



# 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.

The screenshot shows the 'Tickets' interface. At the top right is a '+ New Ticket' button. On the left, a callout box indicates 'Open 2'. Below this is a table with the following data:

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

Below the table, it says '1 - 2 of 2'. At the bottom right, there is a 'View Tickets >' button with a refresh icon, which is highlighted with a red box and a red arrow points to it.

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

This screenshot is similar to the previous one, showing the 'Tickets' interface. The '+ New Ticket' button at the top right is highlighted with a red box, and a red arrow points to it. The table and other UI elements are identical to the previous screenshot.