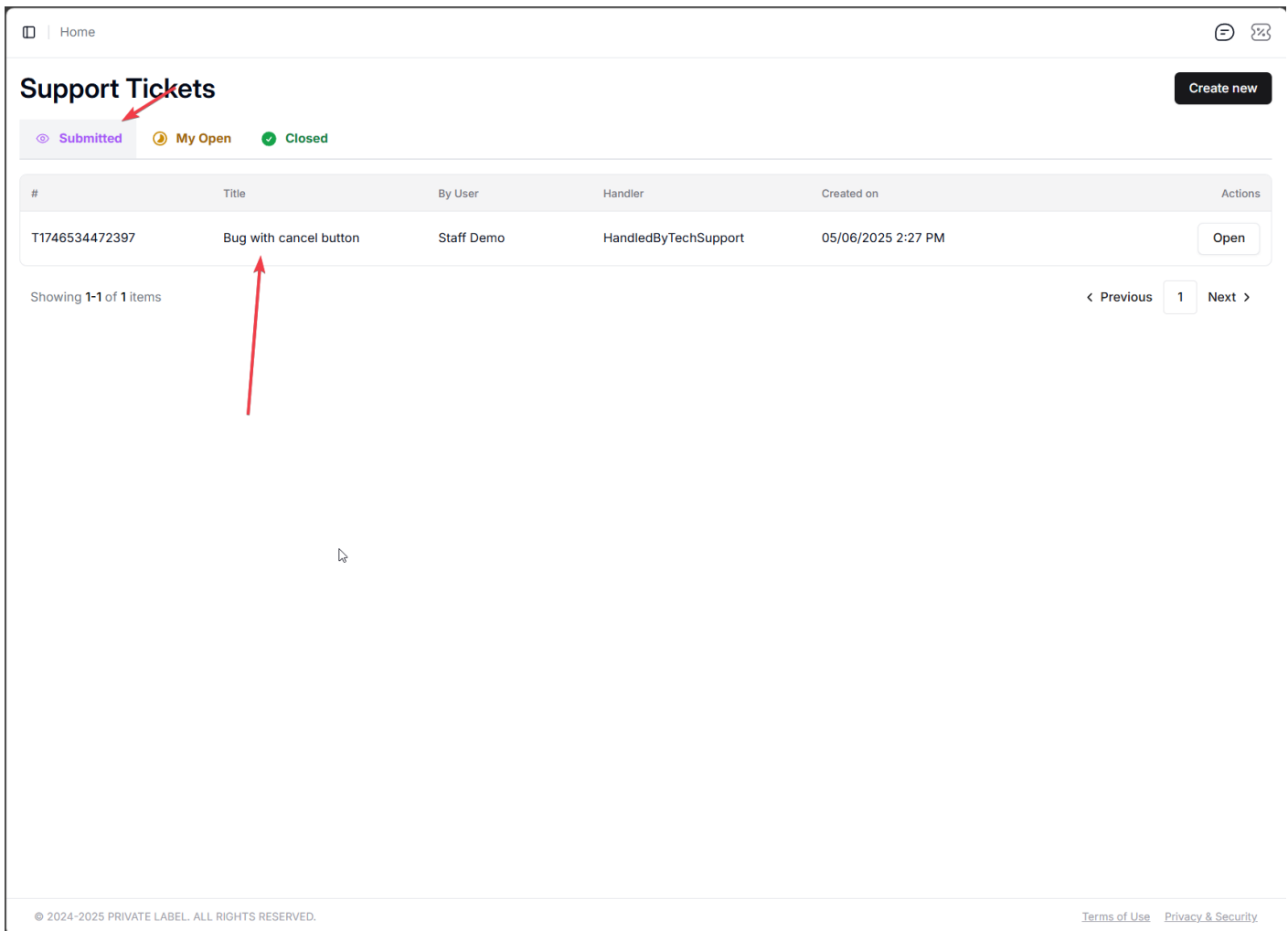


How to resolve tickets addressed to me

If you are handling tickets from someone else, you can see those under the "Submitted" tab in the **Support Tickets module**.



The screenshot shows the 'Support Tickets' interface. At the top, there is a 'Home' link and a 'Create new' button. Below the title, there are three tabs: 'Submitted' (selected), 'My Open', and 'Closed'. A table lists the tickets with columns for '#', 'Title', 'By User', 'Handler', 'Created on', and 'Actions'. The first row shows a ticket with ID 'T1746534472397', title 'Bug with cancel button', by 'Staff Demo', handled by 'HandledByTechSupport', and created on '05/06/2025 2:27 PM'. The 'Actions' column for this ticket has an 'Open' button. Below the table, it says 'Showing 1-1 of 1 items' and has navigation buttons for 'Previous', '1', and 'Next'. At the bottom, there is a copyright notice '© 2024-2025 PRIVATE LABEL. ALL RIGHTS RESERVED.' and links for 'Terms of Use' and 'Privacy & Security'.

#	Title	By User	Handler	Created on	Actions
T1746534472397	Bug with cancel button	Staff Demo	HandledByTechSupport	05/06/2025 2:27 PM	Open

You should have the options to chat with the person who opened the ticket, and either **resolve it** or **escalate it**.

Escalating a ticket means forwarding it to upper management. If you are the highest-level role in your organization, then the ticket gets forwarded to the IT support, which will loop in the dev team to look at it, and if it is a bug or the like, fix it.

Home

Ticket: Bug with cancel button

If you need help, you can escalate this ticket to upper management.

[Escalate](#) [Mark Resolved](#)

Created At: 05/06/2025 2:27 PM

Description:

Hi,
The cancel button on orders is not working.
Can you help me with this?

Handler: HandledByOrganization

Main

Ticket #T1746534472397 (Distributors & Org)

It does look like the button is broken, let me escalate this to a tech support!

05/06/2025 2:29 PM

Type a message...

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Please note that each ticket has a "Main" and "Internal" chat window:

< Ticket: Bug with cancel button

Created At: 05/06/2025 2:27 PM

Description:

Hi,
The cancel button on orders is not working.
Can you help me with this?

Handler: HandledByTechSupport

Main Internal

Ticket #T1746534472397 (Org & UXAPP)

ID

IT-Support Dev

It should be fixed now, thanks for reporting this!

05/06/2025 2:30 PM

Thanks, I'll tell the user who reported it, that it works now.

05/06/2025 2:45 PM

Type a message...



The screenshot displays a ticket management interface. On the left, a sidebar contains the ticket title "Ticket: Bug with cancel button", the creation time "Created At: 05/06/2025 2:27 PM", a description "Hi, The cancel button on orders is not working. Can you help me with this?", and the handler "HandledByTechSupport". The main area shows a conversation with two tabs: "Main" and "Internal". The "Internal" tab is active, showing a message from "Staff Demo" (SD) that says "Thanks a lot! It works now!" with a timestamp of "05/06/2025 2:39 PM". Two other messages, representing the user's communication, are visible in the "Main" tab: "It does look like the button is broken, let me escalate this to a tech support!" (05/06/2025 2:29 PM) and "The dev team confirmed it is working now, let me know if you still see issues, regarding this!" (05/06/2025 2:31 PM). At the bottom, there is a text input field "Type a message..." and a blue send button.

One is for communicating between the user who opened the ticket, and you, while the other tab shows up when you escalate the ticket. Messages between you and the **ticket owner** (person who opened the ticket) is visible in one tab, while the communication between you and the team you escalated it to (in the example above, that is the IT-Support team) is visible in the other one.

Revision #1

Created 6 May 2025 12:36:25 by Wayne

Updated 6 May 2025 12:49:12 by Wayne