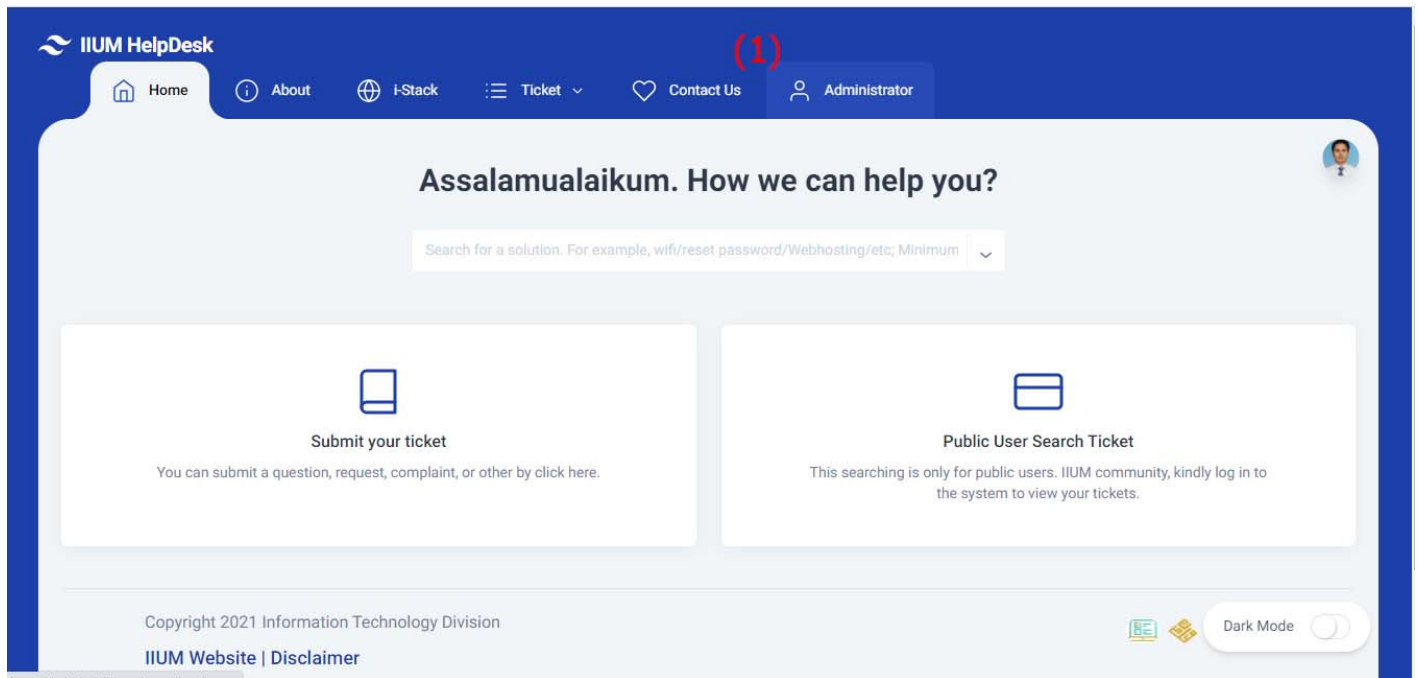
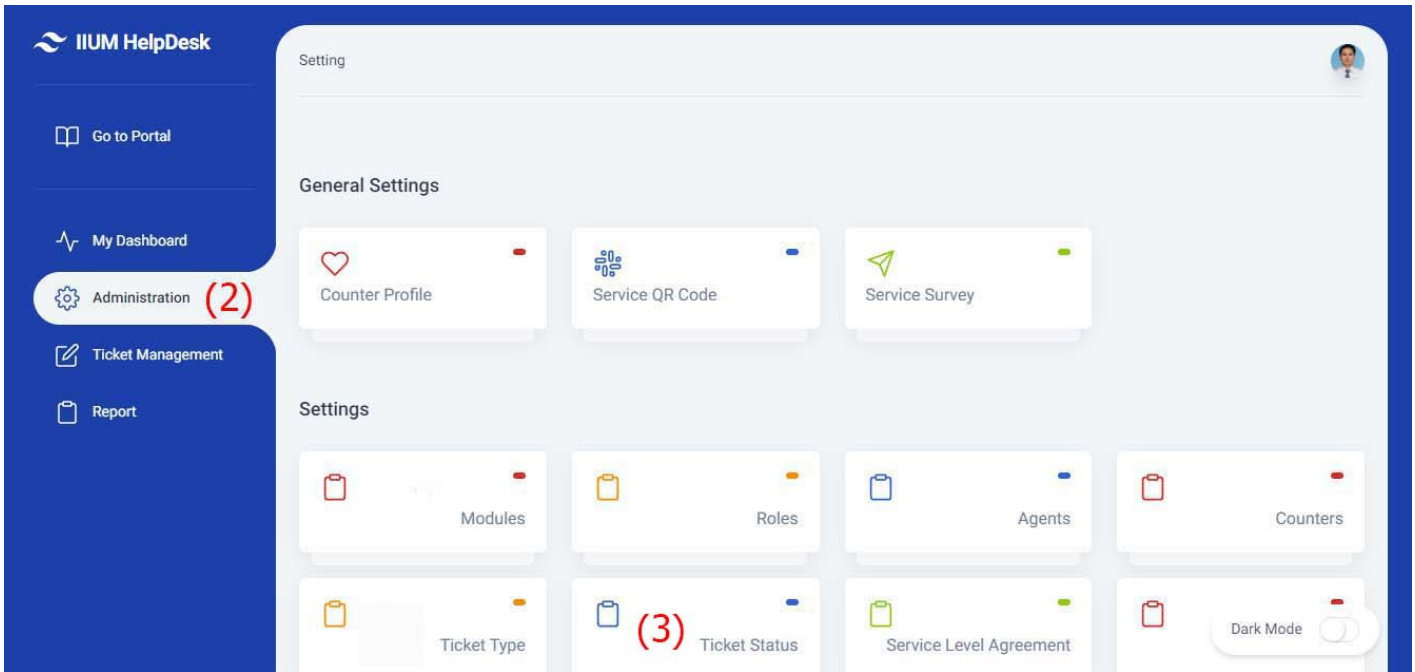


Super Admin - Manage Ticket Status

1. Click Administrator Tab



2. Click Administration Menu
3. Click Module Ticket Status



Update Ticket Status

4. Click Ticket Status from the list

Ticket Status

No	Ticket Status Name	Ticket Status Description	Ticket Status
1	Assign	The ticket has been assigned to a respectively K/C/D/I/O /M (4)	Active
2	Canceled	Open in error or upon customer request Duplicate	Active
3	Closed	Customer has verified the problem fix.	Active
4	Job Done By Support	Problem has been solved, not yet verified by customer.	Active
5	New	The initial information is obtained from the customers/users and recorded in the service desk system	Active

5. Update Ticket Status information

6. Click Update button

Ticket Status

* Status Name

Assign

* Status Description

The ticket has been assigned to a respectively K/C/D/I/O /M

* Status

(5)

ACTIVE



Update

(6)

Revision #1

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