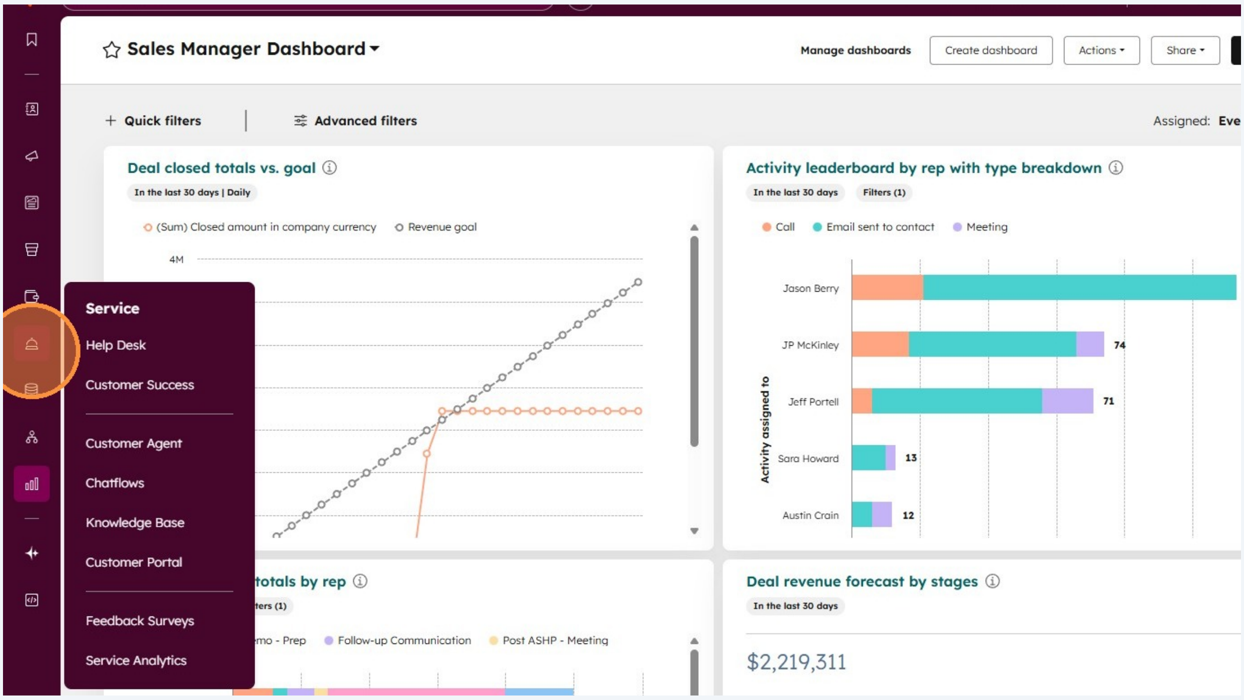
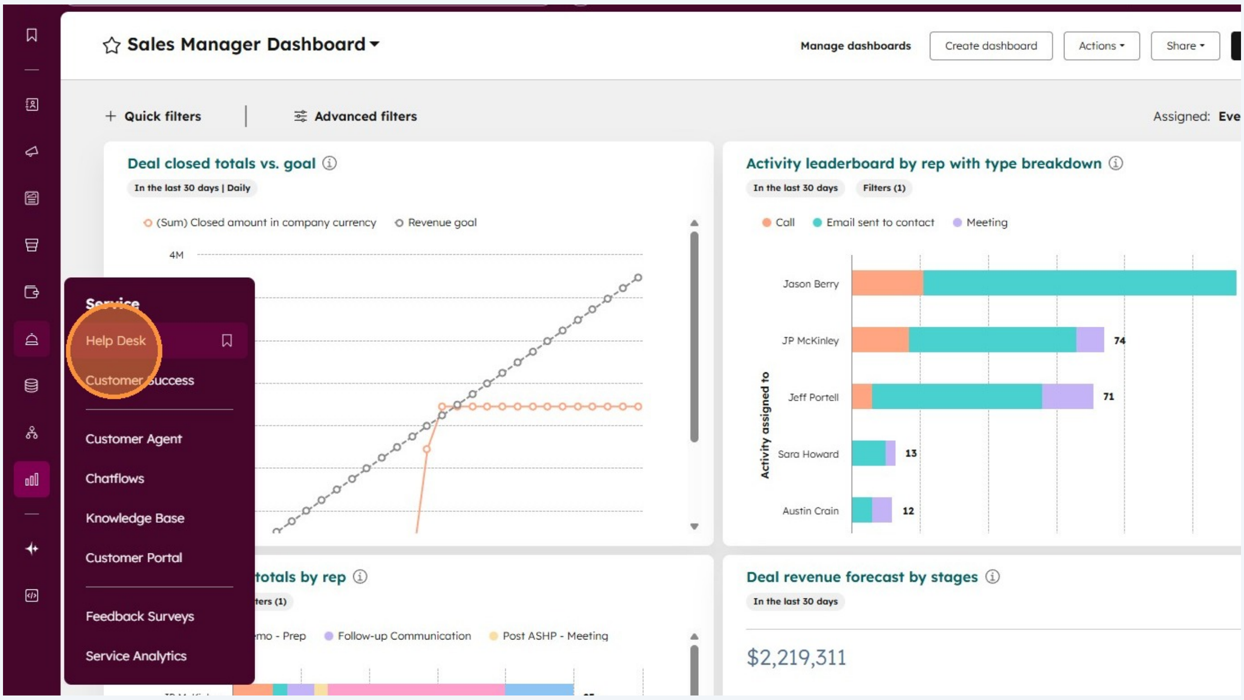
How to Create a Support Ticket in HubSpot

