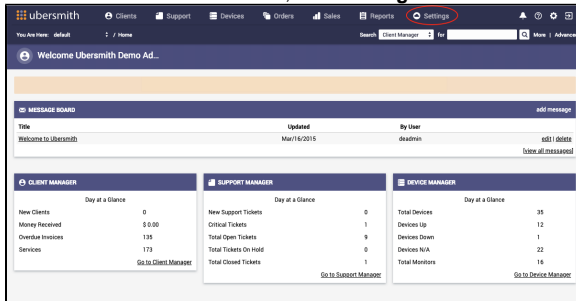


Configuring Support Manager General Settings

This page specifies how the Support Manager operates. General Settings encompass how the Support Manager functions at a high level.

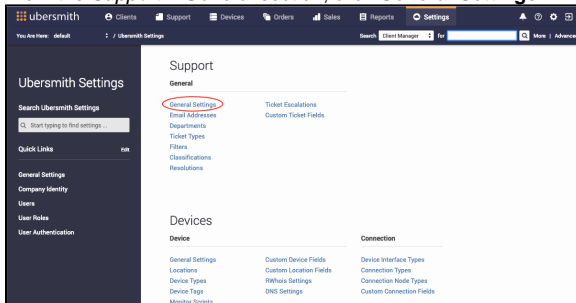
Access the General Settings Page

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



The *Settings* page appears.

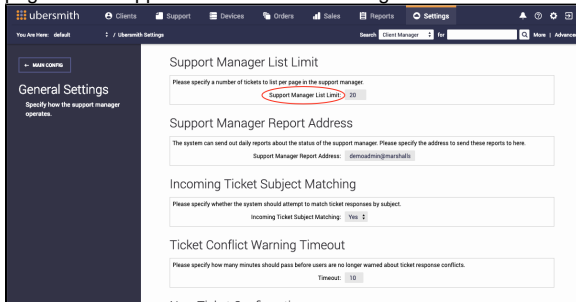
2. From the *Support – General* section, click **General Settings**.



The *General Settings* page appears.

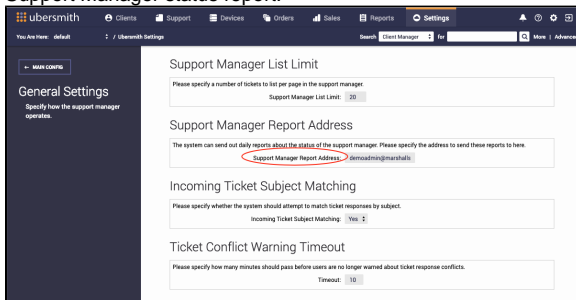
Complete the Support Manager List Limit Section

- In the **Support Manager List Limit** field, enter the default number of tickets to display on one page of the Support: Ticket List. This configuration can be overridden at the user level.



Complete the Support Manager Report Address Section

- In the **Support Manager Report Address** field, enter the email address to receive the daily Support Manager status report.



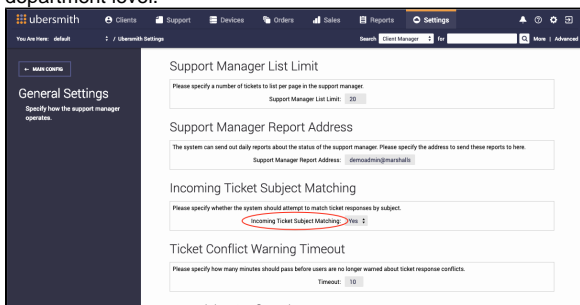
On this page:

On this page:

- Access the General Settings Page
- Complete the Support Manager List Limit Section
- Complete the Support Manager Report Address Section
- Complete the Incoming Ticket Subject Matching Section
- Complete the Ticket Conflict Warning Timeout Section
- Complete the New Ticket Confirmation Section
- Complete the Outgoing Tickets Section
- Complete the Avatar Settings Section
- Save Your Configuration Settings
- Related Topics

Complete the Incoming Ticket Subject Matching Section

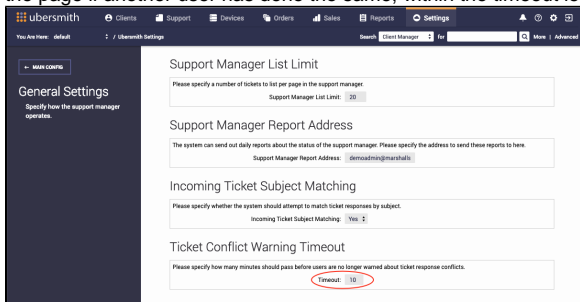
- In the **Incoming Ticket Subject Matching** field, select **Yes** if you want the system to attempt to match ticket responses by subject by default. This configuration can be overridden at the department level.



The screenshot shows the 'ubersmith' settings interface. The left sidebar has 'General Settings' selected. The main content area is titled 'Support Manager List Limit'. Below this, there are sections for 'Support Manager Report Address', 'Incoming Ticket Subject Matching', and 'Ticket Conflict Warning Timeout'. In the 'Incoming Ticket Subject Matching' section, the 'Incoming Ticket Subject Matching' field is set to 'Yes' and is circled in red.

