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:

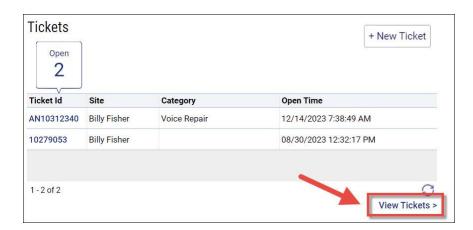https://www.fusionconnect.com/support/portal-support

How do I read the Tickets tile?

The Tickets tile displays a list of open 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.

Tickets   + New Ticket

Open
2

Ticket Id	Site	Category	Open Time
AN10312340	Billy Fisher	Voice Repair	12/14/2023 7:38:49 AM
10279053	Billy Fisher		08/30/2023 12:32:17 PM

1 - 2 of 2

View Tickets >

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

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