Creating Products to Categorize Tickets

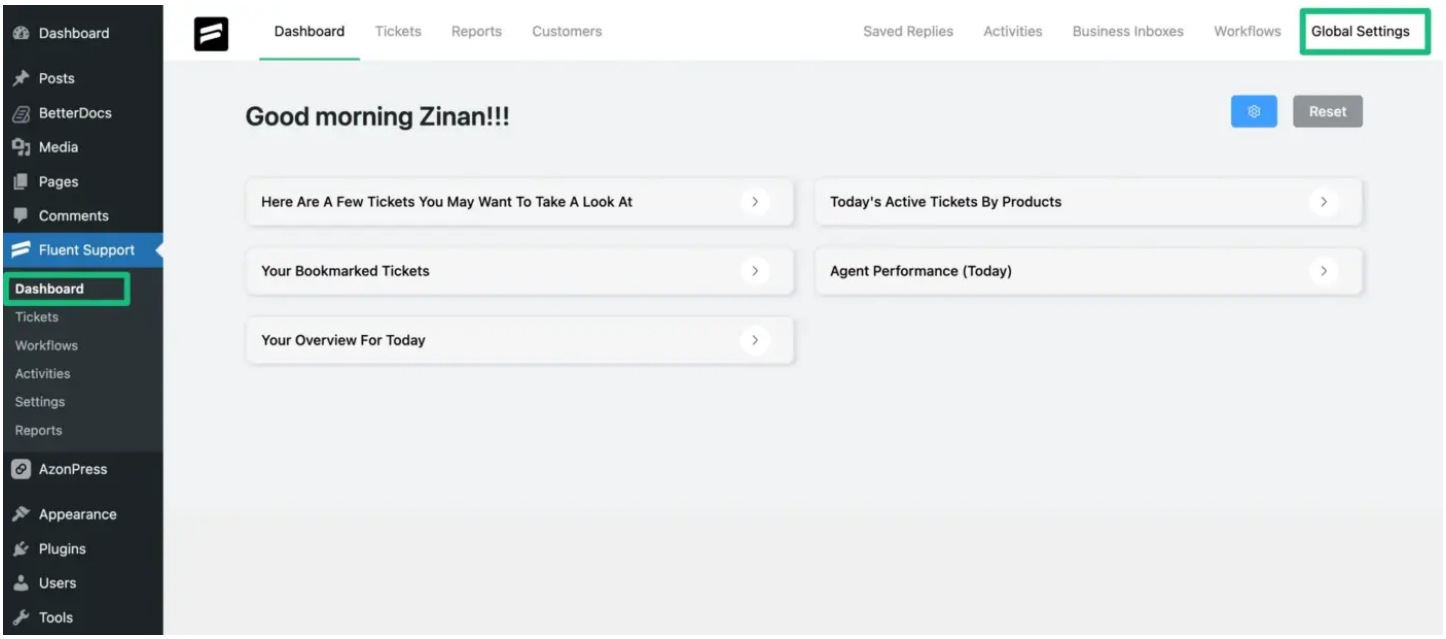
Business Management · https://fluentsupport.com/docs/creating-ticket-categories-products/

Fluent Support, allows you to create multiple products for organizing your tickets and allows customers to select the relevant product when submitting their tickets. This article will help you through the process of creating products to categorize tickets.

