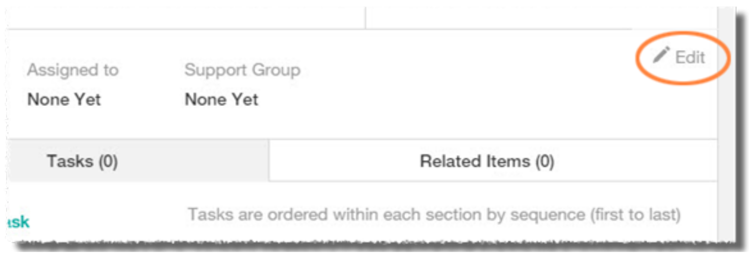
Assigning Tickets

The procedures below cover working with an existing incident, but the steps involved are nearly the same for other types of events.

- After you create a ticket, you can change the details or add new information to it.
- Keeping the information in a ticket up-to-date helps you to make better informed decisions about how to manage the ticket, keeps your personal and group statistics up-to-date, and helps keep the affected customer informed about the progress of the ticket.
- After you open ticket details, click the Pencil icon associated with a group of fields to open those fields in edit mode, which allows you to update the field contents.

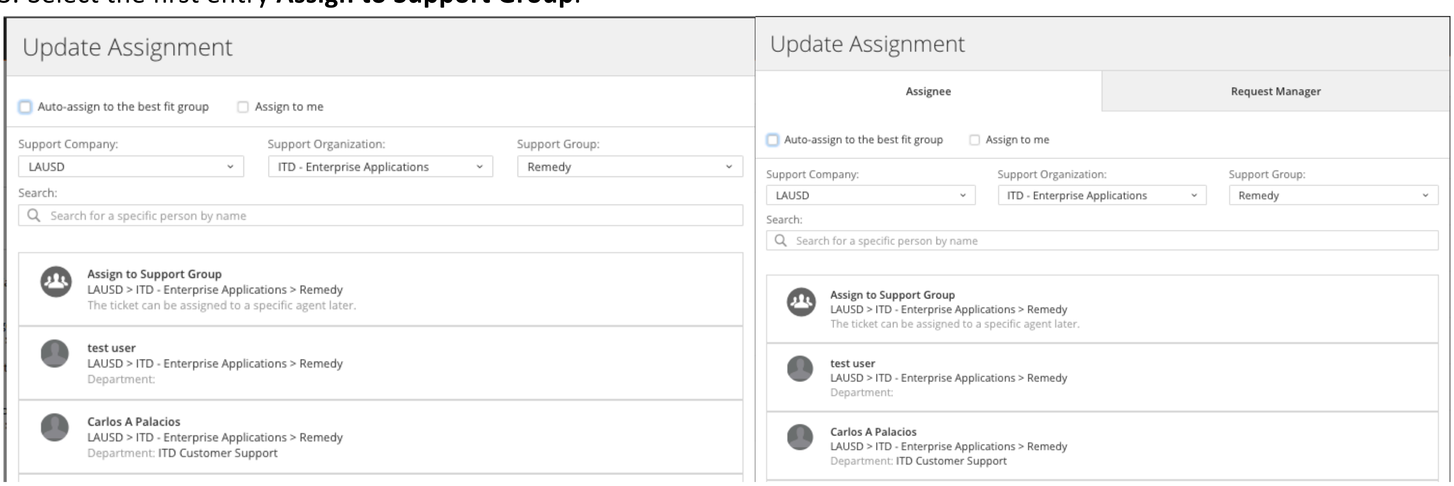
1. From the Ticket Console, click on the ticket that requires assignment/re-assignment (tickets can also be assigned at the point of ticket creation).
2. In the section with **Assigned** to and **Support Group**, click the pencil icon. An Update Assignment pane will slide open.



   a. From the **Company** dropdown list chose the correct support company; from the **Group** dropdown list, select the appropriate group.

   b. Next click on **Support Organization** and select the appropriate group (a list of possible assignees will also appear below, always assign to groups not individuals). For Work Orders, there is an additional tab for Request Manager – both Assignee and Manager need to be set in order to save the ticket.

3. Select the first entry **Assign to Support Group**.



4. Click Save.