Scribe

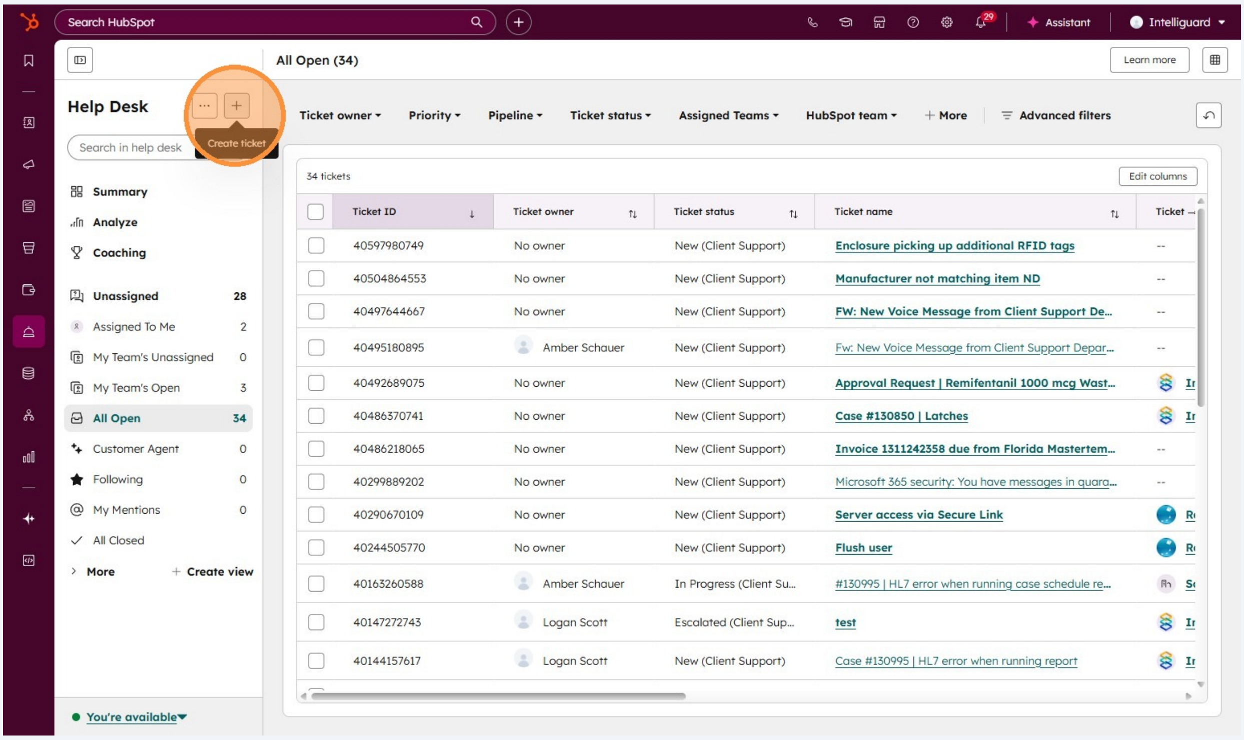
1 Click "Service"



