Bookmark Tickets

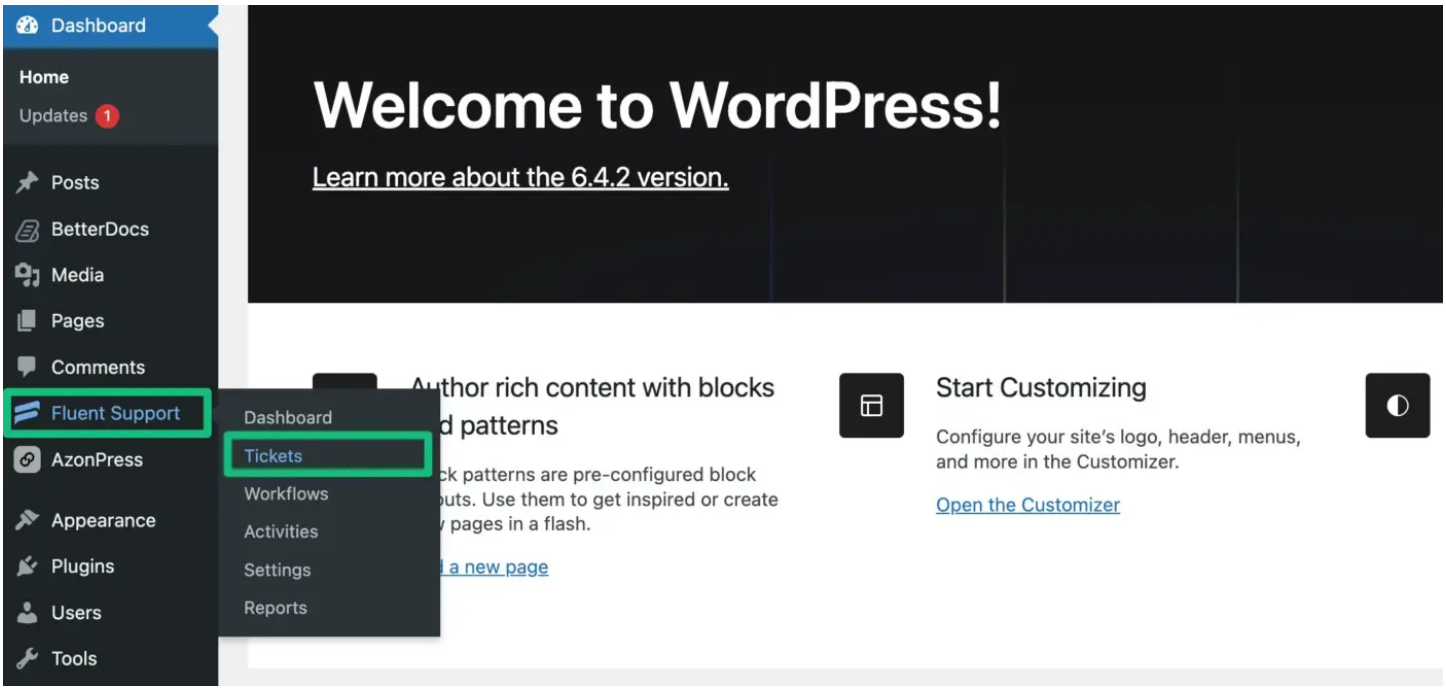
Productivity · https://fluentsupport.com/docs/bookmarks/

Fluent Support allows the support agents to Bookmark their tickets to find them easily on the dashboard or to request another agent to look at a ticket. This article will guide you through the whole process of doing it.

