

## Ticket List

Using this screen the admin user can view the ticket raised by employees and they can communicate with the employees.

To view ticket list, go to **Help Desk** menu → **Ticket List**.

- Select the status of the ticket under **Status** dropdown
- Search for tickets in **Ticket No/ Employee Name** field.
- Click on ticket number to view the details of the ticket



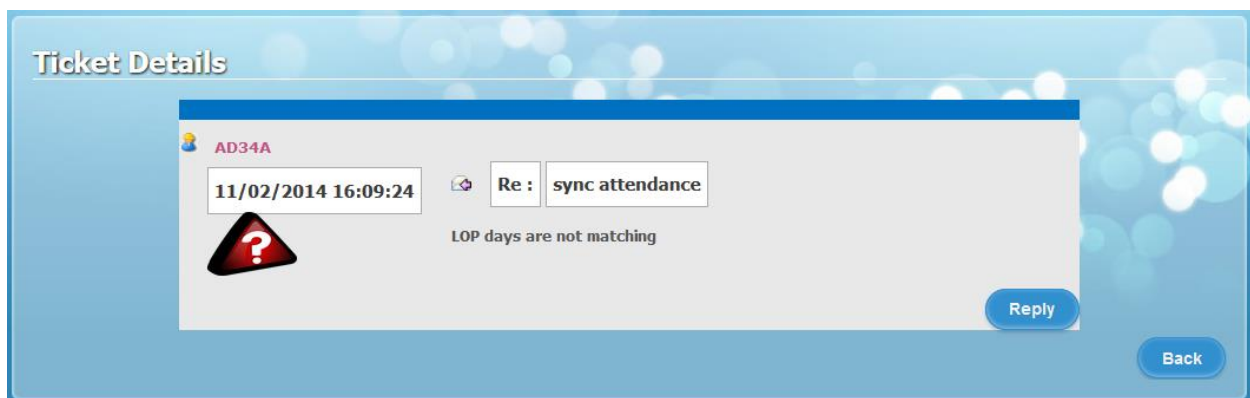
**Ticket History**

Status :


Ticket No/Employee Name :


View	Date	Employee Name	Department	Case Subject	Status
<a href="#">66131232</a>	28/08/2014 17:05:25	HL201 - HL201		TEST mail	New
<a href="#">43492062</a>	20/05/2014 14:57:00	HL201 - HL201		Test	New
<a href="#">41896536</a>	11/02/2014 16:09:24	AD34A - AD34	Development	sync attendance	New
<a href="#">30087568</a>	30/01/2014 12:35:17	B14 - BD14	Testing	TEST15	New
<a href="#">49452502</a>	07/12/2013 14:25:15	SHI - Testing		Test3	New
<a href="#">4808469</a>	07/12/2013 14:21:47	SHI - Testing		TEST1	New
<a href="#">93874699</a>	03/12/2013 11:23:18	B101 - B101		dfg	New
<a href="#">94626874</a>	03/12/2013 11:15:07	PH05 - PH05	Development	thyty	New

Post clicking on ticket number, as shown in below screen tickets can be viewed, here click on **Reply** to put your comments.

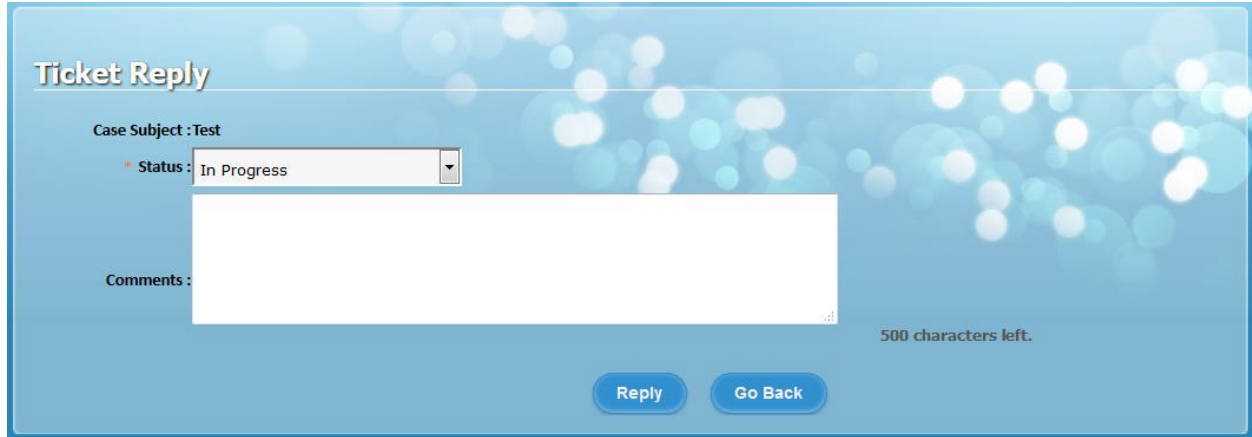


**Ticket Details**

 **AD34A**

 LOP days are not matching

Enter your remarks in **Comment** field and click on **Reply** button to communicate with the employee.



The screenshot shows a 'Ticket Reply' form with a blue background and a bokeh light effect. At the top left, it says 'Ticket Reply'. Below that, 'Case Subject : Test' is displayed. A 'Status' dropdown menu is set to 'In Progress'. A large white text area for 'Comments' is in the center. To the right of the text area, it says '500 characters left.'. At the bottom, there are two buttons: 'Reply' and 'Go Back'.