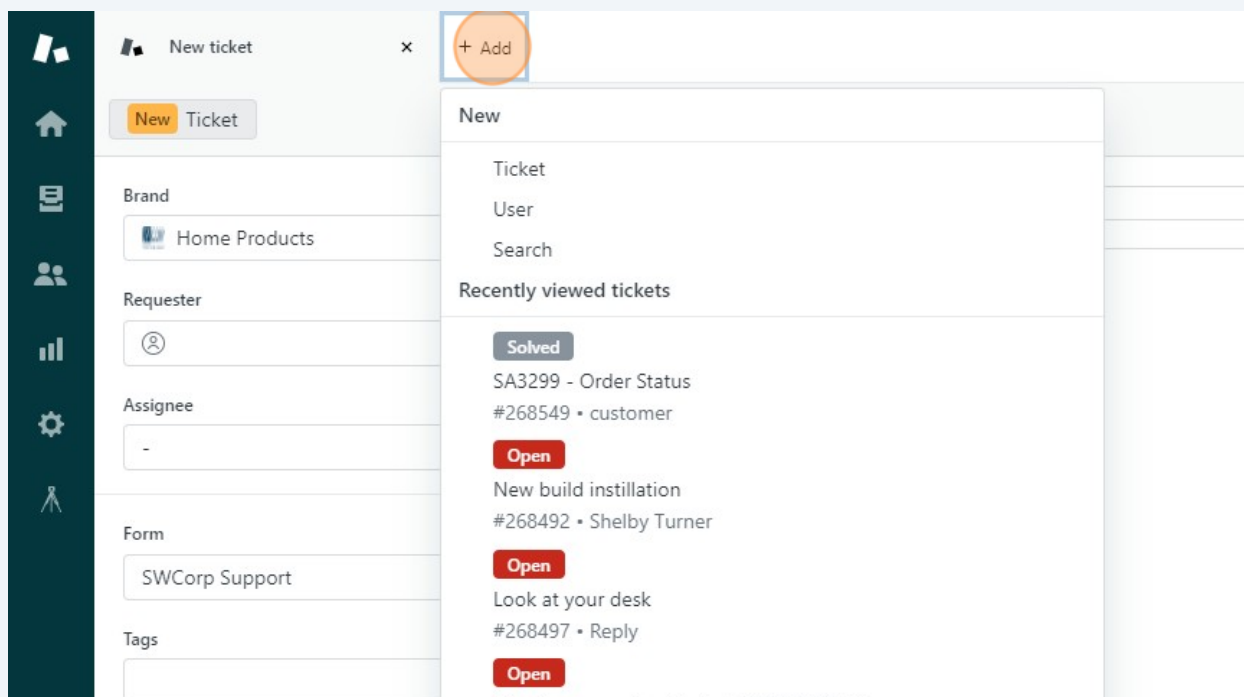


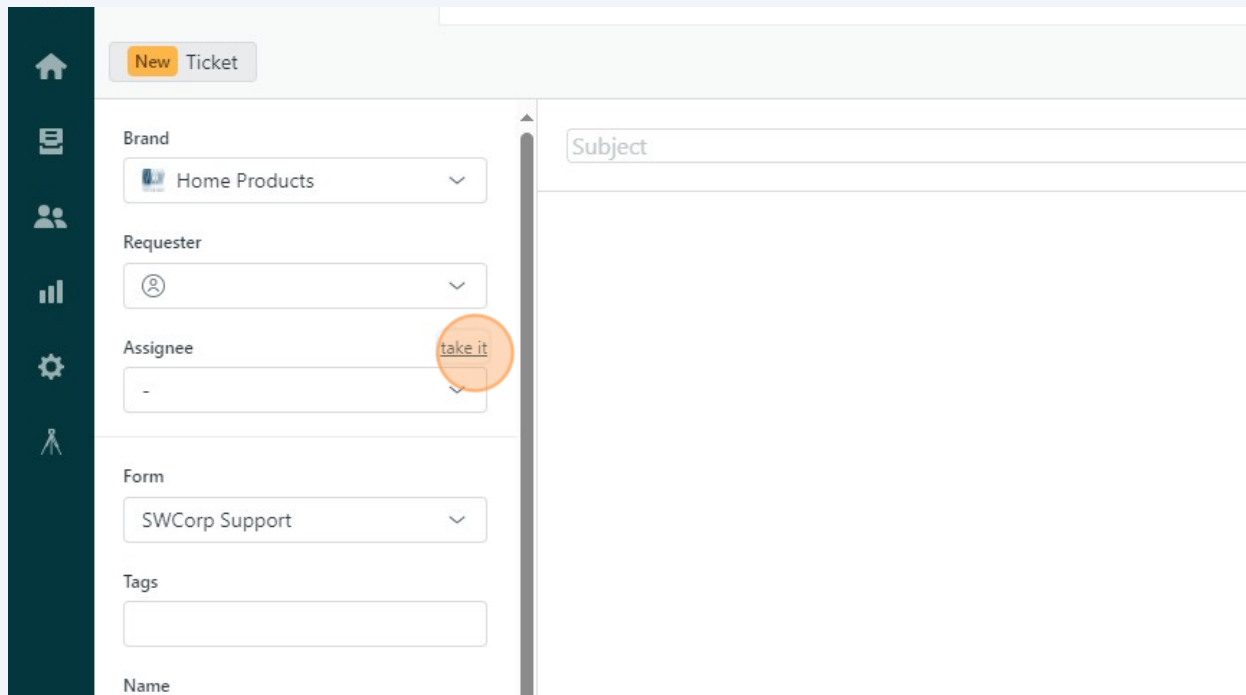
# Creating a New Ticket in Zendesk

1 Go to Zendesk

2 Click "Add"

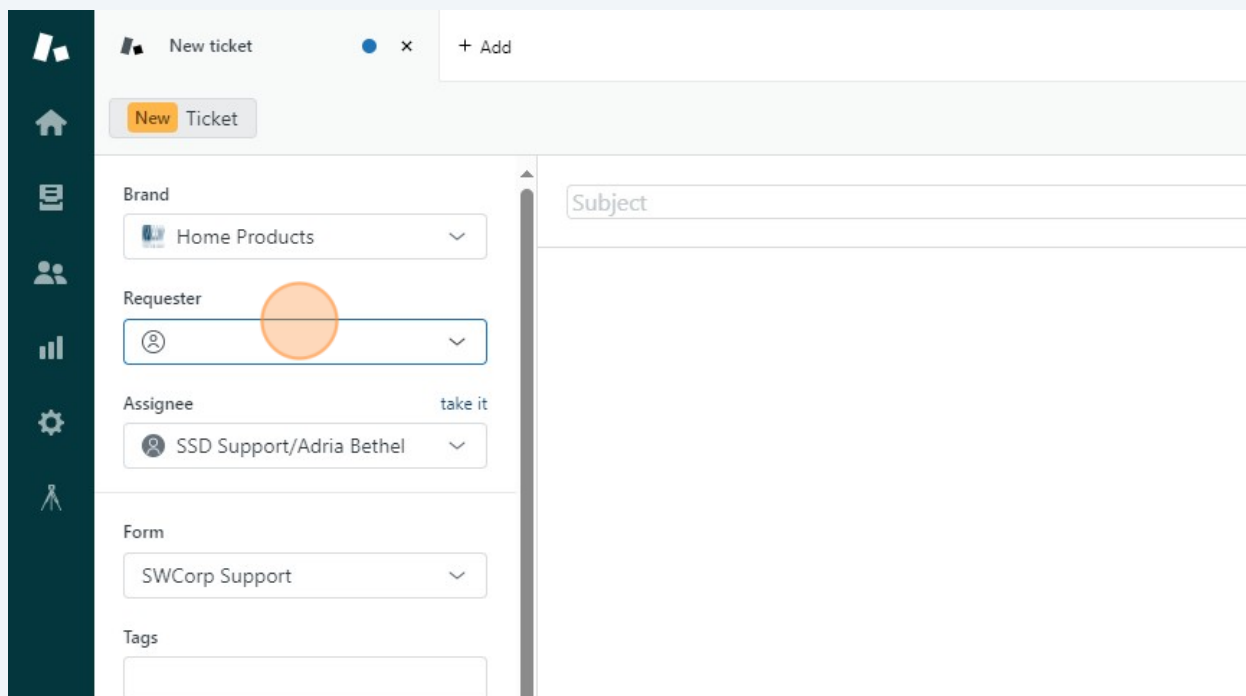


### 3 Click "take it"



The screenshot shows a 'New Ticket' form. On the left is a dark sidebar with icons for home, list, users, charts, settings, and a person. The form has a 'New Ticket' button at the top. Below it are several dropdown menus: 'Brand' (set to 'Home Products'), 'Requester' (with a person icon), 'Assignee' (with a '-' icon and the text 'take it' circled in orange), and 'Form' (set to 'SWCorp Support'). There are also 'Tags' and 'Name' input fields. On the right side of the form is a large 'Subject' input field.

### 4 Click Requester



This screenshot shows the same 'New Ticket' form, but with the 'Requester' dropdown menu highlighted by an orange circle. The 'Assignee' dropdown now shows 'SSD Support/Adria Bethel' and has the text 'take it' next to it. The 'Brand' dropdown remains 'Home Products' and the 'Form' dropdown remains 'SWCorp Support'. The 'Subject' field is still empty on the right.