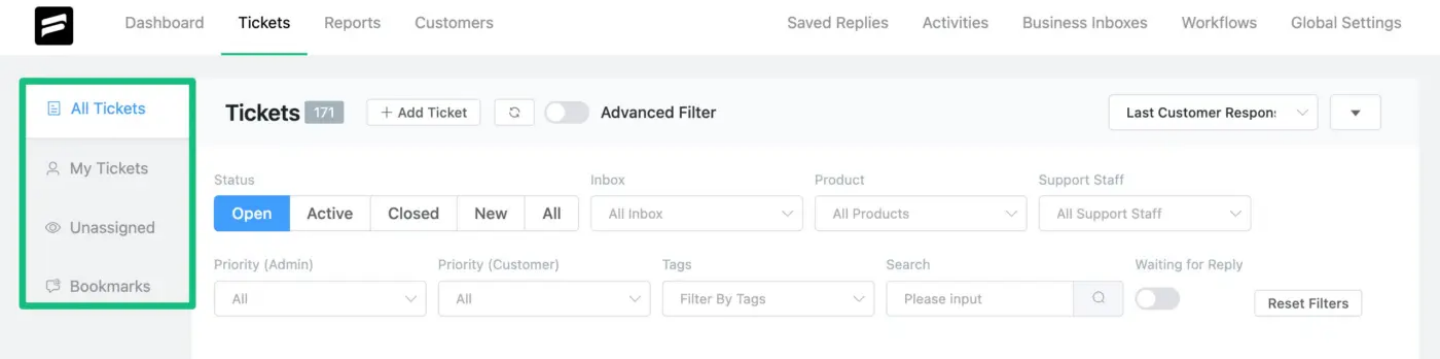
Bookmarks

To learn how you can **Bookmark** your tickets using **Fluent Support**, follow the steps with the screenshots & GIF below —

First, go to your **Fluent Support** and click on **Tickets**

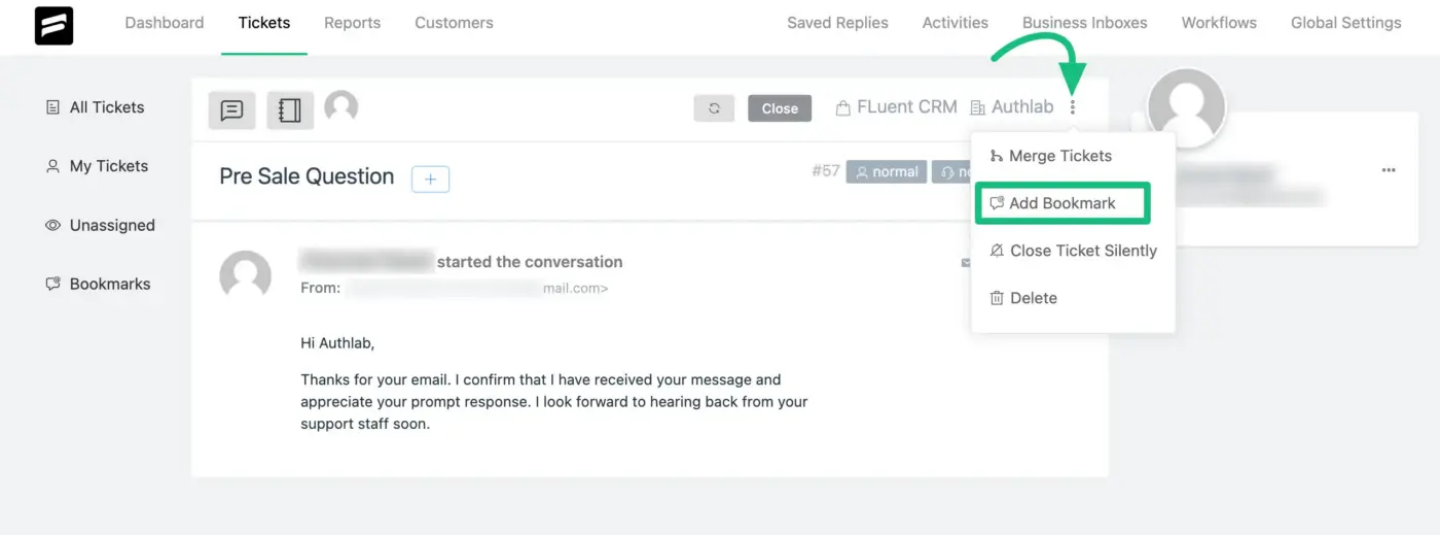


Now go to your desired ticket section from **My Tickets**, **All Tickets**, **Unassigned**, or **Bookmarks**

