First steps

Assign ticket

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

To do so, open <u>www.servicecamp.com</u> and sign in.



Click on a ticket in one of the inboxes.

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

	Priority	Medium	\sim
	Assigned to	Jane Smith	~
		Unassigned	
	Торіс	Assigned to me	
		Paul Goodman	
		Jane Smith	
	Show all	ticket information	~

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

Queue	Support	\sim
	Development	
Topic	IT	
	Marketing 📐	
	Support	

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