

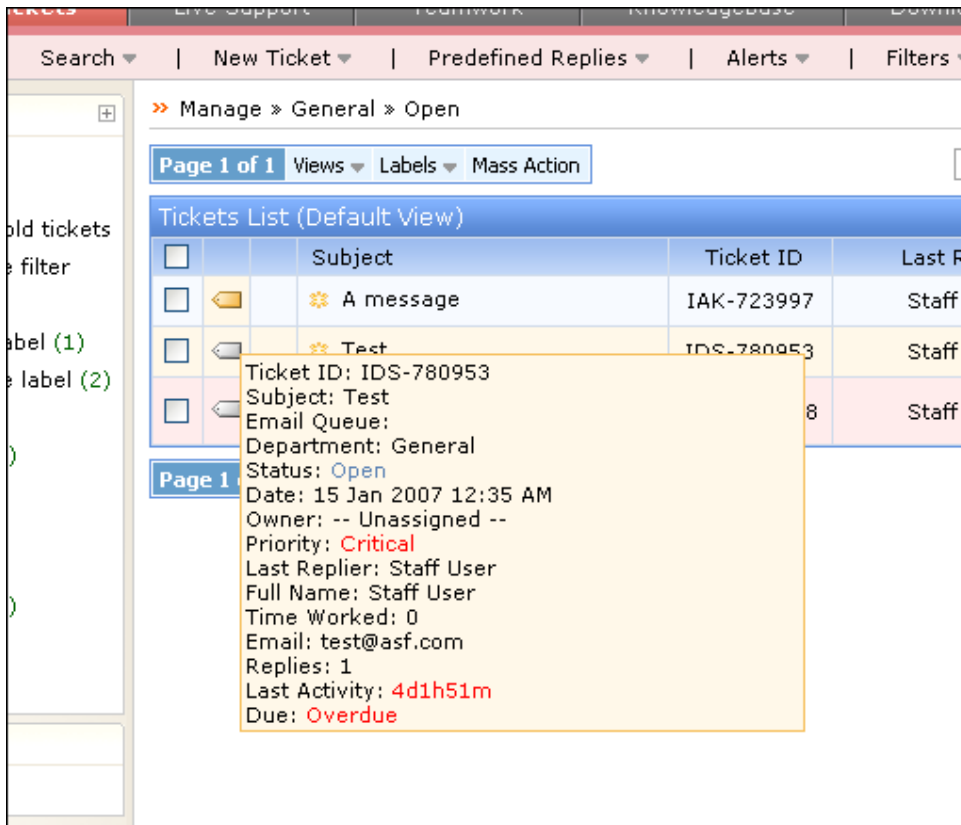
Listing tickets

A **ticket list** is a listing of tickets, an example of which is shown below.

The screenshot shows a 'Tickets List (Default View)' table with columns: Subject, Ticket ID, Last Replier, Replies, Last Activity, and Due. The table contains four rows of tickets. Callouts point to various features: 'The current ticket listing view.' points to the 'Views' dropdown; 'Quick-search tickets.' points to the search bar; 'A labelled ticket indicator.' points to a star icon in the subject column; 'Updated ticket indicator. (Yellow if updated since your last visit).' points to a yellow square icon; 'Ticket ownership indicator.' points to a red star icon; and 'A flagged ticket.' points to a yellow square icon in the 'Due' column.

	Subject	Ticket ID	Last Replier	Replies	Last Activity	Due
<input type="checkbox"/>	A message	IAK-723997	Staff User	1	23d23h36m	
<input type="checkbox"/>	Another ticket from me	YRT-584563	Staff User	1	26d17h13m	Overdue
<input type="checkbox"/>	Test	IDS-780953	Staff User	1	28d13h32m	Overdue
<input type="checkbox"/>	About your website (1, 2)	UZO-924368	Staff User	6	29d19h18m	Overdue

- **The current view** – the name of the ticket view currently being used. For more information on customized ticket views, see [customized ticket listing view](#).
- **Ticket ownership indicator** – the red star indicates that the ticket is assigned to you (the staff user). For more information on ticket assignments, see [ticket assignment / ticket ownership](#).
- **Ticket label indicator** – the ticket has one or more **label(s)** attached to the ticket. For more information on ticket labels, see [ticket labels](#).
- **Updated ticket indicator** – this indicator will display as yellow if a new reply has been made to the ticket since your last visit. Hovering the mouse over this icon will give a brief ticket overview, as shown below.

