

Managing ticket templates in a helpdesk system streamlines support by providing custom field options according to the requirements. It helps in collecting the required information in order to solve a ticket. This leads to improved speed and quality of responses, resulting in a better user experience. This video will show you how to manage ticket templates 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 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.