

# Ticketing Process

## Content

- Create Client Ticket
- Created Client Ticket
- Ticket Tracking
- All Tickets

1. **Create Client Ticket:** When creating Client Tickets We have to fill mandatory fields and create the ticket.

2. **Create Client ticket Link:**

[http://one.treeone.one/ticketing/team/ticket\\_create\\_support.ph](http://one.treeone.one/ticketing/team/ticket_create_support.ph)

3. **Created Client Ticket:** After Create Client Tickets that ticket goes to created client ticket In that any change some data in edit process

4. **Created Client Ticket Link:**

[http://one.treeone.one/ticketing/team/client\\_support\\_ticket\\_status.p  
hp](http://one.treeone.one/ticketing/team/client_support_ticket_status.php)

5. **Ticket Tracking:** Ticket Tracking We have client tickets in that various stages are there

- New
- Process
- Push to beta
- Beta tested
- Push to live
- Live tested
- Closed

**New:** When assigned Tickets are in the New Stage.

**Process:** Ticket Owner we have to open the new ticket and start to work on Process.

**Push To Beta:**ticket owner solved the issue on Localhost and the move to staging process is called push to beta.

**Beta Tested:**In Push to beta tickets support team test that ticket and move to beta tested.

**Push to Live:**After Testing the beta tickets beta ticket moves to push to live.

**Live Tickets:**After live that ticket we have to test on that tickets and move to live tested

**Closed:**When ticket issue solved on live we have to closed that ticket after testing process completed

**6.Ticket Tracking Link:**

[http://one.treeone.one/ticketing/team/ticket\\_tracking.php](http://one.treeone.one/ticketing/team/ticket_tracking.php)

**7.All Tickets:**In all Tickets we have various stages. There are step by step process NEW, PROGRESS, PENDING, CLOSED, SOLVED. In all client ticket Client unassigned are there we have assign the tickets from client side and we have close the tickets on all tickets this is called all client tickets

**8.All Tickets Link:**

[http://one.treeone.one/ticketing/team/tickets\\_team\\_admin.php](http://one.treeone.one/ticketing/team/tickets_team_admin.php)

**Thank You**