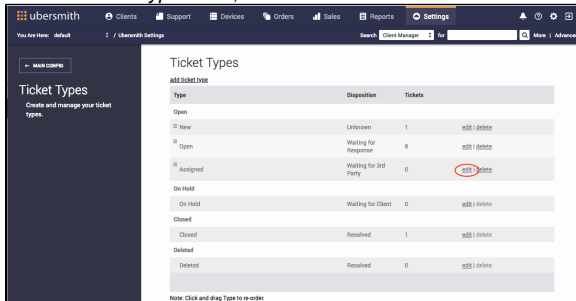


Managing Ticket Types

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

Editing Ticket Types

1. [Access the Ticket Types page.](#)
2. From the *ticket type's* row, click **edit**.



The *Edit Ticket Type* page appears.

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

Edit Ticket Type

Details **Departments**

Name for English(USA): Assigned

Name for Français canadien:

Name for Português (Portugal):

Status: Open

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

Disposition: Waiting for 3rd Party

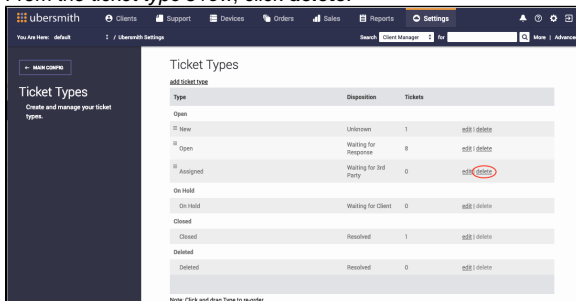
Resolution Code: Not required

Update **Cancel**

Deleting Ticket Types

If you delete a ticket type, all support tickets using that type will need to be moved to a different ticket type.

1. [Access the Ticket Types page.](#)
2. From the *ticket type's* row, click **delete**.



The *Delete Ticket Type* page appears.

3. In the **Move Tickets to** field, select the new ticket type to assign.

On this page:

On this page:

- [Editing Ticket Types](#)
- [Deleting Ticket Types](#)
- [Reordering Support Departments](#)
- [Related Topics](#)

4. Click **Delete**.

The screenshot shows a modal dialog titled "Delete Ticket Type" from the "ubersmith" application. It contains an "Important!" warning: "You are about to PERMANENTLY remove this Ticket Type! All existing tickets of this type will be moved to the type selected below." Below this, there is a label "Move Tickets to Type:" followed by a dropdown menu currently set to "Open". At the bottom right, there are two buttons: "Delete" (highlighted with a red circle) and "Cancel".

Reordering Support Departments

1. [Access the Ticket Types page.](#)
2. Click and drag the ticket types to move that item up or down the list.

The screenshot shows the "Ticket Types" management page. On the left is a sidebar with a "Ticket Types" section. The main area contains a table with columns: "Type", "Disposition", and "Tickets". The table lists various ticket types, and the "Type" column is circled in red, indicating it is the target for reordering. The "Assigned" row's "Tickets" count (0) is also circled in red.

Type	Disposition	Tickets
Open		
new	Unknown	1
open	Waiting for Response	8
Assigned	Waiting for 3rd Party	0
On Hold		
On Hold	Waiting for Client	0
Closed		
Closed	Resolved	1
Deleted		
Deleted	Resolved	0

Related Topics

[Adding Ticket Types](#)