to the person that is currently logged-in. Tickets can be answered, re-assigned, transferred, provide details of time spent for the ticket and more by clicking the ticket number/subject.
- **Overdue:** Tickets that are not closed within the stipulated period per the SLA plan. Overdue tickets will be closed automatically if configured so by the administrator.
- **Closed:** Tickets that are closed. Closed tickets can be reviewed, reopened, reassigned and more by clicking the ticket number or subject.
- **Paused:** Tickets that are paused temporarily. Paused tickets count as 'Open' and can be reactivated by clicking the ticket number or subject then clicking the 'Resume' button.
- **New Ticket:** Allows the staff member to raise a ticket on behalf of users.

The icons in the ticket column indicate the source through which it was raised.

S.No.	Ticket Icon	Description
1		Tickets that were raised by another C1 Module via API.
2		Tickets that were raised via the web portal.
3		Tickets that were raised via email.
4		Tickets that were raised by staff members on behalf of users.

The icons in the subject column indicate the status of the ticket.

S.No.	Subject Icon	Description
1		Indicates the ticket is overdue, that is, the ticket issue is not resolved within the stipulated time.
2		Indicates the ticket is locked by the staff member.
3		Indicates the number of actions taken on the ticket. Actions can be replies, internal notes or other status updates.
4		Indicates the ticket has an attachment.
5		Indicates that collaborators have been added to the CC list for the ticket.

- No check box beside a ticket indicates that it is in 'Paused' status.

Service Desk Manual

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