

Cannot delete tickets in Service Desk

If a Service Desk ticket cannot be deleted (it doesn't have a check box next to its number in order to select it and click on Delete) it means that it is Paused. You can check its status by hovering the mouse cursor over the ticket number:

Ticket #5: TEST 3

Ticket Summary

Ticket State: ● Open Paused — Normal ●

Create Date: 01/06/2016 8:05 pm

Assigned To: Test Staff Member

From: Radu G radug@yopmail.com

Department: Support

Help Topic: Report a Problem

Test Staff Member
Test Company Romania
Test Company Romania

In order for the check box to become available, the ticket must first be Un-Paused by opening the ticket and clicking on the "Play" symbol next to the timer:

COMODO SERVICEDESK v3.8.0

Welcome, Test Company Romania
Admin Panel My Preferences Log Out

Dashboard Users Tickets Knowledgebase Projects My Time Sheets

Open (20) Answered (5) Unassigned (8) My Tickets (9) Overdue (1) Closed (8) Paused (2) New Ticket

Ticket #2 00:00:00 [Play] [Add Material] [Create KB Entry] [Print] [Edit] [More]

Status: Open **User:** Radu G (4)

Priority: Normal **Email:** radug@yopmail.com

Department: Support **Phone:**

Create Date: Mon, Jan 4 2016 6:38 pm **Source:** Phone (193.104.21.5)

Assigned To: Test Company Romania ● **Help Topic:** Report a Problem

SLA Plan: Default SLA (Active) **Last Message:** Mon, Jan 4 2016 6:38 pm

Due Date: **Last Response:** Wed, May 25 2016 7:10 pm

- Important Notes:**
1. Only the Staff member to which the ticket is assigned can Un-Pause it. For the other Staff members, the timer with the "Play" symbol will not be available.
 2. If a ticket is automatically assigned to a specific Staff member through a Ticket Filter, it will also be automatically Paused.