Ticket Tags (Custom Tags)

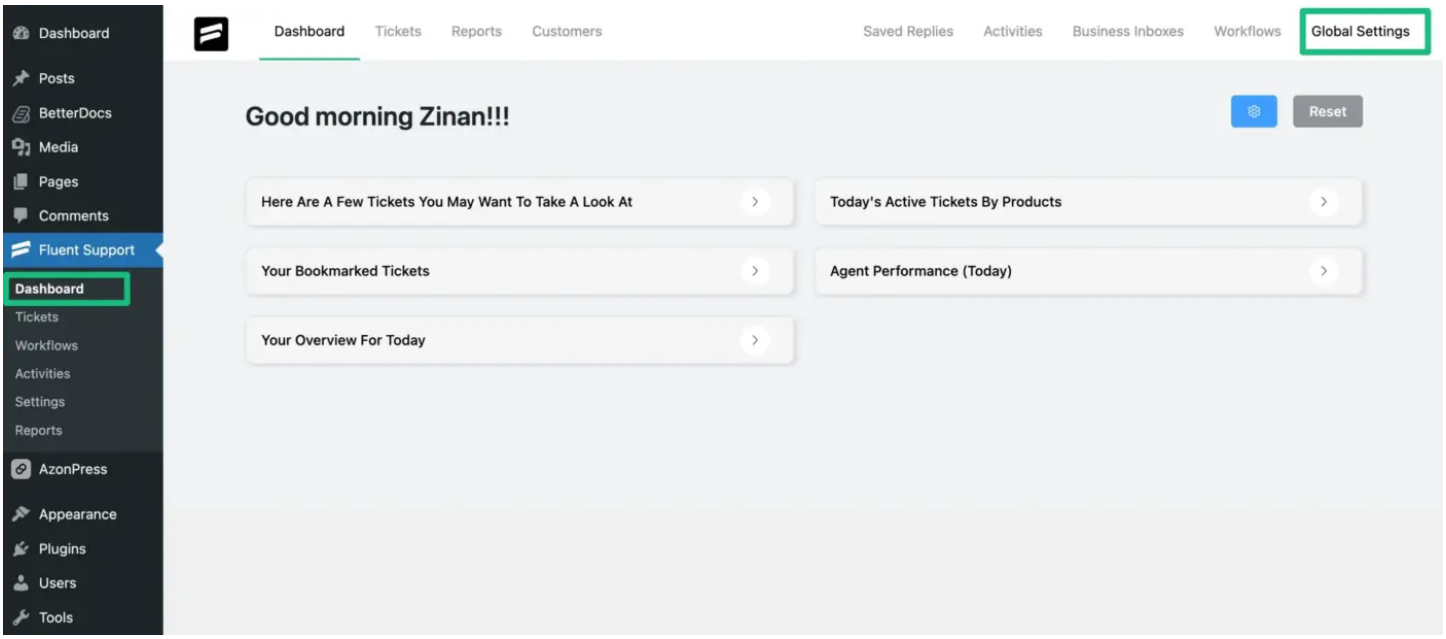
Productivity · https://fluentsupport.com/docs/ticket-tags-custom-tags/

This article will guide you through the process of using the ”**Tags”** feature of **Fluent Support** so that you can easily create **Tags** that can help you categorize the tickets and assign certain tags to mark any tickets.

