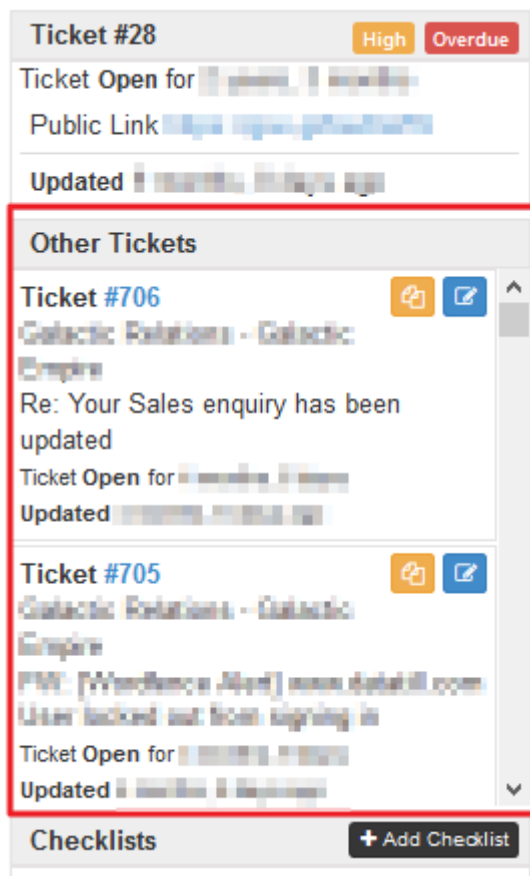


To help with context on helpdesk tickets, a new “Other Tickets” widget has been added on the right side bar of tickets when you open them.

The Other Tickets widget will show all tickets for the same customer that the current selected ticket is for.



The screenshot displays a ticket interface for 'Ticket #28', which is marked as 'High' and 'Overdue'. Below the ticket details, a red rectangular box highlights the 'Other Tickets' widget. This widget lists two related tickets: 'Ticket #706' and 'Ticket #705'. Both tickets are from 'Galactic Relations - Galactic Empire' and concern a sales enquiry. Ticket #706 is titled 'Re: Your Sales enquiry has been updated' and Ticket #705 is titled 'FW: [Wordfence Alert] www.datatill.com User locked out from signing in'. Each ticket entry includes a share icon, a comment icon, and a scroll indicator. Below the 'Other Tickets' widget, there is a 'Checklists' section with an '+ Add Checklist' button.

Ticket #28 High Overdue

Ticket Open for [redacted] [redacted]

Public Link [redacted]

Updated [redacted] [redacted] ago

Other Tickets

Ticket #706 [share icon] [comment icon] [scroll up icon]

Galactic Relations - Galactic Empire

Re: Your Sales enquiry has been updated

Ticket Open for [redacted] [redacted]

Updated [redacted] [redacted] ago

Ticket #705 [share icon] [comment icon] [scroll down icon]

Galactic Relations - Galactic Empire

FW: [Wordfence Alert] www.datatill.com

User locked out from signing in

Ticket Open for [redacted] [redacted]

Updated [redacted] [redacted] ago

Checklists + Add Checklist