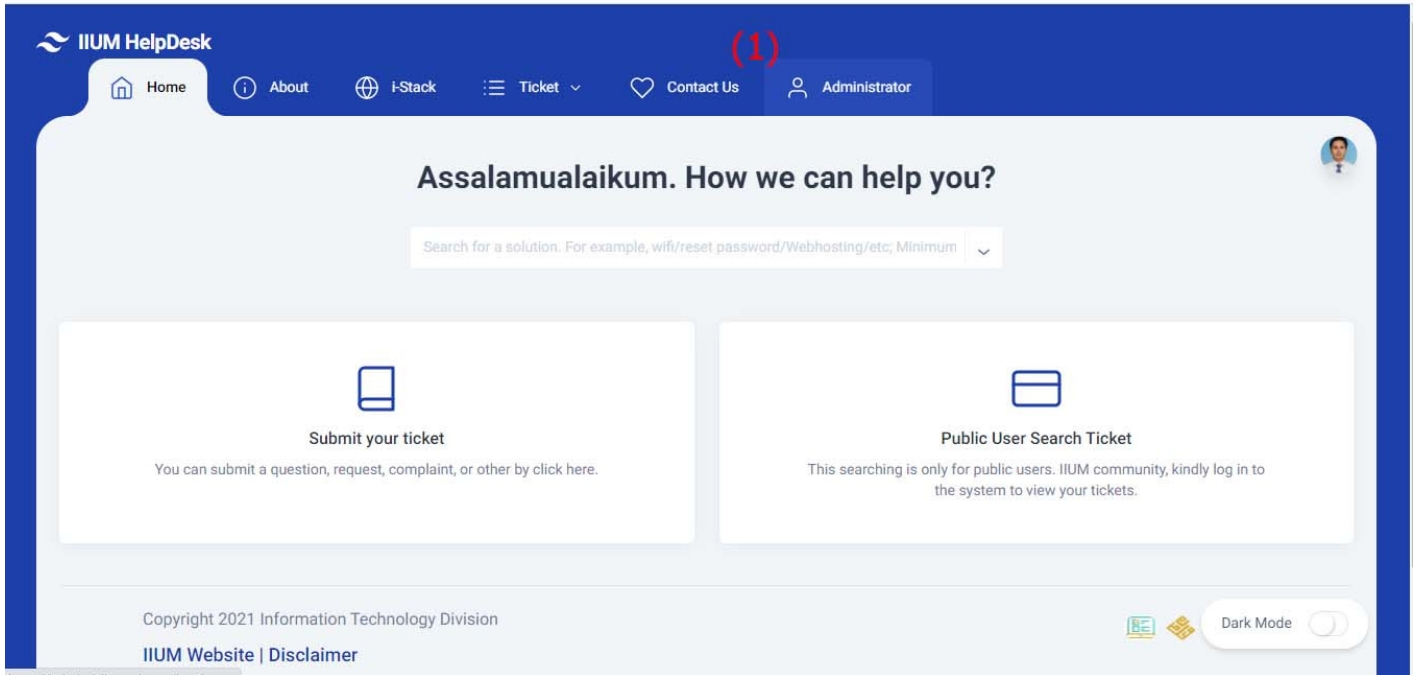
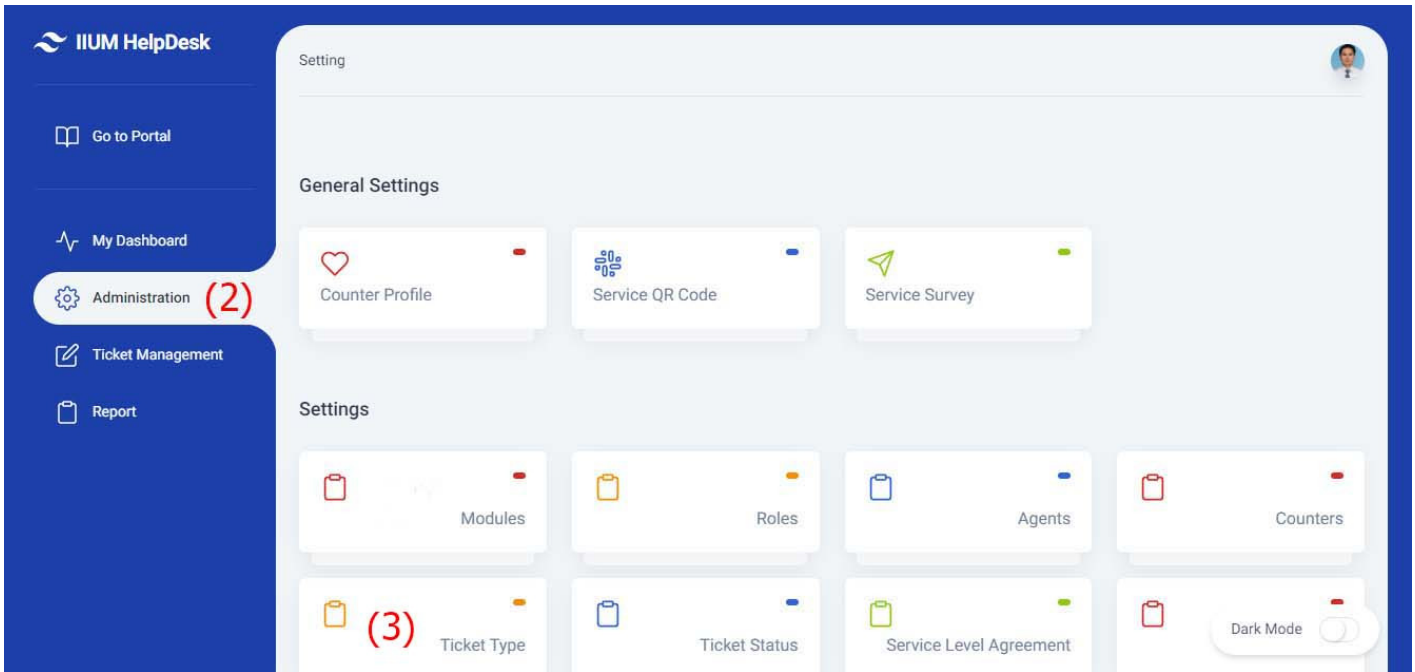


Super Admin - Manage Ticket Type

1. Click Administrator Tab



2. Click Administration Menu
3. Click Module Ticket Type



Update Ticket Type

4. Click ticket type from listing

Ticket Type

No	Ticket Type Name	Ticket Type Description	Ticket Type Status
1	Complaint (4)	A statement that something is unsatisfactory or unacceptable by user	Active
2	Incident	An Incident is defined as an unplanned interruption or reduction in quality of an IT service (a Service Interruption).	Active
3	Inquiry	An act of asking for information	Active
4	Issue	A subject or problem that people are thinking and talking about	Active
5	Request	A formal request from users requesting Services	Active
6	Standard Change	Based on listing by standard change of each section	Not Active

5. Update Ticket Type information

6. Click Update button

Ticket Type

* Type Name

Complaint

* Type Description

A statement that something is unsatisfactory or unacceptable by use

* Status

(5)

ACTIVE



Update

(6)

Revision #1

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