

Perform a clone ticket in Freshdesk



A clone ticket feature is re-uses the same ticket content to create a new ticket. This saves on time in filling of the form.

Step-by-step guide

1. Select the ticket that needs to be cloned and hit the clone button
2. Fill in the ticket details in the form popup, provide a change description, **scroll to the bottom** and ensure all the ticket specific details such as priority, status, process application, functional area, etc are as required for the new ticket.

The image shows a 'Clone Ticket' form popup. It contains fields for 'Subject' (with a red asterisk), 'Description' (with a red asterisk), and 'Change description'. Below these are several dropdown menus for 'Process*', 'Subprocess*', 'Category*', 'Type*', 'Source', 'Country', 'Partner priority', 'Impact', 'Functional Area', 'Agent', 'Status', 'Application', 'Urgency/Severity', 'GBU / Function', 'Subtype', 'Support', 'Group', and 'Priority'. At the bottom right, there are 'Close' and 'Copy' buttons.

3. Hit Copy  to generate the new Clone ticket.

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