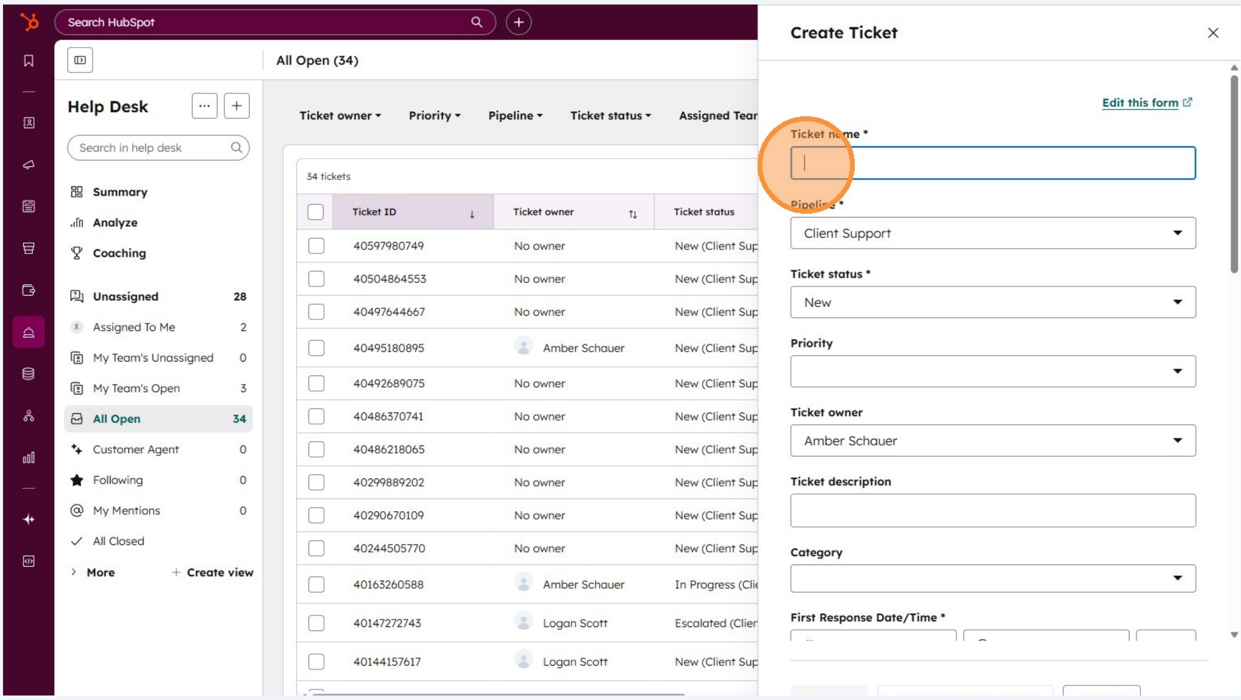
2 Click "Help Desk"



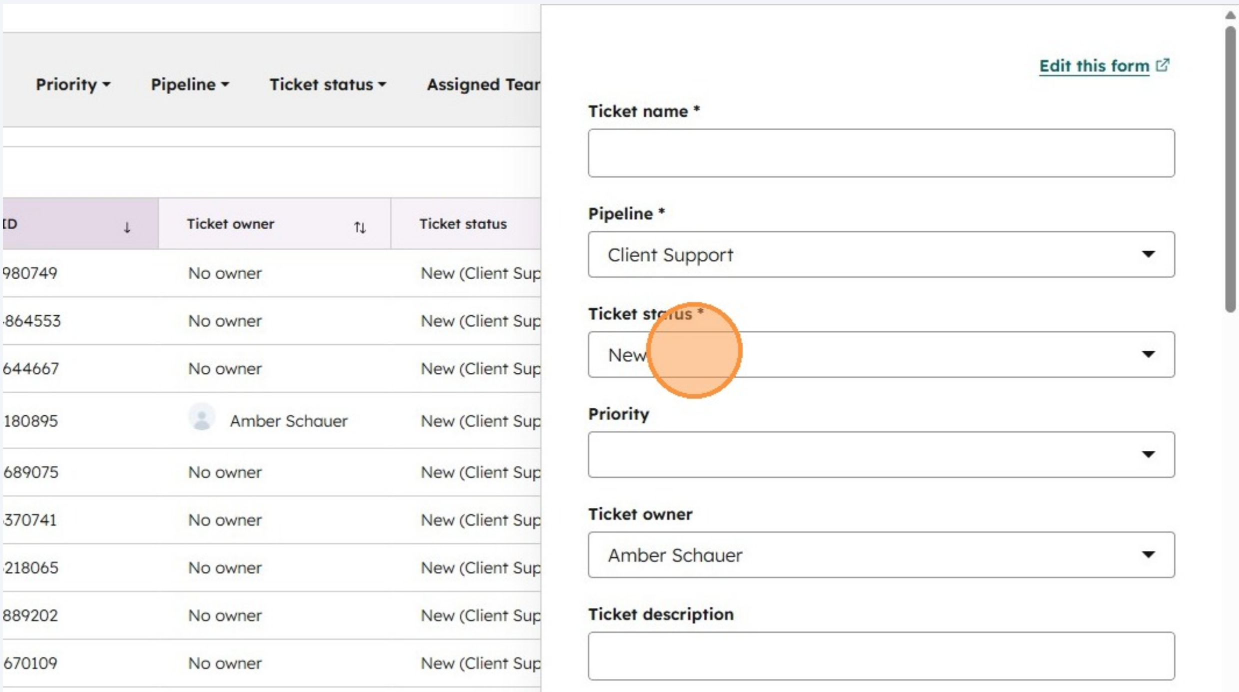
3 Click "Create Ticket" button.



