

How to create a FreshDesk Ticket

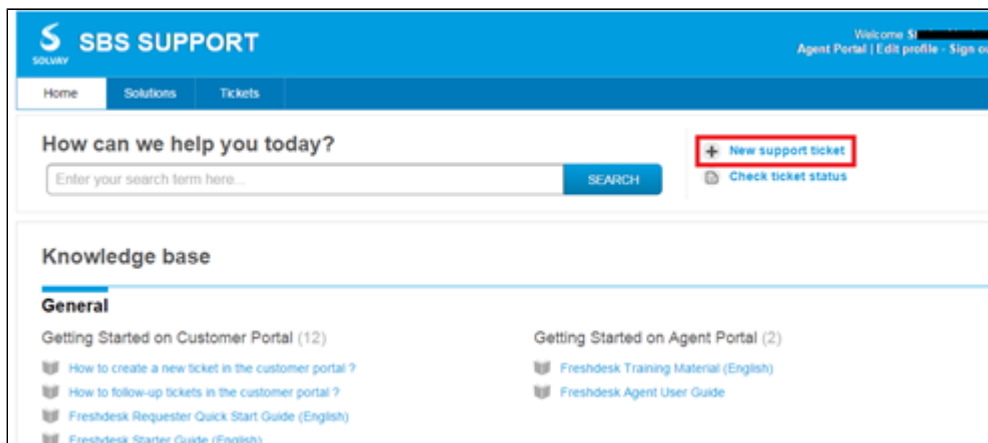
i A ticket can be created using the agent portal or customer portal. A new ticket can be created in Freshdesk by three different ways.

- A **customer** can raise a ticket in the helpdesk by putting in his request or query from the customer support portal.
- An **agent** can raise a ticket on behalf of the customer, when he is contacted by the customer directly with a query/ request. Here, the agent creates the ticket from the Agent portal with the customer's name as the requester.
- An **agent** can also raise a ticket for himself in the helpdesk. Here, the agent creates the ticket from the Agent portal with his name as the requester.

Step-by-step guide

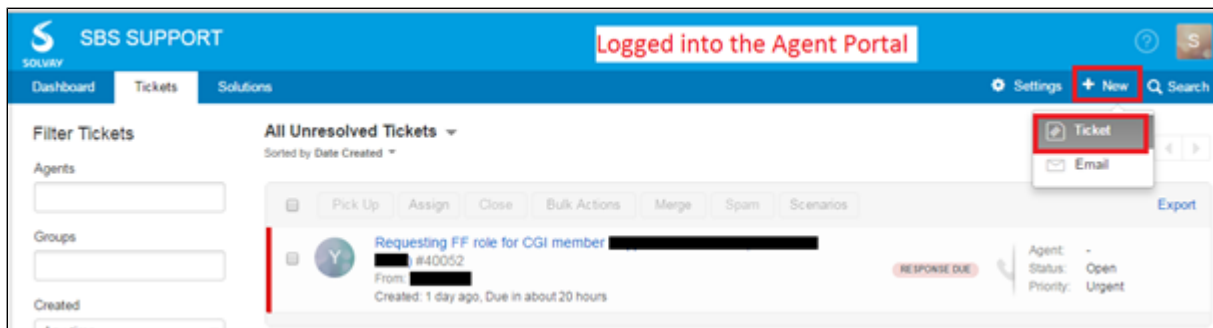
Customer Portal

- Log into the customer portal of FreshDesk. Look for the **New Support Ticket** button on the right side of the Home, Solutions, Tickets tab buttons.
- Fill in all mandatory information in the form and hit **Submit**. Ticket will be created and an email will be received in Solvay Email.



Agent portal

- Login into the agent portal of FreshDesk. Look for the **New** button on the right side of the tab buttons Dashboard, Tickets, Solutions. Hit **New** and select **Ticket**.



- Fill in all mandatory information in the form and hit **Submit**. Ticket will be created and an email will be received in Solvay Email.

Tickets when successfully created will appear under the Tickets tab.

Related articles

- [L1 Agent](#)
- [How to create a ticket for Freshdesk admin team](#)
- [Stellar-OB-007-Freshdesk status](#)
- [What are the types of Freshdesk Statuses](#)
- [Setup a Canned Response in Freshdesk](#)