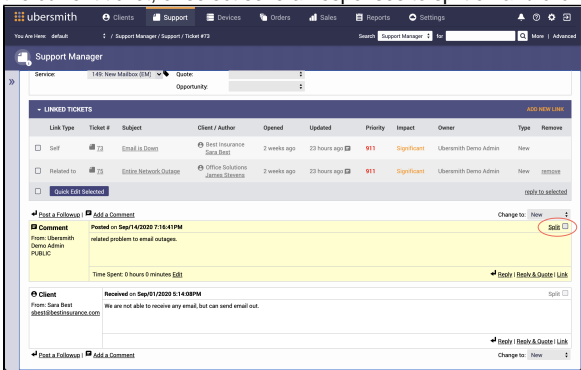


Splitting Tickets

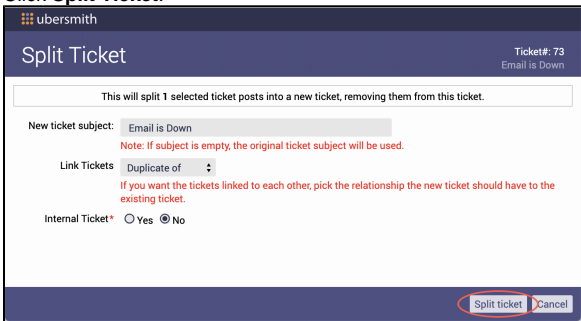
You can turn one ticket into two separate tickets. The new ticket will contain the responses you selected to split from the original ticket, while the original ticket will contain all the responses you did not select. During the splitting process, you can also link the new ticket to the original one.

- 1. [Access the Support Manager.](#)
- 2. [View the ticket.](#)
- 3. In the *Reply and Comment* section, click **Split** in the ticket response you want to split off from the current ticket, or select several responses to split off and click **Split selected**.



The Split Ticket page appears.

- 4. In the **New ticket** subject field, enter the subject of the split ticket.
- 5. In the **Link Tickets** field, select the relationship the new ticket should have to the original ticket.
- 6. In the **Internal Ticket** field, select **Yes** if this split ticket is viewable only to internal users. Select **No** if you want the client to be able to view the new ticket.
- 7. Click **Split Ticket**.



The new ticket appears.

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