

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:

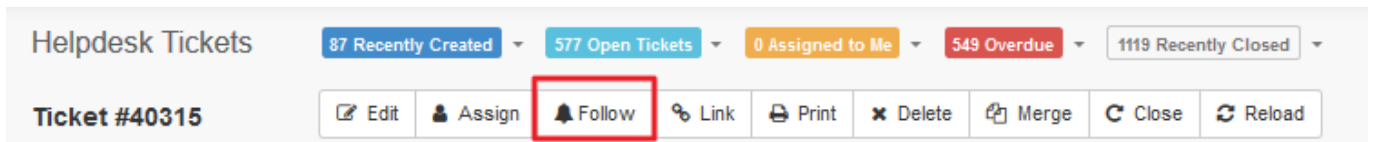
Go to Workflow -> Helpdesk Ticket List

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

Helpdesk Tickets											
All			Last 12 Months			+ Add Ticket			x Bulk Delete		
All Priorities			All Departments			All Categories			All		
Show 500 Rows			Search:			Copy Columns Clipboard			Export Columns CSV		
ID	Status	Department	Category	Priority	Customer	Highsite	Ticket Title	Ticket Owner	Updated		
819	Customer Replied	Accounts	Account Enquiry	High	Customer (VIP) VIP		Details of the account enquiry	Customer (VIP)	3 days ago	  	
816	New	Accounts	General Enquiry	High	Customer		Details of the account enquiry	Customer	3 days ago	  	
815	New	Accounts	General Enquiry	High	Customer		Details of the account enquiry	Customer	3 days ago	  	

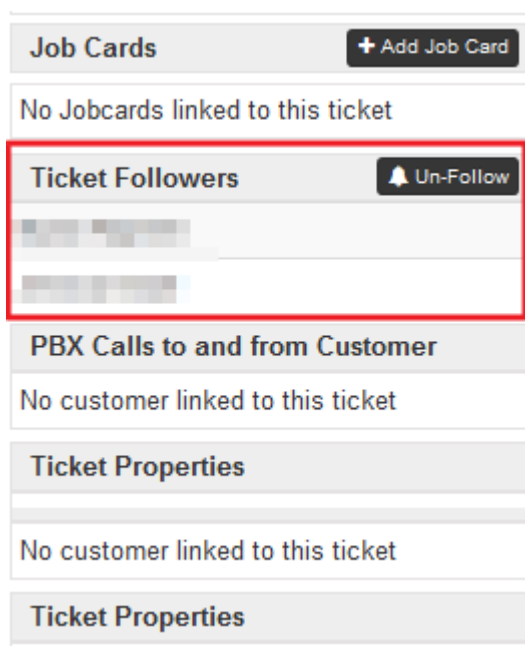
How to follow a helpdesk ticket that is opened:

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



The screenshot shows the top navigation bar of the Helpdesk Tickets system. It includes filters for '87 Recently Created', '577 Open Tickets', '0 Assigned to Me', '549 Overdue', and '1119 Recently Closed'. Below this, the 'Ticket #40315' is displayed, followed by a row of action buttons: 'Edit', 'Assign', 'Follow' (highlighted with a red box), 'Link', 'Print', 'Delete', 'Merge', 'Close', and 'Reload'.

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



The screenshot shows the right-hand sidebar of the ticket details page. It contains several sections: 'Job Cards' with an 'Add Job Card' button, 'No Jobcards linked to this ticket', 'Ticket Followers' (highlighted with a red box) with an 'Un-Follow' button, 'PBX Calls to and from Customer' with 'No customer linked to this ticket', and two 'Ticket Properties' sections, each with 'No customer linked to this ticket'.

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



















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		Brick Rd			6 days ago	  
Assigned			Low		Brick Rd			13 days ago	  
Assigned			Normal		Brick Rd			14 days ago	  
Assigned			Normal					4 months 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

Sent

2017-12-13 13:08:11

Customer

Subject

A ticket you are following has been updated

Status

Delivered

User

A ticket you are following has been updated

View

Ticket ID

#988

Ticket Title

Created

2017-12-13 12:18:52 via

Customer

Category

Priority

Low

Recent Changes

New note added

2017-12-13 13:07:45

Close