



HOW TO READ THE TICKETS TILE

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Read The Tickets Tile](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

<https://www.fusionconnect.com/support/portal-support>

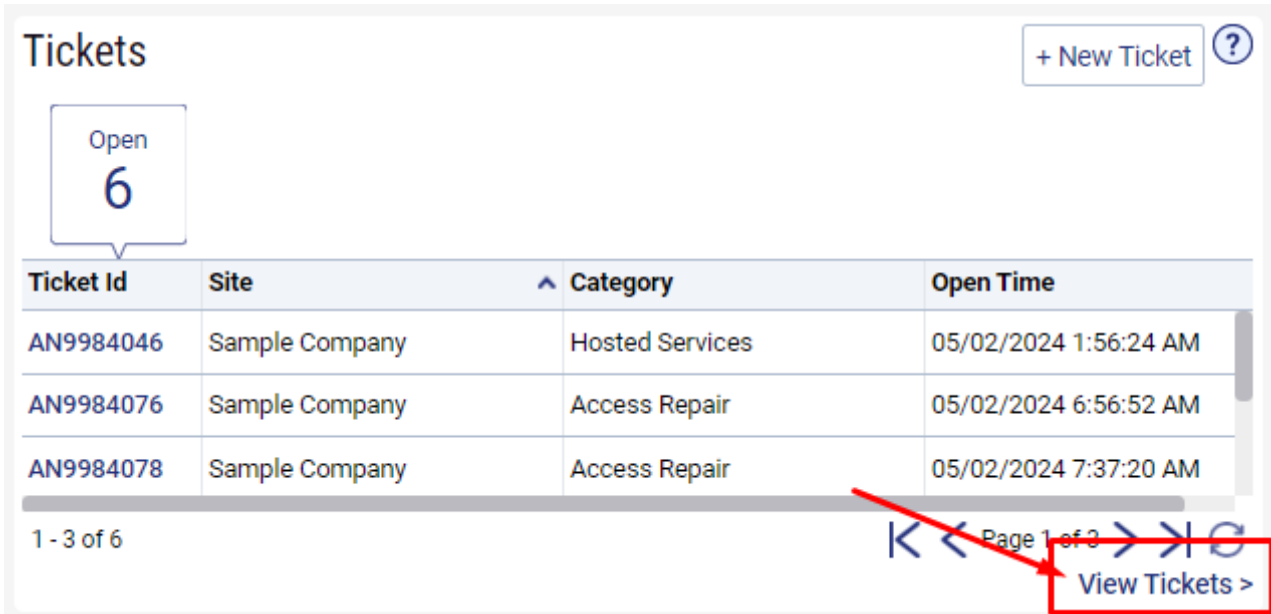
How do I read the Tickets tile?

The Tickets tile displays a list of open or owned/assigned tickets created within the last 90 days and allows you to view the Ticket ID, the Site the ticket is related to, the Category the ticket is in, and when the ticket was opened:

The screenshot shows a 'Tickets' tile with a '+ New Ticket' button and a help icon. A callout box indicates 'Open 6' tickets. Below is a table with columns: Ticket Id, Site, Category, and Open Time. The table lists three tickets. At the bottom, there is a pagination bar showing '1 - 3 of 6' and navigation icons for 'Page 1 of 3', along with a 'View Tickets >' link.

Ticket Id	Site	Category	Open Time
AN9984046	Sample Company	Hosted Services	05/02/2024 1:56:24 AM
AN9984076	Sample Company	Access Repair	05/02/2024 6:56:52 AM
AN9984078	Sample Company	Access Repair	05/02/2024 7:37:20 AM

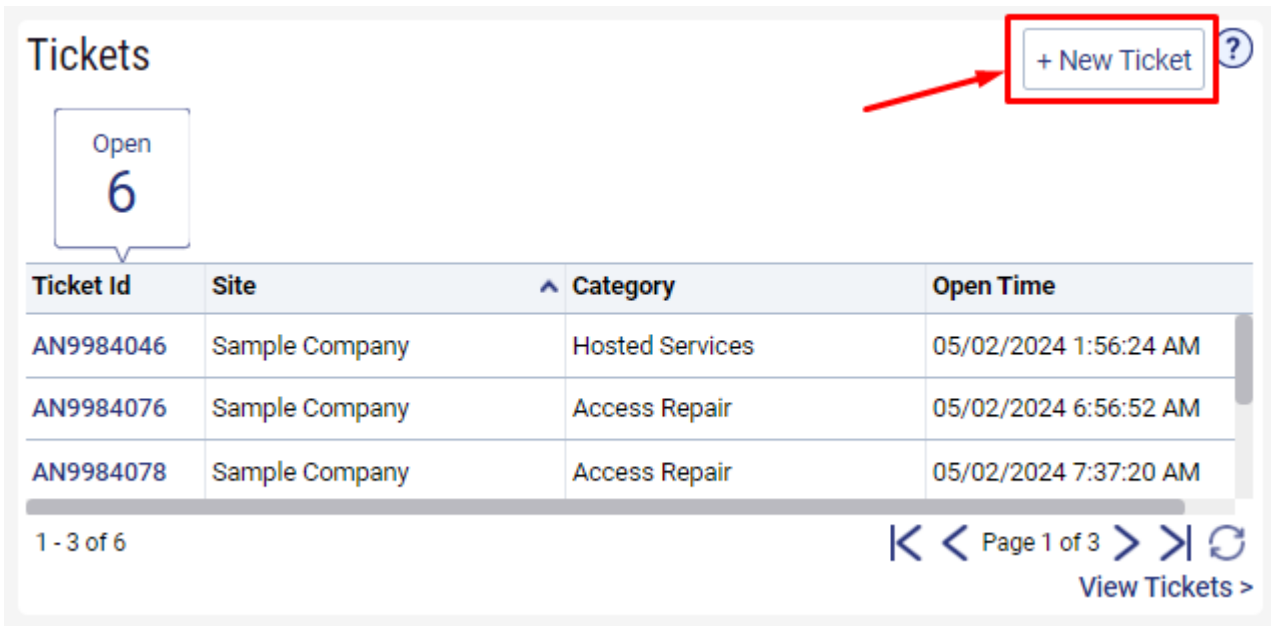
You can view a list of all tickets created within the last 90 days, including closed tickets, by selecting the **View Tickets** link.



