

A ticket in a helpdesk system is used to track and manage customer inquiries and requests for support. It serves as a central repository of information and communication between the customer and support team, allowing for efficient and organized resolution of issues. Using a ticket system enables the support team to prioritize, categorize, and resolve requests in a timely manner, providing a better overall customer experience. This video will demonstrate how to create a ticket in Gridlex Zip.



If you need any help with any feature, data migration of your old data, or anything at all, just email [apps@gridlex.com](mailto:apps@gridlex.com) and our team will be here to help you. Remember, that one of **Gridlex's** core values is Customer Success. We want you to be successful.