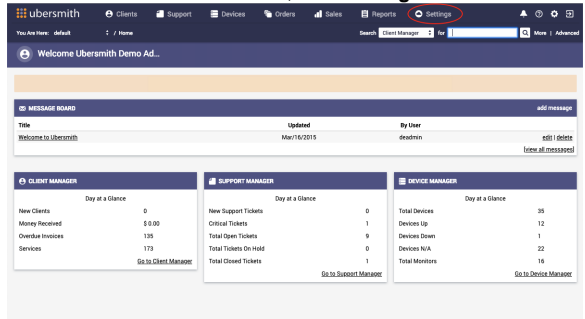


Adding Support Ticket Resolutions

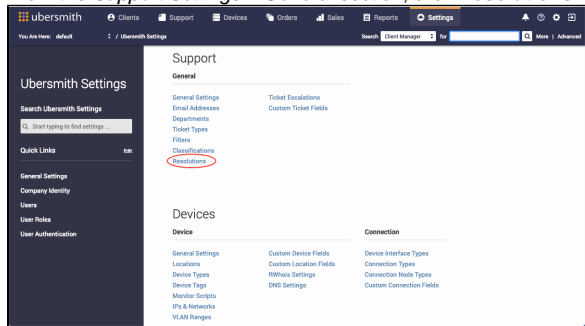
Ticket resolutions describe the end state of a ticket based on your support users actions. For example, if your client's problem was resolved you can use "fixed" to signify that the ticket needs no further action. [You can require tickets to be resolved.](#)

Access the Ticket Resolutions Page

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



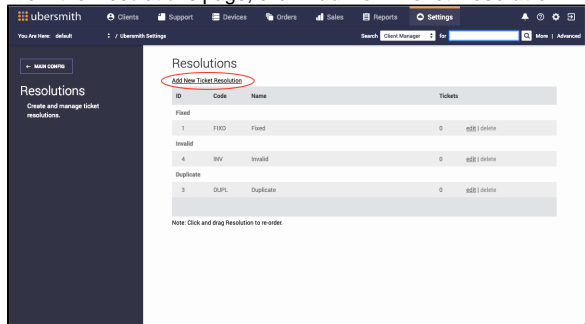
- The *Ubersmith Settings* page appears.
2. From the *Support Settings – General* section, click **Resolutions**.



The *Resolutions* page appears.

Complete the Details Tab

1. From the *Resolutions* page, click **Add New Ticket Resolution**.



- The *Add New Ticket Resolution* page appears.
2. In the **Name** field, enter the name of the resolution.
 3. In the **Code** field, enter the four character abbreviation for the resolution.

On this page:

On this page:

- [Access the Ticket Resolutions Page](#)
- [Complete the Details Tab](#)
- [Complete the Departments Tab](#)
- [Related Topics](#)

4. In the **Type** field, select one of the three default resolutions the new one will be created under.

The screenshot shows the 'Add New Ticket Resolution' form in the 'Details' tab. The form has the following fields:

- Name for English(USA): Closed
- Name for Français canadien: (empty)
- Name for Português (Portugal): (empty)
- Code: CSD
- Type: Invalid

At the bottom right, there are three buttons: Save, Save & New, and Cancel.

Complete the Departments Tab

1. Click the *Departments* tab.
2. In the *Applicable* column, select **Yes** to enable the ticket resolution for the listed department.
See [Adding Support Departments](#) for more information.

The screenshot shows the 'Add New Ticket Resolution' form in the 'Departments' tab. The 'Departments' tab is highlighted with a red circle. The form contains a table with the following structure:

Department	Applicable
Billing:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Support:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Sales:	<input checked="" type="radio"/> Yes <input type="radio"/> No

At the bottom right, there are three buttons: Save, Save & New, and Cancel. The 'Save' and 'Save & New' buttons are highlighted with a red circle.

Related Topics

[Managing Support Ticket Resolutions](#)