
SupportTrio

Ticket Views

Ticket Views

A ticket view is a list of tickets. You can use ticket views for an "open" tickets list, "closed" tickets list, and really any other type of ticket list you would commonly want to see.

To add a ticket view hover over the views menu and select "manage views"

Every view has a set of options including:

- Conditions = set the limitations on what tickets should appear in that view

- Columns = what data/columns should be shown for that view

- Default Sort Order = how the tickets should be ordered by default

- User Permissions = should this view be for a single user, a user group, or system wide