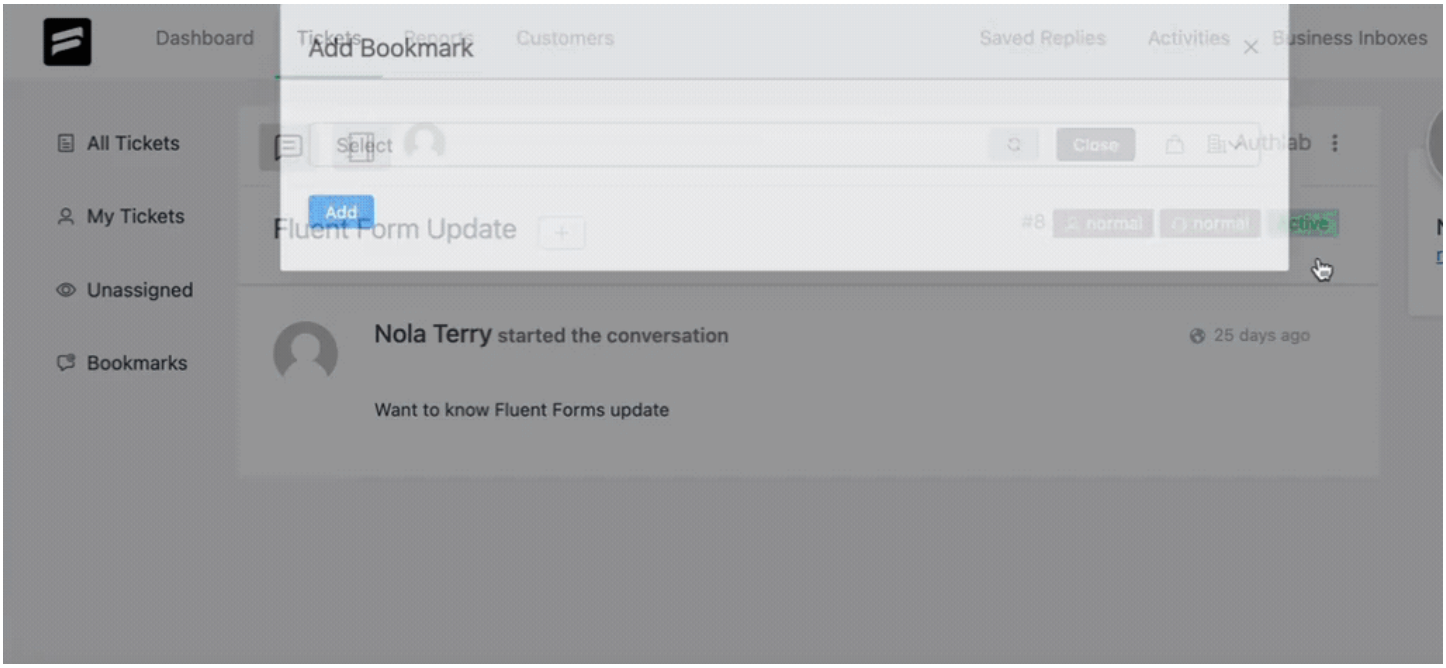


Open the specific ticket you want to bookmark and click on the **Three dot Icon** next to the mailbox option.

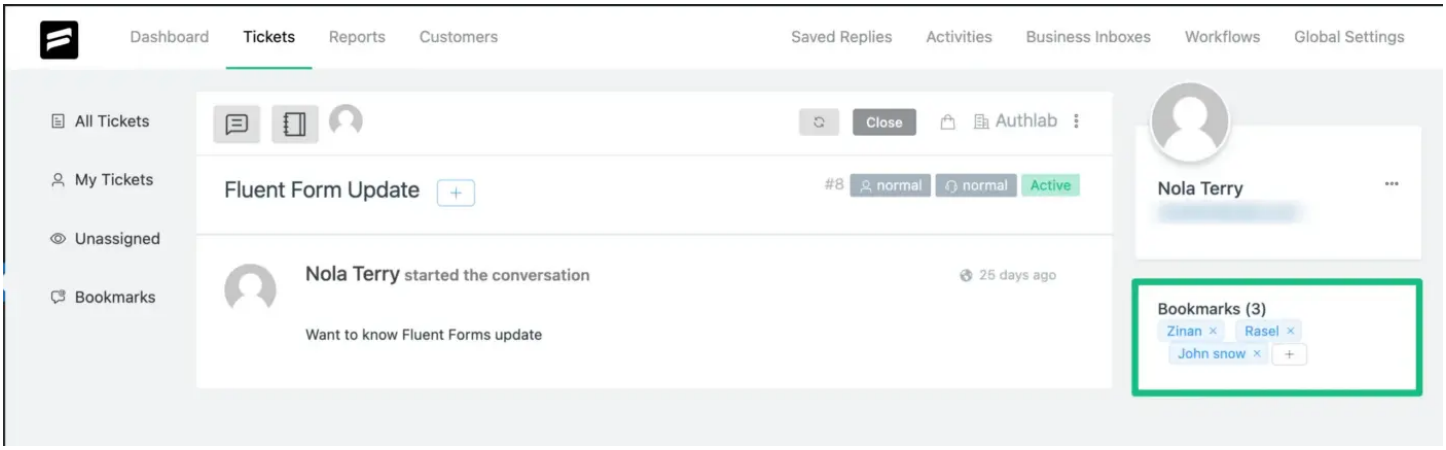
Now, select **Add Bookmark** and a popup page will appear on the top.