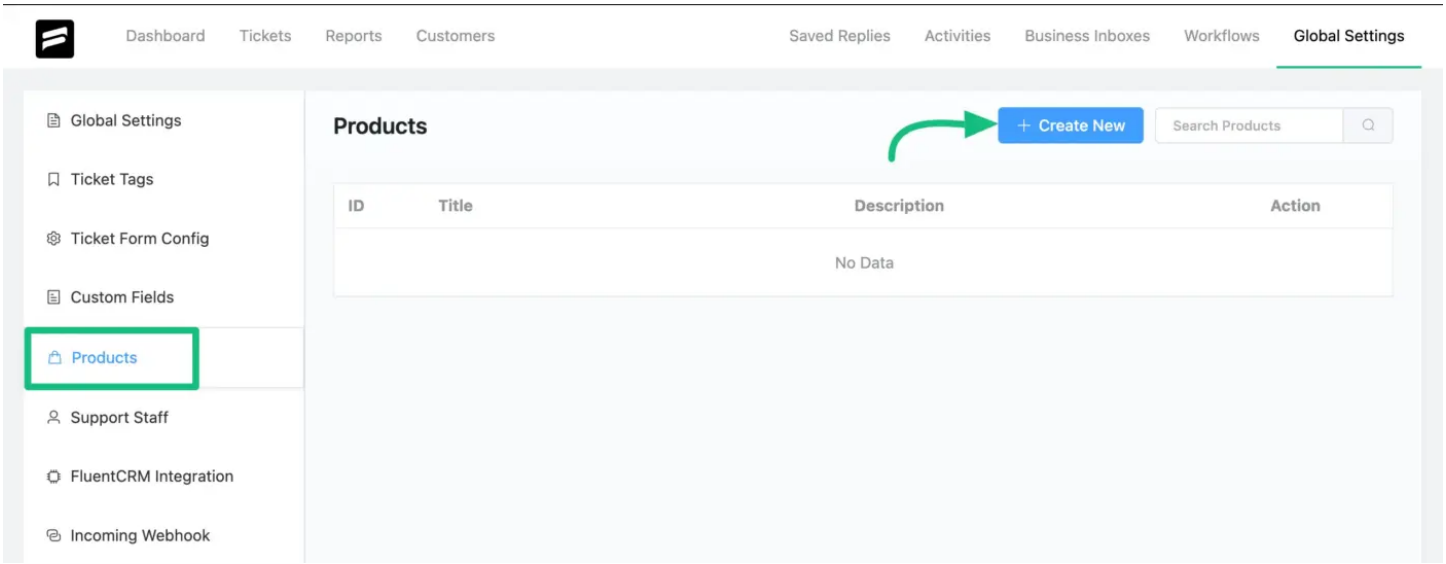
Creating Products

To learn how to create **Products** in your Fluent Support **Dashboard**, follow the steps with the screenshots & GIF below —

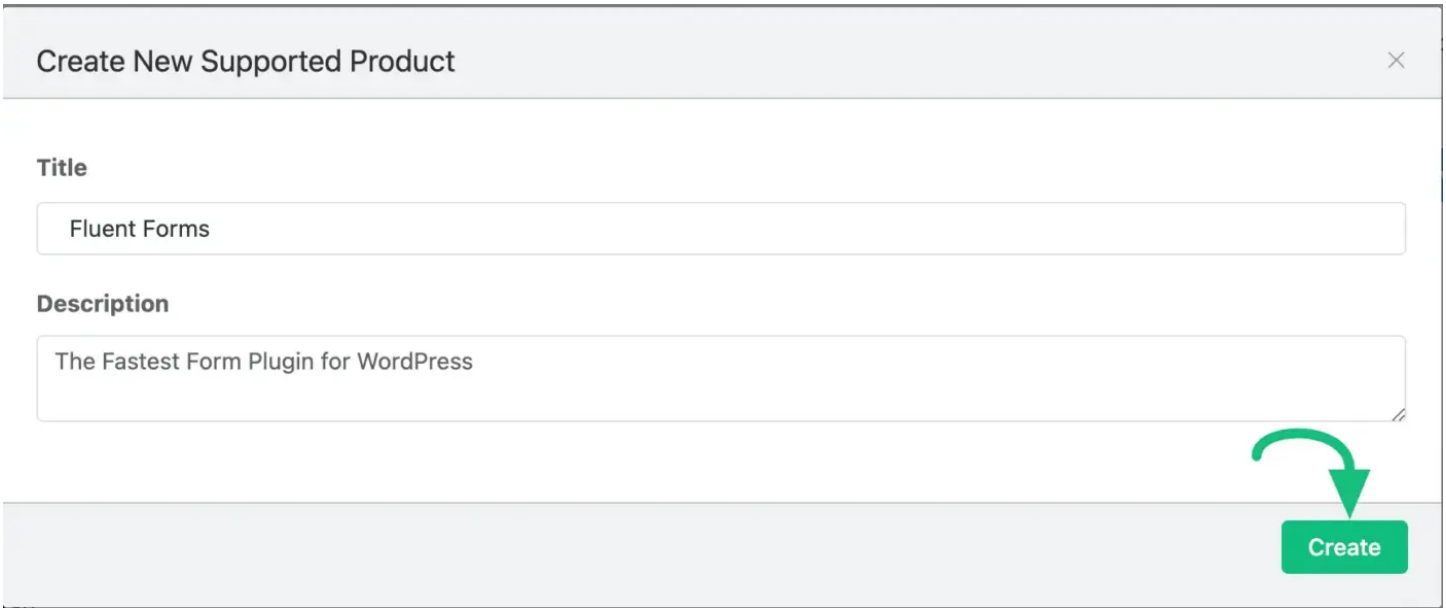
Go to your Fluent Support **Dashboard** & click on **Global Settings.**



