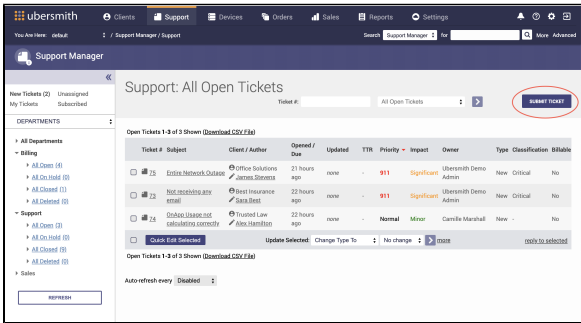


Submitting Tickets

The Submit Ticket page opens a support ticket used for communicating through Ubersmith. Communication can be with your client's for general use or for tracking and solving client issues. It can also be used for internal-only communication between your admin users.

1. [Access the Support Manager.](#)
2. Click **Submit Ticket**.



The *Submit Ticket* page appears.

3. In the **Internal Ticket** field, select **Yes** to create an internal-only ticket. Internal tickets are solely sent between your users and not sent to clients. Click **No** to include the client.
4. In the **Recipient** field, enter the users email address. It is disabled for internal tickets.
5. In the **CC** field, enter any email addresses to be copied. It is disabled for internal tickets.
6. In the **BCC** field, enter any email addresses to be blind copied. It is disabled for internal tickets.
7. In the **Template** field, select a pre-defined message template.
8. In the **Subject** field, enter the subject of the ticket. This becomes the title of the ticket, once sent.
9. In the **Message** field, enter the details of the support ticket.
10. In the **Priority** field, select the importance of the ticket. The choices are low, normal, high, and 911. 911 automatically sends the email to your designated emergency notification address.
11. In the **Impact** field, select the level of severity that the issue represents to your client. The choices are none, minor, moderate, significant, and extensive.
12. In the **Department** field, select the department the ticket should be opened in.
13. In the **Classification** field, select an additional level of categorization for the ticket.
14. In the **Owner** field, select the person to assign the ticket. If this is left blank, it will be unassigned. If you have any custom fields configured for support tickets, they will display after the **Owner** field.
15. In the **Attachments** field, attach any supporting material related to the ticket by clicking **Choose File**, navigating to the location of the file you need to attach, selecting the file, and clicking **Open**. Any attachments will be included in the email sent to the recipient.
16. Click the **Submit** or **Submit & New** button to create the ticket.

ubersmith

Submit Ticket

Internal Ticket: ☒ Yes ☐ No

Recipient:

CC:

BCC: (use comma for multiple addresses)

Template:

Subject: Check OnApp Service Plans

Message: We have received reports of OnApp usage being inaccurate. Please check the service plan to ensure it is configured correctly.

Priority: High

Impact: Moderate

Department: Billing

Classification:

Owner: Ubersmith Demo Admin

Billing

Billable: No

non billable: ☐ Yes ☒ No

Sales

Lead: New Customer

Attachments

Choose File No file chosen

Submit

Submit & New

Cancel

On this page:

On this page:

- [Related Topics](#)

Related Topics

[Support Manager](#)

[Support Manager Settings](#)