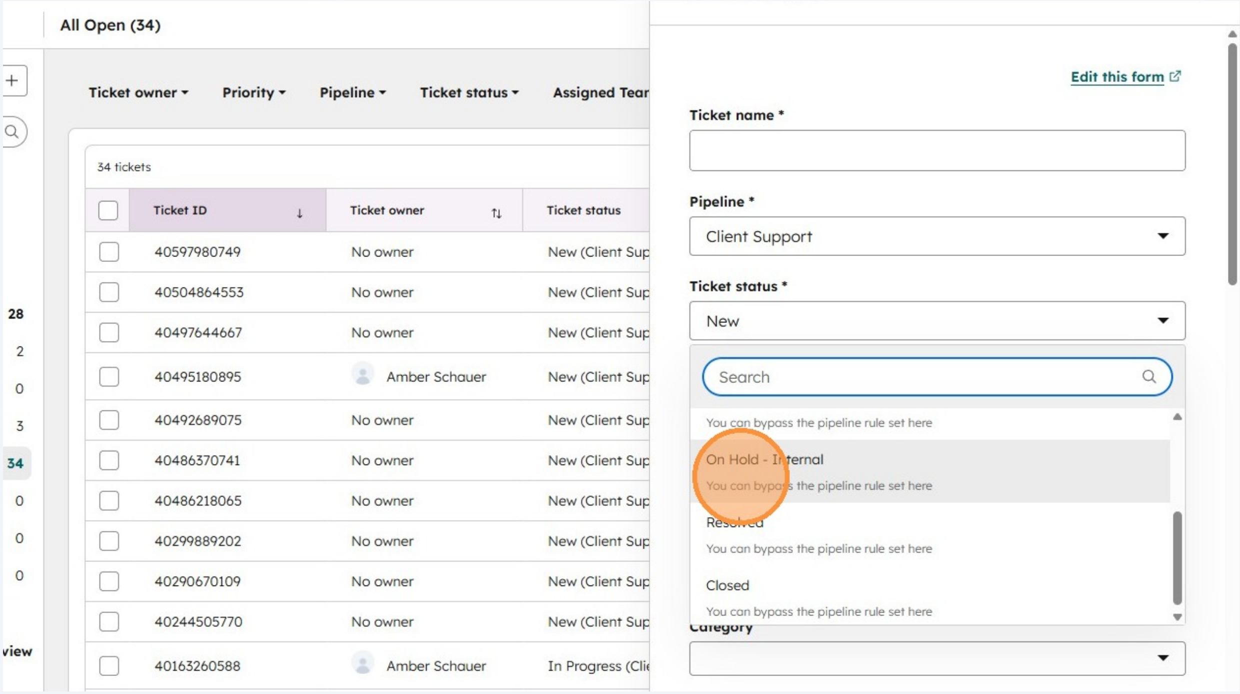
4 Click the "Ticket name" field.



