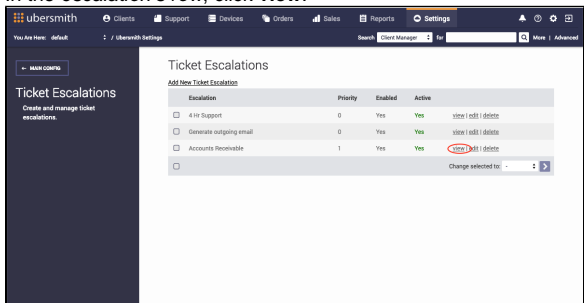


Managing Support Ticket Escalations

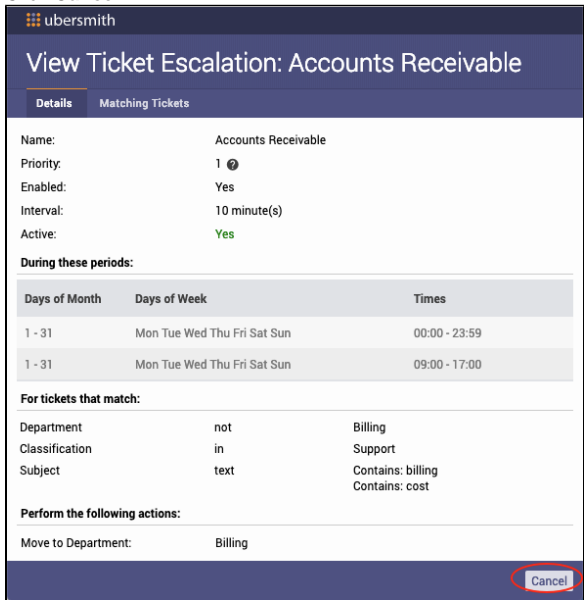
Once you have [created support ticket escalations](#), you can perform various actions on them.

Viewing Ticket Escalations

1. [Access the Ticket Escalations page.](#)
2. In the *escalation's* row, click **view**.

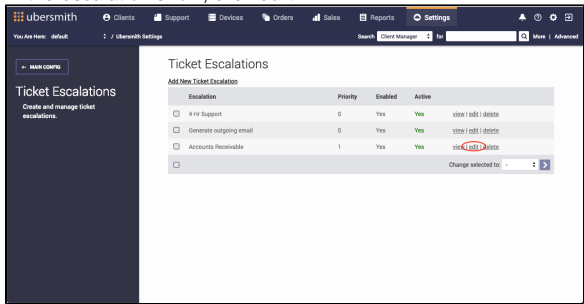


- The *View Ticket Escalation* page appears with the *Details* tab active.
3. Click the *Matching Tickets* window to see support tickets that match the escalation rules.
 4. Click **Cancel**.



Editing Ticket Escalations

1. [Access the Ticket Escalations page.](#)
2. In the *escalation's* row, click **edit**.



- The *Edit Ticket Escalation* page appears with the *Details* tab active.
3. Make any necessary updates.

On this page:

On this page:

- [Viewing Ticket Escalations](#)
- [Editing Ticket Escalations](#)
- [Deleting Ticket Escalations](#)
- [Enabling Ticket Escalations](#)
- [Disabling Ticket Escalations](#)
- [Related Topics](#)

4. Click **Save**.

Deleting Ticket Escalations

1. Access the [Ticket Escalations](#) page.
2. In the *escalation's* row, click **delete**.

Escalation	Priority	Enabled	Active	
<input type="checkbox"/> 4 Hr Support	0	Yes	Yes	view edit delete
<input type="checkbox"/> Generate outgoing email	0	Yes	Yes	view edit delete
<input type="checkbox"/> Accounts Receivable	1	Yes	Yes	view edit delete

A confirmation message appears.

3. Click **Yes**.

Enabling Ticket Escalations

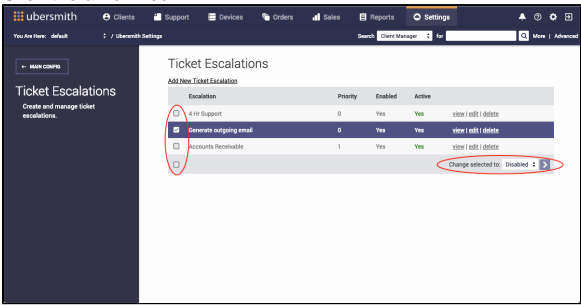
1. Access the [Ticket Escalations](#) page.
2. Select one or more escalation you want to enable.
3. In the **Change select to** field, select **Enabled**.
4. Click the **arrow** icon.

Escalation	Priority	Enabled	Active	
<input type="checkbox"/> 4 Hr Support	0	Yes	Yes	view edit delete
<input checked="" type="checkbox"/> Generate outgoing email	0	Yes	Yes	view edit delete
<input type="checkbox"/> Accounts Receivable	1	Yes	Yes	view edit delete

Change selected to: Enabled **↓**

Disabling Ticket Escalations

- 1. Access the [Ticket Escalations](#) page.
- 2. Select one or more escalation you want to enable.
- 3. In the **Change select to** field, select **Disabled**.
- 4. Click the **arrow** icon.



Related Topics

[Adding Support Ticket Escalations](#)