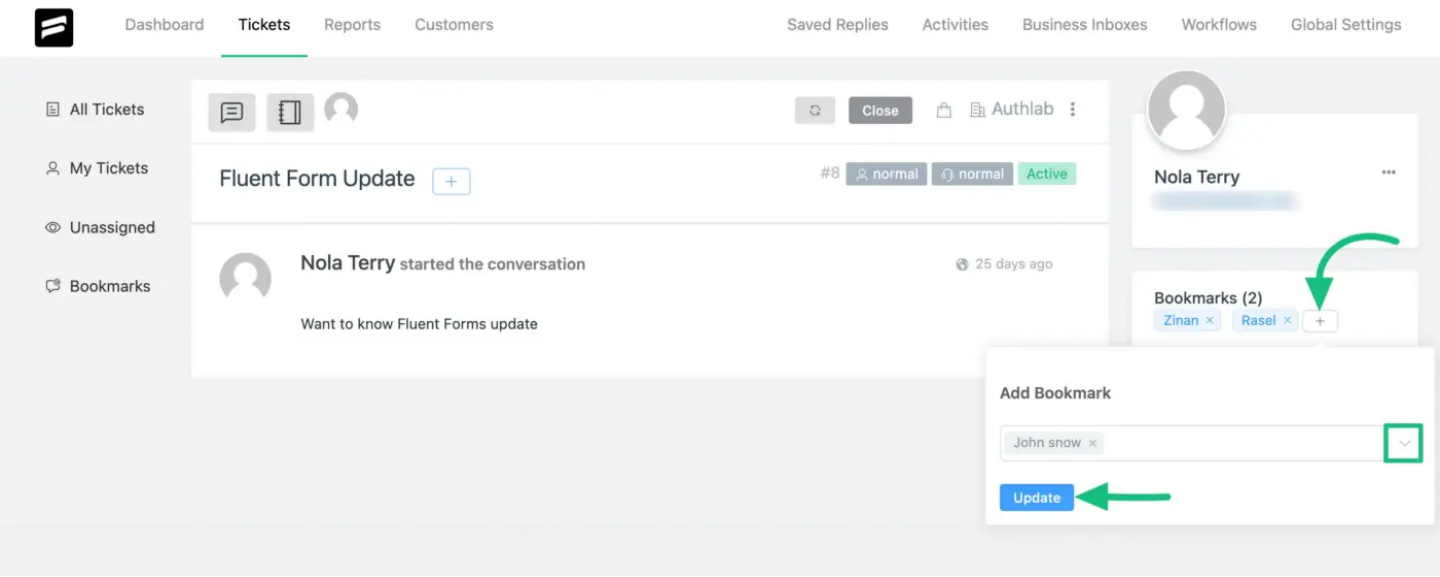
You can assign single or multiple support staff to the ticket using the dropdown list. After selecting the support staff, click the **Add** button and the ticket will be bookmarked & stored under the **Bookmarks** section on the left sidebar.



The **support staff** (agents) will also be **bookmarked** on the right side of that ticket.



You can **add more support staff** (agents) by clicking on the `+` **Plus Icon.**



If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.