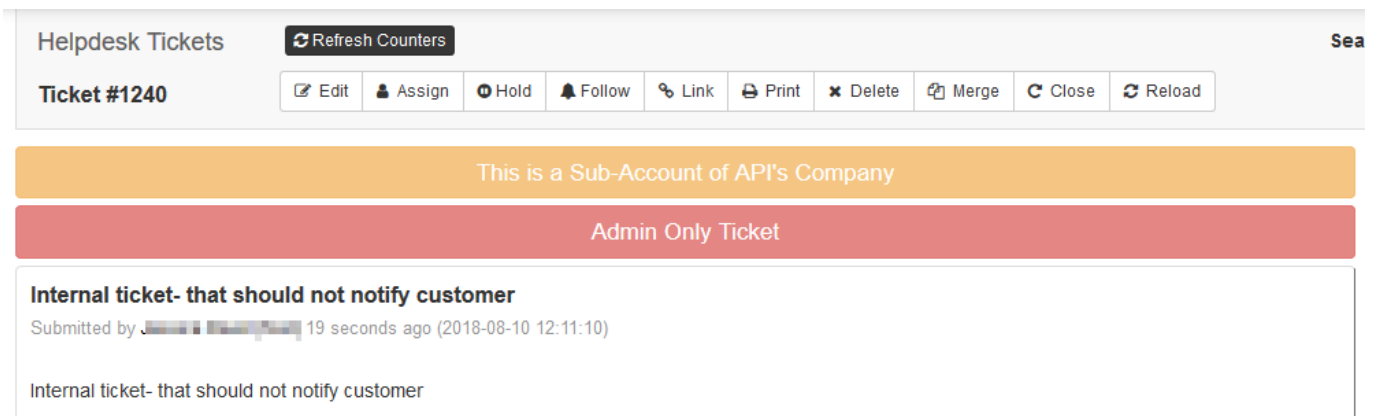


A few improvements have been added to the Helpdesk tickets for this release.

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



Helpdesk Tickets Refresh Counters Sea

Ticket #1240 Edit Assign Hold Follow Link Print Delete Merge Close Reload

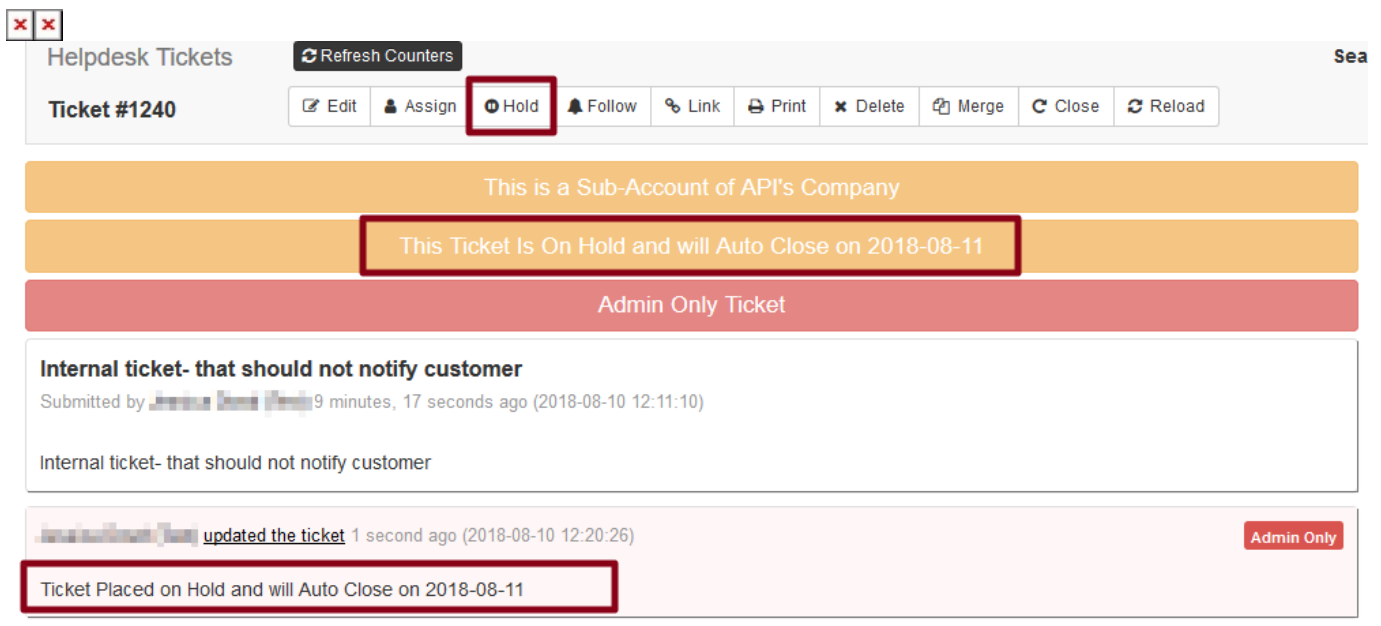
This is a Sub-Account of API's Company

Admin Only Ticket

Internal ticket- that should not notify customer
Submitted by XXXXXXXXXX 19 seconds ago (2018-08-10 12:11:10)

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.



Helpdesk Tickets Refresh Counters Sea

Ticket #1240 Edit Assign Hold Follow Link Print Delete Merge Close Reload

This is a Sub-Account of API's Company

This Ticket Is On Hold and will Auto Close on 2018-08-11

Admin Only Ticket

Internal ticket- that should not notify customer
Submitted by XXXXXXXXXX 9 minutes, 17 seconds ago (2018-08-10 12:11:10)

Internal ticket- that should not notify customer

XXXXXXXXXX updated the ticket 1 second ago (2018-08-10 12:20:26) Admin Only

Ticket Placed on Hold and will Auto Close on 2018-08-11

- 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			Notify User 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