



## Support Tickets

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### Overview

Users appreciate having a single point of contact to get help for their issues.

Here, users are able to submit problems, questions and requests using this form, indicating the urgency of the ticket in order that the support team, who receive, process and respond to them, are able to prioritise accordingly.

There is no need to worry about members of the support team responding to the same ticket because everyone on the team can see who is working on the ticket and its status.

Conversations between the user and the support team take place in the dedicated 'notes' area within the ticket and attachments can be added using the file upload feature.

SLAs are in place to ensure user expectations are met. SLA timers are driven by the type and priority of the ticket and when an SLA is breached, the support team will be notified.

Furthermore, the reporter of the ticket will be kept in the loop at all times, with automatic notifications letting them know when a response has been added or the status has been changed.

### Additional features

**SLAs:** 'Traffic Lights' take note of whether or not a ticket has breached its SLA. The SLA rules define how much time should pass before a breach has occurred. Inspect these rules and you will see that this can be set to different values, depending on the urgency of the support ticket.

Read about [SLAs](#) in our guide [here](#)

	Field condition set	Type of time count	Traffic light	Time interval
<input type="checkbox"/>	Status = Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Resolution Time Breached	Hours: 16
<input type="checkbox"/>	Status = Awaiting Confirmation	From latest status change	Awaiting Confirmation	0
<input type="checkbox"/>	Status = Closed	From latest status change	Closed	0
<input type="checkbox"/>	Critical Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Resolution Time Breached	Hours: 1
<input type="checkbox"/>	High Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Resolution Time Breached	Hours: 2
<input type="checkbox"/>	Medium Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Resolution Time Breached	Hours: 4
<input type="checkbox"/>	Low Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Resolution Time Breached	Hours: 8
<input type="checkbox"/>	Critical Problem	By stopwatch timer	Resolution Time Breached	Hours: 4
<input type="checkbox"/>	High Problem	By stopwatch timer	Resolution Time Breached	Hours: 5
<input type="checkbox"/>	Medium Problem	By stopwatch timer	Resolution Time Breached	Hours: 6
<input type="checkbox"/>	Low Problem	By stopwatch timer	Resolution Time Breached	Hours: 7
<input type="checkbox"/>	Ticket Type = Question, Request	By stopwatch timer	No SLA	0

Delete selected

**Show/Hide Field Permissions:** There are some fields on the form that are set to only be visible to those in the 'Support' and 'Admin' project roles.

Read our guide on field visibility sets [here](#)

Support team												
Field condition set	All		Users		Support		Admin		Submitter of ticket		Ticket handler	
	View	Edit	View	Edit	View	Edit	View	Edit	View	Edit	View	Edit
= Default (Always)	Mixed	Mixed	Deny	Deny	Allow	Allow	Allow	Allow	Not set	Not set	Not set	Not set
+ Add Condition Set												

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