

How to create a ticket for Freshdesk admin team



- Aim of this article to showcase how to create a ticket for Freshdesk related matters. Ex. Groups, Performance issues, any issues related to Freshdesk.
- The requester will receive an email notification that a new ticket has been created. It can be **disabled in Admin->Email notifications**

Step-by-step guide

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

The screenshot shows the 'Create a new ticket' form in the Freshdesk portal. The form is titled 'Create a new ticket' and has a 'Cancel' button and a 'Submit' button. Below the title, there is a note: 'The requester will receive an email notification that a new ticket has been created. It can be disabled in Admin > Email notifications.' The form fields are as follows:

Field	Value
Requester *	your.email@solvay.com
Subject *	put subject here
Application *	Freshdesk
Type *	IS Request
Subtype *	Support
Functional Area *	Other
Process *	IS S&D
Subprocess *	Quality & Process
Category *	Structure & Data

A red callout box points to the dropdown menus for Subtype, Functional Area, Process, Subprocess, and Category, containing the text: 'Suggestions. But never use HtR ones.'

GBU / Function * SBS INFORMATION SYSTEMS

Site

Impact * Low

Urgency/Severity * Low

Partner priority ...

Transferred CGI * No

Change

Change description

Rework

Don't check this.

Don't fill this.

Don't check this.

Description *

B I U [List Icons] [Link Icon] [Image Icon] [X]

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

+ Attach a file (Total File size < 15 MB)

Agent ...

Priority * Low

Status * Open

Group *	<input type="text" value="IS-FRESHDESKTEAM"/>
Country	<input type="text" value="..."/>
Parent or Child (System - Please ignore)	<input type="text" value="..."/>
Parent ID (System - Please ignore)	<input type="text"/>
Child ID (System - Please ignore)	<input type="text"/>
Tags	<input type="text"/>

Tickets when successfully created will appear under the Tickets tab.