

5.4 Ticket cards



Part of the **Agile Project Management** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4.1 General setup](#), [4.2 Labels](#), [4.3 Project task templates and checklists](#), [4.4 Notifications](#), [5.1 The board](#), [5.2 Working with cards](#), [5.3 Project task cards](#), [5.5 Labels](#), [6. Troubleshooting](#).

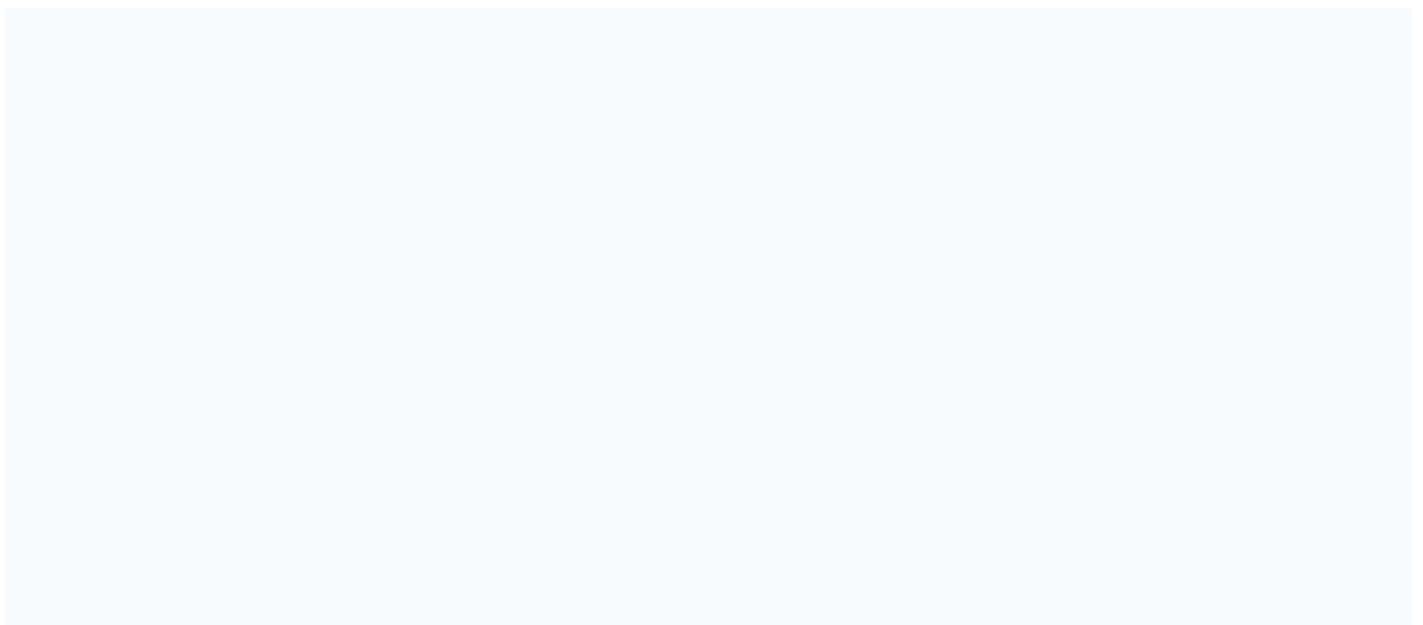
5.4.1 Reading a ticket card

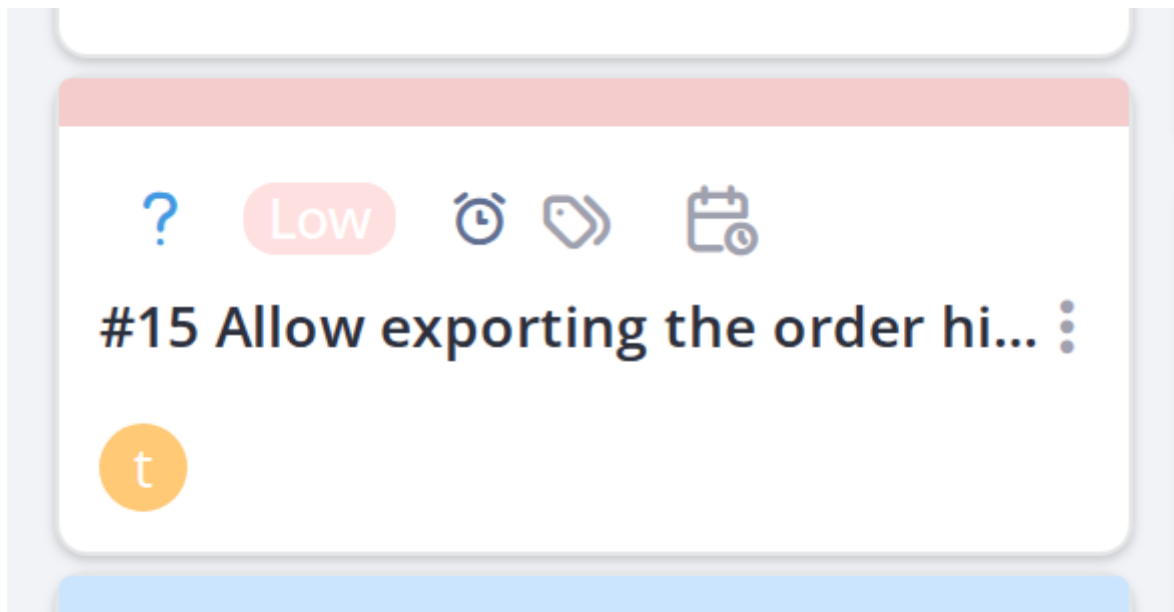
5.4.1.1 Ticket card layout

