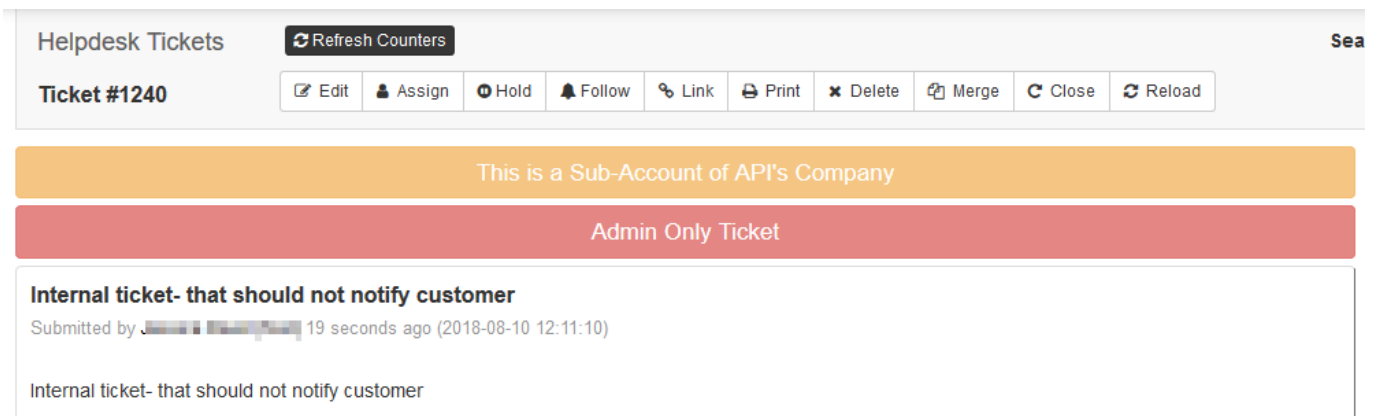A few improvements have been added to the Helpdesk tickets for this release.

- Added an "Admin Only Ticket" Banner to the top of the details list for admin only ticket.
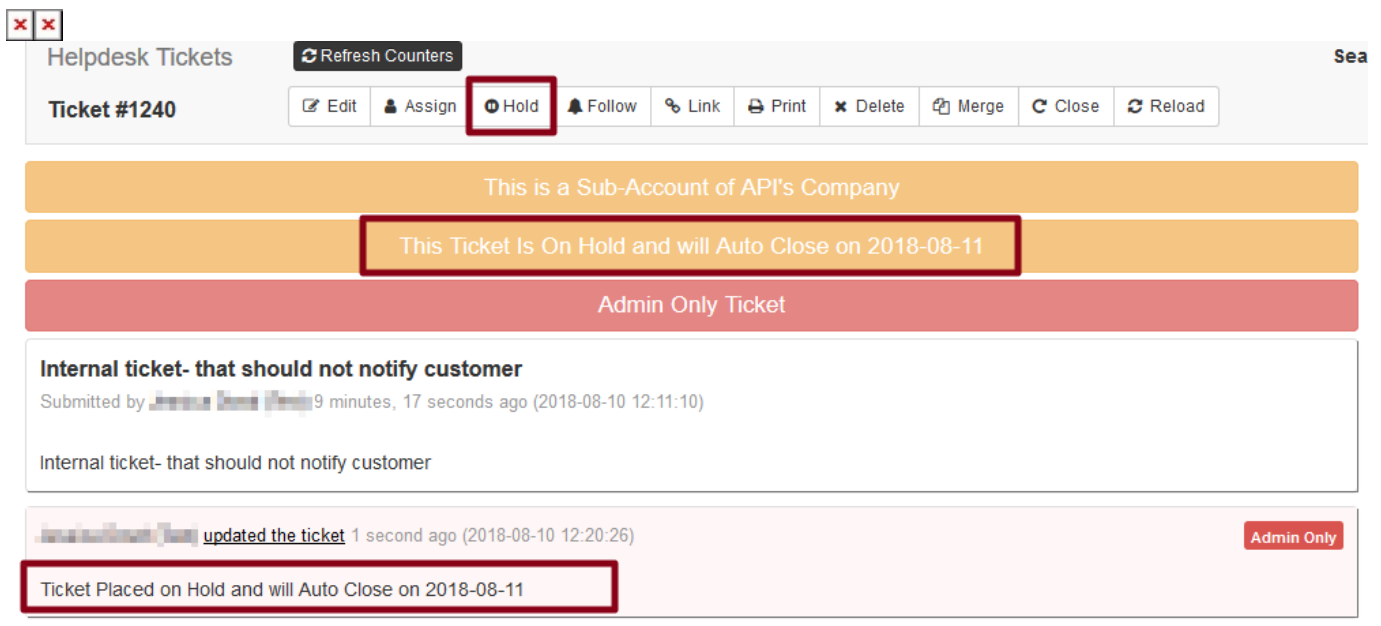
- Added ticket auto close function. Tickets that you put on hold, now has the added option to auto close the ticket when the "on hold" has expired.

- 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