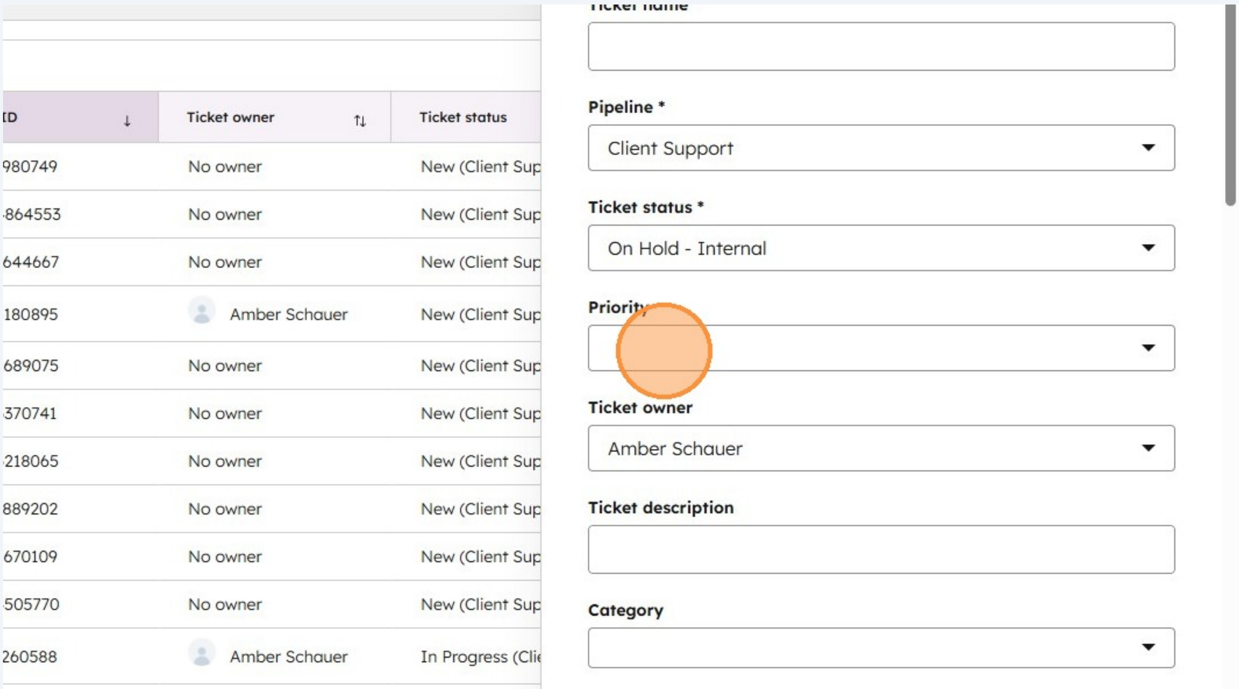
5 Click "Ticket status" dropdown



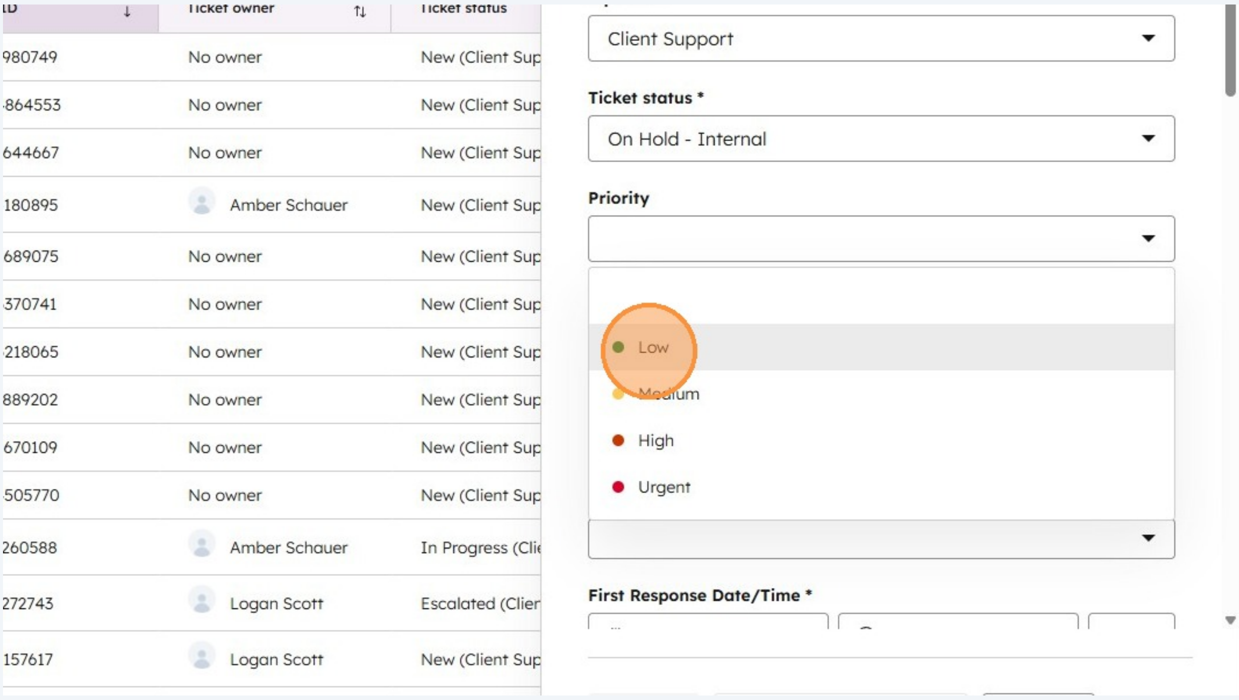
6 Choose from; New, In Progress, Escalated, On Hold - Client, On Hold - Internal, Resolved or Closed



