

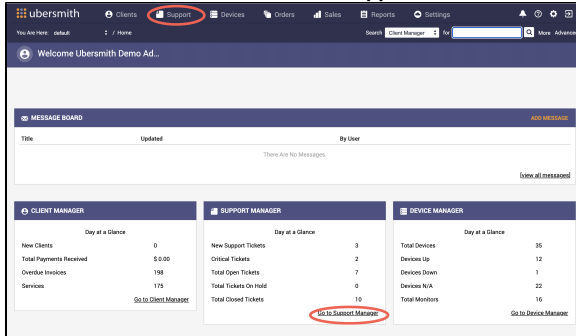
Using the Support Manager Dashboard

The Support Manager is an email-based ticketing system and the hub of all internal and client support communications. Incoming correspondence, called tickets, are received by email and the Support Manager.

The Support Manager is organized by your internal departments, such as support, billing, and sales. This keeps all aspects of your business communications in one place. You can also tailor the Support Manager by [managing user preferences](#).

Accessing the Support Manager

- From the *Ubersmith Dashboard*, click **Support**.

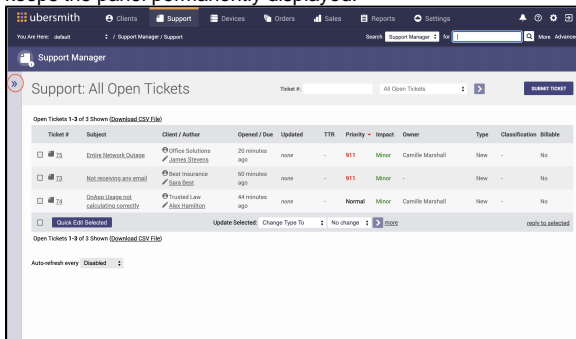


The *Support Manager Dashboard* appears.

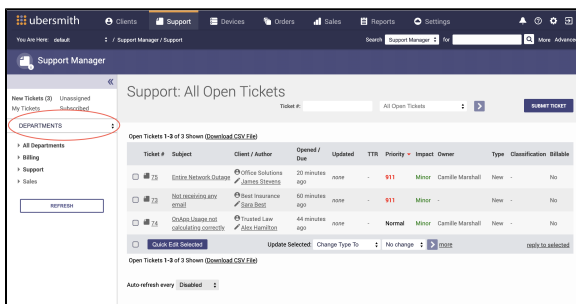
Viewing Support Tickets

When you first access the Support Manager Dashboard, the default support department appears. Subsequent access displays the last view you chose. You can easily move between departments, users, or ticket classifications to view tickets.

- [Access the Support Manager.](#)
- Click the *Support Manager View Panel* arrows to toggle the panel on. Clicking the pushpin icon keeps the panel permanently displayed.



- Select the panels' information orientation to view either tickets by **department**, **user**, or **classifications**.



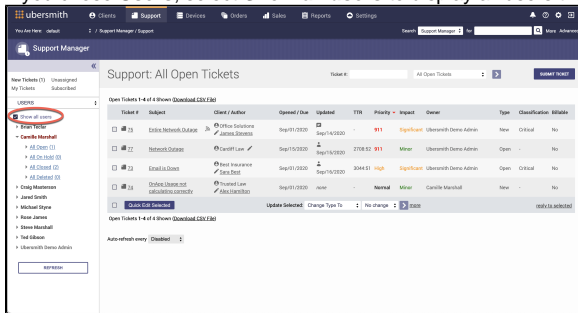
The chosen information displays in the panel.

On this page:

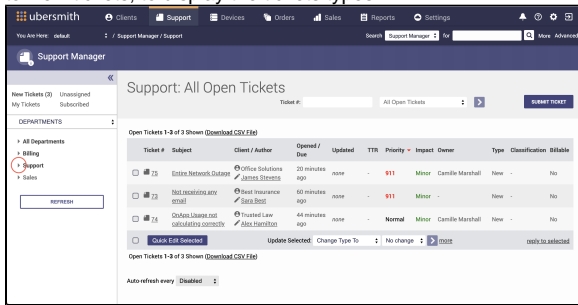
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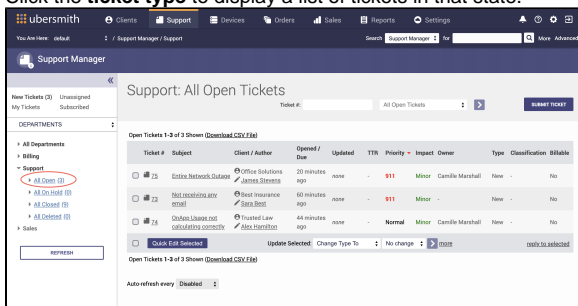
- If you chose **Users**, select **Show all users** to display all users that have assigned tickets.



