

## Merge Tickets (NITRO Help Desk)

**Applies To:** SharePoint Online

**Application Type:** NITRO Help Desk

### Description

Merge Ticket is a process that can be used to combine tickets when same user submits multiple Tickets for the same issue or different users submit Ticket for the same issue.

Duplicate Tickets can be merged to avoid wasting time and resources on the same issue. This way resources can be freed to work on other issues. This helps in easier tracking of issues and increased customer satisfaction.

Merge Ticket feature is available in the NITRO Help Desk application. This feature is configured using NITRO Custom Actions and can be customized if needed.

### Details

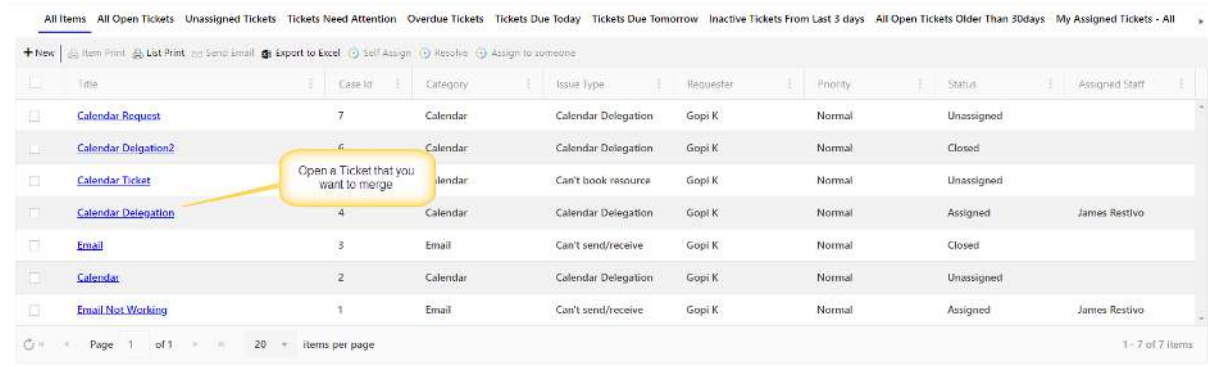
1. This custom action is configured on 'Tickets' list and will be invoked on the item ('child Ticket') that needs to be merged.
2. Tickets list has a 'Parent Ticket' lookup column pointing to same list (Tickets) list. This column will be used to store the 'parent Ticket' into which the current Ticket will be merged.
3. When action is invoked, it will prompt the user to select the 'parent Ticket'.
4. Requester of the child Ticket will be copied to 'CC' column in the parent Ticket.
5. Child Ticket will be closed.
6. Email notification will be sent to the staff assigned to the parent Ticket.

### Note:

1. Requester of the child Ticket will not get any notifications when it is merged. If required, this can be easily added to the custom action via a send mail action.
2. Requester of the child Ticket will get notifications when the parent Ticket is assigned, resolved, or closed.

Instructions to merge a Ticket with other Ticket:

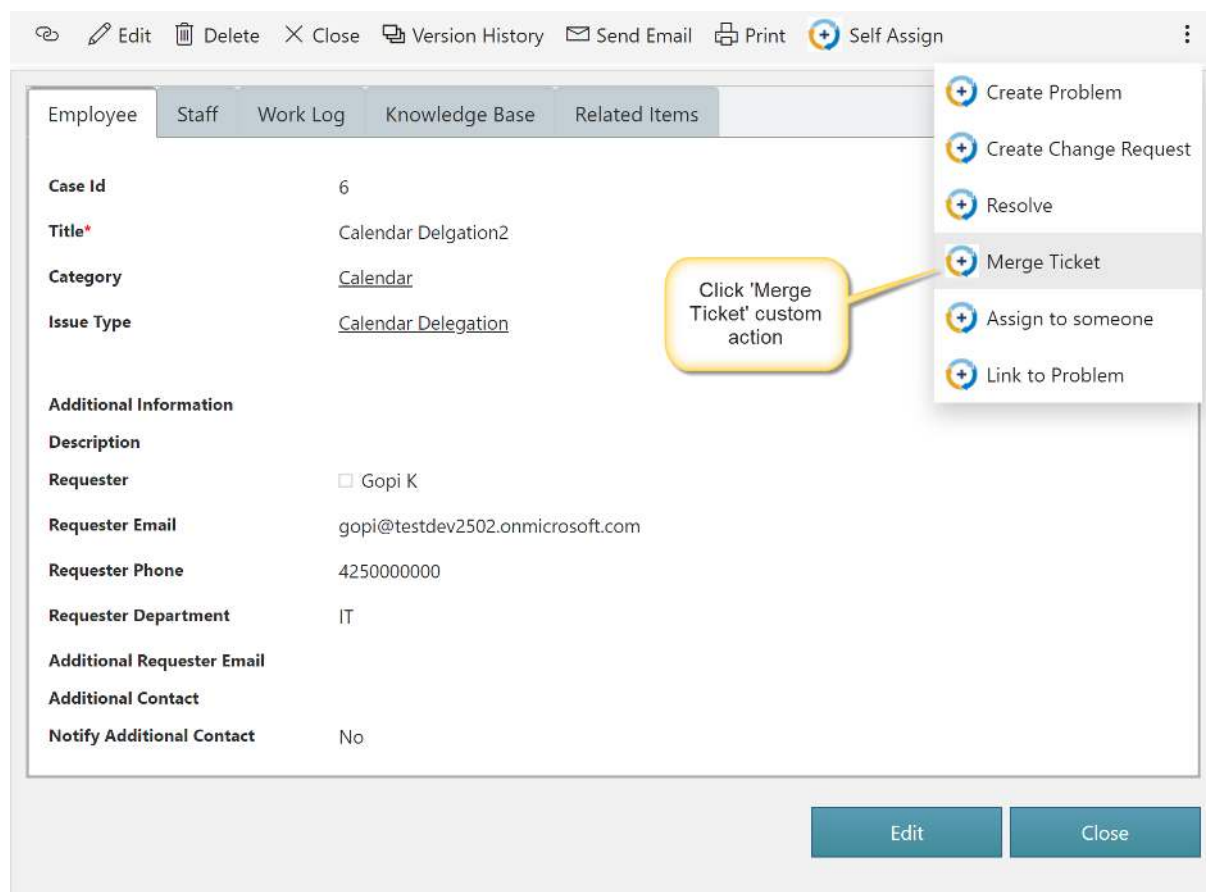
1. Open a Ticket that we want to merge with another Ticket from Tickets list view.



