



# 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 the **View Tickets** link.

### 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 >](#)

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.

Click on the **Ticket Id** to view the ticket details.

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

You can get a ticket 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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