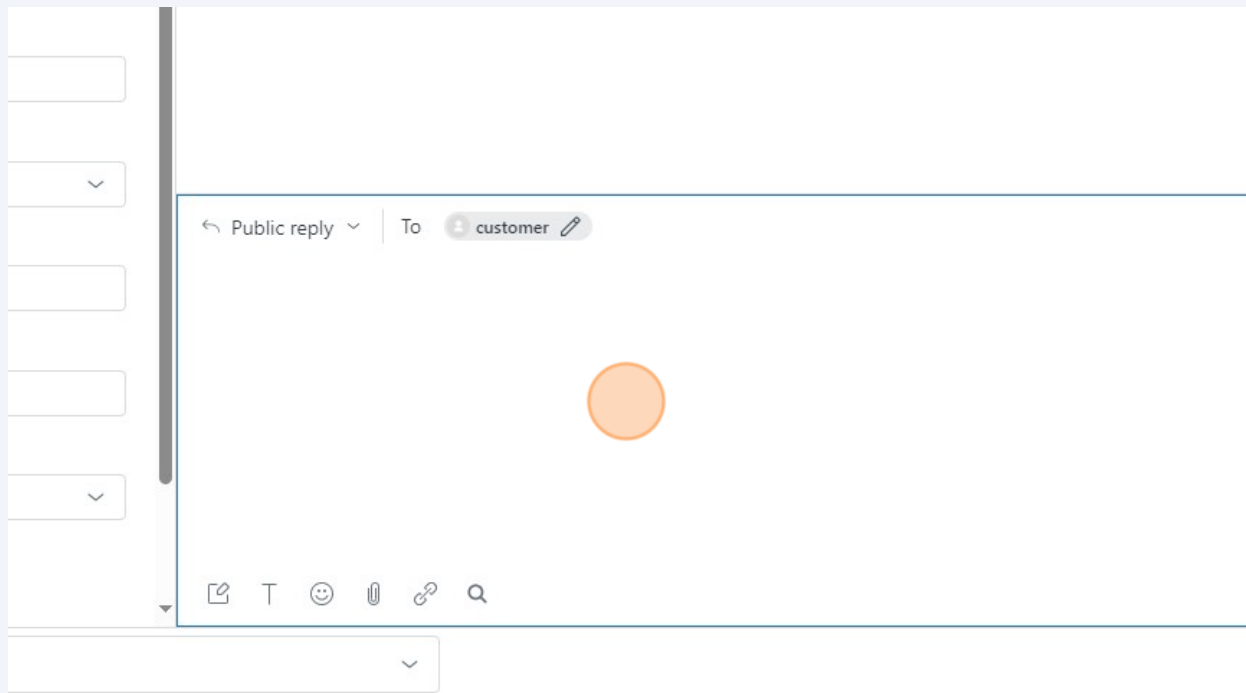
## 5 Enter customer's email

The screenshot shows a 'New Ticket' form. On the left is a dark sidebar with icons for home, list, users, charts, settings, and a person. The form has a header with a 'New Ticket' button. Below it are fields for 'Brand' (set to 'Home Products') and 'Requester'. The 'Requester' dropdown is open, showing a list of users: 'Mcafee Customer123' (mcafee.customer123@gmail.com), 'Customerskb' (customerskb@gmail.com), and 'Evatech Customerservice' (evatech.customerservice@gmail.com), with an 'Add user' link at the bottom. An orange circle highlights this dropdown menu. To the right of the dropdown is a 'Subject' text field. At the bottom left, a 'Name' label is visible.

