

## **Icon Map:**

The following icons are used in this template. They are available in the Google Cloud Folder on this Trello Card: <https://trello.com/c/z2j1yyVR>

While icons may look different in this template, the ones in the Google Drive folder are always the most up-to-date. Almost all icons have a complementing line version. The name is the same with the addition of an “-l” added to the end. If an icon is missing, please let me know—chances are it is in the process of being created!

- 1) Files: [system-files](#)
- 2) Pictures: [system-pictures](#)
- 3) Ticket: [support-ticket.png](#)



# Create Ticket

In the ADMIN they are called Tickets vs Issues. This will be connected in a few places. On the Frontend, it will connect in the Contact Form, and on the backend, it will connect in the OWNER help.

Type\*:

ADMIN: Billing, Sales, Technical, General Concern, Security

Customer\*:

This fields only would show to the ADMIN and allows them to make tickets for others. It would Allow them to type the last name of the OWNER, LEAD, or TENANT and it would pull up that name and allow them to assign the ticket to them.

Subject\*:

Priority\*:

^Low, Medium, High, Urgent

Description\*:

HTML EDITOR



Pictures:

Upload Pictures



Files:

Upload Files

Assign to:

Ticket Status:

ADMIN would be able to assign the ticket to one or more staff people. The ticket would then appear under their account for them to reply to and take action on.

Ticket status is defaulted as "PENDING" when created. When it is assigned it is changed to "ASSIGNED". Then can be changed to: "IN PROGRESS", "ACR", "AWAITING REPLY" (this is auto status when a customer replies), CLOSED and "RESOLVED". Notifications should be sent to all those who have access to the ticket when replies/status changes occur.

Submit