

You will automatically get notifications if you are subscribed to “Helpdesk Notifications” in your user’s account settings.

Helpdesk notifications includes: when you are assigned to a helpdesk ticket and when the ticket gets updated.

To get update notifications even when you are not assigned to a ticket, you can follow a ticket.

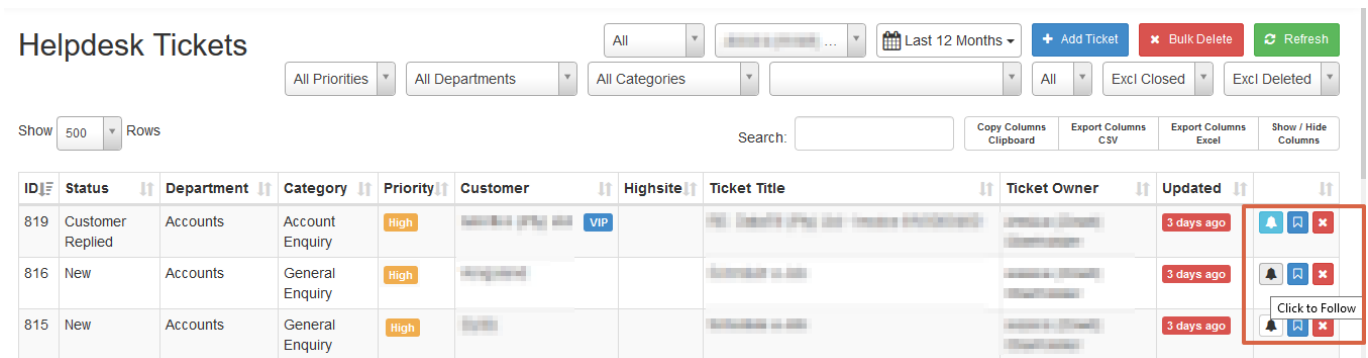
Following tickets also helps if you want to quickly find a ticket in your ticket list.

The helpdesk ticket follower feature has been added in v1.21.09.




How to follow helpdesk tickets on the ticket list:

Go to Workflow -> Helpdesk Ticket List

Click on the bell icon button next to the View Ticket button to follow a ticket.

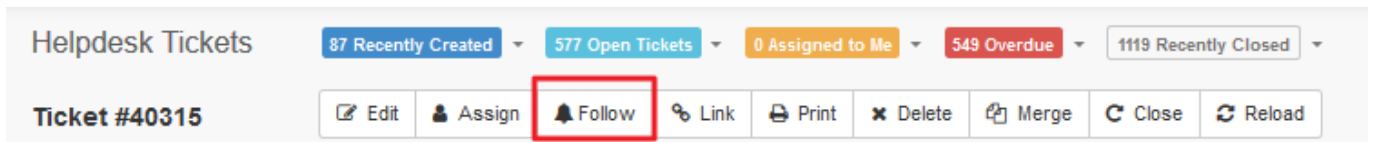


The screenshot shows the 'Helpdesk Tickets' interface. At the top, there are filters for 'All', 'Last 12 Months', '+ Add Ticket', 'Bulk Delete', and 'Refresh'. Below these are more filters for 'All Priorities', 'All Departments', 'All Categories', 'All', 'Excl Closed', and 'Excl Deleted'. A search bar and options for 'Copy Columns Clipboard', 'Export Columns CSV', 'Export Columns Excel', and 'Show / Hide Columns' are also present. The main table has columns for ID, Status, Department, Category, Priority, Customer, Highsite, Ticket Title, Ticket Owner, and Updated. Three tickets are listed: ID 819 (Customer Replied), ID 816 (New), and ID 815 (New). A red box highlights the 'Follow' button (bell icon) for the first ticket, with a tooltip that says 'Click to Follow'.

