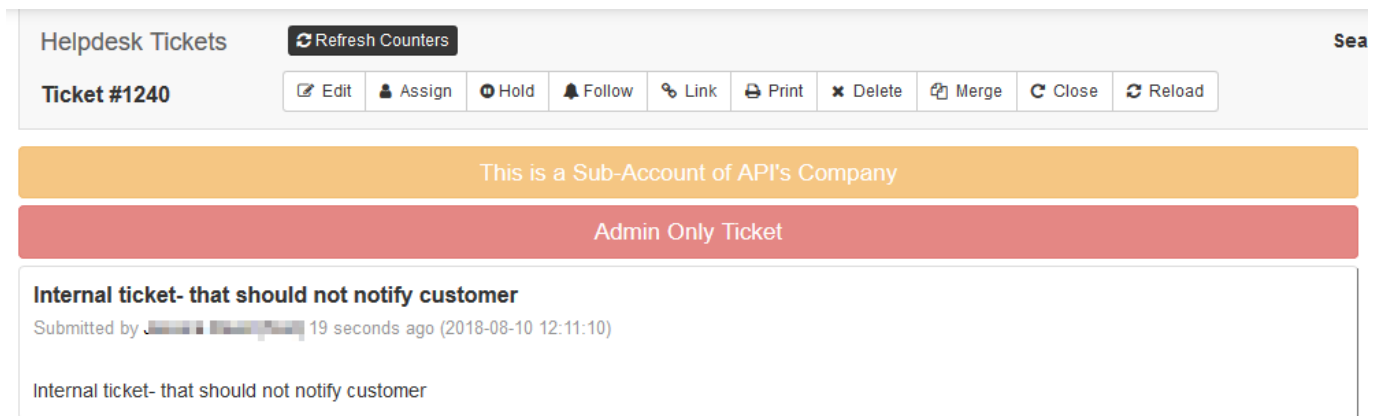


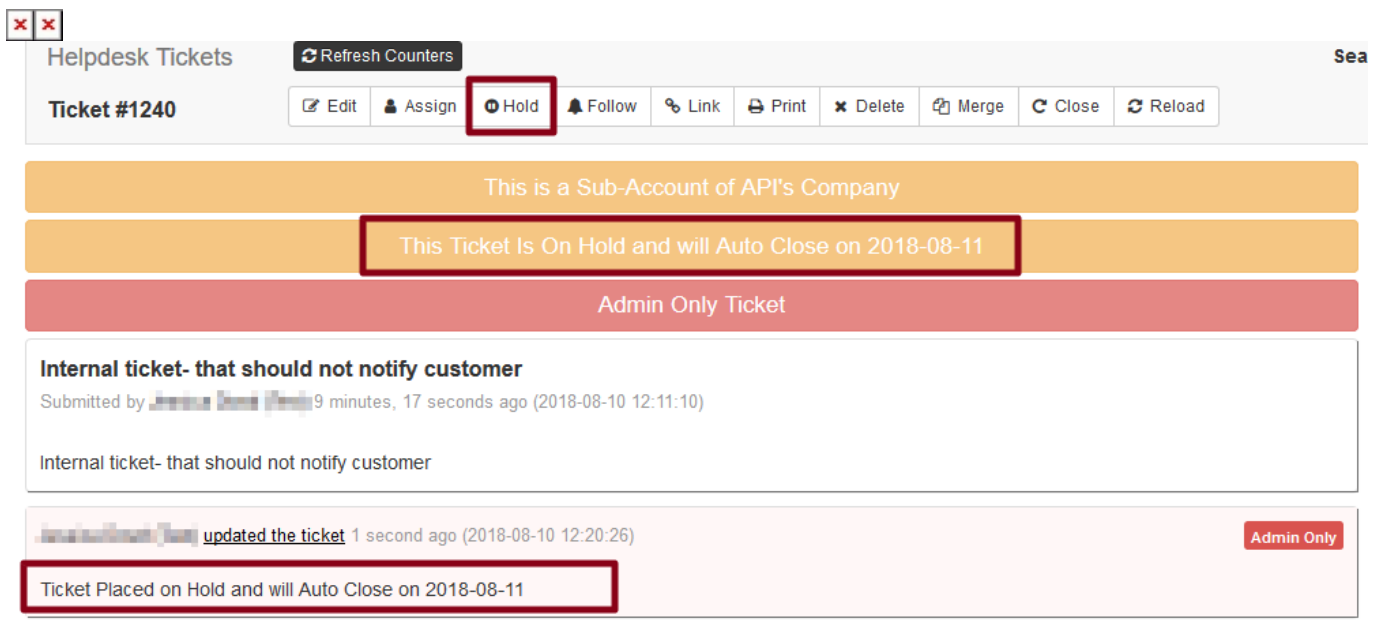
A few improvements have been added to the Helpdesk tickets for this release.

- Added an “Admin Only Ticket” Banner to the top of the details list for admin only ticket.



The screenshot shows the 'Helpdesk Tickets' interface for 'Ticket #1240'. At the top, there is a 'Refresh Counters' button. Below it, a row of action buttons includes 'Edit', 'Assign', 'Hold', 'Follow', 'Link', 'Print', 'Delete', 'Merge', 'Close', and 'Reload'. A yellow banner states 'This is a Sub-Account of API's Company'. Below that, a red banner reads 'Admin Only Ticket'. The ticket title is 'Internal ticket- that should not notify customer', submitted 19 seconds ago. The description is 'Internal ticket- that should not notify customer'.

- Added ticket auto close function. Tickets that you put on hold, now has the added option to auto close the ticket when the “on hold” has expired.



This screenshot shows the same ticket details as the previous one, but with additional features highlighted by red boxes. The 'Hold' button in the action bar is now active. A new yellow banner appears: 'This Ticket Is On Hold and will Auto Close on 2018-08-11'. The ticket title has been updated to 'Internal ticket- that should not notify customer' (repeated). The submission time is now '9 minutes, 17 seconds ago'. A new update at the bottom states 'Ticket Placed on Hold and will Auto Close on 2018-08-11', with an 'Admin Only' label. The 'Refresh Counters' button and other action buttons remain visible.

- Added the ability to add more than one admin user in a helpdesk ticket escalation notification.

ID	Title	Department	Helpdesk Categories	Priorities	Execution Delay	Escalate	Escalate Department	Escalate Category	Escalate User	Notify User
2	Second Escalation	Support	Connectivity Installation	High	01:00:00	Yes	Galactic Relations			david Vasilios Timmothy Vermeulen

System details:

Default setting: These are the new default cosmetics and functionality

Setting type: New improved functionality.

URL: <https://{ Your domain }/helpdesk/ticket/>

Version 1.4.01