

Ticket Summary

To view the complete case summary. Ex : The case status , Agent assigned to , the case origin etc.

Ticket ID: 79 Priority: High - P2 Status: Open-Un-Assigned Assig	ee: - Subject: TestingCase 1			View Less 🔨 🗕	×		
Item: Item Default Time Worked - Category: Category De		quester: Harshitha T	leam Name: Customer succ	Account Name: Candere			
Open-Un-Assigned							
Ticket Summary + Add					_	Workbench	×
Ticket B Harshitha					orr	81	8
Ticket Number:					e	70	
79 H Harshi	a 15 day(s) ago 02-November-2021 17:59:35 pdate • Category Default • Sub Category Default • Item Default • C	Dpen-Un-Assigned •				/8	
Ticket Type:	re been raised By Harebitha	, ,					
Issue							
Assignee: Preeth	n 9 day(s) ago 08-November-2021 15:57:01						
P. Internal	otes • Category Default • Sub Category Default • Item Default • Ope	en-Un-Assigned •					
Team Name: Attach	ent has been uploaded by Preetham						
Customer success $\overset{O}{\sim}$	mple_163636722						
Status/Substatus:					- 1		
Open-Un-Assigned	Wolken Admin KB Article with article	d: 8482 Created/Linked at 2 c	day(s) ago 15-November-2021 11:4	0:39			
Priority:	a 1 day(s) ago 16-November-2021 16:56:35						
High - P2	pdate • Category Default • Sub Category Default • Item Default • C	Open-Un-Assigned =					
Date/Time Created: Ticket	odified.						
02-November-202117:59:35 Subject	changed from TestingCase to TestingCase 1						
Resolved On (Time):	a 1 day(s) ago 16-November-2021 17:37:19						
Date/Time Closed:							
last updated:							
16-November-2021 17:37:19					-		
	Spam X Close A Transfer Add I	Notes Scenarios	() View Details				

Fig-01

- **Ticket ID** Whenever a case is created , a case ID is assigned by default.
- **Ticket Type** The type of case created . Ex: it can be issue , standard etc
- Assignee To assign the case to the team. Select the agent Mail ID, then click Assign button. Assign to me – The agent viewing the case can assign it to himself if the case is not Assigned to anyone.

Ticket ID: 79 Prior	ity: High	- P2 Status: Open-I	Un-Assigned Assignee	: - Subject: TestingCase 1				View Les	s ^	- ×	ی د
Item: Item Default	Tir	me Worked - C	ategory: Category Defa	Sub-Category: Sub Category	Requester: Harshitha	Team Nam	ne: Customer succ	Account Nam	ne: Cander	е	
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Ticket	79 T	icket for: Harshitha	gnou	Created: 02-November-2	2021 17:59:35	Subject: Test	ingCase 1				81
Ticket Number:			Assign			Tra	nsfer			c	79
Ticket Type:							Sear	rch			
Issue		User Email		User Name		Location	Role Name	Checked in			
Assignee:	0	harshitha@wa	olkensoftware.com	Harshitha Shetty		INDIA	BU Admin				
Team Name:	\bigcirc	preetham@wol	kensoftware.com	Preetham		INDIA	BU Admin		- 11		
Customer success	0	mithun@wolke	ensoftware.com	mithun@wolkense	oftware.com	INDIA	BU Admin		- 11		
Status/Substatus: Open-Un-Assigned	\bigcirc	sumanth@wo	lkensoftware.com	Sumanth		INDIA	BU Admin				
Priority:	0	nis@gmail.com		nisarga		INDIA	BU Admin				
High - P2	0	hithaisri@wolke	nsoftware.com	Hithaisri M K		INDIA	BU Admin				
Date/Time Created: 02-November-202117:5						Items per page:	10 💌 1 – 10 of 14	< < >	>1		
Resolved On (Time):							As	ssign Assign	to me		
Date/Time Closed:											
Last updated:											
16-November-2021 17:3	7:19			Spam X Close & Transfer	Add Notes	rios 🔘 View	Details				

Fig - 02

Team Name – Specify the team name to which the agent belongs to. It is mandatory to add the team name to assign the case to an agent.

• Select the Team name , to get the list of users . Select the User , then click Transfer button.