## 6 Click the "Subject" field and enter customer's order number and reason for ticket

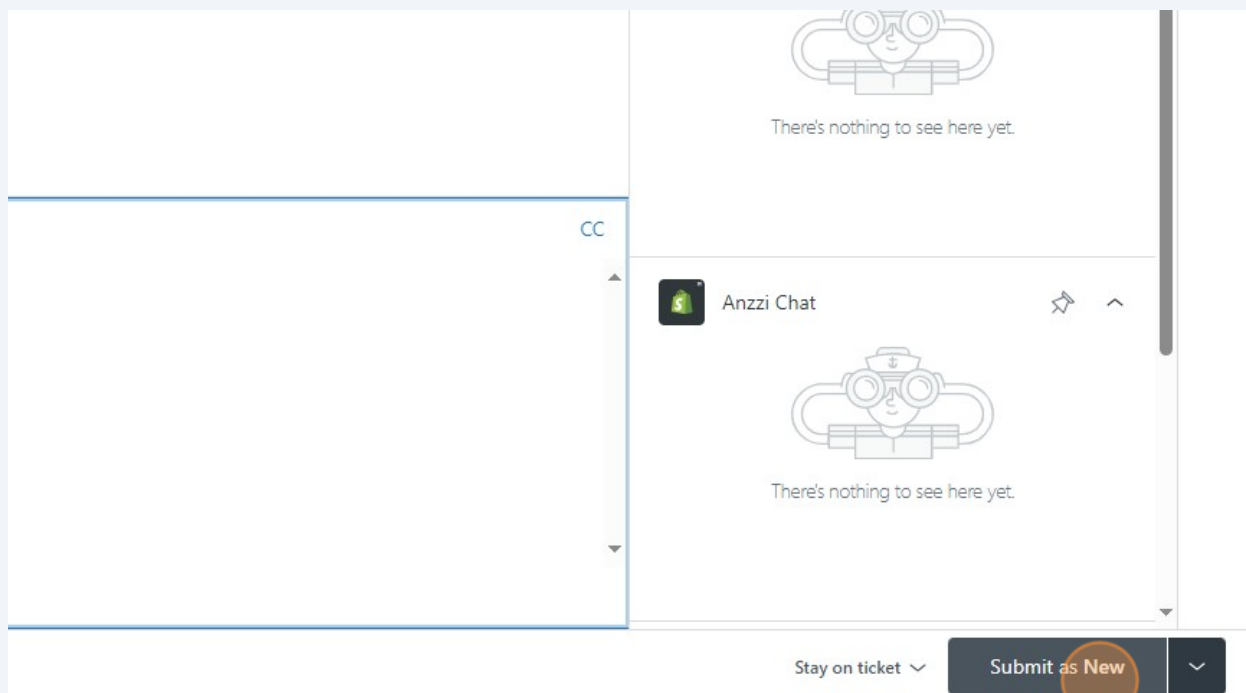
The screenshot shows a 'New ticket' form with a title bar that says 'New ticket' and a '+ Add' button. Below the title bar is a 'New Ticket' button. The form has several fields: 'Brand' (set to 'Home Products'), 'Requester' (set to 'customer@gmail.com'), 'Assignee' (set to 'SSD Support/Adria Bethel' with a 'take it' link), and 'Category' (set to 'Corp Support'). An orange circle highlights the 'Subject' text field. The form is divided into two main sections by a vertical line, with the 'Subject' field spanning both.