A ticket card has the ticket's own colour and shows, besides what a task card shows:

- The ticket number before the title (for example #15).
- The ticket type icon: a red exclamation circle for an Incident, a blue question mark for a Request.
- The priority, as a coloured badge.

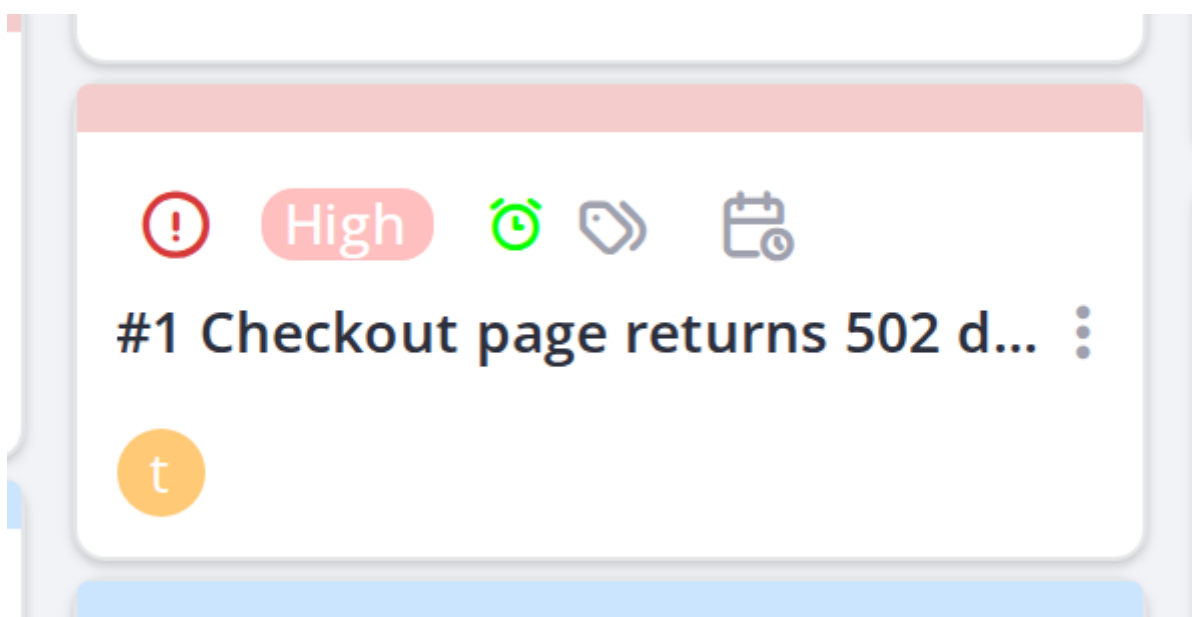
A ticket linked to one of the project's tasks rather than to the project is shown differently; see *Ticket linked to task indicator* below.





