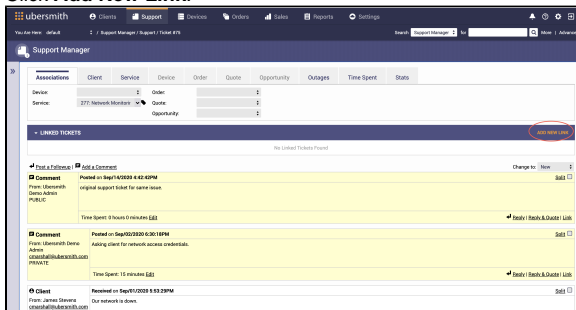


Linking Tickets

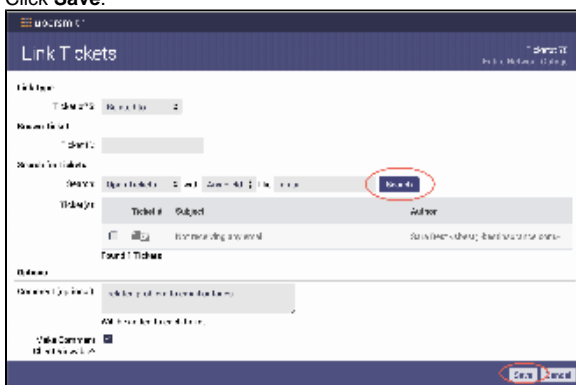
You can link support tickets together, to establish a relationship between two or more separate tickets.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click **Add New Link**.



The *Link Tickets* page appears.

4. In the **Link Type** field, select the type of link you want to make between the tickets (Depends on, Depended on by, Blocks, Blocked by, Duplicate of, Duplicate by, Related to).
5. In the **Ticket ID** field, enter the specific ticket ID, if known. Alternately, you can search for the ticket you need:
In the Search field, select the current ticket status of the ticket (open, on-hold, closed, deleted, all).
In the with and like fields, narrow your search (any, ticket #, subject, author, body).
6. In the *from the Tickets* section, select the ticket or tickets to link.
7. In the **Comment** field, enter a comment to be added and emailed to the authors of the linked ticket.
8. Select **Make Comment Client Viewable** to allow the client to see the comment.
9. Click **Save**.



Related Topics

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[Support Manager Settings](#)

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