The screenshot shows a table of tickets with columns: Title, Case Id, Category, Issue Type, Requester, Priority, Status, and Assigned Staff. A callout box points to the ticket with Case Id 4, titled 'Calendar Delegation'.

Title	Case Id	Category	Issue Type	Requester	Priority	Status	Assigned Staff
<a href="#">Calendar Request</a>	7	Calendar	Calendar Delegation	Gopi K	Normal	Unassigned	
<a href="#">Calendar Delegation2</a>	6	Calendar	Calendar Delegation	Gopi K	Normal	Closed	
<a href="#">Calendar Ticket</a>		alendar	Can't book resource	Gopi K	Normal	Unassigned	
<a href="#">Calendar Delegation</a>	4	Calendar	Calendar Delegation	Gopi K	Normal	Assigned	James Restivo
<a href="#">Email</a>	3	Email	Can't send/receive	Gopi K	Normal	Closed	
<a href="#">Calendar</a>	2	Calendar	Calendar Delegation	Gopi K	Normal	Unassigned	
<a href="#">Email Not Working</a>	1	Email	Can't send/receive	Gopi K	Normal	Assigned	James Restivo

2. Click 'Merge Ticket' custom action button from Ticket display form as shown below:



The screenshot shows a ticket display form for Case Id 6, titled 'Calendar Delgation2'. A custom action menu is open, showing options: Create Problem, Create Change Request, Resolve, Merge Ticket, Assign to someone, and Link to Problem. A callout box points to the 'Merge Ticket' option.

Employee: Staff | Work Log | Knowledge Base | Related Items

Case Id: 6  
Title\*: Calendar Delgation2  
Category: [Calendar](#)  
Issue Type: [Calendar Delegation](#)

Additional Information

Description

Requester:  Gopi K  
Requester Email: gopi@testdev2502.onmicrosoft.com  
Requester Phone: 4250000000  
Requester Department: IT  
Additional Requester Email:  
Additional Contact:  
Notify Additional Contact: No

Buttons: Edit, Close

3. This will execute a custom action and take the user input for parent Ticket as shown below. This 'Parent Ticket' dropdown will show all the open Tickets.

4. Select parent Ticket into which current Tickets needs to be merged.

a. If you cannot find the ticket from the dropdown, there is a search option both next to the drop down and within the drop down (the empty box at the top of the list).

## Tickets - Calendar Delgation2



Parent Ticket\*

Select the parent Ticket into which this Ticket should be merged.

(None)

(None)  
Calendar  
Calendar Delegation  
Calendar Ticket  
Email Not Working

Save

Cancel

5. This action will close the child Ticket and copy Requester to the 'CC' column in parent Ticket so that 'CC' column users will get notified when the parent Ticket is assigned, resolved, or closed along with the parent Ticket Requester.

[Edit](#) [Delete](#) [Close](#) [Version History](#) [Send Email](#) [Print](#) [Self Assign](#) [Create Problem](#)

[Employee](#) [Staff](#) [Work Log](#) [Knowledge Base](#) [Related Items](#)

**Work Log**

**Gopi K** (01-23-2023 03:39 AM)  
 Ticket has been merged and closed. Parent Ticket Case Id: 4

[Edit](#) [Close](#)

Created at 01-23-2023 03:23 AM by  Gopi K  
 Last modified at 01-23-2023 03:39 AM by  Gopi K

6. Status of current Ticket is updated as 'Closed'.

[Employee](#) [Staff](#) [Work Log](#) [Knowledge Base](#) [Related Items](#)

**Assigned Team**

<b>Status*</b>	Closed
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**Assigned Staff**

**Assigned Date**

**Resolved Date**

**Reactivate Date**

**Ticket Source** Web

**Priority** Normal

**Due Date** 01-26-2023 03:23 AM








**Closed Date** 01-23-2023 03:39 AM

**Resolution**

[Edit](#) [Close](#)

Worklog gets updated in parent Ticket when any Ticket is merged into it.

## Tickets - Email Not Working

 Edit  Delete  Close  Version History  Send Email  Print  Self Assign

7 of 7   

Employee Staff **Work Log** Knowledge Base Related Items

### Work Log

**Gopi K** (01-23-2023 02:48 AM)

Child Ticket with Case Id: 3 has been merged with this Ticket

Created at 01-23-2023 02:32 AM by  Gopi K  
Last modified at 01-23-2023 03:57 AM by  SharePoint App

Work Log updated in the parent Ticket