

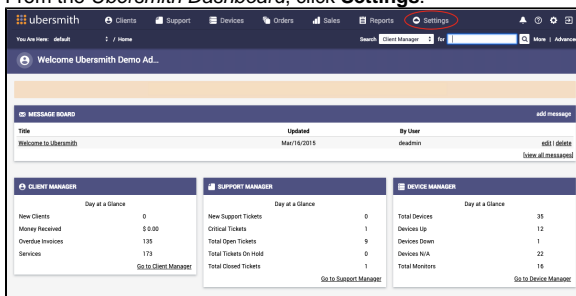
Adding Ticket Types

You can create and manage support ticket types, which describes a ticket's current status. The *Support Manager* has four default, top-level ticket types: Open, On Hold, Closed, and Deleted. Each type is essentially a status category that a support ticket can be in. Additional ticket types can be added to each top-level ticket type to customize your support management. [See Managing Departments for more information.](#)

- The Open ticket type indicates that the *Support Manager* has received the ticket but has not been resolved. The user is actively working with the client to diagnose and resolve the ticket. This is the default status for all new tickets. Any time a client replies to a ticket, the type is automatically set to open.
- The On Hold ticket type indicates that the ticket requires some information or response from the client or from a third party. The ticket is placed on hold so that response deadlines are not exceeded while waiting for a response from the client.
- The Closed ticket type indicates that the ticket is resolved and that no further actions can be taken.
- The Deleted ticket type indicates that the ticket has been deleted and no further actions can be taken. A ticket with a deleted type is still in the system, [unless you choose to purge these tickets.](#)

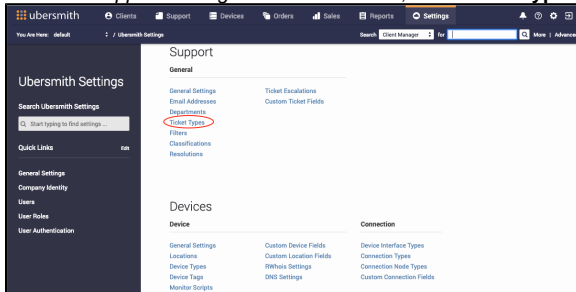
Access the Ticket Types Page

1. From the *Ubersmith Dashboard*, click **Settings**.



The *Ubersmith Settings* page appears.

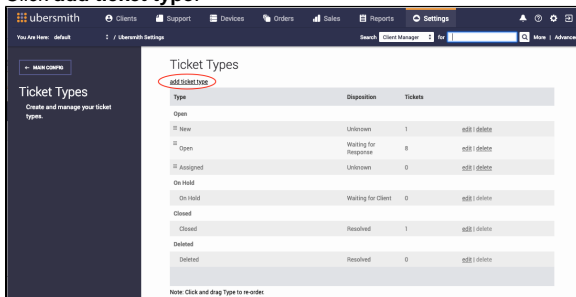
2. From the *Support Settings – General* section, click **Ticket Types**.



The *Ticket Types* page appears.

Complete the Details Tab

1. Click **add ticket type**.



The *Add New Ticket Type* page appears.

2. In the **Name** field, enter the ticket type's name.
3. In the **Status** field, select the ticket type for which you want to add the new ticket type. For example you can add a ticket type of new to the open type category.
4. In the **Reply Behavior** field, select **Set Ticket Type** and selected the ticket type category to automatically set a new ticket with this configuration or select **Open New Ticket** and select the ticket type category to automatically open a new ticket with this configuration. This setting will be

On this page:

On this page:

- [Access the Ticket Types Page](#)
- [Complete the Details Tab](#)
- [Complete the Departments Tab](#)
- [Related Topics](#)

applied when a reply is received to an existing ticket. For example, if a reply is received from an On Hold ticket, the status is updated to Open.

5. In the **Disposition** field, select an option to indicate the completion status or resolution of this ticket type.
6. In the **Resolution Code** field, select **Required** if you want the resolution code to be required. See [Adding Support Ticket Resolutions](#) for more information.

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Add New Ticket Type

Details Departments

Name for English(USA): Assigned

Name for Français canadien:

Name for Português (Portugal):

Status: Open

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

Disposition: Waiting for 3rd Party

Resolution Code: Not required

Save Save & New Cancel

Complete the Departments Tab

1. Click the *Departments* tab.
2. In the **Applicable** column for each ticket types, select **Yes** for the ticket types that can be used in the department.
3. In the **Client Selectable** column for each ticket type, select **Yes** for the ticket types that your clients can set on their tickets through the *Client Portal*.
4. Click **Save** or **Save & New**.

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Add New Ticket Type

Details **Departments**

Department	Applicable	Client Selectable
Billing:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Support:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Sales:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

Save Save & New Cancel

Related Topics

[Managing Ticket Types](#)