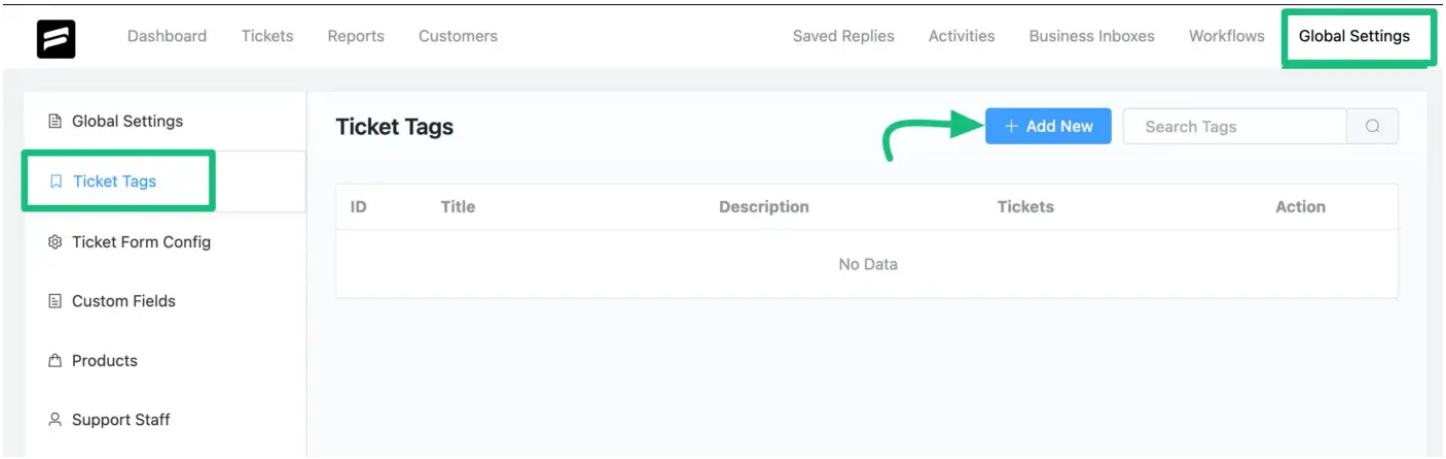
How To Create Tags

To learn how to create tags using Fluent Support, follow the steps with the screenshots & GIF below —

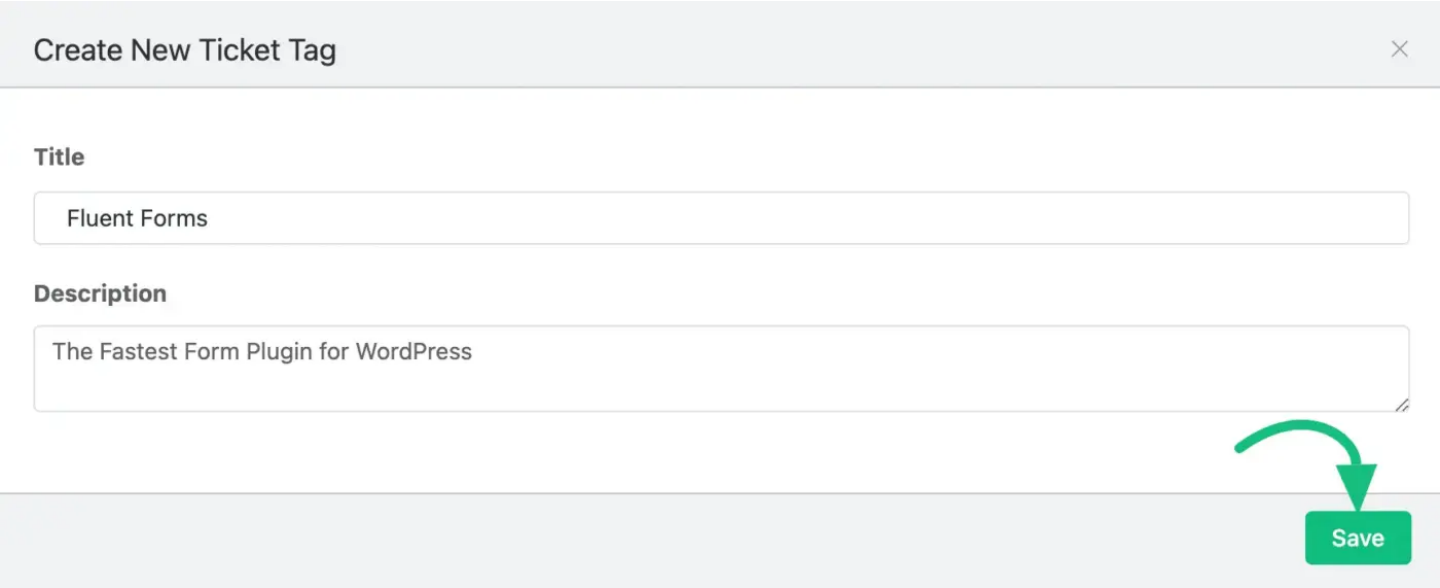
Go to your Fluent Support **Dashboard** & click on **Global Settings.**