Ticket ID: 79 Prior	ity: High -	P2 Status: Open-Un-Assigned	Assignee: - Subject: TestingCase 1				View Less \land	- ×	
Item: Item Default	Time	Worked - Category: Category	Sub-Category: Sub Category	Req	uester: Harshitha	Team Name: Customer succ	Account Name: Cande	re	
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Ticket Summary	79 Sto	atus: Open-Un-Assigned	Priority: High - P2			Assigned: -	×		Workbench ×
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Ticket Number:			Assign			Transfer		c	79
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Ticket Type:							Ũ		
Issue		Team	Search		User Name	Agent			
Assignee:						Please type min 3 char	racters to filter Contact		
2		Backend Team		0	Raghavendra				
Team Name: Customer success	0	Customer success		0	Hithaisri M K				
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Open-Un-Assigned	0	Engineering		\circ	Harshitha Shetty	1			
Priority: High - P2	\bigcirc	IT Team							
Date/Time Created:	\bigcirc	QA Team							
02-November-202117:5		Items per pag	te: 10			Items per page: 10 - 4 of 4 14	< > >		
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						Remove current ov	vner Transfer		
Date/Time Closed:									
Last updated:									
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Fig – 03

Status / Substatus – The stage of the ticket in it's lifecycle.

- **Open / Unassigned** The case is created , yet to be assigned to an Agent.
- Assigned / Assigned The case is Assigned to an Agent



- Addressed / Addressed The case is being worked on by an agent.
- **Pending / Approval** The queries regarding the case are sent out by an agent and hence waiting for an approval.
- Soft closed / Resolved The query is resolved from an Agent perspective if the customer is not satisfied, he can reopen the soft closed case.
- Closed / Closed The ticket is solved and closed. If the customer wants to raise a query once the ticket is closed, then the query is considered as a fresh ticket.

Ticket ID: 79 Priority: High - P2 Status: Open-Un-Assigned Assignee: - Subject: TestingCase 1 Category: Category Defa Ticket Summary 😐 Harshitha Ticket pdate • Category Default • Sub t has been raised By Ha Issue Edit Status الssi ک Open 2 Un-Assianed Open-Un-Assig November-2021 11:40:39 High - P2 Subject changed from TestingCase to TestingCase 02-November-202117:59:35 6-November-2021 17:37:19

Click Edit icon, to edit the ticket status/substatus

Fig – 04

Priority - The severity of the ticket .

- P1 Critical
- P2 High
- P3 Medium
- P4 Low

Click **Edit** icon , to change the severity of the ticket.

Item: Item Default Time Worked -	Category Category Defa Sub-Category: Sub Category Requestor: Harshitha Team Name: Customer succ Account Name: Candere	
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cket	🙂 Harshitha	81
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	Request Update + Category Default + Sub Category Default + Item Default + Open-Un-Assigned +	
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ssignee:	Preetham 9 doy(s) ago 08-November-202115:57:01	
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Fig – 05

Date / Time Created – Date and time the ticket was created on.

Resolved on (Time) – Time when the ticket was resolved.

Date / Time Closed – Date and time of ticket closure.

Last Updated – The updated changes on the ticket previously.

Ticket Origin – Case origin is from where the case is created , it can be via Support portal , social media channels etc.

Ticket ID: 79 Priority: High	h - P2 Status:	Open-Un-Assig	ned Assign	ee: - Su	bject: TestingCase 1			View Less \land 💦 🗕	×	
Item: Item Default Ti	ime Worked -	Category:	Category Defa.		Sub-Category: Sub Category	Requester: Harshitha	Team Name: Customer succ	Account Name: Candere		
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Ticket Summary + Add										Workbench
Date/Time Closed:		•	Harshitha)))) C	81
Last updated:										79 (
16-November-2021 17:37:19			🔎 sa	mple_1636	i36722 📲					
Ticket Origin:										
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Account			Harshithe Request U	a 1 day(odate = (Edit Case Origin	×				
Contact Name:			Ticket Me	odified.	Case Origin *					
Harshitha	0		Subject	hange						
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wolkenharshitha@gmail.com			Request U	odate = (Email Support					
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Fig – 06



