



HOW TO VIEW TROUBLE TICKET HISTORY

Fusion Connect Client Portal

Resources

Watch a Video:

[How To View Trouble Ticket History](#)

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 view my trouble ticket history?

You can view your trouble ticket history by selecting either the **Active** OR **Escalated** button in your Ticket Tile:

The screenshot displays a dashboard with four main tiles:

- Action Required:** Shows 'Needs Attention' with a count of 0.
- Sites:** Shows 'Down' (0) and 'Alarm' (0) with a 'View All >' link.
- Tickets:** Shows 'Active' (2) and 'Escalated' (0) buttons, with a '+ New Ticket' link below. A red box highlights these two buttons.
- Orders:** Shows 'Active Orders' (1) with a '+ New Order' link below.

On the Tickets page you can view a list of tickets including the Ticket Id, Site, Category, Sub-Category, when the ticket was opened, Status, and when the ticket was closed.

To view your Ticket details, click on the **Ticket id**:

Tickets

8 sites

Ticket Report + New Ticket

| Ticket id | Site | Category | Sub-Category | Open Time | Status | Closed Time |
|------------|---------------------------------|----------------------|---------------------|------------------------|--------|------------------------|
| AN10312340 | Billy Fisher | Voice Repair | Webex | 12/14/2023 7:38:49 AM | Owned | |
| 10311246 | Billy Fisher LITTLE RIVER | Proactive Monitoring | Customer Line Down | 12/11/2023 12:02:11 AM | Closed | 12/11/2023 4:46:26 AM |
| AN10308496 | Billy Fisher LITTLE RIVER | Managed Services | SD-WAN Repair | 11/30/2023 2:01:54 PM | Closed | 11/30/2023 2:06:31 PM |
| AN10305561 | Corporate Account For Cloud Ser | Managed Services | SD-WAN Repair | 11/17/2023 9:56:20 AM | Closed | 11/17/2023 10:20:24 AM |
| 10305538 | Billy Fisher LITTLE RIVER | Proactive Monitoring | Customer Line Down | 11/17/2023 8:58:46 AM | Closed | 11/17/2023 9:36:41 AM |
| 10305217 | Billy Fisher LITTLE RIVER | Proactive Monitoring | Customer Line Down | 11/16/2023 9:37:18 AM | Closed | 11/16/2023 11:30:54 AM |
| 10279053 | Billy Fisher | | NAMS Upgrade: Voice | 08/30/2023 12:32:17 PM | Open | |

You can export the list of tickets by selecting the **three-dot menu** at the bottom of the page and selecting the file format you want.

Ticket Report + New Ticket

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Export to CSV
Export to PDF
Export to XLSX

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You can get a ticket (**HISTORY**) report by Selecting the **Ticket Report** button.

Ticket Report + New Ticket

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The Ticket Report page allows you to filter the ticket report by Ticket Id, Site, Category, Sub-Category, Status, and time frame the tickets were opened in.

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- Export to XLSX
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