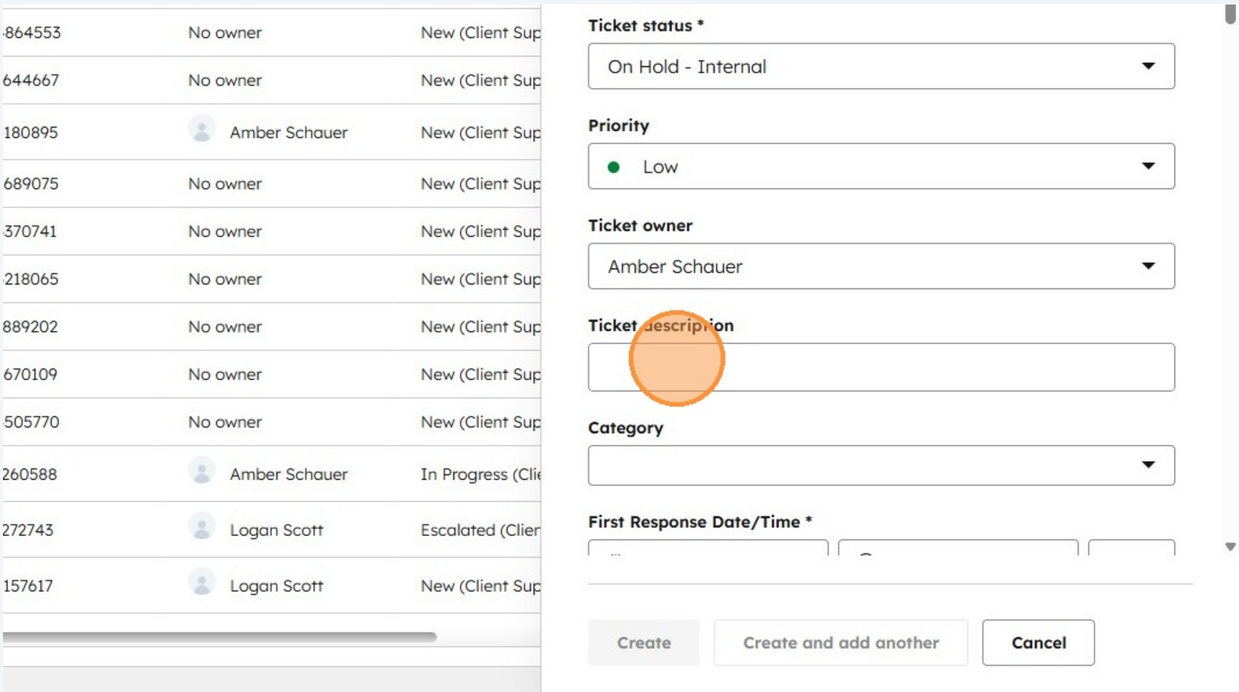
7 Click "Priority" dropdown



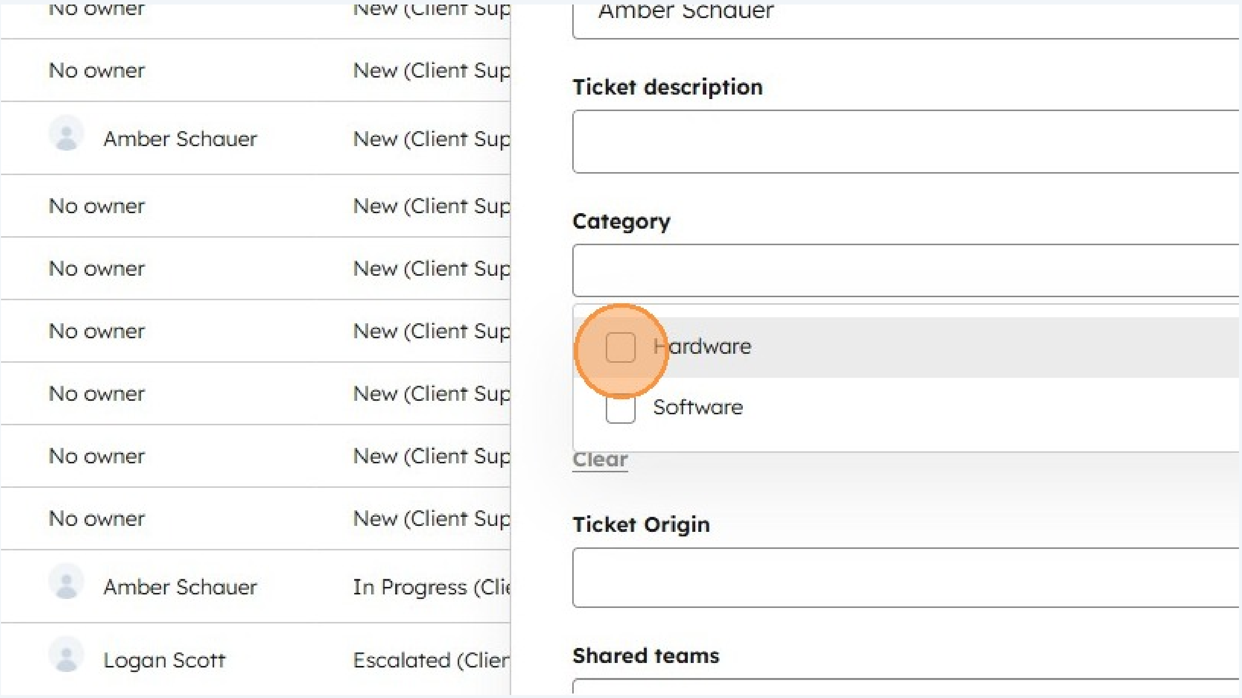
8 Choose from; Low, Medium, High and Urgent



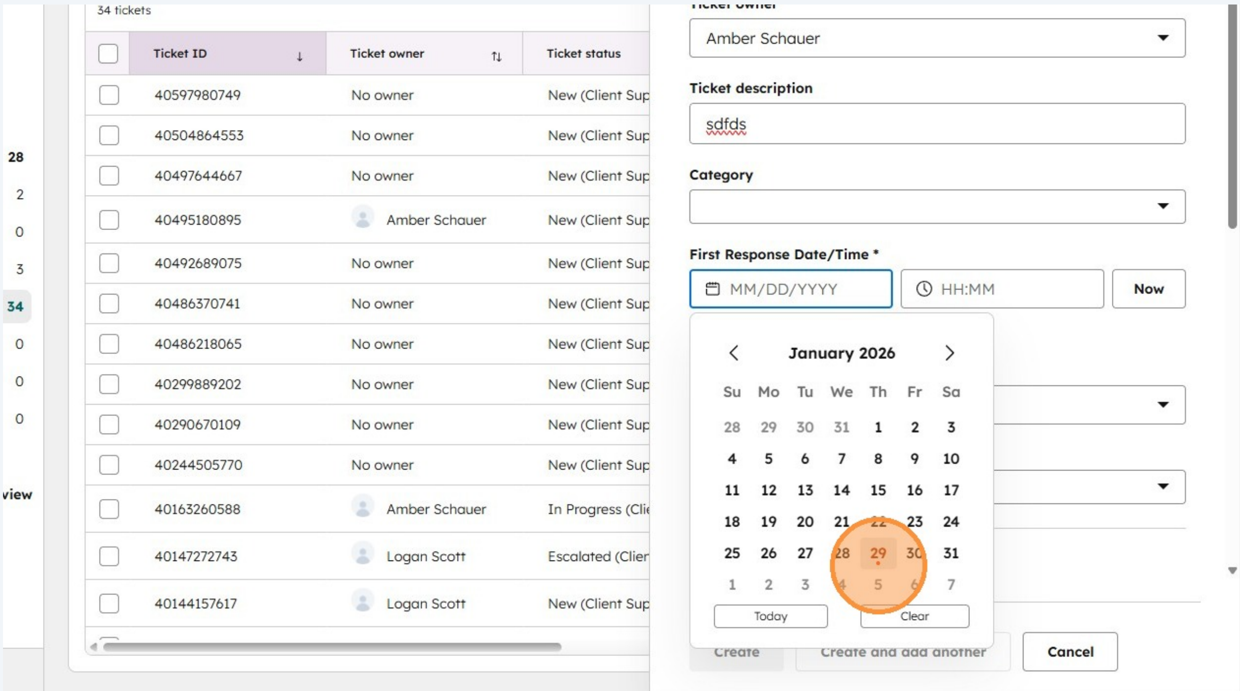
9 Click and type into the "Ticket description" field



