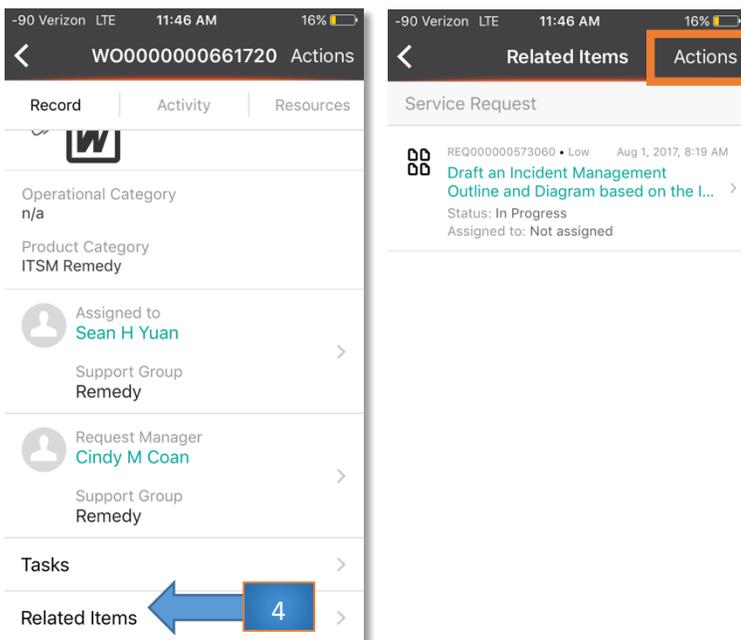
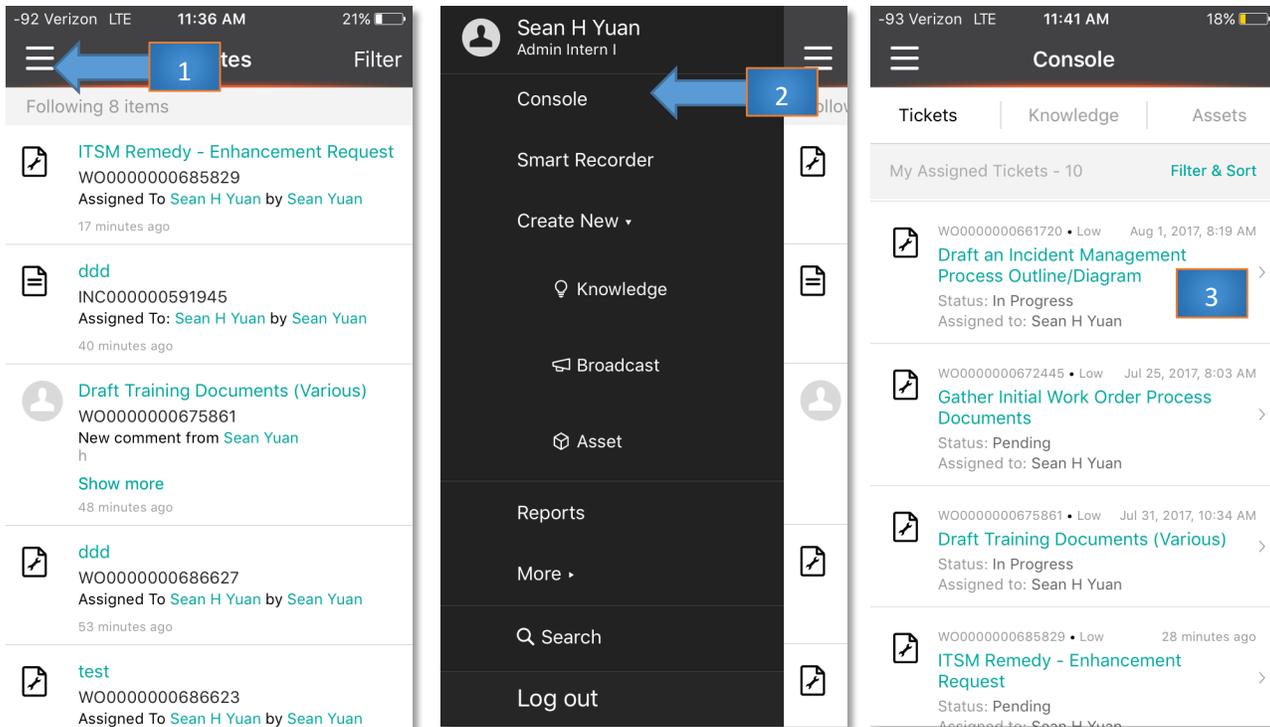


Adding Relationships

- 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 ticket to add a relationship to.