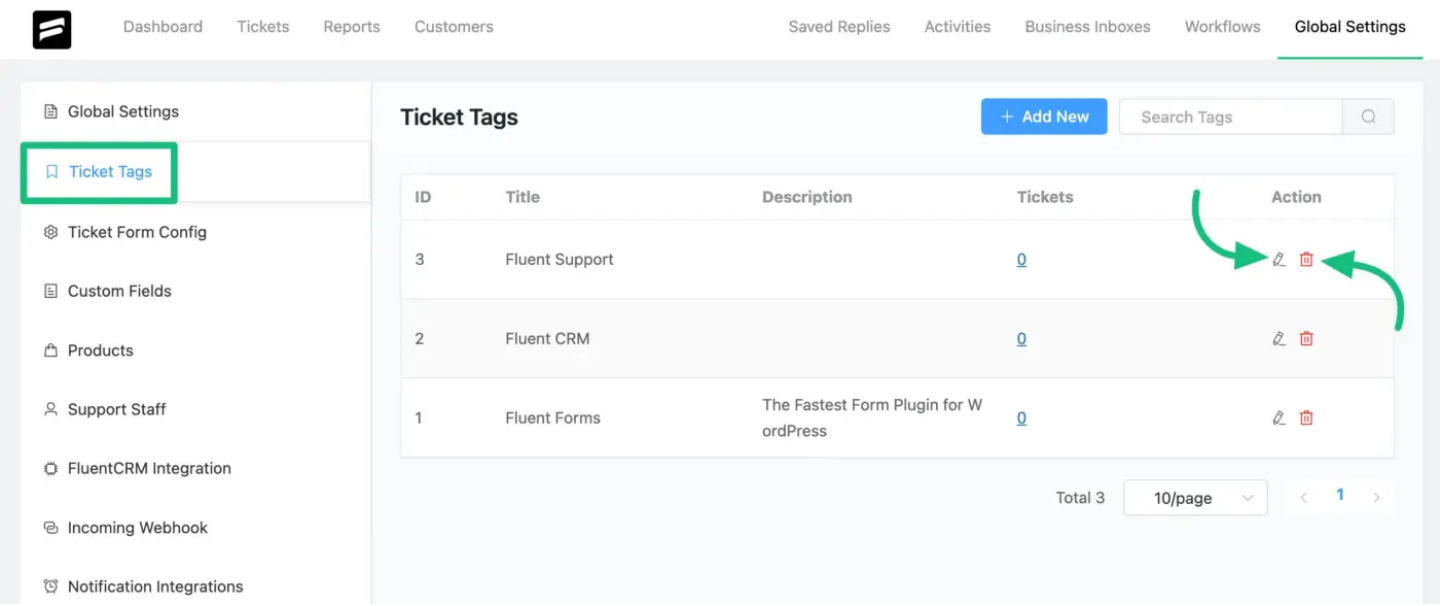
Now, go to the **Ticket Tags,** and a ticket tag page will open where you need to click on the **+ Add New** button to create a New Tag.



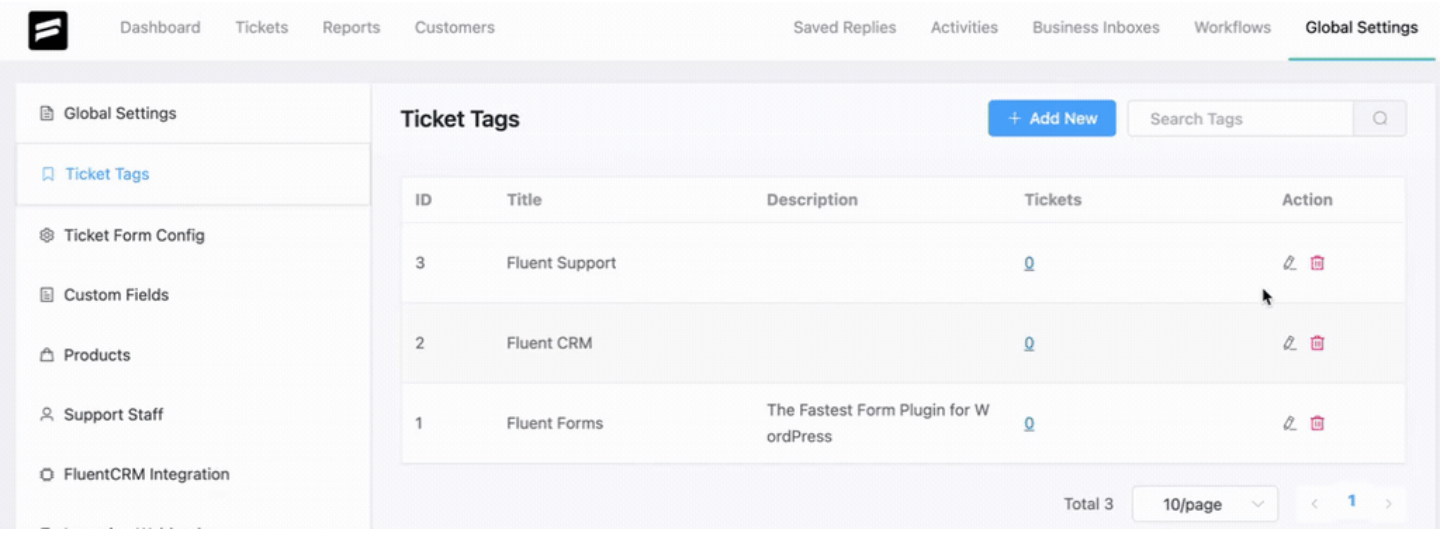
Add a relevant tag **Title** & tag **Description** as shown below, and click on the **Save** button. Your **Ticket Tag** will be created.



Also, you can e**dit/delete** the t**ags** by clicking the **Pencil/Trash** icons on the right-hand side under the **Actions** column.



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



This way, you can create as many **Ticket Tags** 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.