

Update Ticket

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Ticket Search

Ticket No:
 From Date:
 To Date:
 Name:

Customer Id:
 Branch:
 Assigned Team:
 Type of Tickets:

List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 7	-	IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Opened	<input type="button" value="x"/>	<input type="button" value="🌐"/>

By Clicking **Update** **o** icon like above screenshot we can **update the tickets**,

Enter Ticket updates ✕

Comments *

Test Update

By **clicking ticket ID** like **below picture** we can view updated ticket information's.

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Ticket Search

Ticket No: From Date: To Date: Name:
 Customer Id: Branch: Assigned Team: Type of Tickets:

List Of Opened Ticket

Total : 1

Ticket Id	Customer Id	Description	Raised Date	Due Date	Assigned Team	Assigned To	Status	Action	Update
ICETKD67045 - 7		IT COMPLAINTS @ HEAD OFFICE	08-Dec-2023 11:43 AM	08-Dec-2023	MANAGEMENT	RAJAJI.R	Opened		

View Ticket

Ticket ID : **ICETKD670457**
Priority : High
New Connection Details :
Contact No1 : **7397793741**
Contact No2 :
Customer Id : -
Customer Name : test
Assigned Team : MANAGEMENT
Created Date : 08-Dec-2023
Current Status : Opened
Address : HO
Landmark : HO
DueDate : 08-Dec-2023
Ticket Raised By : RAJAJI.R
Issue Type :
Issue SubType :
Comments : Test Ticket
Resolved Via :
Ticket History :

Ticket Raised : Raised By - RAJAJI.R(ICEEMP672), Assigned to Team - MANAGEMENT - RAJAJI.R (ICEEMP672), at2023-12-08 11:43:02]
Pending Status:Test Update : Updated By - RAJAJI.R(ICEEMP672) at [2023-12-08 11:52:02]

In this page we can find below details for our reference,

Details:

1. Ticket ID,Priority, customer Number, Ticket updates like who raised, what kind of update was updated by concern ticket holder,etc..,