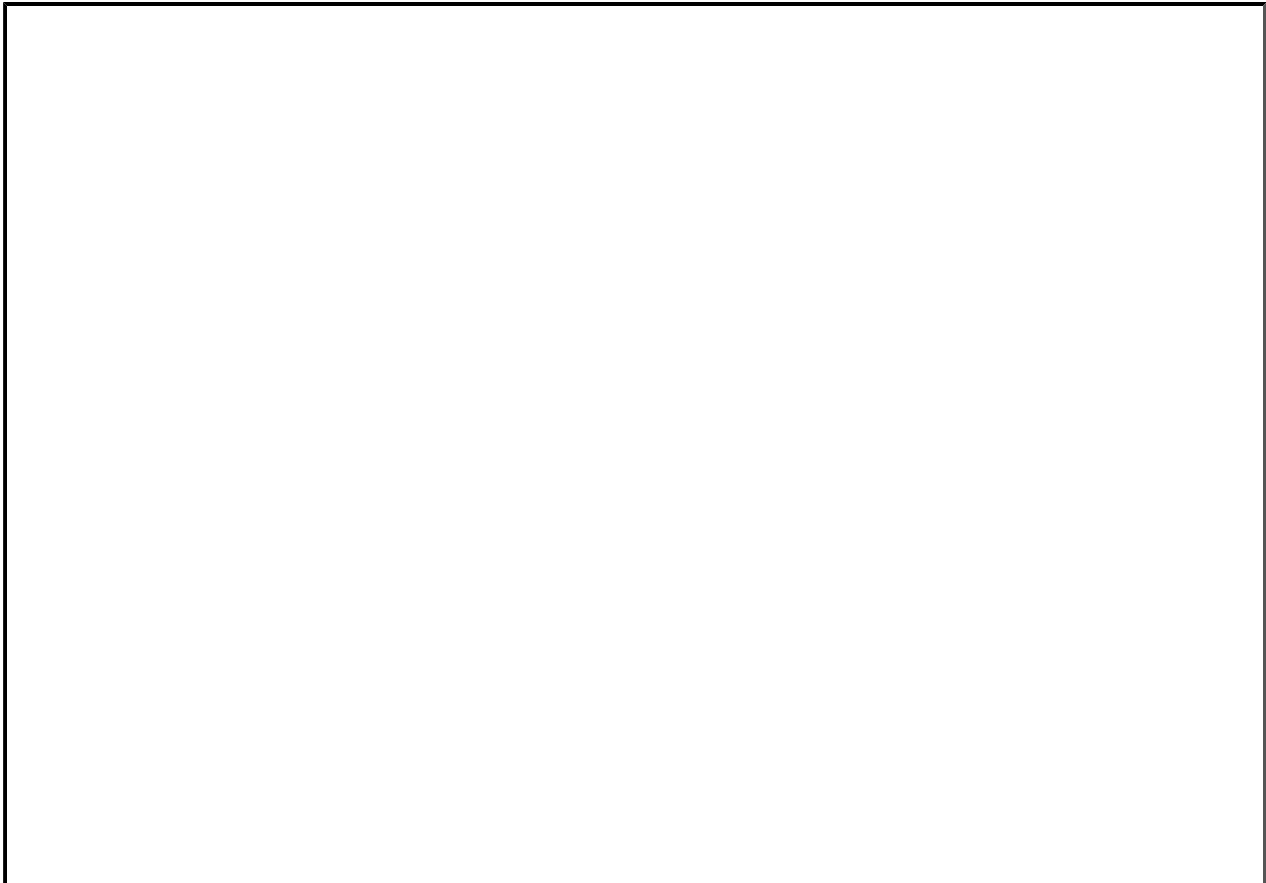


Prioritizing tickets in the helpdesk service address the most pressing and critical issues first, reducing downtime and improving customer satisfaction. It balances the support team's workload, improves response times, and ensures efficient resolution of tickets. Transparency and accountability are improved by providing clarity on prioritization. All tickets are addressed efficiently, avoiding missed or overlooked tickets. In Gridlex Zip, we have custom priorities. Customer is able to make /create their own priorities based on their requirements. This leads to effective and efficient support processes, enhancing customer satisfaction and overall productivity. How to Prioritize Tickets in Gridlex Zip is demonstrated in the video.



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.