

Create Ticket

Create Case Button lets agents/end users to key in information about the queries or issue and track the activities related to resolving the queries.

Getting Started

- Login to **Wolken Care**, as an Admin/Agent.
- Click **Create ticket** icon , present at the top end of the page as show in the below fig.

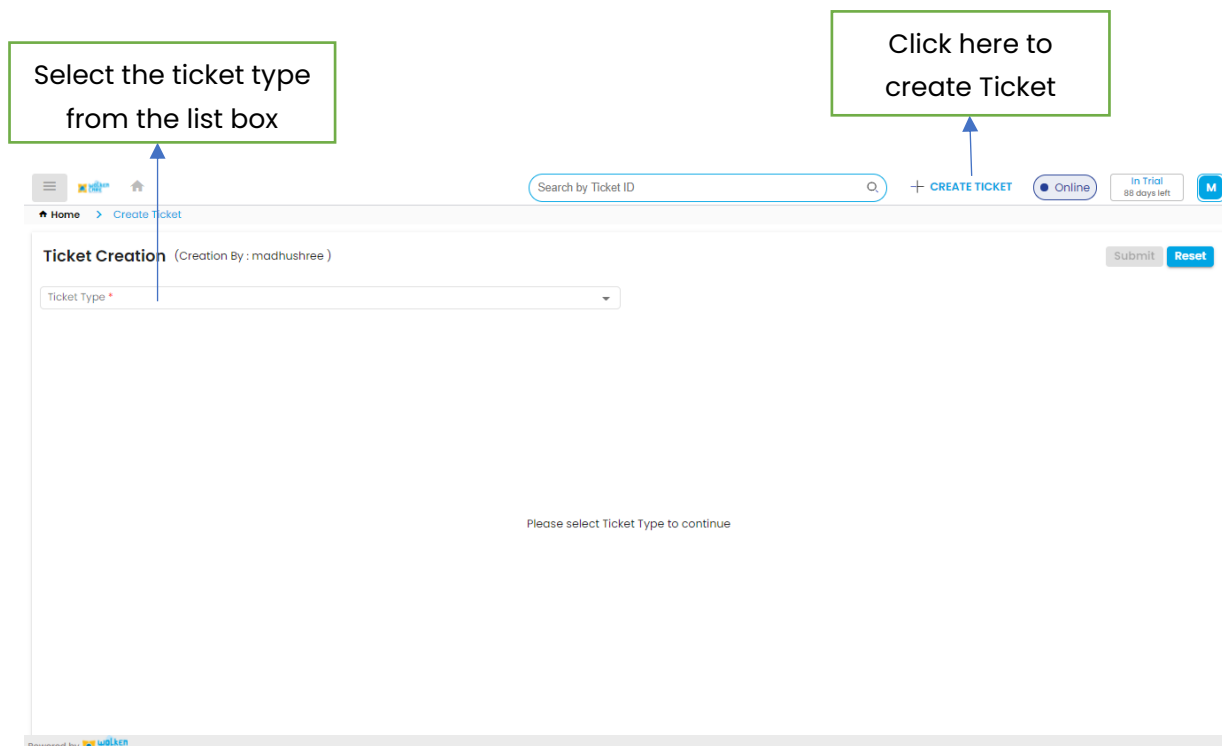
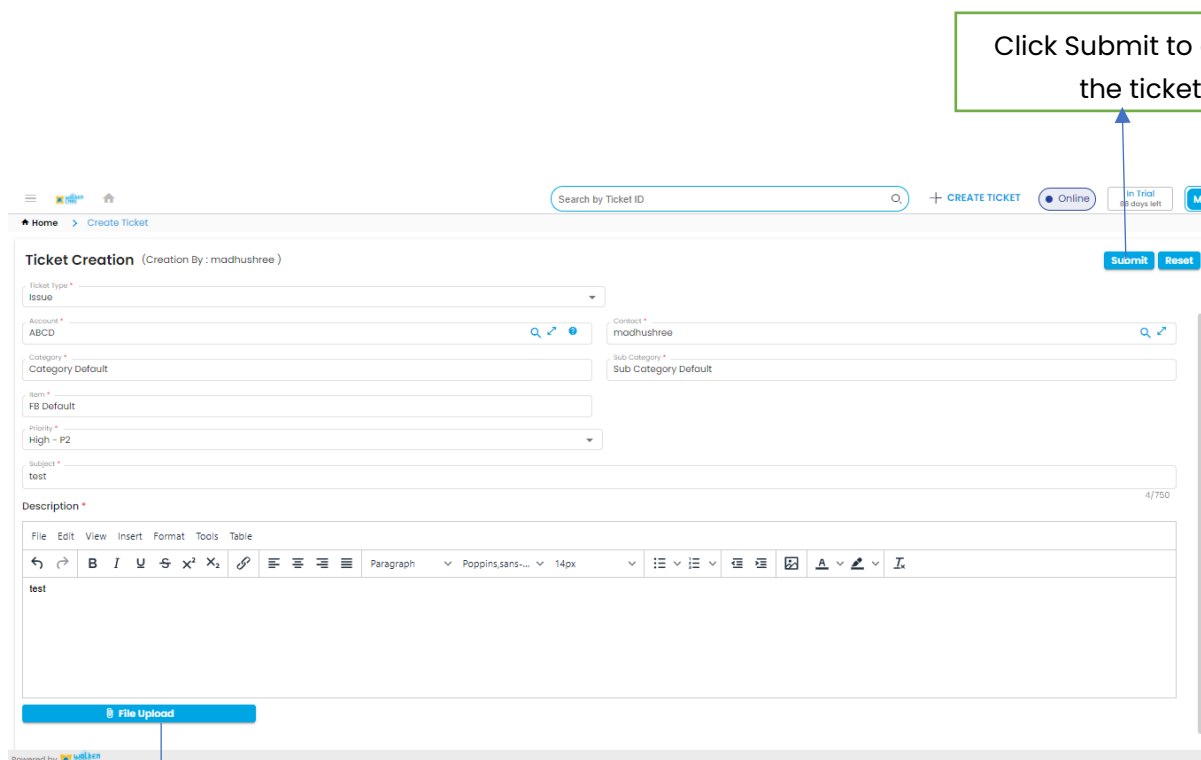