ID	Status	Department	Category	Priority	Customer	Highsite	Ticket Title	Ticket Owner	Updated	
819	Customer Replied	Accounts	Account Enquiry	High	XXXXXXXX (VIP) VIP		XXXXXXXX (VIP) - XXXXX (XXXXXXXX)	XXXXXXXX (XXXXXXXX)	3 days ago	
816	New	Accounts	General Enquiry	High	XXXXXXXX		XXXXXXXX - XXXX	XXXXXXXX (XXXXXXXX)	3 days ago	
815	New	Accounts	General Enquiry	High	XXXXXX		XXXXXXXX - XXXX	XXXXXXXX (XXXXXXXX)	3 days ago	

How to follow a helpdesk ticket that is opened:

You can also follow a ticket when you are viewing a ticket by clicking on the “Follow” button next to the “Assign” button.



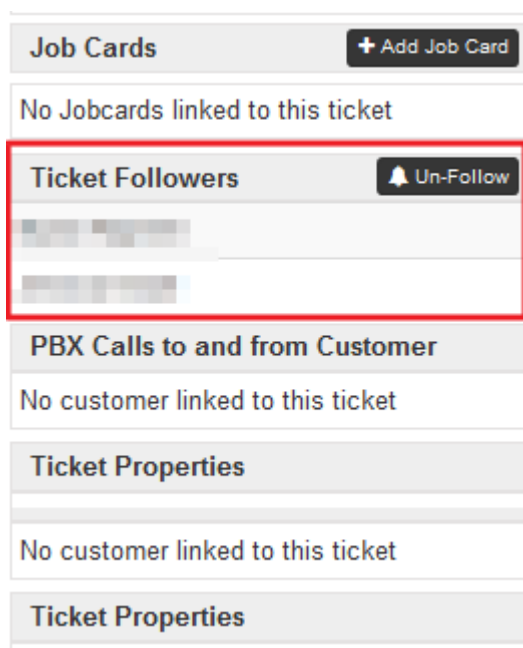
Helpdesk Tickets

87 Recently Created | 577 Open Tickets | 0 Assigned to Me | 549 Overdue | 1119 Recently Closed

Ticket #40315

Edit | Assign | **Follow** | Link | Print | Delete | Merge | Close | Reload

You can view all ticket followers on a ticket on the right side when you view a specific ticket.



Job Cards + Add Job Card

No Jobcards linked to this ticket

Ticket Followers Un-Follow

██████████

██████████

PBX Calls to and from Customer

No customer linked to this ticket

Ticket Properties

No customer linked to this ticket

Ticket Properties

How to quickly find tickets you are following:



















Go to Workflow -> Helpdesk Ticket List

Choose "Followed" in the following filter next to the user filter.

Now you will see all tickets you are following.

Helpdesk Tickets

Followed All Users Last 12 Months + Add Ticket ✖ Bulk Delete ↻ Refresh
All Priorit... All Departments All Categories All Excl Clo... Excl Dele...
 Show 100 Rows Search: Copy Columns Clipboard Export Columns CSV Export Columns Excel Show/Hide Columns

Status	Department	Category	Priority	Customer	Highsite	Ticket Title	Ticket Owner	Updated	
New			Critical					4 days ago	  
Replied			Low		VIP	Brick Rd		6 days ago	  
Assigned			Low		VIP	Brick Rd		13 days ago	  
Assigned			Normal		VIP	Brick Rd		14 days ago	  
Assigned			Normal					4 month ago	  
Re-Assigned			Normal					2 months ago	  

Showing 1 to 6 of 6 entries Previous 1 Next

Ticket following notifications:

When you follow a ticket and the ticket gets updated, you will receive a notification about the changes and a link to the ticket.

Email subject: "A ticket you are following has been updated"

View Message #16434 ✕

Type	Email to [redacted]	Sent	2017-12-13 13:08:11	Customer	[redacted]	
Subject	A ticket you are following has been updated		Status	Delivered	User	[redacted]

A ticket you are following has been updated [View](#)

Ticket ID [#988](#)

Ticket Title [redacted]

Created 2017-12-13 12:18:52 via [redacted]

Customer [redacted]

Category [redacted]

Priority Low

Recent Changes New note added [redacted] 2017-12-13 13:07:45

[Close](#)