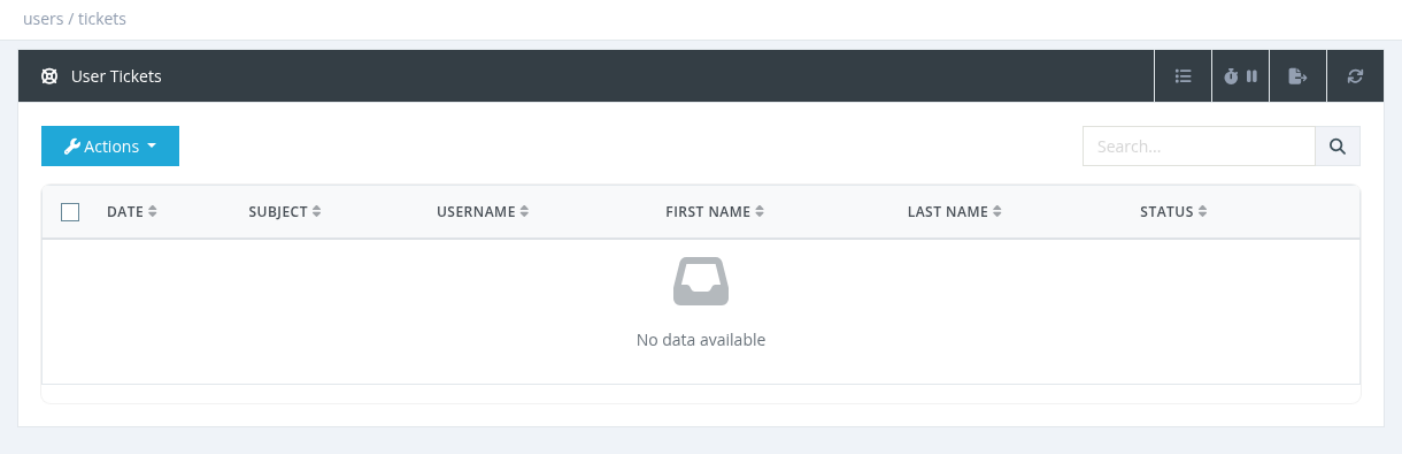
Support Tickets

Support Tickets (*Users → Support Tickets*) are conversations between subscribers and managers. Subscribers can open tickets from the User Portal, and managers can open a ticket for a user.



The list shows the date, subject, username, name and status (open/closed, solved/unsolved). Managers see the tickets of their own users and their sub-managers' users. The search box searches the subject.

Actions

Action	What it does
Create Ticket	Choose the client (type at least 2 characters) and enter a **Subject** (at least 3 characters), then click **Create**. Open the ticket to write the first message.
Open a ticket	Click the **Subject**. The conversation opens on the right; type a reply and click **Send**.
Close Ticket	Closes the ticket. Tick **Problem Solved** to mark it as solved.
Delete	Permanently deletes the ticket and all its messages.

> Closed tickets can't be reopened from the admin panel. Ticket replies don't send SMS or email notifications; check the list regularly.

Required permission: Users - Show Support Tickets

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