Fig-01

- Enter min 3 characters to select the **Account** the product belongs to.
- Select the **Category** , **Subcategory**, and the **Item** of the product from the list box.
- Select the **Priority** of the ticket from the list box.

- Write the **Subject** of ticket creation.
- Give a brief description about the ticket in the **Description** box.
- Click the **File Upload** button to add attachments.
- Click **Submit** , to save.



Click Submit to create the ticket

Click here to upload attachments

Fig-02

Ticket Views

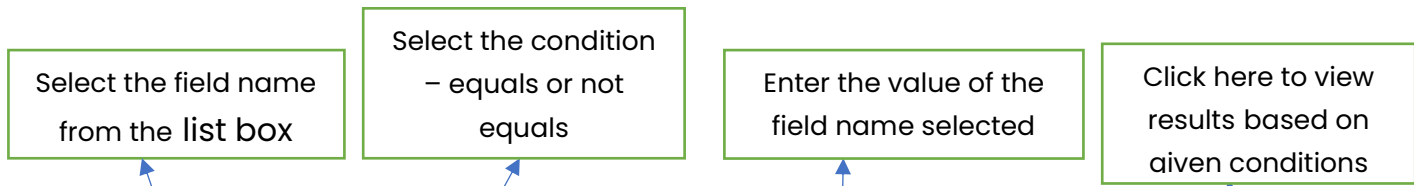
To view the complete details of the created tickets by an Agent .

The screenshot shows the 'Ticket Views' page in the Wolken Care system. It features a table of tickets with columns for Ticket ID, Subject, Contact, Origin, Date/Time Created, Severity, and Status. The interface includes a search bar, a 'CREATE TICKET' button, and a 'Filters' dropdown menu. Four callout boxes provide instructions: 'Case ID is assigned once the case is created' points to the Ticket ID column; 'Click here to create a new view' points to the 'Filters' dropdown; 'To view the default views' points to the 'Online' status indicator; and 'To copy the contents in an Excel format' points to the Excel icon in the top right corner.

TICKET ID	TICKET SUBJECT	CONTACT	ORIGIN	DATE/TIME CREATED	SEVERITY	STATUS
16	Hello at 19	Sujatha MH	Facebook	06-December-2021	High - P2	Open-Un Assigned
15	test	Mithun	Email Support	06-December-2021	Low - P4	Open-Customer Res...
14	(#957020701) Gmail	forwarding-nore...	Email Support	06-December-2021	Low - P4	Open-Un Assigned
13	Amazon SES Setup N...	no-reply-aws@...	Email Support	06-December-2021	Critical - P1	Open-Un Assigned
12	@wolken_sujatha te...	Naveen	Twitter	02-December-2021	Low - P4	Open-Un Assigned
11	@wolken_sujatha H...	Sudhakar	Twitter	01-December-2021	High - P2	Open-Un Assigned
4	What is Wolken Care?	Harshitha	Agent	01-December-2021	Critical - P1	Open-Assigned
3	Test	Harshitha	Agent	01-December-2021	Critical - P1	Open-Assigned
1	Amazon SES Setup N...	no-reply-aws@...	Email Support	01-December-2021	Critical - P1	Open-Assigned

Fig-03

- Click the **Filters** icon , to filter by owner based on **All cases** and **My cases** (cases assigned to you) .



Search by Ticket ID + CREATE TICKET Online In Ticket 88 days left M

Filters All

Filter by Owner: All Cases My Cases Show Sort By Enable writing custom logic

Field name * Category Condition Type * equals Category Default: Search

Condition: Category = Category Default

By default only active cases will be displayed. To query for closed cases, Please add the closed condition explicitly. Cancel Show Results

TICKET ID	TICKET SUBJECT	CONTACT	ORIGIN	DATE/TIME CREATED	SEVERITY	STATUS
16	Hello at 19	Sujatha MH	Facebook	06-December-2021...	High - P2	Open-Un Assigned
15	test	Mithun	Email Support	06-December-2021...	Low - P4	Open-Customer Res...
14	(#957020701) Gmail...	forwarding-nore...	Email Support	06-December-2021...	Low - P4	Open-Un Assigned
13	Amazon SES Setup N...	no-reply-aws@...	Email Support	06-December-2021...	Critical - P1	Open-Un Assigned
12	@wolken_sujatha te...	Naveen	Twitter	02-December-2021 L...	Low - P4	Open-Un Assigned
11	@wolken_sujatha H...	Sudhakar	Twitter	01-December-2021 L...	High - P2	Open-Un Assigned
4	What is Wolken Care?	Harshitha	Agent	01-December-2021 L...	Critical - P1	Open-Assigned
3	Test	Harshitha	Agent	01-December-2021 L...	Critical - P1	Open-Assigned
1	Amazon SES Setup N...	no-reply-aws@...	Email Support	01-December-2021 L...	Critical - P1	Open-Assigned

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Powered by Type here to search

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Fig -04