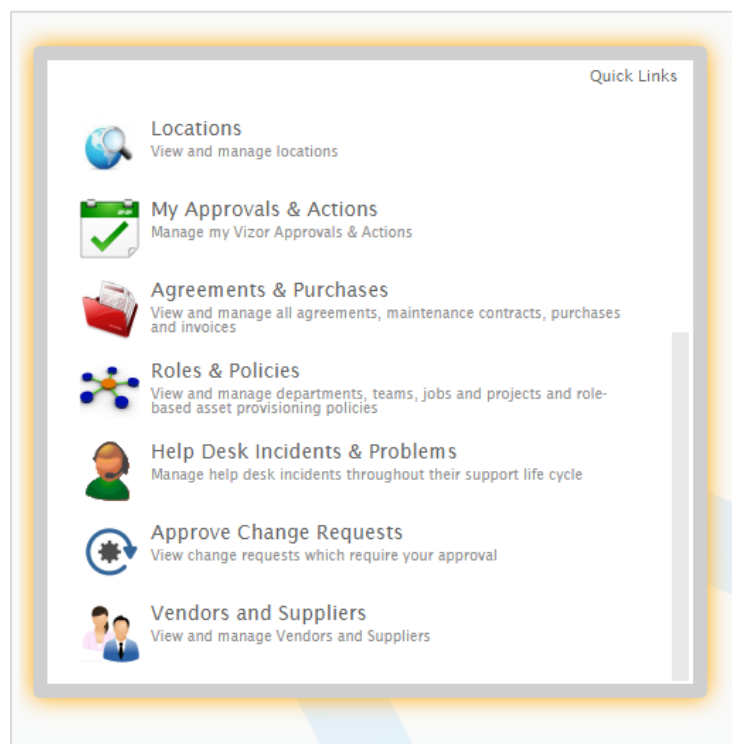# Working on Tickets as a Team

There are two areas in VIZOR that make it easy for multiple people to work on a ticket or to simplify the process of changing ticket owner

1. Go to your homepage
2. Click the *Help Desk Incidents & Problem* Link

3. Find the ticket you're interested in by scrolling through your list of tickets, by using the search bar or with a query
4. Open the ticket by clicking on it
5. A summary of the ticket with appear. Make your way to the top right corner, click the history tab.
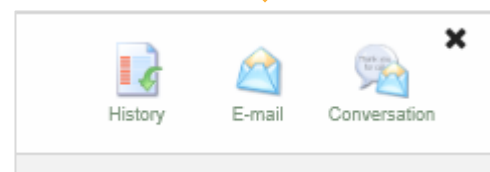
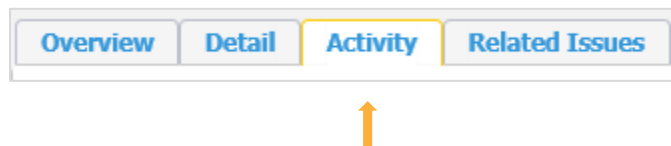This is where you can see all the modifications made to the ticket, who did them and when they did them

Revision History
View the modifications that have been made

Revision	Date	Time	User	Source	Source IP	Modification To	Previous Value	Current Value
11	6/4/2018	12:16:35 PM	itmanager	modemcable141	24.37.93.141	Activity Entry		Tried opening the email on his computer bu
11	6/4/2018	12:16:35 PM	itmanager	modemcable141	24.37.93.141	Total effort time	0	120
11	6/4/2018	12:16:35 PM	itmanager	modemcable141	24.37.93.141	Activity Log	<table style="position:relative;width:100%;	<table style="position:relative;width:100%;
10	6/1/2018	7:29:32 PM	itmanager	modemcable138	24.37.93.138	< Issue >		
9	3/9/2018	3:22:10 PM	analyst	host86-151-80-1	86.151.80.192	< Issue >		
8	3/9/2018	3:21:59 PM	analyst	host86-151-80-1	86.151.80.192	Asset		Printer
7	3/2/2018	11:04:41 AM	itmanager	host86-151-80-1	86.151.80.192	< Issue >		
6	2/22/2018	11:10:35 AM	analyst	host86-151-87-5	86.151.87.53	< Issue >		
5	2/22/2018	11:10:23 AM	analyst	host86-151-87-5	86.151.87.53	Description	<div><div>2/7/2017 9:40:10 AM	<div><div>Please help, I can't get my ema
4	3/13/2018	8:51:44 PM	itmanager	PASTOR	10.1.1.161	Description	3/15/2016 3:44:25 PM Admin (New) I am u	I am unable to receive email
3	12/2/2017	10:15:03 AM	itmanager	PASTOR	10.1.1.161	Assigned Work Team		Team C
3	12/2/2017	10:15:03 AM	itmanager	PASTOR	10.1.1.161	Description	3/15/2016 3:44:25 PM Admin (New) I am u	3/15/2016 3:44:25 PM Admin (New) I am u

Close

6. Close that window and make your way to the *Activity* tab in the ticket. This area tracks the email conversation between the end user and the IT department, ensuring you can see exactly what is happening

Overview	Detail	**Activity**	Related Issues

↑

Note: This only works when you set it up in the admin area of VIZOR

7. Use the activity box to add notes for future reference or for another coworker. Please note that you cannot delete any notes once you *Apply* them.

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8. Press *Apply* button at the bottom of the tab to save your changes

9. You also have the option to make these updates available to the end user by clicking the checkbox next to *Activity Visible to Customer*

10. The area can easily be made visible to the end user if you want to keep them updated. Just click the checkbox

And that is how the *History* button and the *Activity* tab make working on tickets as a team easy

Note: The Activity Tab also contains the timer/stopwatch that can track the time spent on ticket.

Start the stopwatch when you start working on the ticket

Add time manually

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