

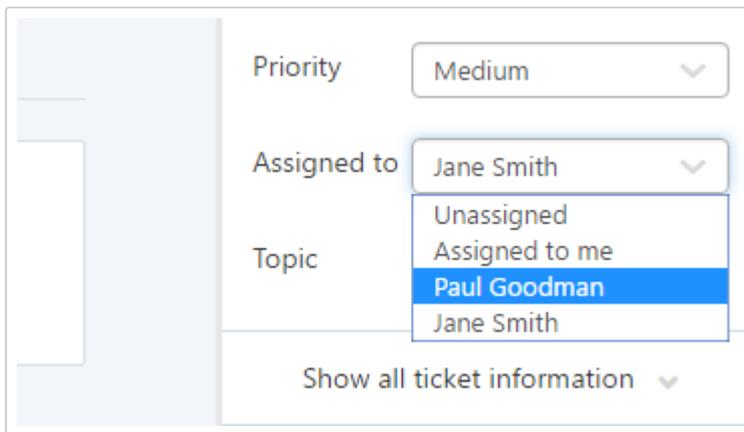
Assign ticket

Assign a ticket to a staff agent or an inbox if you can not answer the ticket yourself.

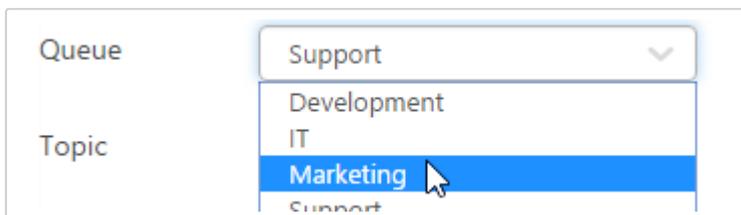
To do so, open www.servicecamp.com and sign in.

1 Click on a ticket in one of the inboxes.

2 If you want to assign the ticket to a staff agent, click "Assigned To" in the ticket information and select a staff agent.



3 If you want to assign a ticket to an inbox, click "Queue" at the right of the ticket information and select an inbox.



T Activate the "Watch ticket" function , to get notified by email if changes are made to a ticket, even if you don't work on it.