Account

Ticket ID: 79 Priority: High - P2 Status: Open-	- Un-Assigned Assignee: - Subject TestingCase 1 ViewLess ^ - X	20
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Ticket Origin:		81 0
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Account	La sampio_163638/22. 上	
Constant Manage		
	Wolken Admin KB Article with articleid: 8482 Created/Linked at 2 day(s) ago 15-November-2021 11:40:39	
	Harshitha Iday	
Contact Email:	Request Update * 1 Falth Company	
wolkenharshitha@gmail.com	Ticket Modified	
Contract Phone:	Subject change mod	
Condit Phone.		
	Harshitha 1day Madhushree (madhushree.s@wolkensoftware.com)	
Segment:	Request Update • Wolken Admin (Sustemardmin@testandere wolkencare c	
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Account Name:	Description changed to	
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Item:	Add Notes	
Item Default		

Contact name - Refers to Agent to whom the ticket is assigned to.

Fig – 07

Contact Email – Mail ID of the assigned agent.

Account Name - Refers to the Account to which the agent belongs to.

Reply button – The queries can be answered via Email , Facebook, and Twitter .

Ex: When a customer raises a query via Facebook , the agent can resolve it through the same media , or if the customer chooses Email, agent can simultaneously shift to reply via Email to resolve the customer query.

Ticket ID: 79 P	riority: High - P2 s	Status: Open-	-Un-Assigned	Assignee:	- Subject: Testin	gCase 1	1				View L	.055 ^ - X	an t	
tem: Item Default	t Time Work	ced - C	Category: Cate	gory Defa_	Sub-Catego	y: Sub C	Category	Rec	quester: Harshitha Tean	n Name: Customer succ	Account N	ame: Candere		
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- Click **Spam** button , to mark the ticket as spam.
- Click **Close** button, to close the ticket. Status of the ticket changes to Closed

necessary

Ticket ID: 79 Priorit	y: High - P2 Status	s: Open-L	Jn-Ass	signed A	ssignee:	- Sub	ject: Tes	tingC	ase 1							View	Less ^ _	×	R.
Item: Item Default	Time Worked -	Co	ategory	y: Category	Defa	\$	Sub-Cate	gory:	Sub Categ	ory	Re	quester: Harshitha		Team Name: Custom	ner succ	Account I	Name: Candere		
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Fig-09

• Click **Transfer** button, to transfer the ticket to another agent. Select the team to which the ticket is transferred to.

Ticket ID: 79 Priorit	ty: High -	2 Status: C	pen-Un-Assigned	Assignee: -	Subject: TestingCase 1				View Less 🔿	- ×	J .
Item: Item Default	Time	Worked -	Category: Catego	ory Defa	Sub-Category: Sub Category	R	equester: Harshitha	Team Name: Customer succ	Account Name: Cano	lere	
Ticket Summary	79 Sta Ticl	tus: Open-Ur :et for: Harshi	n-Assigned itha		Priority: High - P2 Created:02-November-	2021 17:59	:35	Assigned: - Subject: TestingCase 1	×		Workbench
3-November-2021 08:0				Assign				Transfer		e	
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ivision: efault		Team		Search			User Name	Agent Please type mir	n 3 characters to filter Conl		
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Fig-10

• Click Add Notes button , to add in additional details of the ticket.

Ticket ID: 79 Priority: Hig	h - P2 Status: Op	en-Un-Assig	ned Assi	gnee: -	Subje	ect: Testin	gCase 1								View	Less A	- >		
Item: Item Default T	ime Worked -	Category:	Category De	fa	Su	b-Categor	y: Sub Ca	tegory	Re	quester: Harshitha		Team Name:	Customer su	cc	Account	Name: Cande	ere		
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Fig-11

• Click **Scenarios** , to add in response templates as replies.

Ticket ID: 79 Priority: High	- P2 Status: O	pen-Un-Assigned Assignee	e: - Subject: TestingCase	1			View Less 🦒	- ×	
Item: Item Default Tim	e Worked -	Category: Category Defa	Sub-Category: Sub C	Category Requester: Har	shitha Team Name: C	ustomer succ	Account Name: Car	ndere	
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Fig-12

• Click **View details** button, to view the subject and description of the ticket.

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Fig-13

