Updating Ticket Status

- After you create a ticket, you can change the details or add new information to it.
- Keeping the information in a ticket up-to-date helps you to make better informed decisions about how to manage the ticket, keeps your personal and group statistics up-to-date, and helps keep the affected customer informed about the progress of the ticket.
- 1. Open the SmartIT Mobile application and select the main menu at the top left-hand corner.
- 2. Click on the Console.
- 3. Select the relevant ticket to update.



-90 Verizon LTE 11:46	16% 🕞	-90 Verizon	TE 11:44 AM	Д		
〈 WO00000066172,	Actions	< v	00000000661720	D Actions		
Record Activity F	Resources	Record	Activity	Resources		
Operational Category n/a Product Category ITSM Remedy		Draft a Proces	n Incident Manage s Outline/Diagram 4 1 Aug 1 2017 8:19 AM nail this Work Ord	ment		
Assigned to Sean H Yuan Support Group	>		Edit			
Remedy			Change Status			
Cindy M Coan Support Group	>	Follow				
Remedy Series Se		Assign to me as Request Manager				
Related Items		Cancel				
		Actual Date				

4. Press the **Actions** button at the top right hand corner and pick "Change Status" in the options pop-up.

-91 Verizon	LTE	3:59 PM	1%	<u>с</u> ,	
Cancel	S	et Status	S	ave	
				Press	Save when ready to update
Status			Pending	>	Select updated status
Reason		Support Co	ontact Hold	>	Select status reason
Enter a no	ote for th s change re	ne status chai	nge.		