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**Understanding Approvals
and General Ticket Actions**

[MSP Name] IT Portal

***SUMMARY***

*In this document, we will show you the workflow of tickets requiring actions and approval through the [MSP Name] IT portal.*

[MSP Name]
[Company Website Link]

[Support Address] – [Support Phone Number]

# How do ticket actions work in the portal?

Certain tickets, especially for equipment purchases and HR matters, may need to go through an internal approval process before they reach the IT support team for completion. Sometimes, the action may be simpler – such as to escalate the ticket to another team. There’s also the more day-to-day actions like cancelling, closing, and re-opening tickets.

If you are an administrator approver, knowing this process helps you understand exactly what to expect.

# General Ticket Actions

In most cases, you have the option of taking an action with your tickets (both open and closed). If you select an open ticket from the **Support > Support Tickets** area, you’ll have the option of using a drop-down menu to select your action.

Most commonly, these actions are:

* **Close** a ticket
* **Cancel** a ticket
* **Re-Open** a ticket

However, depending on your role and company settings, you may see more or less than what’s described above.



# Understanding Approval Workflows

Some tickets may require more intricate actions, such as those requiring approvals.

There are **3 total steps** to tickets requiring an approval. They are:

1. **The ticket submission by a user**
2. **The admin notification**
3. **The approval or denial**

# The Ticket Submission by a User

When a user submits a ticket that requires an approval, they will be able to track and see the status via the **Support Tickets** area of the sidebar. The user (and those with global ticket viewing rights) will see this displayed like the image below, both in the *Open* tab (which shows all open tickets, including those needing approval) and the *Waiting* tab (which shows only those needing approval).

 

# The Approver Notification

With the portal, we can select specific tickets that require approval – as well as their respective approver(s). If you are one of the individuals that is elected to approve tickets, you will be **notified in two distinct ways** – both **via email** and **in the portal**.

The **email** that you will receive in your inbox:

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The **portal** **message** that you will receive on the homepage:



# Approving or Denying a Ticket

Once the approver is ready to approve or deny the ticket, the link in the email or the button in the portal will take them to the **Support Tickets** area. Tickets requiring internal approval will be marked with a status containing an **orange** tag.



Two things can happen to the ticket at this stage.

* If the ticket is **approved**, it will be sent to our team for fulfillment.
* If the ticket is **denied**, the ticket will move to a different status and close/resolve itself.

There may be other actions in your portal (such as escalation processes), but the general flow will be similar to what’s listed here.