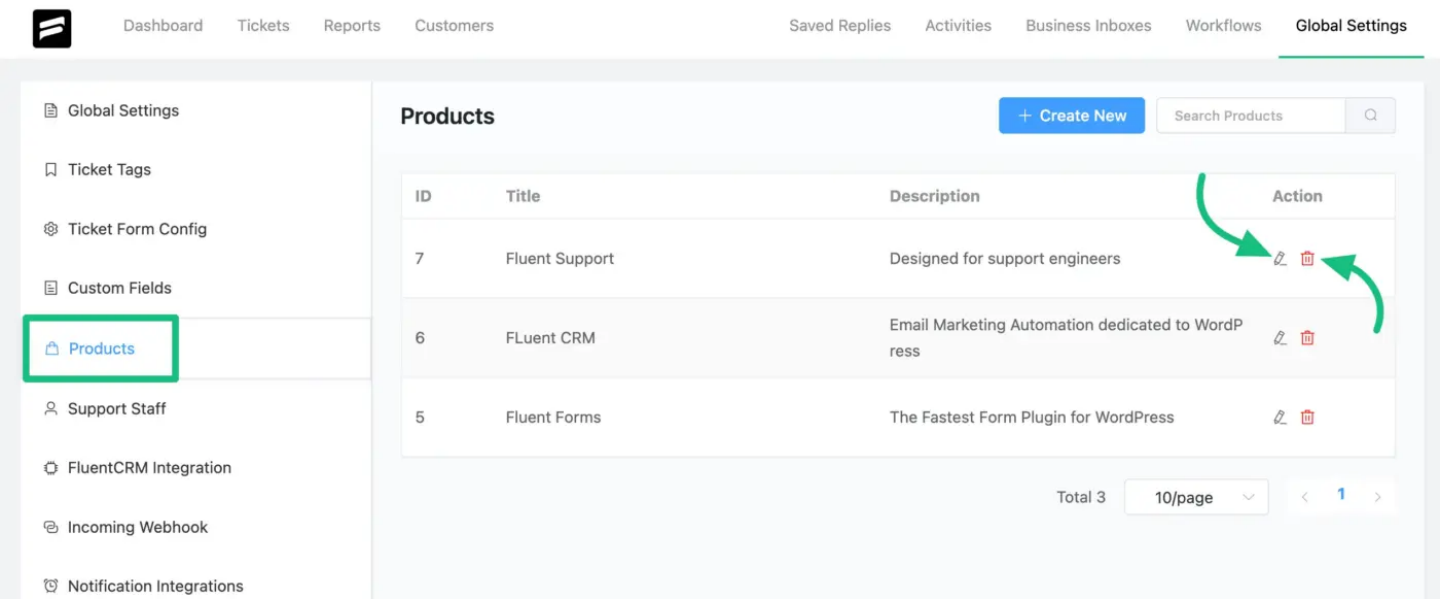
Select **Products** from the left sidebar and click on **+ Create New** to create a new product.



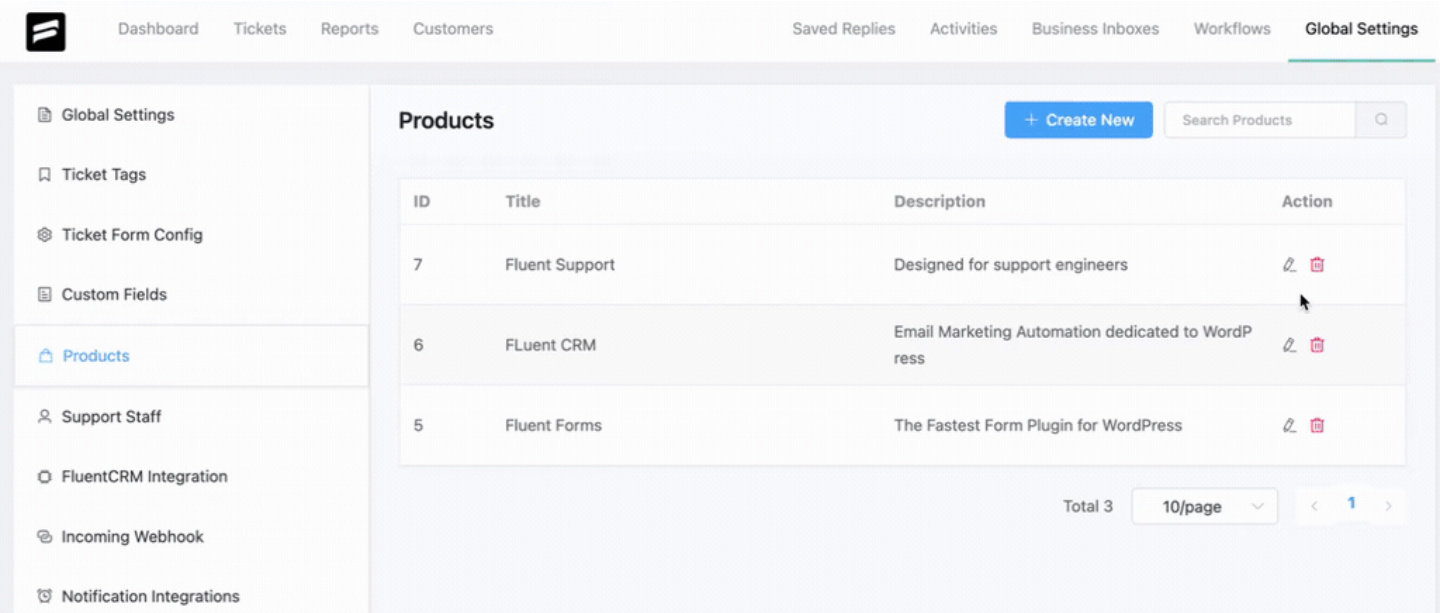
Add a relevant **Title** & **Description** for the product, then click the **Create** button.



Also, you can **Edit/Delete** the products by clicking the **Pencil/Trash** icons placed on the right-hand side under the **Actions** column.



For instance, I **edited** the Product **Title** from **'Fluent Support'** to **'Fluent Support PRO'**. Similarly, you can **Edit/Delete** any of your existing products according to your needs.



This way, you can create as many **Products** as you want to categorize or organize your tickets!

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