

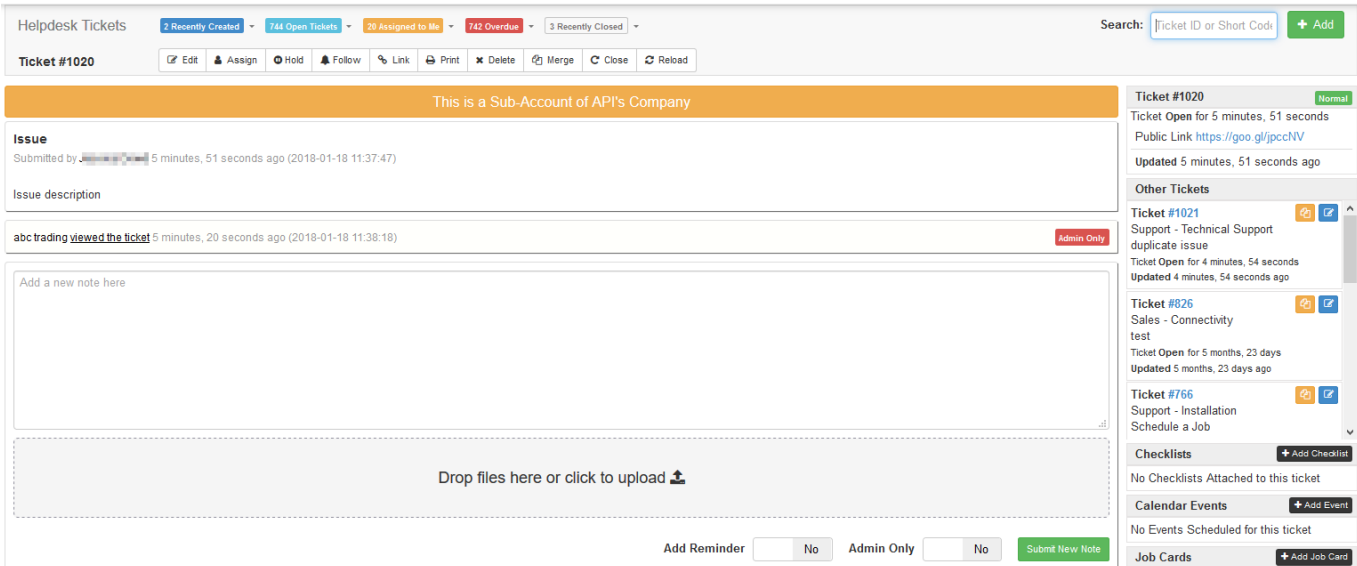
The helpdesk ticket merging function has been improved to give the user more power over what happens in the merge.

The admin user will be able to select what happens in the merge, such as to whom the merged ticket should be assigned to and which ticket should be kept as the merged ticket.

The improved ticket merging functionality is available from v1.21.08

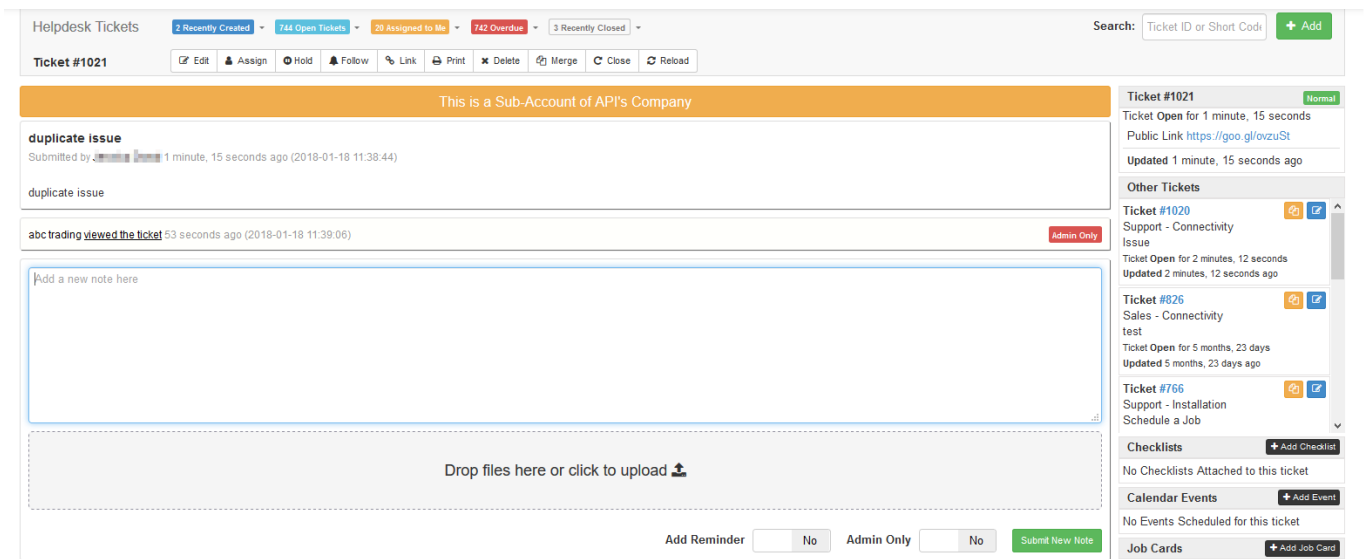
### Example of when a merge may be needed:

