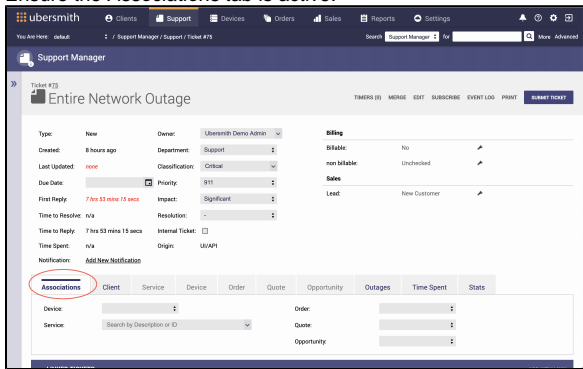


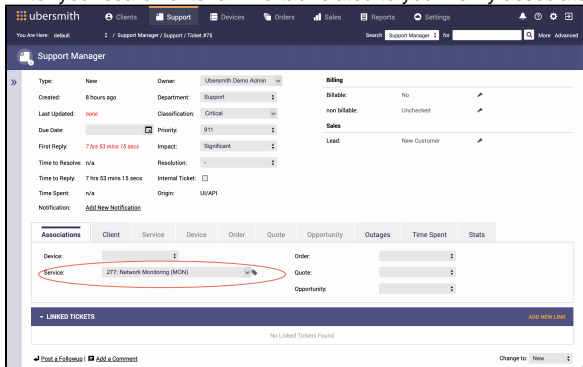
Linking Devices, Services, Orders, Quotes and Opportunities to Support Tickets

You can link devices, services, orders, quotes and opportunities to support tickets, to further identify any problems the ticket contains, **once a customer is associated to the ticket**. Each of these associations can be viewed within their related tabs of the ticket. A tab is disabled if there is no association.

1. [Access the Support Manager.](#)
2. [View the ticket.](#)
3. Ensure the *Associations* tab is active.



4. Select the field you want to associate to the support ticket. A search page may appear, or fields will be populated with relevant information. Based on the selection, other fields are populated with information relative to your selection. For example, if you select a service, all other fields will be populated with information related to the service, such as relevant orders, quotes, and opportunities, from which to make further selections.
5. Enter your search criteria. The tab related to your newly associated items becomes active.



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