

Welcome John Doe

Tickets In Jeopardy

#398372
Type: New Order
User: jdoe

#573897
Type: Support
User: mlorem

[View All](#)

Ticket Trends - As of 0:00 AM, 01/01/2018

[Remove](#) [Edit](#)

Trends Filter

Date:

Type:

New Tickets

#398372
Type: New Order

#573897
Type: Support

#594733
Type: Credit Issue

[View All](#)

Team Performance - As of 0:00 AM, 01/01/2018

[Remove](#) [Edit](#)

Team Performance Filter

Volume:

Status:

Time Completion:

Person:

System Notifications

System will undergo maintainance
Time, Date

Following system will be offline:
Ordering

[View All](#)

Escalation Incidents - As of 0:00 AM, 01/01/2018

[Remove](#) [Edit](#)

Escalation Incidents Filter

Date:

Type:

Person:

[Add Dashboard](#)

Ticket #: 349734234

Actions

Change Assignment:

Update Status:

Notes

01/01/18: Ticket Opened
user: system

01/01/18: Ticket Assigned
user: system

01/01/18: Customer needs manager
override for account issue
user: smithj

Ticket Summary

Current Status

Unassigned

Time Tracking

Current Time Spent:

Time Allocated:
3 hours

Settings

Work Units per Day	Escalation Settings	Task Assignment Rules
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Escalation Settings

Require Reason for Escalation?

Yes No

Temporary Escalation Routing

Schedule:

Start Date:

End Date:

Route to:

Settings

- Work Units per Day
- Escalation Settings
- Task Assignment Rules**

Assignment Rule

Cancel

Save

- Auto Assign
 - By Least Workload
 - Alphabetical
 - Custom Rule

Select Task or Master Object

Task
1
2
3
4
Master Object
1
2
3
4

Enter Value

Assign to Teammember

+ Add Additional Condition

- Manual Assign
 - Supervisor Assign
 - Self Assign