An issue that comes in and gets created as a helpdesk ticket:



The screenshot displays the Herotel Helpdesk Tickets interface. At the top, there are navigation tabs for 'Recently Created', 'Open Tickets', 'Assigned to Me', 'Overdue', and 'Recently Closed'. A search bar is located on the right. The main content area shows 'Ticket #1020' with a status of 'Normal'. Below the ticket title, there is a message: 'This is a Sub-Account of API's Company'. The 'Issue' section shows it was submitted by a user 5 minutes and 51 seconds ago. The 'Issue description' section is currently empty. Below the description, there is a note from 'abc trading' who viewed the ticket 5 minutes and 20 seconds ago. At the bottom of the ticket view, there are options to 'Add Reminder' (No), 'Admin Only' (No), and a 'Submit New Note' button. On the right side, there is a sidebar with 'Other Tickets' listed, including Ticket #1021 (Support - Technical Support), Ticket #826 (Sales - Connectivity), and Ticket #766 (Support - Installation). There are also sections for 'Checklists', 'Calendar Events', and 'Job Cards'.

Duplicate ticket of ticket #1020 comes in:

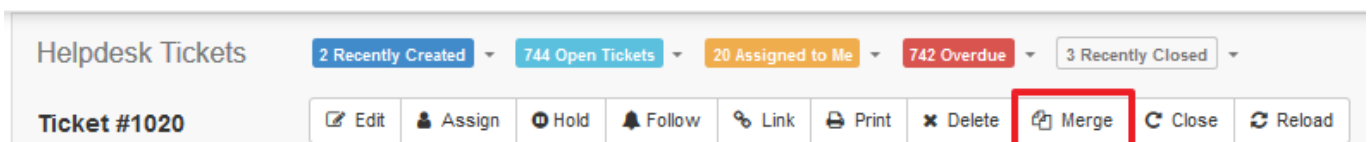


These two tickets needs to be merged.

It may be the same issue logged as a ticket twice or additional information of the issue in a separate ticket.

## How to merge tickets

Go to Workflow -> Helpdesk ticket list -> open ticket you want to merge



Click on the "Merge" button at the top of the ticket.

It does not matter if you are currently on the ticket that was created first/second. You will be able to choose which ticket to keep open.

**Merge Ticket #1020** ✕

- The history, notes and files from the two tickets will be merged.
- You cannot merge a sales ticket into another ticket**
- You can merge a normal ticket into a sales tickets
- If the ticket to be closed is admin only then all it's notes will become admin only
- All Calendar Events, Checklists and Jobcards will be moved to the remaining ticket
- This action cannot be undone.**

- A Second Ticket must be selected

	Current Ticket	Second Ticket
Keep This Ticket	<input type="checkbox"/> No <span style="margin-left: 20px; color: red; font-weight: bold;">This Ticket will be Closed</span>	
Ticket #	<input type="text" value="1020"/>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;">Please Select a Ticket</div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"><input type="text" value="102"/></div> <div style="padding: 5px;"> <div style="background-color: #007bff; color: white; padding: 2px;">Ticket #1021 [Support] [Technical Support] duplicate issue</div> <div style="padding: 2px;">Ticket #913 [Installation Team] [Installation] test 1 merge 16102017</div> <div style="padding: 2px;">Ticket #909 [Accounts] [General Enquiry] Mail delivery failed: returning message to sender</div> <div style="padding: 2px;">Ticket #903 [Support] [Connectivity] Byron Merge test 1 11102017</div> </div> </div>
Ticket Title	<input type="text" value="Issue"/>	
Status	<input type="text" value="New"/>	
Department	<input type="text" value="Support"/>	
Category	<input type="text" value="Connectivity"/>	
Assigned To	<input type="text" value="Jessica Dowd"/>	
Ticket Owner	<input type="text" value="Jessica Dowd"/>	
Customer	<input type="text" value="ABC001-abc trading"/>	
Creation Date	<input type="text" value="2018-01-18 11:37:47"/>	

### Notes on merging tickets:

- The history, notes and files from the two tickets will be merged.
- You cannot merge a sales ticket into another ticket**
- You can merge a normal ticket into a sales tickets
- If the ticket to be closed is admin only then all it's notes will become admin only
- All Calendar Events, Checklists and Jobcards will be moved to the remaining ticket
- This action cannot be undone.**

