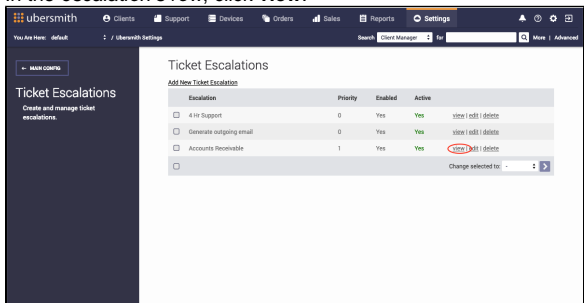


# Managing Support Ticket Escalations

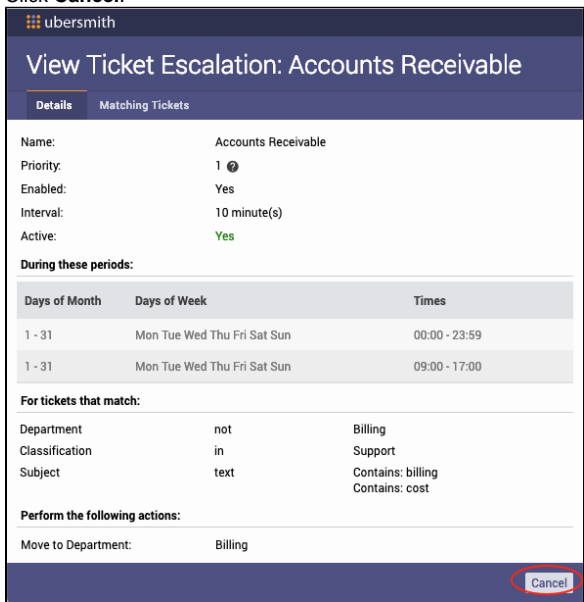
Once you have [created support ticket escalations](#), you can perform various actions on them.

## Viewing Ticket Escalations

1. [Access the Ticket Escalations page.](#)
2. In the *escalation's* row, click **view**.

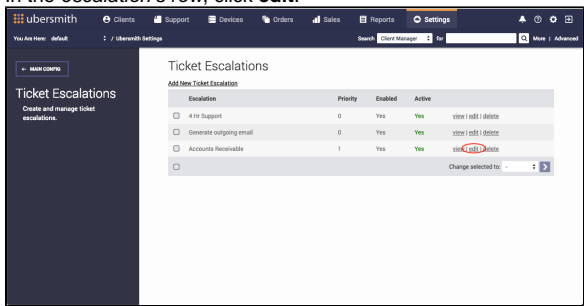


- The *View Ticket Escalation* page appears with the *Details* tab active.
3. Click the *Matching Tickets* window to see support tickets that match the escalation rules.
  4. Click **Cancel**.



## Editing Ticket Escalations

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



- The *Edit Ticket Escalation* page appears with the *Details* tab active.
3. Make any necessary updates.

On this page:

On this page:

- [Viewing Ticket Escalations](#)
- [Editing Ticket Escalations](#)
- [Deleting Ticket Escalations](#)
- [Enabling Ticket Escalations](#)
- [Disabling Ticket Escalations](#)
- [Related Topics](#)

4. Click **Save**.

## Deleting Ticket Escalations

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

| Escalation  | Priority | Enabled | Active   |
|---|----------|---------|--|
| <input type="checkbox"/> 4 Hr Support                   | 0        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |
| <input type="checkbox"/> Generate outgoing email        | 0        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |
| <input checked="" type="checkbox"/> Accounts Receivable | 1        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |

A confirmation message appears.

3. Click **Yes**.

| Escalation  | Priority | Enabled | Active   |
|---|----------|---------|--|
| <input type="checkbox"/> 4 Hr Support                   | 0        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |
| <input type="checkbox"/> Generate outgoing email        | 0        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |
| <input checked="" type="checkbox"/> Accounts Receivable | 1        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |

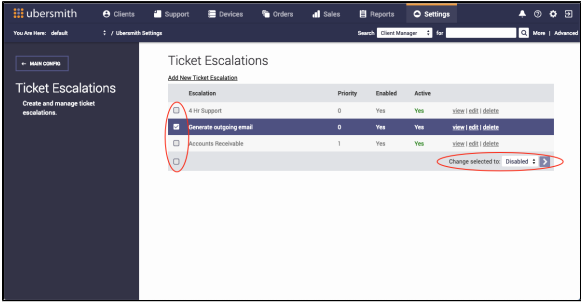
## Enabling Ticket Escalations

1. Access the [Ticket Escalations](#) page.
2. Select one or more escalation you want to enable.
3. In the **Change select to** field, select **Enabled**.
4. Click the **arrow** icon.

| Escalation  | Priority | Enabled | Active   |
|---|----------|---------|--|
| <input type="checkbox"/> 4 Hr Support                       | 0        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |
| <input checked="" type="checkbox"/> Generate outgoing email | 0        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |
| <input type="checkbox"/> Accounts Receivable                | 1        | Yes     | Yes <a href="#">view</a>   <a href="#">edit</a>   <a href="#">delete</a> |

## Disabling Ticket Escalations

- 1. Access the *Ticket Escalations* page.
- 2. Select one or more escalation you want to enable.
- 3. In the **Change select to** field, select **Disabled**.
- 4. Click the **arrow** icon.



Related Topics

[Adding Support Ticket Escalations](#)