Complete the Ticket Conflict Warning Timeout Section

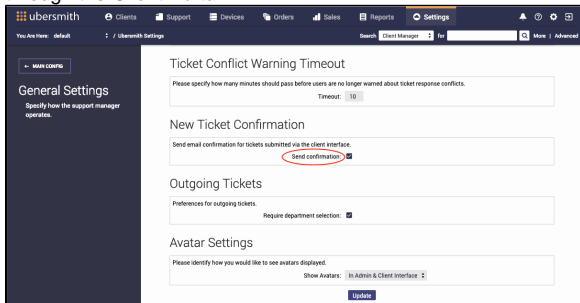
- In the **Timeout** field, enter the number of minutes before users are no longer warned about ticket response conflicts. If you reply, comment, or follow up on a ticket, a warning displays on the page if another user has done the same, within the timeout length set.



The screenshot shows the 'ubersmith' settings interface. The left sidebar has 'General Settings' selected. The main content area is titled 'Support Manager List Limit'. Below this, there are sections for 'Support Manager Report Address', 'Incoming Ticket Subject Matching', and 'Ticket Conflict Warning Timeout'. In the 'Ticket Conflict Warning Timeout' section, the 'Timeout' field is set to '10' and is circled in red.

Complete the New Ticket Confirmation Section

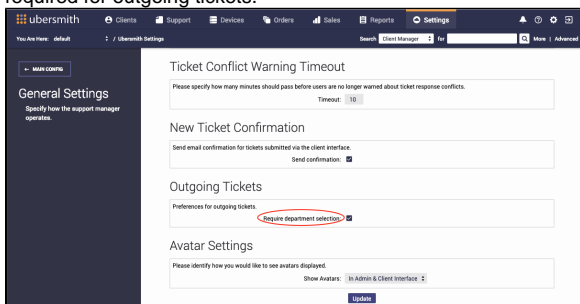
- Select the **Send confirmation** field to email a new ticket confirmation when a ticket is submitted through the *Client Portal*.



The screenshot shows the 'ubersmith' settings interface. The left sidebar has 'General Settings' selected. The main content area is titled 'Ticket Conflict Warning Timeout'. Below this, there are sections for 'New Ticket Confirmation', 'Outgoing Tickets', and 'Avatar Settings'. In the 'New Ticket Confirmation' section, the 'Send confirmation' checkbox is checked and circled in red.

Complete the Outgoing Tickets Section

- Select the **Require department** selection if you want the Department field selection to be required for outgoing tickets.

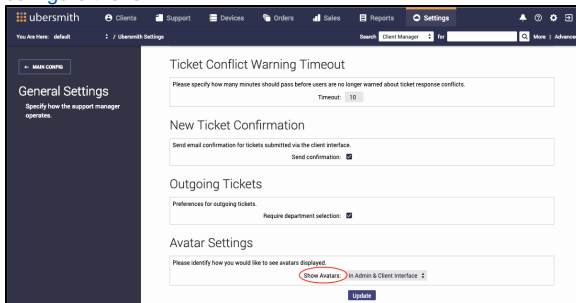


The screenshot shows the 'ubersmith' settings interface. The left sidebar has 'General Settings' selected. The main content area is titled 'Ticket Conflict Warning Timeout'. Below this, there are sections for 'New Ticket Confirmation', 'Outgoing Tickets', and 'Avatar Settings'. In the 'Outgoing Tickets' section, the 'Require department selection' checkbox is checked and circled in red.

Complete the Avatar Settings Section

Avatars are graphics used to represent a user, such as a portrait or company logo. You can enable or disable avatars and gravatars in this section.

- In the **Show Avatars** field, select **Never** to not display avatars, **In Admin Interface Only** to display avatars in your Admin interface, or **In Admin & Client Interface** to display avatars in both your Admin interface and Client Portal. Once you enable avatars, [users and clients can configure theirs](#).

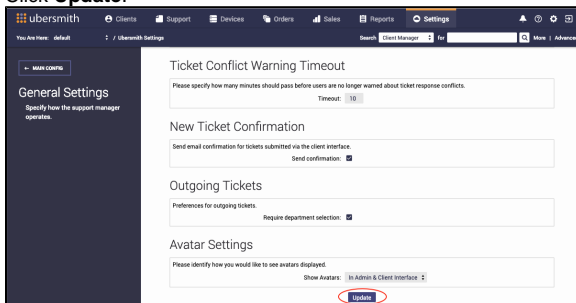


Note

Selecting either **Admin Interface Only** or **Admin & Client Interface** enables the **Avatar** field in the *Support Manager Email & Signature* section in the [User Preferences](#) page, which is where you upload your avatar.

Save Your Configuration Settings

- Click **Update**.



Related Topics

[Support Settings](#)