



COMODO
Creating Trust Online®

Merging Tickets

Service Desk

Comodo ONE

IT Operating Platform

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Merging Tickets

Purpose of Merging

The purpose of merging tickets is combining tickets on same topic, removing unnecessary and repeated tickets and gathering them on 1 ticket to make it easy to read and track.

What is merging?

Merging is combining more than one ticket into one and setting one of them as parent. Parent merged ticket stores all the data and actions will be followed and gathered on parent ticket. Besides parent ticket, the other tickets called child tickets and will be closed after merging with status called mergeClosed or mergeDropped.

mergeClosed: The ticket is closed by merging. Status acts as closed status.

mergeDropped: The ticket is dropped by merging. Status acts as closed status.

How to Merge

There will be 2 ways to merge tickets:

From ticket details page:

- On ticket details page, there will be a section called related tickets as shown below.

Related Tickets									
<input type="button" value="Merge/Unmerge"/> <input type="button" value="Unmerge this ticket"/>									
Relation	Ticket	Last Update Date	Subject	From	Status	Priority	Device Name	Assigned To	Organization
Merged as the parent of	1473	10/14/2017 1:57 am	Top 100 MSP task list 📄	171:51:42	Iker Simsair - Comodo	Critical		Ayhan	Enterprise
Merged as the parent of	1522	11/01/2017 7:01 pm	assdasdasdad	02:00:00	test ticket	Normal		Ayhan	

- The merge/unmerge button is clicked and below screen is opened.

Merge Tickets

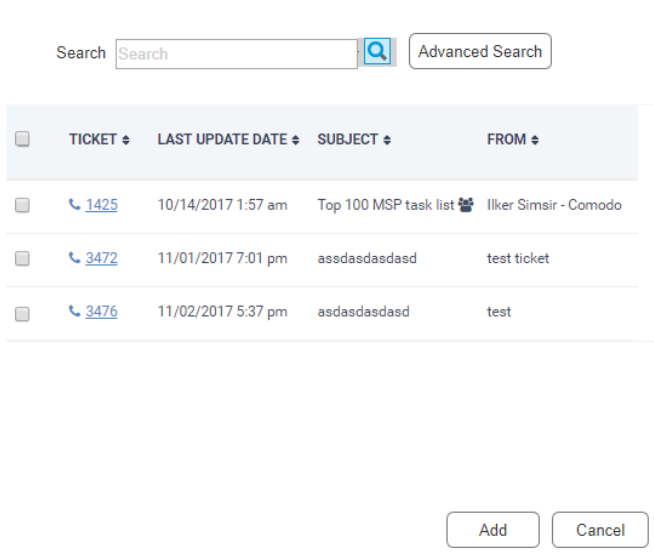
+

or list the tickets

- On the screen parent ticket is selected as the ticket that is already we are in it and it is disabled.
- Already merged tickets will be listed on the screen.
- You will be able to add as many tickets as you could to merge.

Comodo ONE Service Desk Features

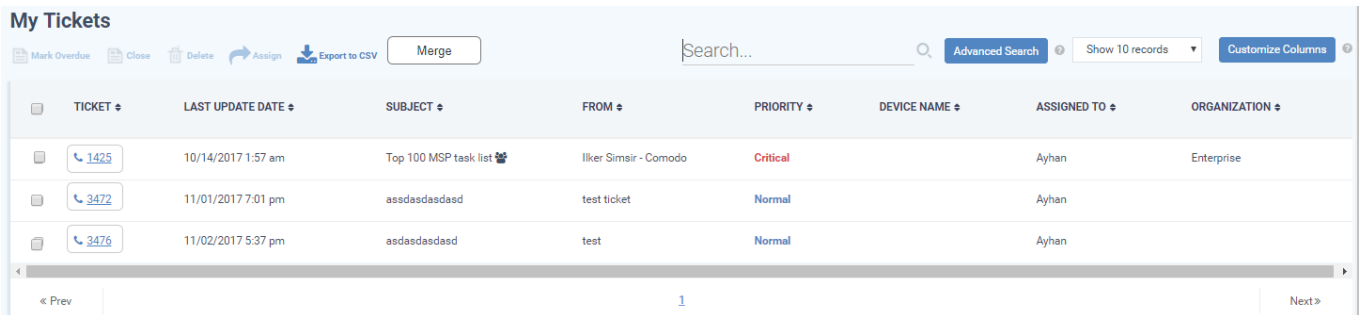
- All tickets added on that screen will be set as child tickets.
- By clicking list the tickets, you will be able to select multiple tickets at the same time as below screen:



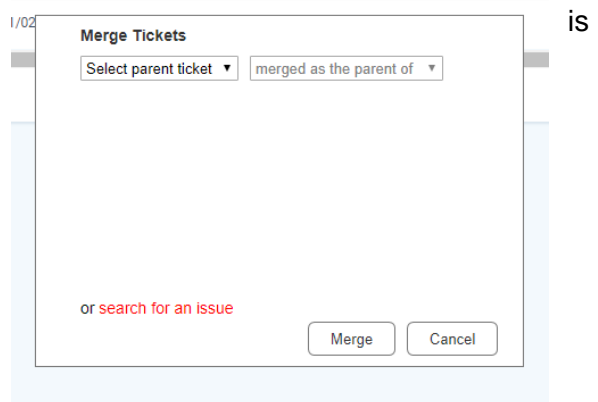
- On that screen you could also be able to use advanced search to select multiple tickets.
- On merging screen you will go click merge, then tickets will be merged.

From ticket lists:

- On ticket list, you will select multiple items as you see below:



- When you select, you click on merge and the screen opened(on the right):



- Then you will select parent ticket to merge and other selected tickets are listed as child tickets.

