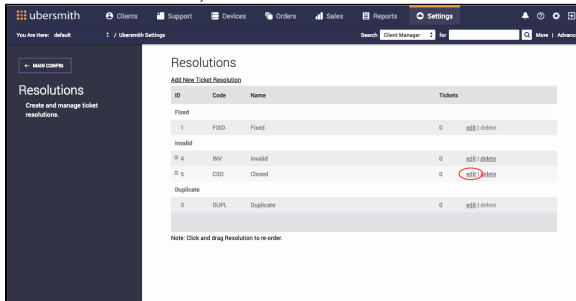


Managing Support Ticket Resolutions

Once you have created support ticket resolutions, you can perform various actions on them.

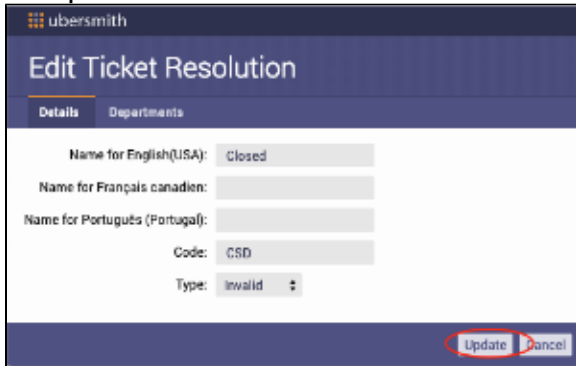
Editing Ticket Resolutions

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



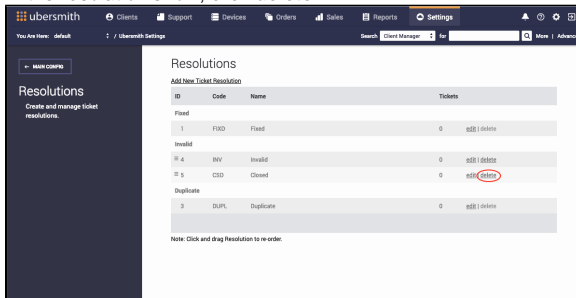
The *Edit Ticket Resolution* page appears.

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



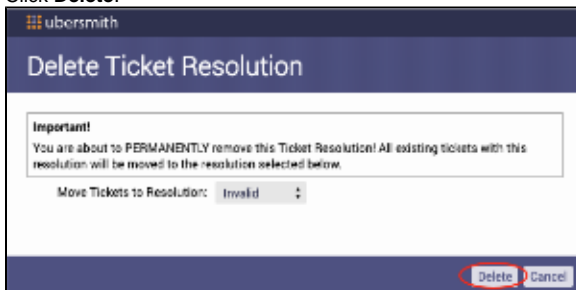
Deleting Ticket Resolutions

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



The *Delete Ticket Resolution* page appears.

3. In the **Move Tickets to Resolutions** field, select another resolution to move any existing tickets to.
4. Click **Delete**.



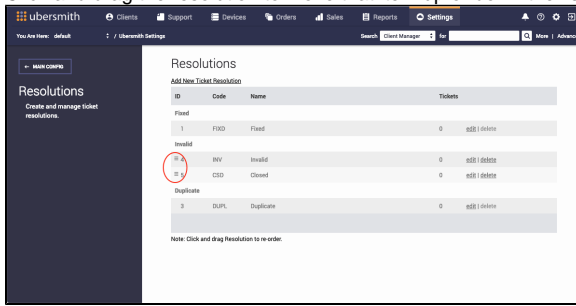
On this page:

On this page:

- [Editing Ticket Resolutions](#)
- [Deleting Ticket Resolutions](#)
- [Reordering Ticket Resolutions](#)
- [Related Topics](#)

Reordering Ticket Resolutions

1. [Access the *Ticket Resolutions* page.](#)
2. Click and drag the resolution to move that item up or down the list.



Related Topics

[Adding Support Ticket Resolutions](#)