

Open New Ticket

You can open tickets from the operator panel, either on behalf of a user or an internal ticket (consider as an internal request). This can be done by carrying out the following steps:

1. Click **Tickets -> Open New Ticket**.
2. Select the department that you wish to open the ticket in.
3. Select if the ticket is a user or internal ticket. If it's a user ticket, please either search for an existing user by their name or email, or click "New User" and enter their details.
4. Click the "Continue" button.
5. Choose the status and priority of the ticket, add tags and if the ticket should be assigned to any operators (default assigned operators will load by default).
6. Enter a subject and message for the ticket, you may also add attachments. Any custom fields for this department can also be filled out.
7. Choose if you wish to email the user(s) and operators about this ticket. There may be more than one user if the user is part of an organisation.
8. Click "Submit", it should redirect to the ticket once it has been created successfully.

Online URL: <https://docs.supportpro.vn/article/open-new-ticket-111.html>