- Click the **caret** next to the department, user or classification, based on the orientation you chose to view tickets, to display the tickets types.

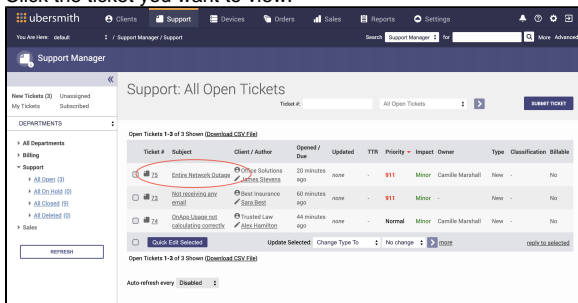


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- Click the **ticket type** to display a list of tickets in that state.



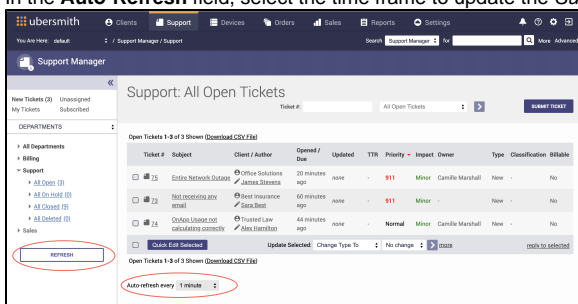
A page displaying all tickets in the selected ticket type opens.

- Click the ticket you want to view.



Refreshing the Support Manager

- Access the [Support Manager](#).
- Click **Refresh** to immediately update the *Support Manager Dashboard*.
- In the **Auto-Refresh** field, select the time frame to update the *Support Manager Dashboard*.



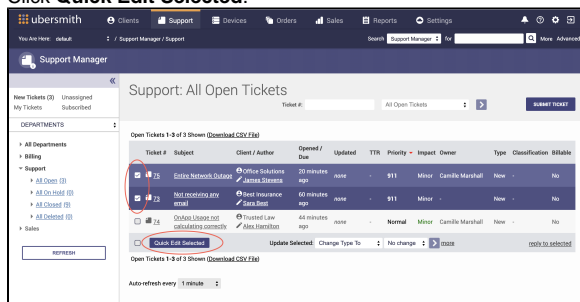
Updating Tickets in Batches

You can edit more than one ticket at a time. There are two quick edit vehicles, the Quick Edit Multiple Tickets and the Update Selected fields.

Quick Editing Multiple Tickets

The Quick Edit Multiple Tickets opens a page to bulk update standard and custom fields for support tickets. You can update multiple fields in multiple tickets **with the same values**. You can update author, CC, subject, owner, department, classification, priority, impact, status, and any custom fields you have configured.

1. [Access the Support Manager.](#)
2. From the *Support Manager Dashboard*, select one or more tickets.
3. Click **Quick Edit Selected**.



The *Quick Edit Multiple Tickets* page appears.

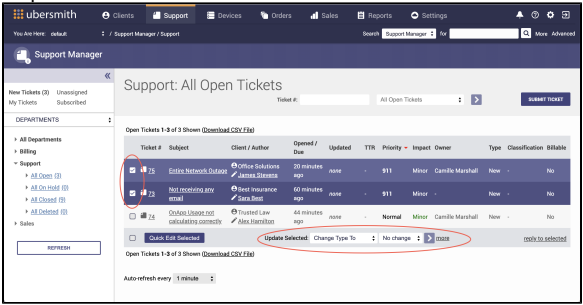
4. For the tickets you have selected from the *Support Manager Dashboard*, select the updates you want to make to all selected tickets, then in the field, enter the specific changes.
5. Click **Save**.

The screenshot shows the 'Quick Edit Multiple Tickets' page. It has two tabs: 'Ticket Info' and 'Custom Fields'. Under 'Ticket Info', there are several fields with dropdown menus: Author, CC, Subject, Owner (currently 'Uccasandra Dampaschkin'), Department (currently 'Billing'), Classification (currently 'Critical'), Priority (currently '911'), Impact (currently 'Significant'), and Status (currently 'Open'). At the bottom right, there are 'Save' and 'Cancel' buttons, with the 'Save' button circled in red.

The Update Selected fields contain a group of fields to perform specific actions for tickets, including changing ticket type, priority, impact, classification, owner, department, read/unread, subscription, and merges.

1. [Access the Support Manager.](#)
2. From the *Support Manager Dashboard*, select one or more tickets.
3. In the **Updated Selected** field, select what you want to update.

4. Click more to display all available actions at once, click less to choose the action from a single drop-down field.



Related Topics

[Support Manager](#)

[Support Manager Settings](#)