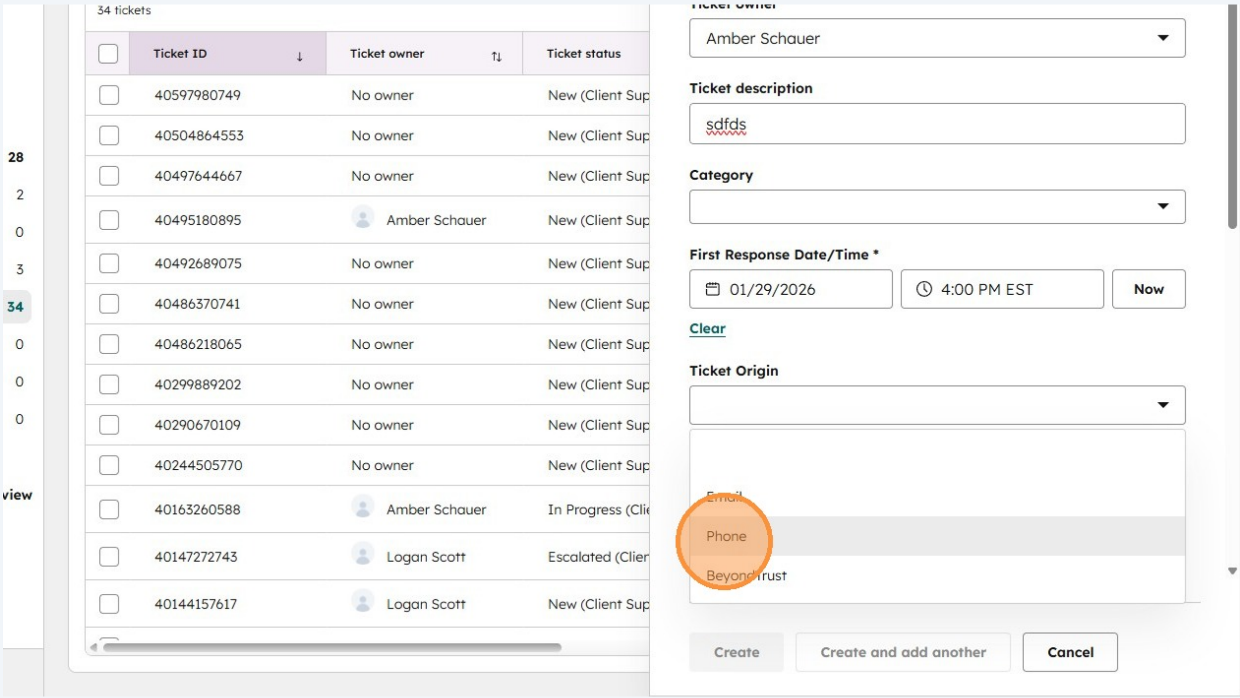
10 Select the categories that apply to the ticket (more info to come)



