Child Ticket Workflow

Child Tickets are the preferred way for groups across campus to cooperatively solve issues.

*When to Create a Child Ticket and when to Re-Queue:*

If you would like assistance from another group to solve a customer's problem, then it is appropriate to create a child ticket.

If the ticket was in your queue by mistake and you have no interest in the outcome, then re-queuing is the best option.

*Creating a Child Ticket:*

Click create next to the 'Child' Link in the links section.

If you want to quote a transaction when creating a child ticket, scroll down to the transaction and click 'NewChild'.

This will take you to a screen where you can choose a Queue for your Child Ticket.

Then you will be taken to the ticket creation page. Notice how some of the information is brought over from the other Ticket:
The Subject, Transaction, and CC list of the parent ticket has been pre-populated for you. However the Owner independent and the requester had been changed to yourself.

**Keeping track:**

You should get email when the child ticket is resolved or if the other group has any questions.

You can also keep track by looking at the 'Links' section of the parent ticket:

Notice the Child ticket has been resolved.