### Merge Ticket #1020

- The history, notes and files from the two tickets will be merged.
- **You cannot merge a sales ticket into another ticket**
- You can merge a normal ticket into a sales tickets
- If the ticket to be closed is admin only then all it's notes will become admin only
- All Calendar Events, Checklists and Jobcards will be moved to the remaining ticket
- **This action cannot be undone.**

	Current Ticket	Second Ticket
Keep This Ticket	<input checked="" type="checkbox"/>	This Ticket will be Closed
Ticket #	1020	Ticket #1021 [Support] [Technical Support]
Ticket Title	Issue	duplicate issue
Status	New	New
Department	Support	Support
Category	Maintenance	Technical Support
Assigned To	Jessica Dowd	Jessica Dowd
Ticket Owner	Jessica Dowd	Jessica Dowd
Customer	ABC001-abc trading	ABC001-abc trading
Creation Date	2018-01-18 11:37:47	2018-01-18 11:38:44

Click on the “Merge Tickets” button.

Your tickets will get merged. One of the tickets will get closed and the other ticket will be kept open. All of the notes from the closed ticket will get moved across to the open, merged ticket.

Merged ticket:

Helpdesk Tickets 1 Recently Created 742 Open Tickets 19 Assigned to Me 742 Overdue 4 Recently Closed Search

**Ticket #1020** Edit Assign Hold Follow Link Print Delete Merge Close Reload

This is a Sub-Account of **API's Company**

**Issue**  
Submitted by **Jessica Dwyer** 43 minutes, 34 seconds ago (2018-01-18 11:37:47)

Issue description

**abc trading** viewed the ticket 43 minutes, 3 seconds ago (2018-01-18 11:38:18) Admin Only

**Jessica Dwyer** replied 42 minutes, 37 seconds ago (2018-01-18 11:38:44)  
duplicate issue

**Jessica Dwyer** updated the ticket 24 seconds ago (2018-01-18 12:20:57)  
Category changed to Maintenance

**Jessica Dwyer** replied 23 seconds ago (2018-01-18 12:20:58)  
Ticket #1021 was merged into this ticket #1020.

**Jessica Dwyer** updated the ticket 22 seconds ago (2018-01-18 12:20:59) Admin Only  
Ticket #1021 merged into this ticket (#1020)

**Note from ticket #1021**

**Note updates from the merge**

## Closed ticket:

(The ticket that got closed in the merge will not send out notifications.)

**Ticket #1021** Print Re-Open Reload

This is a Sub-Account of **API's Company**

**duplicate issue**  
Submitted by **Jessica Dwyer** 1 hour, 1 minute ago (2018-01-18 11:38:44)

duplicate issue

**abc trading** viewed the ticket 1 hour, 1 minute ago (2018-01-18 11:39:06) Admin Only

**Jessica Dwyer** replied 19 minutes, 8 seconds ago (2018-01-18 12:20:58)  
This ticket (#1021) was merged into ticket #1020.  
All of the notes for this ticket have been moved across to the other ticket

**Jessica Dwyer** updated the ticket 19 minutes, 7 seconds ago (2018-01-18 12:20:59) Admin Only  
This Ticket (#1021) was merged into ticket (#1020)

**Ticket #1021** Closed  
Ticket Closed 1 hour, 1 minute ago  
Public Link <https://goes.gilcoms.it>

**Other Tickets**

**Ticket #1020**  
Support - Maintenance  
Issue  
Ticket Open for 1 hour, 2 minutes  
Updated 19 minutes, 13 seconds ago

**Ticket #826**  
Sales - Connectivity  
test  
Ticket Open for 5 months, 23 days  
Updated 5 months, 23 days ago

**Ticket #766**  
Support - Installation  
Schedule a Job

## Merge notification email:

(The person who is assigned to the open ticket will get the notification of the merge. If there is a customer linked on the ticket, the customer will also get a merge notification if the ticket was not marked as an admin only ticket.)



Thu 18/01/2018 12:22

DataTill Development &lt;helpdesk@datatill.com&gt;

**Helpdesk Ticket #1021 has been merged into ticket #1020**

To: [redacted]@datatill.com

DataTill Development  
Developing with Data

**Ticket #1021 has been merged into ticket #1020. [View](#)**

<b>Ticket ID</b>	<a href="#">#1020</a>
<b>Ticket Title</b>	Issue
<b>Created</b>	2018-01-18 11:37:47
<b>Customer</b>	abc trading
<b>Category</b>	Maintenance
<b>Department</b>	Support
<b>Priority</b>	Normal
<b>Ticket Owner</b>	Jessica Dowd
<b>Ticket Details</b>	Issue description