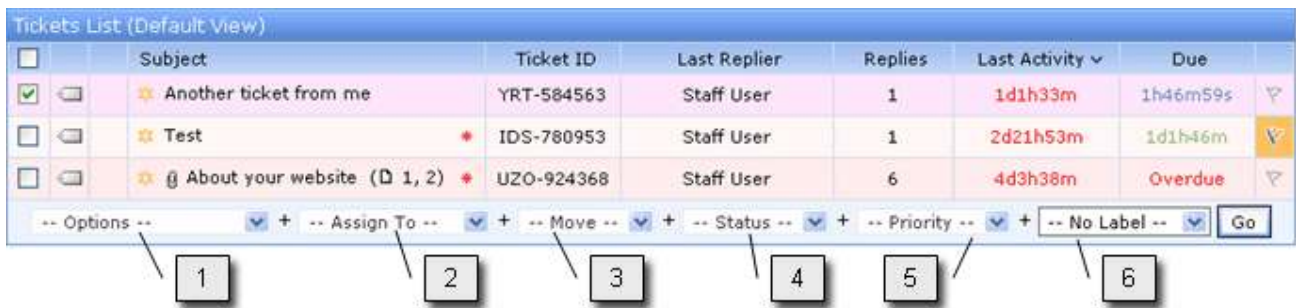


The ticket lists can be customized according to criteria configured by each staff user. For example, a ticket list can be generated that lists [all open tickets](#). Customizing multiple ticket lists allows you to quickly sort through tickets.

Mass-managing tickets within the ticket list

On any ticket list, multiple tickets can be mass-managed using an additional toolbar that will appear in the view once more than one ticket has been "selected".

Selecting a ticket involves **checking the tick-box** of the appropriate ticket or by clicking on the **Mass Action** link, as shown below.

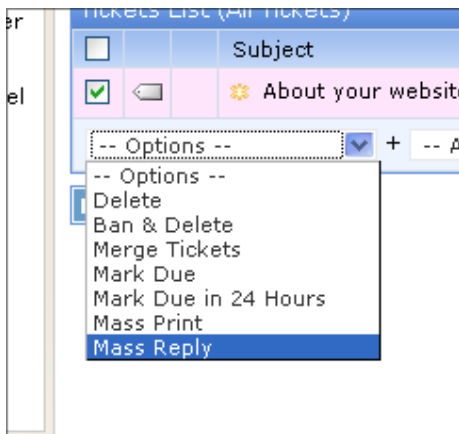


1. [Options](#)
2. [Assign to](#)

3. [Move](#)
4. [Status](#)
5. [Priority](#)
6. [Labels and flags](#)

Options

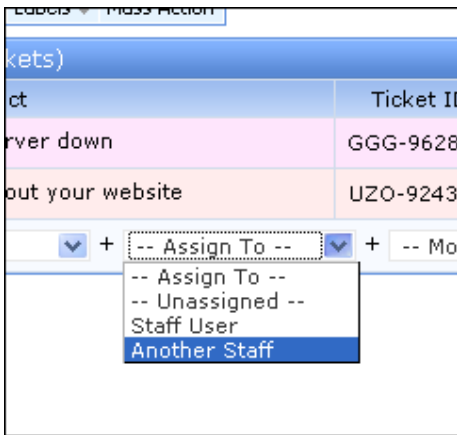
The options menu opens a list of **ticket management tasks** that can be performed on the selected tickets, as shown below.



