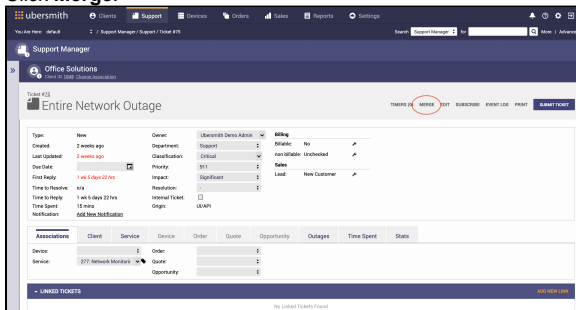


Merging Tickets

You can merge two separate tickets into one.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Click **Merge**.



The *Merge Tickets* page appears.

4. In the **Ticket ID** field, enter the specific ticket ID, if known. Alternately, you can search for the ticket you need:
In the Search field, select the current ticket status of the ticket (open, on-hold, closed, deleted, all).
In the with and like fields, narrow your search (any, ticket #, subject, author, body).
5. In the *from the Tickets* section, select the ticket or tickets to merge.
6. In the **Comment** field, enter a comment to be added and emailed to the authors of the merged ticket.
7. Select **Make Comment Client Viewable** to allow the client to see the comment.
8. Click **Save**.



You can also use the the [Quick Edit Multiple Tickets](#) and the [Updating Selected Tickets](#) functions to merge tickets.

Related Topics

[Support Manager](#)

[Support Manager Settings](#)

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