- 7 Go down and enter your message. Make sure it says "Public Reply"



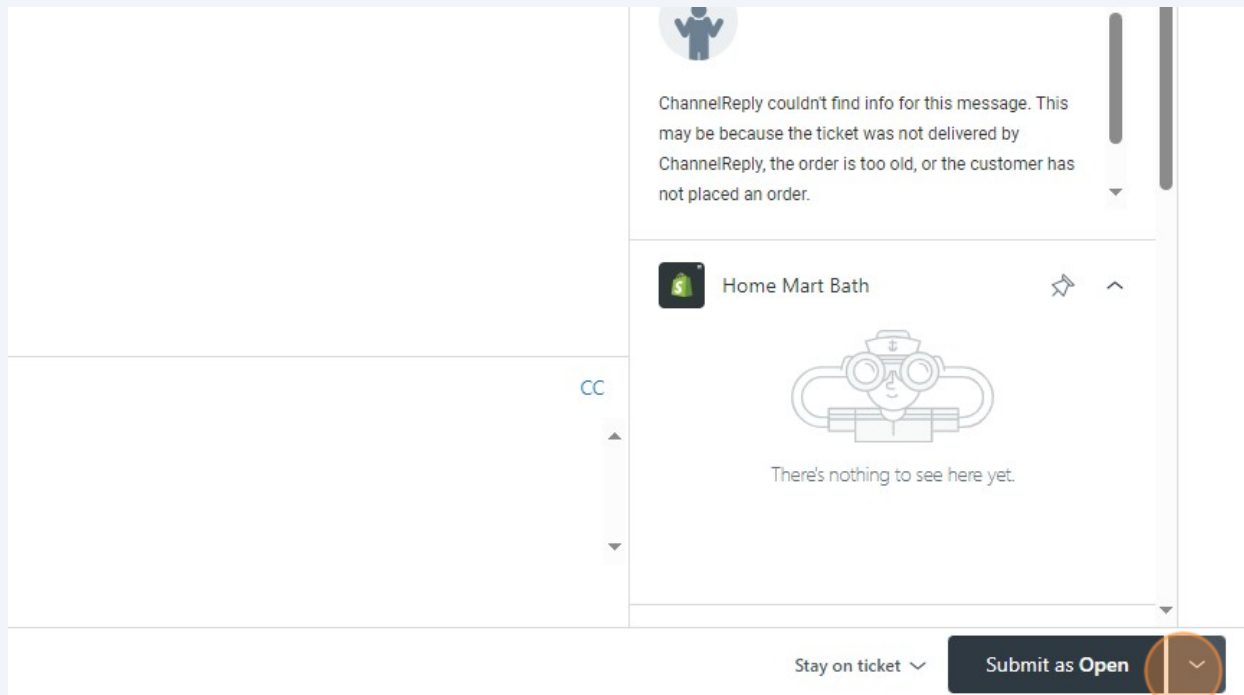
The screenshot shows a public reply form. At the top, there is a dropdown menu set to "Public reply" and a "To" field with a contact named "customer". Below this is a large text area for the message, which contains a large orange circle. At the bottom of the text area is a toolbar with icons for inserting a link, text, emoji, attachment, link, and search. To the left of the main form is a sidebar with several input fields and dropdown menus.

- 8 Go to the bottom left and click "Submit as New"



The screenshot shows a ticketing system interface. On the left is a large empty text area. To its right is a chat window titled "Anzzi Chat" with a bot icon and the text "There's nothing to see here yet." Below the chat window is a "CC" field. At the bottom right, there is a "Stay on ticket" dropdown menu and a "Submit as New" button, which is highlighted with an orange circle. A small dropdown menu is also visible next to the "Submit as New" button.

9 Then click the drop down.



10 Click "Solved"

