

01 HOWTO

- User features
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- Administrators features

User features

Manager features

Howto link a ticket to another ticket? To a FAQ?

When closing a ticket, click the glass:

Close ticket #32688

Cancel

Link to a ticket or a FAQ

If you wish you can write below the reasons why you close the ticket.

Canned responses

Attach a file

Then choose the target ticket or FAQ:

Close ticket #32688

Cancel

This ticket is connected to ticket #4 (Le service de rendu de TP est inaccessible).

Hide

Link to another ticket

Remove the link

This ticket is connected to FAQ 'Gestion des comptes informatiques'.

Link to another FAQ

Remove the link

If you wish you can write below the reasons why you close the ticket.

Canned responses

Attach a file

Administrators features