1/02

Merge Tickets

Ticket# 1425 merged as the parent of

Ticket# 3472 Closed(merge)

Ticket# 3476 Closed(merge)

Select Tickets Closed(merge)

+

or [search for an issue](#)

Merge Cancel

- Then you select status or add new tickets and click on merge, tickets will be merged.
- The ticket users are informed about the merge and let them notify about the ticket they need to follow.

How Merged Ticket Looks Like

As parent:

Related Tickets:

Related Tickets

Merge/Unmerge Unmerge this ticket

Relation	Ticket	Last Update Date	Subject	From	Status	Priority	Device Name	Assigned To	Organization
Merged as the parent of	1473	10/14/2017 1:57 am	Top 100 MSP task list	171:51:42	Ilker Simsir - Comodo	Critical		Ayhan	Enterprise
Merged as the parent of	1522	11/01/2017 7:01 pm	assdasdasdad	02:00:00	test ticket	Normal		Ayhan	

Time Spent:

Time Spent (local time)

[Add Work Time](#)

Show merged ticket spent time

Start	End	Time	Staff	Billable	Manual	Action	Merged Ticket
2015-09-15 19:07:57	2015-09-22 22:59:39	171:51:42	Kannan	✓			
2017-04-24 20:08:10	2017-04-24 22:08:10	02:00:00	Ilker	✓	✓		
2017-04-24 22:07:58	2017-04-24 22:10:15	00:02:17	Ilker	✓			3476
2017-04-24 22:07:58	2017-04-24 22:10:25	00:02:27	Ilker	✓			3472
2017-04-24 22:30:32	2017-04-24 22:37:40	00:07:08	Ilker	✓			
2017-10-16 10:16:19	2017-10-16 10:18:26	00:02:07	Ayhan	✓			
Total Spent		174:05:41					3476
Total Billable		174:10:00					

Threads:

Subject: Top 100 MSP task list

Ticket Thread (29)

Show merged ticket threads

Tue, Sep 15 2015 7:07 pm Ilker Simsir - Comodo

Task

Need to provide Top 100 MSP task list and compare it to laptech product

Tue, Sep 15 2015 7:07 pm Ticket Assigned to Kannan Kannan Kannan

Tue, Sep 15 2015 7:07 pm New Ticket by Staff SYSTEM

Ticket created by staff -Kannan Kannan Merged Ticket# 3472

Tue, Sep 15 2015 7:16 pm New Collaborator Added Kannan

Kubra Sarigoz <kubra.sarigoz@comodo.com> added as a collaborator Merged Ticket# 3476

Tue, Sep 15 2015 7:19 pm Kannan

Hi ,

Today i have updated Top 100 MSP list for our comodo one product viz RMM,PM and SD.

Please refer below page for updates

<https://intranet.comodo.net/display/DEV/Top+100+MS...> Merged Ticket# 3472

Wed, Sep 16 2015 12:47 pm kübra sarigoz kübra sarigoz

Hi Guys,

Thank you for the update.

There are still some blank on Comodo Stan Count column

When tickets are merged, the child tickets will be closed.

The actions taken on the child tickets will be stored in parent ticket as you see above.

How to Unmerge

Unmerging could only be done on ticket details page.

From parent ticket:

- Way 1: You could click unmerge this ticket; then all tickets merged with this parent tickets are unmerged and went back to status before merging. Any action taken on merged tickets go back their own tickets. If actions made on main ticket, then it should be stored still on the main parent ticket.
- Way 2: You click on merge ticket. Remove the tickets that you want to unmerge. Tickets will be unmerged as above actions.

From child ticket:

- Way 1: You could click on unmerge this ticket then this ticket as child unmerged as the explanation parent ticket->way 1.
- Way 2: You click on merge and you could remove any ticket except parent and remove then go merge. The tickets will be unmerged as parent ticket->way 2.

Role Management for Merging

As an admin, you will be able to give right to staff to merge or unmerge tickets from role page shown below.

Alerts & Not

Emails

- Emails
- Banlist
- Templates
- Diagnostic

Announcements

Time Sheets

Reports

- Time Log
- Cost
- Tickets
- Assets
- Department
- Agents
- Users
- Resource A

- Can Create Tickets *Ability to open tickets on behalf of users.*
- Can Edit Tickets *Ability to edit tickets.*
- Can Post Reply *Ability to post a ticket reply.*
- Can Close Tickets *Ability to close tickets. Staff can still post a response.*
- Can Assign Tickets *Ability to assign tickets to staff members.*
- Can Delete Tickets *Ability to delete tickets (Deleted tickets can't be recovered!)*
- Can Ban Emails *Ability to add/remove emails from banlist via ticket interface.*
- Can Change Outgoing Emails *Ability to change default outgoing email address during ticket reply.*
- Can Manage Premade *Ability to add/update/disable/delete canned responses and attachments.*
- Can Manage FAQ *Ability to add/update/disable/delete knowledgebase categories and FAQs.*
- Can View Staff Stats *Ability to view stats of other staff members in allowed departments.*
- Can View Admin Panel *Ability to view Admin Panel.*
- Can merge tickets *Ability to merge tickets*

Department Access: [?](#) [Select All](#) [Select None](#)

Maintenance

Limitations

- Only same company(organization) tickets will be merged.
- If a ticket is merged as parent, it cannot be merged as child.
- If you try merging different device or different department tickets, then you will get warning before the merging action.
- If a ticket is already merged as child in different merging, you will be asked to continue to merge and unmerge the merging before ticket has.
- Unmerging cannot be done directly from ticket list.