5.4.1.2 Priority badge

Ticket cards show a colored priority badge (low, medium, high, very high). The color intensity increases with priority. Task cards do not show priority.



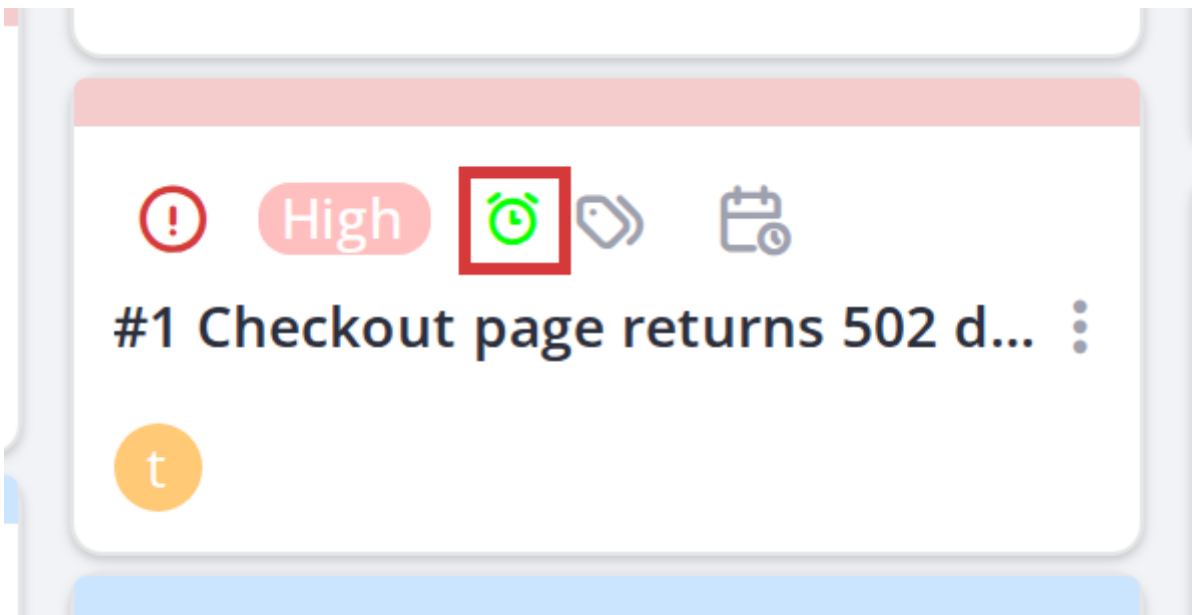
5.4.1.3 Time to resolve alarm

A ticket with a **Time to resolve** shows an alarm icon next to its priority, on full and compact cards alike. Hover it for the date. Its colour follows GLPI's own Time to resolve colours and thresholds, the same as a task card's date:

- **Green:** on time; or solved before its Time to resolve.
- **Amber:** the Time to resolve is approaching.