- **Delete** – delete the ticket(s) from the database. Ticket deletion cannot be undone.
- **Ban & Delete** – add the sender’s address to the ban list and delete the ticket. Banning a sender’s address will mean that any tickets sent from this address will not be processed. Ticket deletion cannot be undone. However, bans can be lifted via the administrator control panel (see [e-mail bans](#) in the administrator control panel).
- **Merge Tickets** – combine the contents of multiple tickets (ticket postings and responses will be merged together chronologically).
- **Mark Due** – the tickets will be marked as due for action.
- **Mark Due in 24 Hours** – the tickets will be marked as due for action in 24 hours.
- **Mass Print** – all of the selected ticket(s) and their contents will be combined into a printer-friendly view.
- **Mass Reply** – send one reply to multiple tickets.

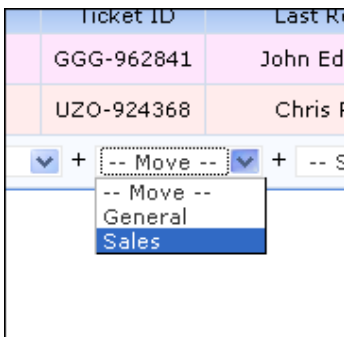
Assign to

Opening this menu will list **staff members** to who the ticket(s) can be assigned, as shown below. For more information on ticket assignments, see [ticket assignments](#).



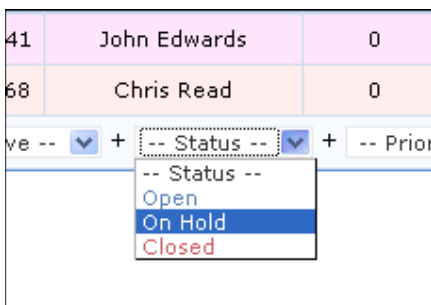
Move

Clicking on this menu will open a list of **departments** to which the ticket can be moved (transferred). Departments are managed and configured in the administrator control panel (see [departments](#) in the administrator control panel).



Status

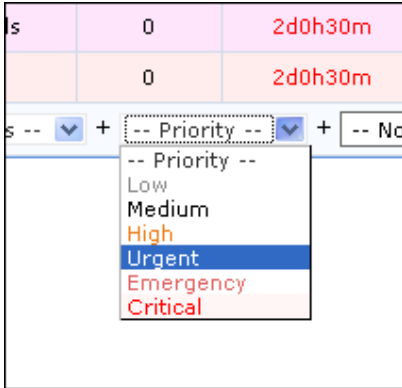
Clicking on this menu will open a list of **statuses** that the selected ticket(s) can be changed to, as shown below. For more information on ticket statuses and how they are used within the staff control panel, see [ticket status](#).



Ticket statuses are configured in the administrator control panel (see [ticket statuses](#) in the administrator control panel).

Priority

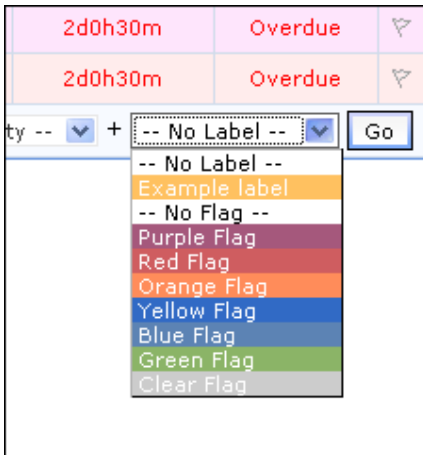
Clicking on this menu will open a list of **priorities** that the selected ticket(s) can be set to, as shown below. For more information on how ticket priorities are used in the staff control panel, see [ticket priority](#).



Priorities are defined in the administrator control panel (see [ticket priorities](#) in the administrator control panel).

Labels and Flags

Clicking on this menu will open a list of **labels and flags** that can be attached to the selected tickets, as shown below. For more information on labels and flags are used in the staff control panel, see [ticket labels](#) and [ticket flags](#).



Ticket listing area options and preferences

The ticket list options can be accessed by clicking on the **Options** button, as shown below.