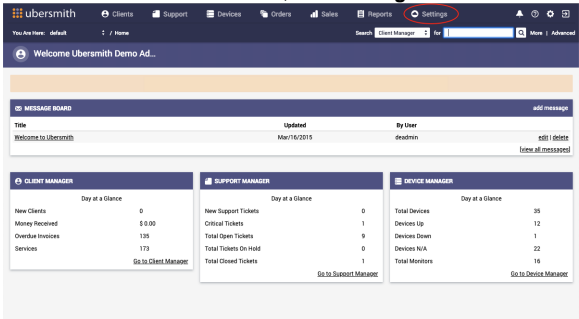


# Adding Support Ticket Resolutions

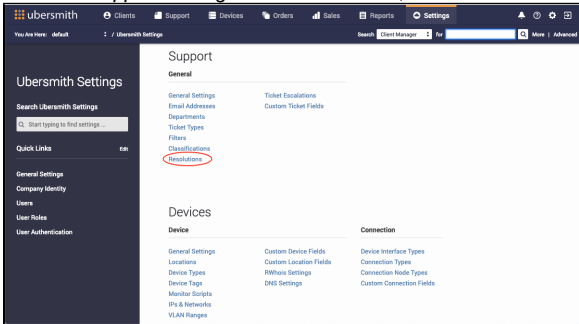
Ticket resolutions describe the end state of a ticket based on your support users actions. For example, if your client's problem was resolved you can use "fixed" to signify that the ticket needs no further action. [You can require tickets to be resolved.](#)

## Access the Ticket Resolutions Page

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



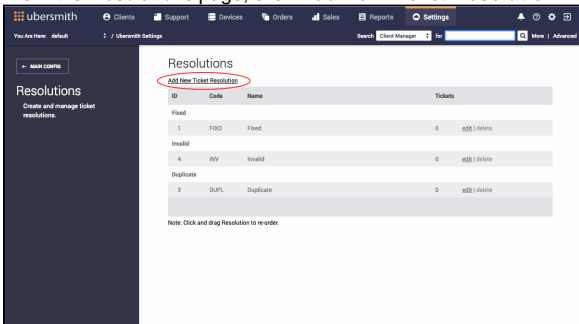
- The *Ubersmith Settings* page appears.
2. From the *Support Settings – General* section, click **Resolutions**.



The *Resolutions* page appears.

## Complete the Details Tab

1. From the *Resolutions* page, click **Add New Ticket Resolution**.



- The *Add New Ticket Resolution* page appears.
2. In the **Name** field, enter the name of the resolution.
  3. In the **Code** field, enter the four character abbreviation for the resolution.

On this page:

On this page:

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

4. In the **Type** field, select one of the three default resolutions the new one will be created under.

The screenshot shows the 'Add New Ticket Resolution' form in the 'Details' tab. The form has a dark blue header with the 'ubersmith' logo and title. Below the header, there are two tabs: 'Details' (selected) and 'Departments'. The form fields are as follows:

Name for English(USA):	Closed
Name for Français canadien:	
Name for Português (Portugal):	
Code:	CSD
Type:	Invalid

At the bottom right, there are three buttons: 'Save', 'Save & New', and 'Cancel'.

## Complete the Departments Tab

1. Click the *Departments* tab.
2. In the *Applicable* column, select **Yes** to enable the ticket resolution for the listed department.  
See [Adding Support Departments](#) for more information.

The screenshot shows the 'Add New Ticket Resolution' form in the 'Departments' tab. The 'Details' tab is also visible. The 'Departments' tab contains a table with the following structure:

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

At the bottom right, there are three buttons: 'Save', 'Save & New', and 'Cancel'.

## Related Topics

[Managing Support Ticket Resolutions](#)