The screenshot shows the 'Tickets' interface. At the top right, there is a '+ New Ticket' button with a help icon. Below it, a callout box indicates 'Open 6' tickets. A table lists three tickets with columns for Ticket Id, Site, Category, and Open Time. At the bottom right, a pagination control shows 'Page 1 of 3' and a 'View Tickets >' link, which is highlighted with a red box and pointed to by a red arrow.

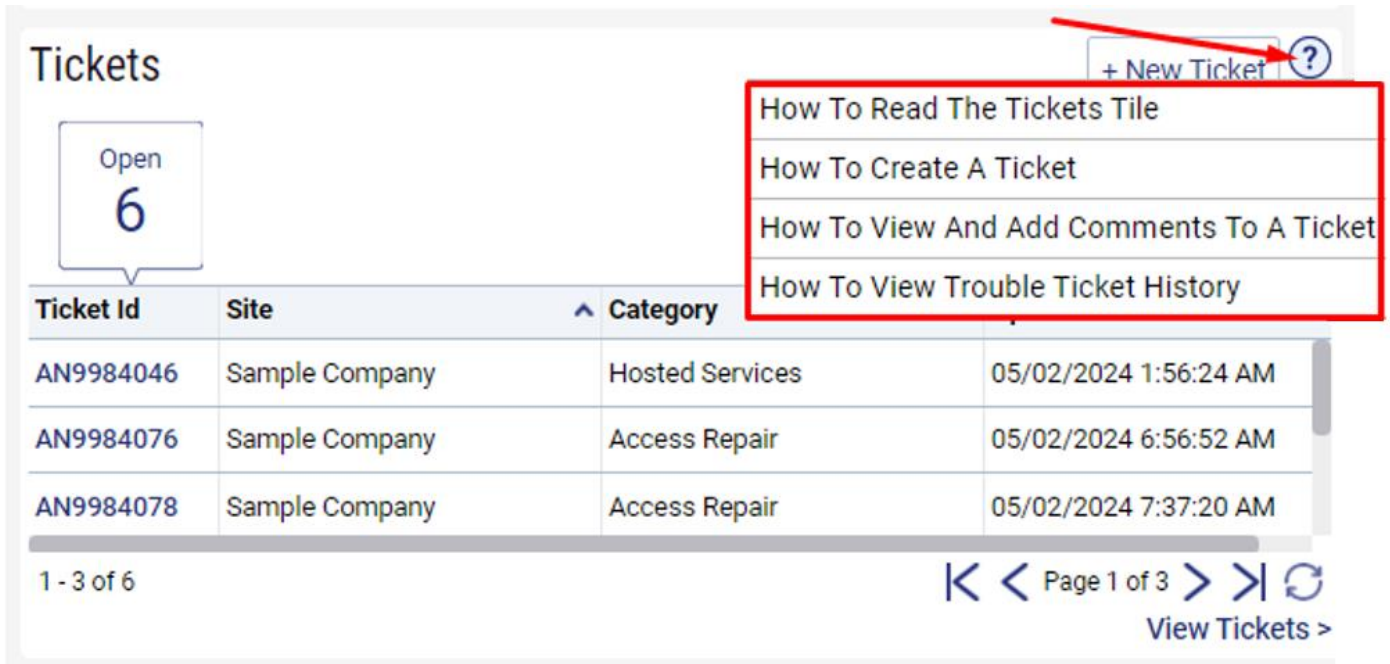
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AN9984078	Sample Company	Access Repair	05/02/2024 7:37:20 AM

You can create a new ticket by selecting the **+ New Ticket** button.



This screenshot is identical to the one above, but the '+ New Ticket' button at the top right is highlighted with a red box, and a red arrow points to it from the left.

You can click the **Help (?) icon** (top right corner), to access helpful "How To" links to PDF User Guides which also provide quick clip video(s) for each section of the Tile:



The screenshot shows a 'Tickets' tile with a '+ New Ticket' button and a help icon. A red box highlights a dropdown menu with the following items:

- How To Read The Tickets Tile
- How To Create A Ticket
- How To View And Add Comments To A Ticket
- How To View Trouble Ticket History

Below the menu is a table of tickets:

Ticket Id	Site	Category	
AN9984046	Sample Company	Hosted Services	05/02/2024 1:56:24 AM
AN9984076	Sample Company	Access Repair	05/02/2024 6:56:52 AM
AN9984078	Sample Company	Access Repair	05/02/2024 7:37:20 AM

At the bottom, it shows '1 - 3 of 6' and navigation controls for 'Page 1 of 3' with a 'View Tickets >' link.