

Ticket Filter

Update Filter

Filters are executed based on execution order. Filter can target specific ticket source.

Filter Name:	<input type="text" value="TEST FILTER"/>	*
Execution Order:	<input type="text" value="101"/> (1...99)	* <input checked="" type="checkbox"/> Stop processing further on match! ?
Filter Status:	<input checked="" type="radio"/> Active <input type="radio"/> Disabled *	
Target Channel:	<input type="text" value="Any"/>	* ?

Filter Rules: Rules are applied based on the criteria. *

Rules Matching Criteria: ☒ Match All ☐ Match Any * (case-insensitive comparison) ?

Product Version and SLA / GM	Contains	STANDARD
— Select One —	— Select One —	
— Select One —	— Select One —	

Filter Actions: Can be overridden by other filters depending on processing order.

Reject Ticket:	<input type="checkbox"/> Reject Ticket ?	
Reply-To Email:	<input type="checkbox"/> Use Reply-To Email (if available) ?	
Ticket auto-response:	<input type="checkbox"/> Disable auto-response. ?	
Canned Response:	<input type="text" value="— None —"/>	?
Department:	<input type="text" value="— Default —"/>	* ?
Status:	<input type="text" value="— Default —"/>	?
Priority:	<input type="text" value="— Default —"/>	* ?
SLA Plan:	<input type="text" value="— System Default —"/>	?
Auto-assign To:	<input type="text" value="Marco Echavarria"/>	?
Help Topic	<input type="text" value="— Unchanged —"/>	?

Product Version and SLA

Update form section

Forms are used to allow for collection of custom data

Title:

Instructions:

Form Fields *fields available where this form is used*

	Label	Type	Visibility
⌵	Contract	File Upload	Optional
⌵	Contract System	Section Break	Optional
⌵	Contract Contract	SLA List	Required

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Custom List SLA List

[+ Definition](#)[Items](#)[* Properties](#)

Showing 1 - 5 of 5 list items

Value		Abbrev — abbreviations and such
HOLD	Properties	SLAOnHold
NONE	Properties	SLANone
STANDARD	Properties	SLAStandard
STANDARDPLUS	Properties	SLAPlus
WEB24	Properties	SLAWeb24
+ <input type="text"/>		<input type="text"/>
+ <input type="text"/>		<input type="text"/>