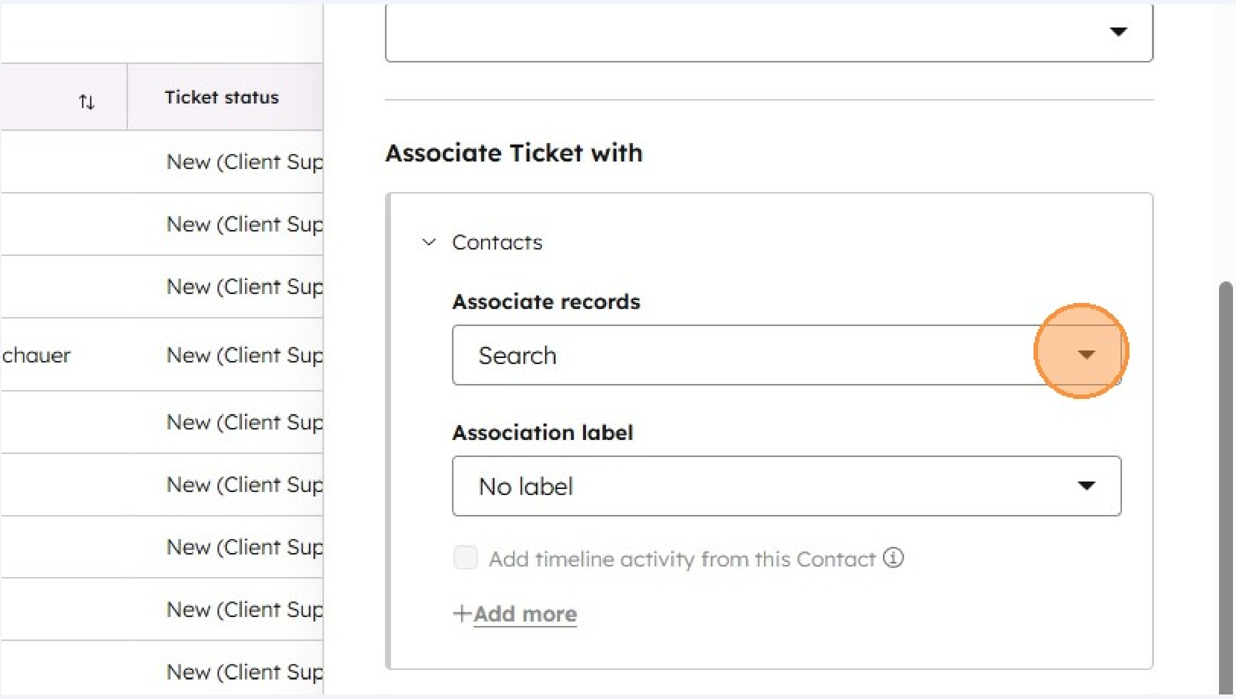
11 Choose Date/Time for First Response from the calendar and clock



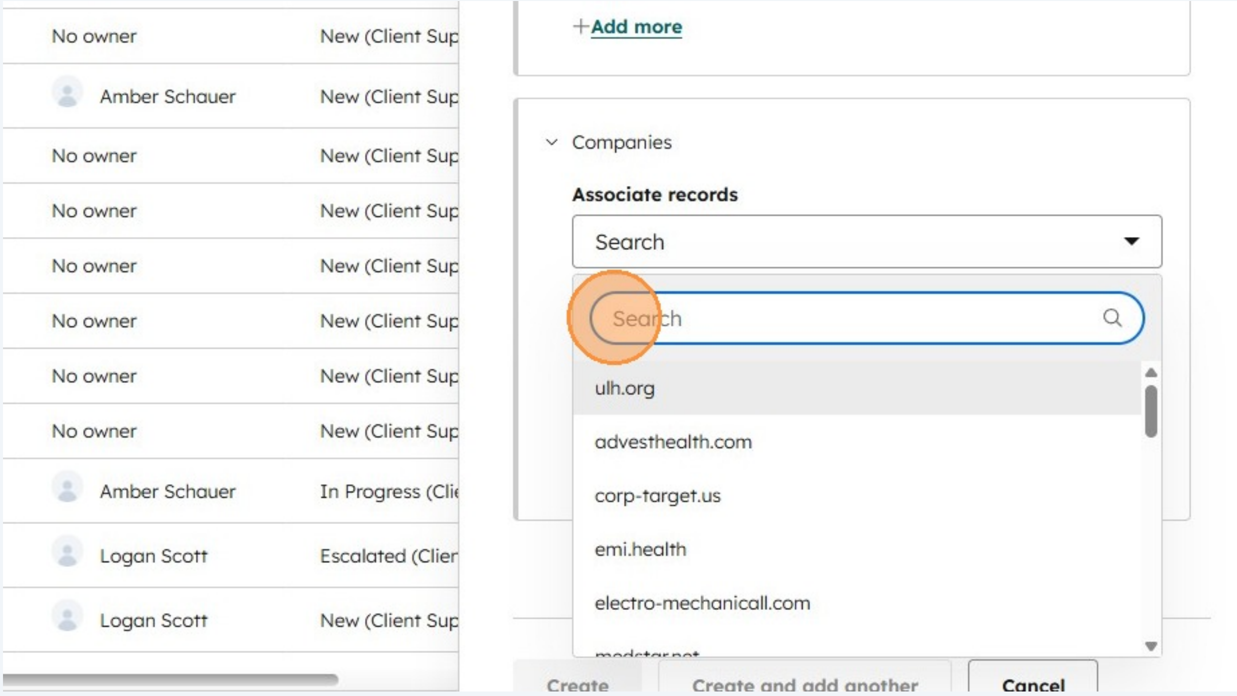
12 Click "Ticket Origin" and choose from Email, Phone and BeyondTrust



13 Click the contacts dropdown to search for contacts to associate to the ticket



14 Click this dropdown to search and associate a company (Facility/Client)



15 Click "Create"