

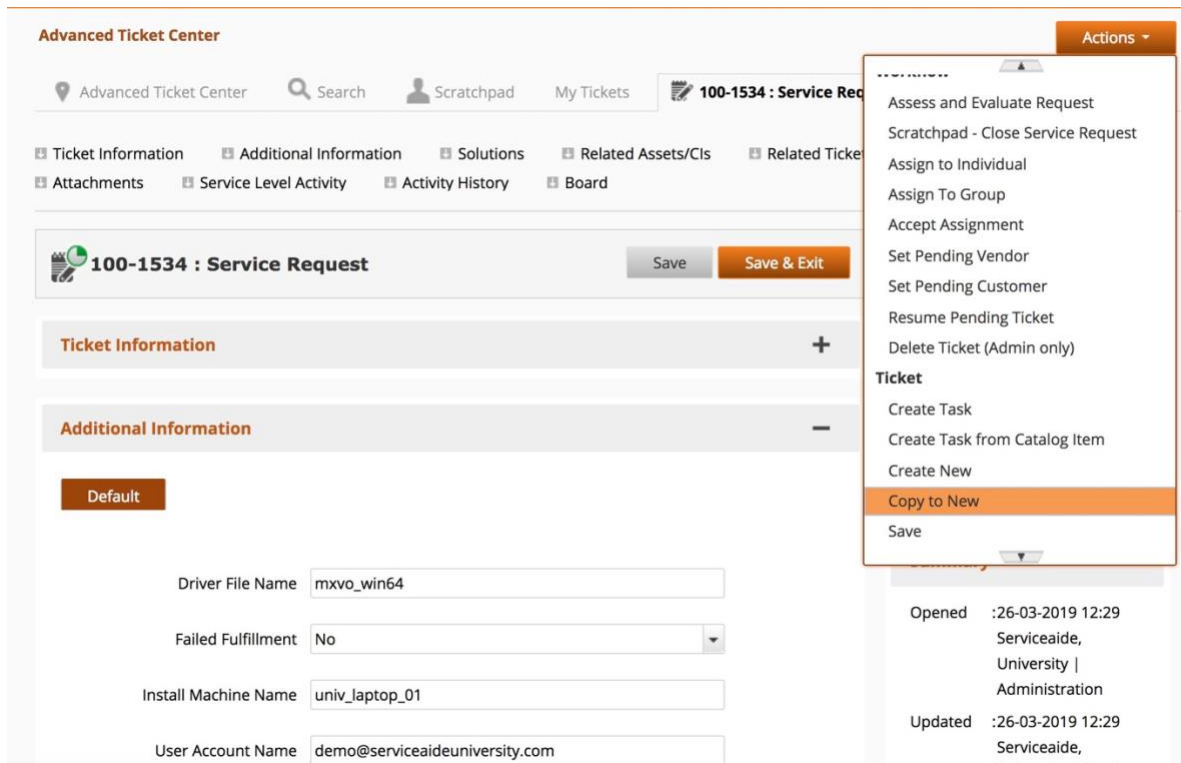
Copy Custom Ticket Attributes to New Ticket

In the February 2019 Pearl release we added the functionality to allow copy of custom ticket attributes also when copying a ticket. The **Copy to New** option in the Actions menu on the Ticket Detail screen copies the Ticket Information section as well as the Additional Information section. This allows the values in the custom fields of a ticket to also get copied over to the new ticket.

HOW TO

1

Open the ticket that you want to copy. Go to the Actions option and select **Copy to New**



The screenshot displays the 'Advanced Ticket Center' interface for a ticket titled '100-1534 : Service Request'. The 'Actions' menu is open, showing various options. The 'Copy to New' option is highlighted. The ticket details include fields for Driver File Name (mxvo_win64), Failed Fulfillment (No), Install Machine Name (univ_laptop_01), and User Account Name (demo@serviceaideuniversity.com).

Advanced Ticket Center

Advanced Ticket Center Search Scratchpad My Tickets 100-1534 : Service Request

Ticket Information Additional Information Solutions Related Assets/CIs Related Tickets Attachments Service Level Activity Activity History Board

100-1534 : Service Request Save Save & Exit

Ticket Information +

Additional Information -

Default

Driver File Name mxvo_win64

Failed Fulfillment No

Install Machine Name univ_laptop_01

User Account Name demo@serviceaideuniversity.com

Actions

- Assess and Evaluate Request
- Scratchpad - Close Service Request
- Assign to Individual
- Assign To Group
- Accept Assignment
- Set Pending Vendor
- Set Pending Customer
- Resume Pending Ticket
- Delete Ticket (Admin only)
- Ticket**
 - Create Task
 - Create Task from Catalog Item
 - Create New
 - Copy to New**
 - Save

Opened :26-03-2019 12:29
Serviceaide,
University |
Administration

Updated :26-03-2019 12:29
Serviceaide,

2

A new ticket window will open, copying data from the Ticket Information section as well as the Additional Information section of the original ticket to a new ticket. Once you save the new ticket you will see data from custom fields has been copied over to the new ticket.

The image shows two side-by-side screenshots of the 'Advanced Ticket Center' interface. The left screenshot shows a ticket titled '100-1534 : Service Request' with fields for 'Driver File Name' (mxvo_win64), 'Failed Fulfillment' (No), 'Install Machine Name' (univ_laptop_01), and 'User Account Name' (demo@serviceaide). The right screenshot shows a new ticket titled '100-1535 : Service Request' with the same fields, but the 'User Account Name' is now 'demo@serviceaideuniversity.com'. An orange arrow points from the left ticket to the right ticket, indicating the transfer of data. The right ticket also has a 'Save' button.

For more information please see [Product Documentation on Taking an Action on a Ticket](#)