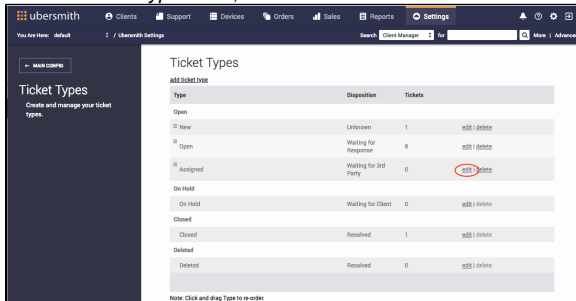


Managing Ticket Types

Once you have [created ticket types](#), you can perform various actions on them.

Editing Ticket Types

1. [Access the Ticket Types page.](#)
2. From the *ticket type's* row, click **edit**.



The *Edit Ticket Type* page appears.

3. Make any necessary changes.
4. Click **Update**.

Edit Ticket Type

Details | **Departments**

Name for English(USA): Assigned

Name for Français canadien:

Name for Português (Portugal):

Status: Open

Reply Behavior: ☒ Set Ticket Type: Assigned ☐ Open New Ticket: Open

Disposition: Waiting for 3rd Party

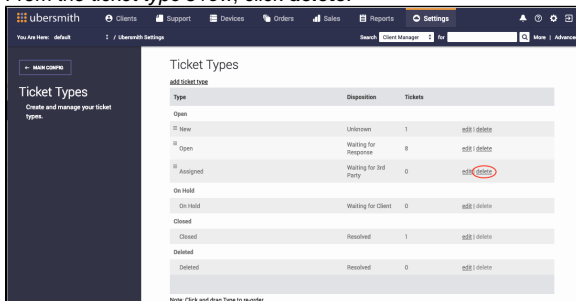
Resolution Code: Not required

Update **Cancel**

Deleting Ticket Types

If you delete a ticket type, all support tickets using that type will need to be moved to a different ticket type.

1. [Access the Ticket Types page.](#)
2. From the *ticket type's* row, click **delete**.



The *Delete Ticket Type* page appears.

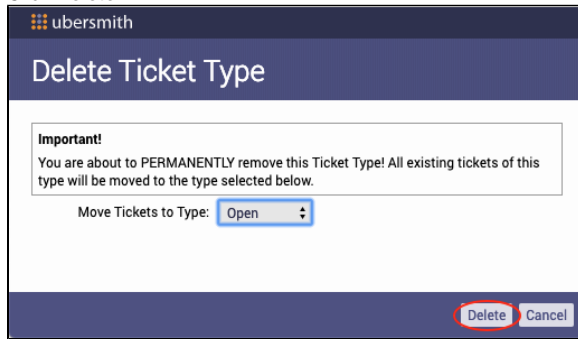
3. In the **Move Tickets to** field, select the new ticket type to assign.

On this page:

On this page:

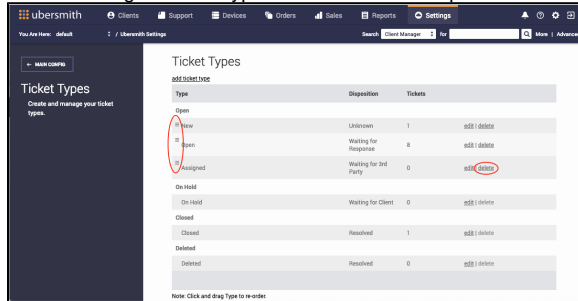
- [Editing Ticket Types](#)
- [Deleting Ticket Types](#)
- [Reordering Support Departments](#)
- [Related Topics](#)

4. Click **Delete**.



Reordering Support Departments

1. [Access the Ticket Types page.](#)
2. Click and drag the ticket types to move that item up or down the list.



Related Topics

[Adding Ticket Types](#)