

Use topics

Classify tickets using topics. This way, you could easily find all tickets related to one topic and define a global answer for these tickets.

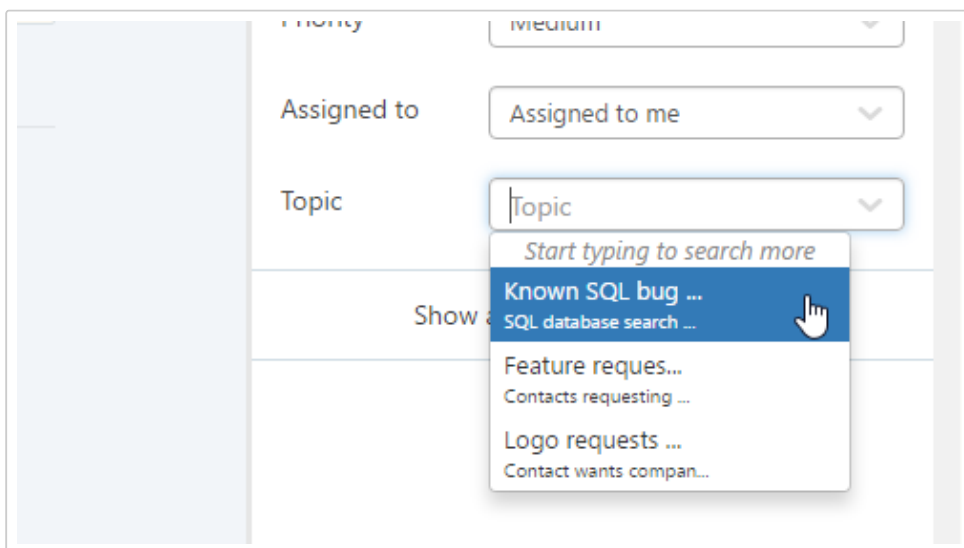
To do so, open www.servicecamp.com and sign in.

1 Open the settings under "Topics".

2 Click on "Add Topic" to create a new topic.

3 Define information like title, description or priority.

4 In the Ticket Information, select a respective topic for each ticket.



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You can set a solution for each topic. The solution can be added to assigned tickets as a note.