

Adding a Trouble Ticket

<https://campus.barracuda.com/doc/89620940/>

Trouble tickets may be created manually or automatically as an alert action. All trouble tickets can be carried over to any third-party integrations that exist in the system.

1. In Service Center, click **Trouble Tickets > AddTicket**.
2. Select the site from the **Site** list.
3. From the **Priority** list, select either **Low**, **Medium** or **High** as the priority level.
4. From the **Category** list, select one of the following categories:
 - **Onsite Manager Alerts**
 - **Service Requests**
 - **Hardware Problems**
 - **Software Problems**
5. From the **Severity** list, select either **Info**, **Warning** or **Error** as the severity level.
6. From the **Assign To** list, select the user to which you want to assign the trouble ticket.

Default
Tickets are assigned to the first valid user for the object generating the alert in the database. This is typically the Admin user account.
7. Type a title for the issue in the **Title** box.
8. Type any relevant details in the **Comment** box.
9. If the trouble ticket should be emailed to the assigned user, select the **Email Ticket to Assignee** check box.
10. Click **Submit**.

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