Helpdesk 365

Admin Guide

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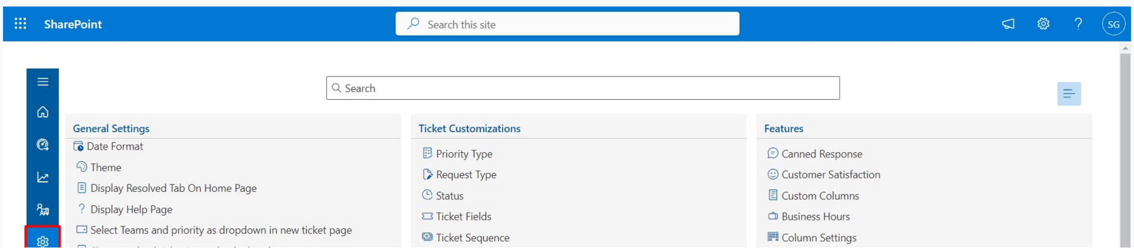
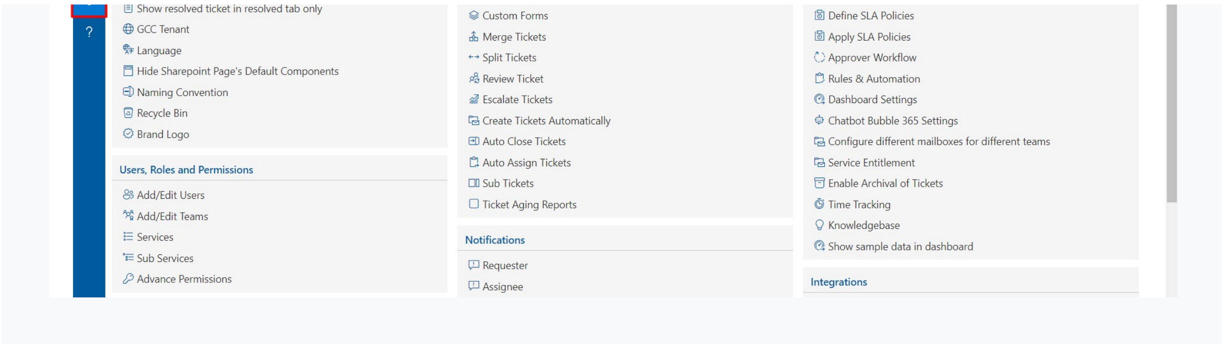
Settings

Note

Changes in settings could be done by an admin role person. The one who has installed the application is an admin (on default setting), you can assign an admin role to a person from the **User, Roles, Permissions** section in **Settings**.




Show resolved ticket in resolved tab only
GCC Tenant
Language
Hide Sharepoint Page's Default Components
Naming Convention
Recycle Bin
Brand Logo
Users, Roles and Permissions
Add/Edit Users
Add/Edit Teams
Services
Sub Services
Advance Permissions
Custom Forms
Merge Tickets
Split Tickets
Review Ticket
Escalate Tickets
Create Tickets Automatically
Auto Close Tickets
Auto Assign Tickets
Sub Tickets
Ticket Aging Reports
Notifications
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Assignee
Define SLA Policies
Apply SLA Policies
Approver Workflow
Rules & Automation
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Chatbot Bubble 365 Settings
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