

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' (IS S&D), 'Subprocess' (Authorization), 'Category' (RTR), 'Country', 'Partner priority', 'Impact', 'Functional Area' (Authorizations (S&D Auth)), 'Agent', 'Application' (Not listed (specify in ticket description)), 'Urgency/Severity', 'GBU / Function' (SBS RECORD TO REPORT), 'Subtype', 'Support', 'Group' (IS-CG-L3-RTR), 'Type' (IS Request), 'Source', 'Status' (Open), and 'Priority' (Lowest). At the bottom right, there are 'Close' and 'Copy' buttons.

3. Hit Copy  to generate the new Clone ticket.

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](#)