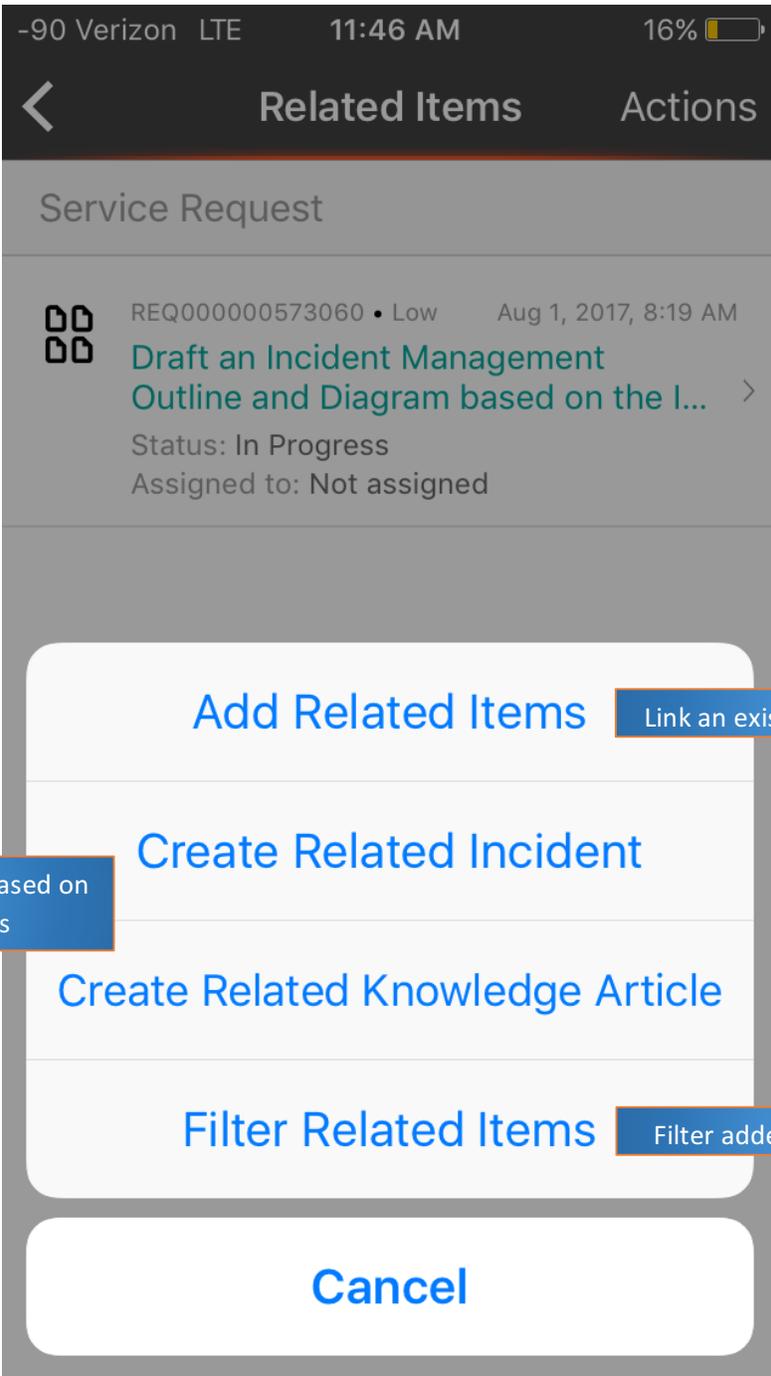


4. Scroll down and select the section labeled “Related Items”.

5. Press the **Actions** button at the top right hand corner and choose to:

- Add Related Items
- Create a Related Incident
- Create a Related Knowledge Article
- Filter Related Items

Options are available based on user permissions.



Related Items

Actions

Service Request



REQ000000573060 • Low Aug 1, 2017, 8:19 AM

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Status: In Progress

Assigned to: Not assigned

Add Related Items

Link an existing item to ticket

Create Related Incident

Creation options are based on user permissions

Create Related Knowledge Article

Filter Related Items

Filter added related items

Cancel