

To Merge Tickets

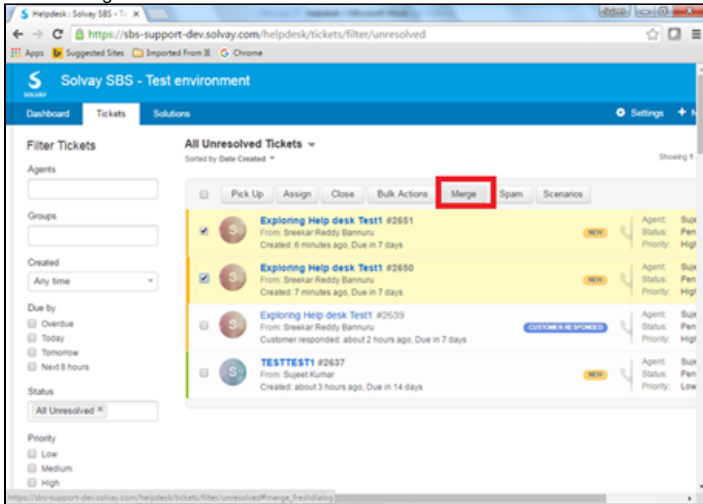
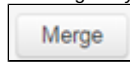


To handle the tickets efficiently, Freshdesk allows **merging of tickets** with the same issue content. These tickets are usually merged because the issue resolution would be the same for all.

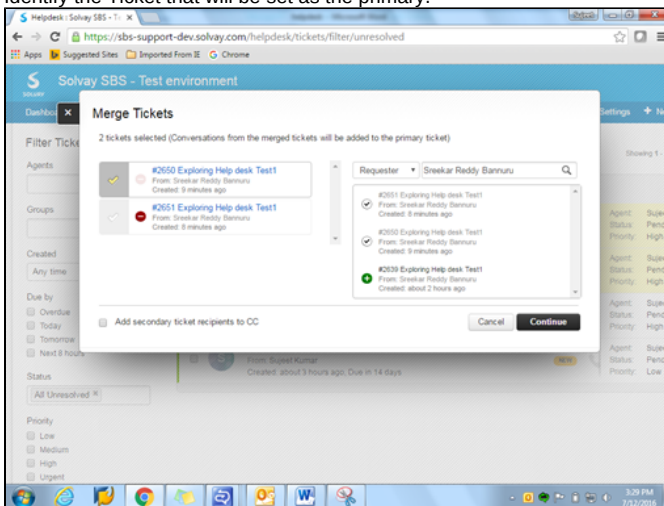
Step-by-step guide

1. Select all tickets that need to be merged by using the checkbox.

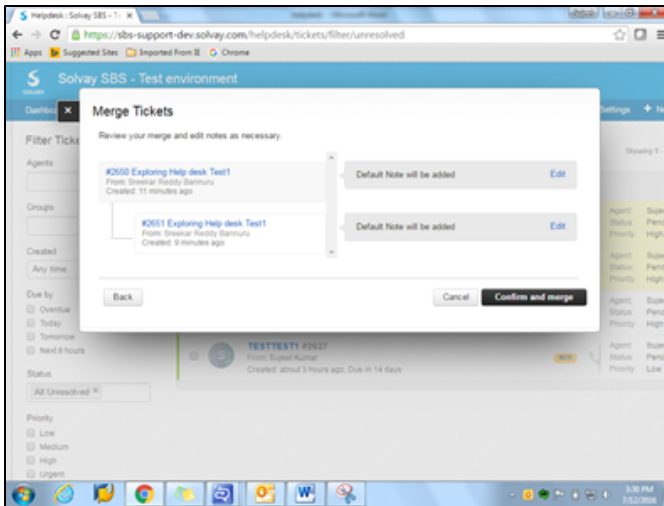
2. Hit the Merge Action Button



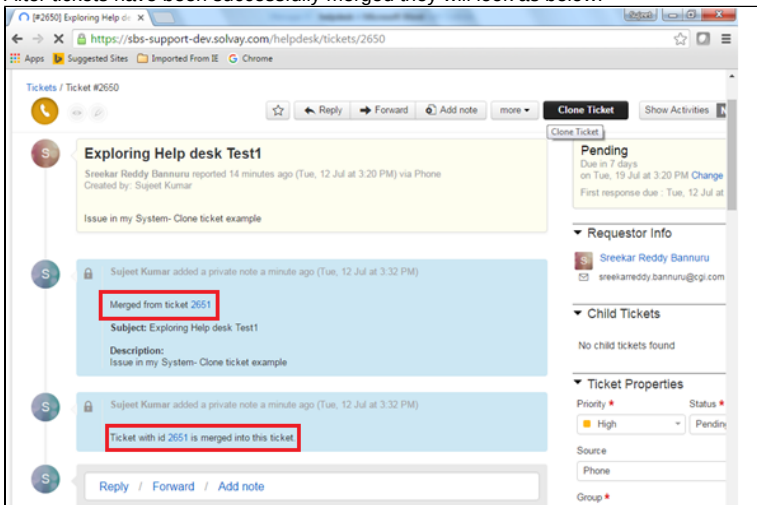
3. Identify the Ticket that will be set as the primary.



4. The remaining tickets will be merged and a default note will be added to all the subsidiary tickets. These default notes can be edited to provide additional info if needed.



After tickets have been successfully merged they will look as below.



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](#)