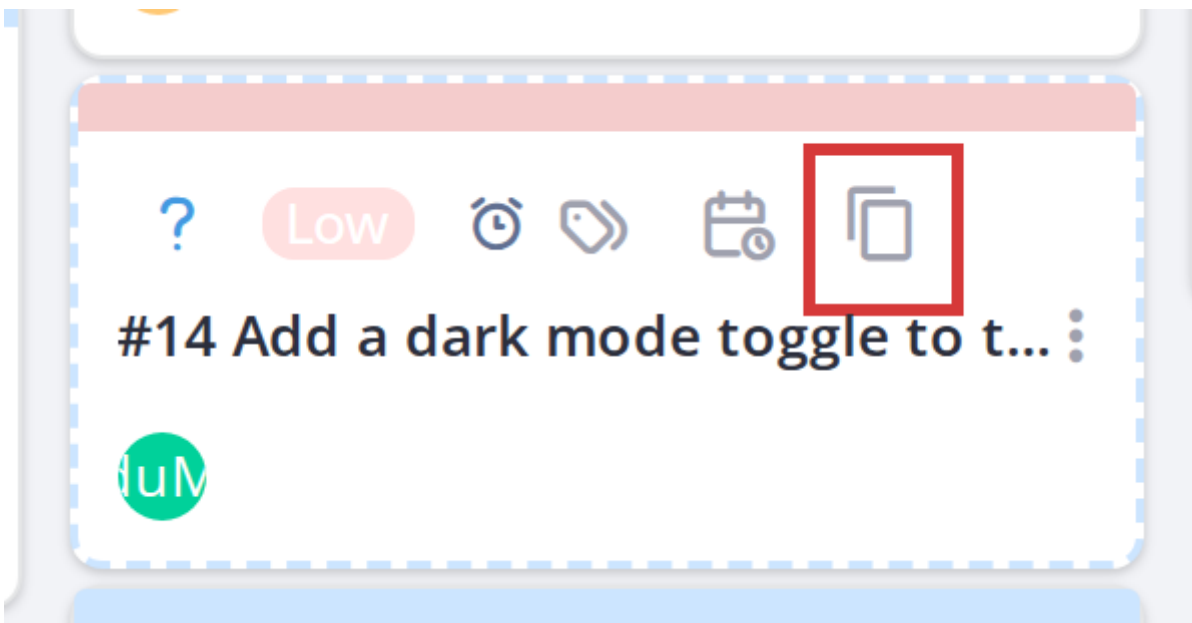
- **Red:** the Time to resolve is close (critical).
- **Black:** overdue; past its Time to resolve, or solved after it.

A ticket without a Time to resolve shows no alarm.



5.4.1.4 Ticket linked to task indicator

A ticket linked to a task of the project, rather than to the project itself, has no card of its own until **Show tickets linked to a task** is switched on in the toolbar. Its card then has a dashed border in the task colour, and a small icon next to its date; hover the icon to see which task it belongs to.



5.4.2 The ticket card window

5.4.2.1 Viewing a ticket card

Opening a ticket card shows its name, type, category, requester, watchers, assigned users and groups, and description, all read-only: these are changed in the ticket itself (the **Open full form** button opens it). From the board you can add a followup, private if you have the right, and assign labels. Files are attached in the ticket form. On the board a ticket card can only be moved to the **Pending** column (see *Moving a card between columns*); its other status changes come from the ticket.

Ticket #15

Followups

UM

Add a comment...

☐

Name

#15 Allow exporting the order history to CSV

Type

Request

Category

Feature request

Requester

normal

Watcher

Assigned to

tech

Description *

Finance would like to pull their own order history rather than requesting it each month.

5.4.2.2 Add a private comment

On a ticket card, tick the lock box next to the comment field before sending to make the followup private. It is then shown only to users with GLPI's **See private ones** right for followups. The box appears only for users who have that right.

Ticket #15

Followups

UM

Add a comment...

Name

#1 Checkout page returns 502 during pea...

Type

Incident

Category

Bug report

Requester

normal

Watcher

Assigned to

tech

Description *

Customers get a gateway error when confirming an order around 18:00. Happens intermittently, roughly one order in ten.

5.4.2.3 Unlink a ticket from its task

When a ticket card is linked to a task, its window has an **Unlink** button. It removes the ticket from the task only: the ticket stays linked to the project, so its card stays on the board, and the ticket itself is untouched. It needs the **Delete a card** and **Link tickets to a task** rights and the right to update the project. The same can be done from the task's own window (see *Tickets linked to a task*).

“ **Note:** To edit a ticket's actual details (type, category, etc.), open its full form in GLPI. The detail modal has a button to open the full form in a new tab.

“ Generated for **Agile Project Management 2.2.0-beta.2** on GLPI 11.0 — 2026-09-27.

Revision #4

Created 2026-09-27 07:15:39 UTC by Óscar Beiro

Updated 2026-09-27 10:14:40 UTC by Óscar Beiro

