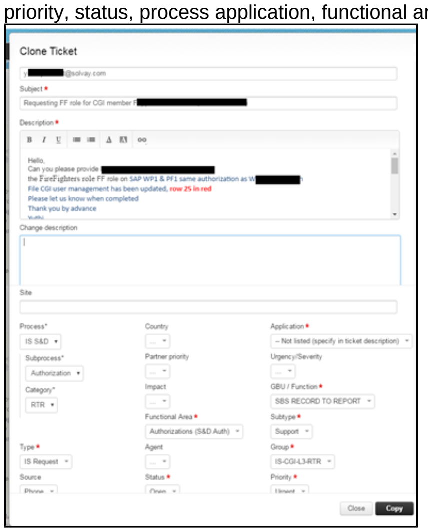
Perform a clone ticket in Freshdesk

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.


3. Hit Copy 
 to generate the new Clone ticket.

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