

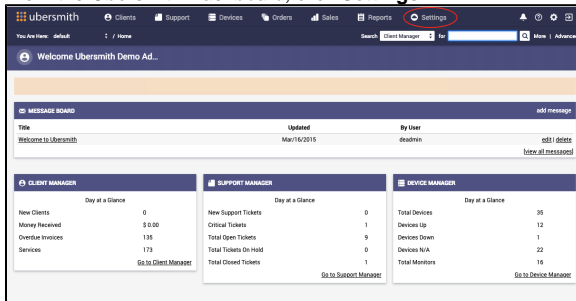
Adding Support Classifications

Support classifications are used to organize tickets. For example, you can define a root classification of Support Departments, and child classifications as Critical, High, Moderate, and Low in order to convey the impact of the problem. Once created, classifications are not associated with a department; see [Assigning Ticket Classifications to Support Departments](#).

You can add only one classification to each support ticket. Once classifications have been added to a ticket, you can search for classifications and gather basic statistics based on the classifications you have created.

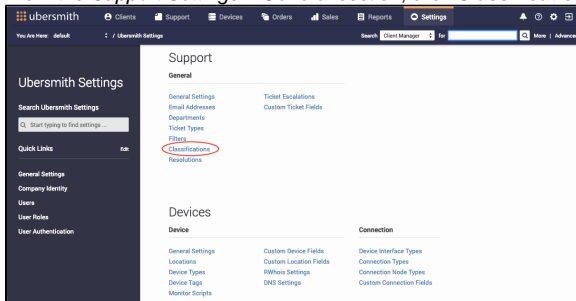
Access the

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



The *Ubersmith Settings* page appears.

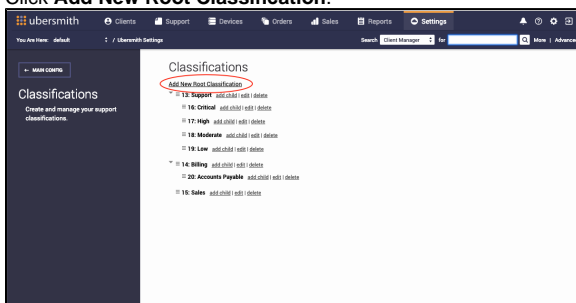
2. From the *Support Settings – General* section, click **Classifications**.



The *Classifications* page appears.

Adding Root Classifications

1. Click **Add New Root Classification**.



The *New Classification* page appears.

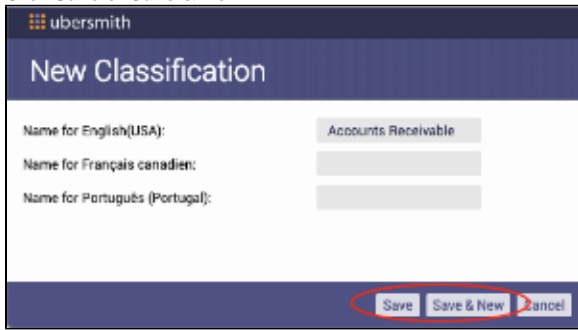
2. In the **Name** field, enter the name of the root classification.

On this page:

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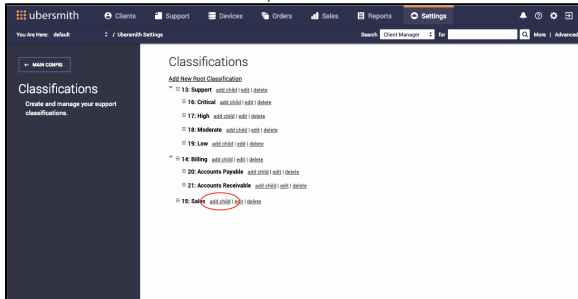
- [Access the](#)
- [Adding Root Classifications](#)
- [Adding Child Classifications](#)
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3. Click **Save** or **Save & New**.



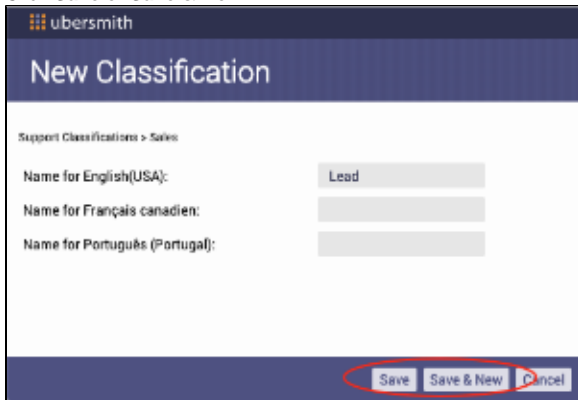
Adding Child Classifications

1. In the *root classification's* row, click **add child**.



The *New Classification* page appears.

2. In the **Name** field, enter the name of the child classification.
3. Click **Save** or **Save & New**.



Related Topics

[Managing Support Classifications](#)