



Change the ticket category

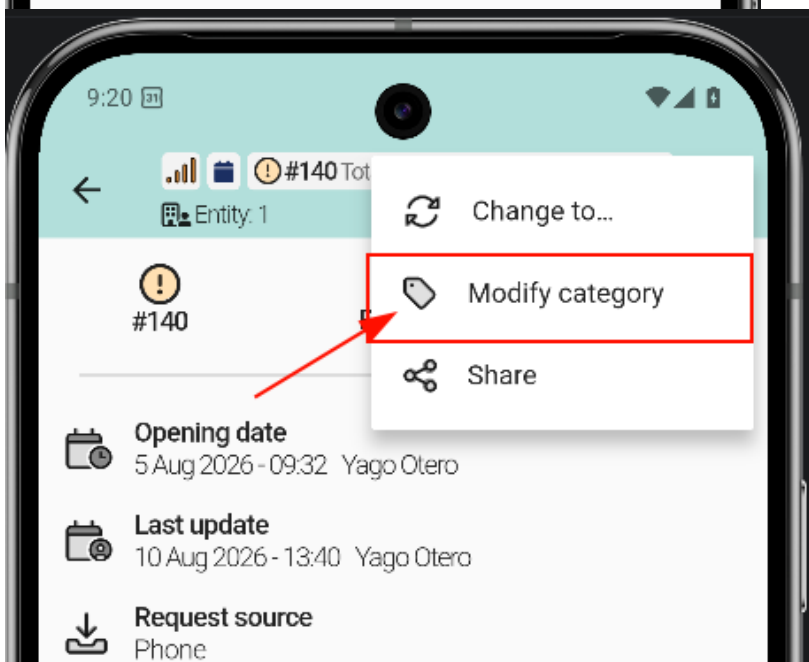
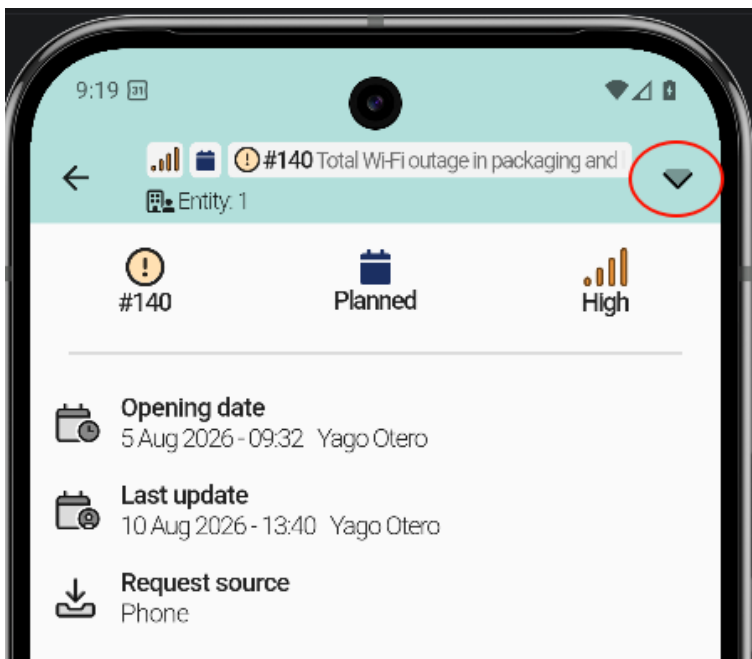
To change the category of a ticket, open the Request / Incident tab. An arrow in the top bar shows the category options.

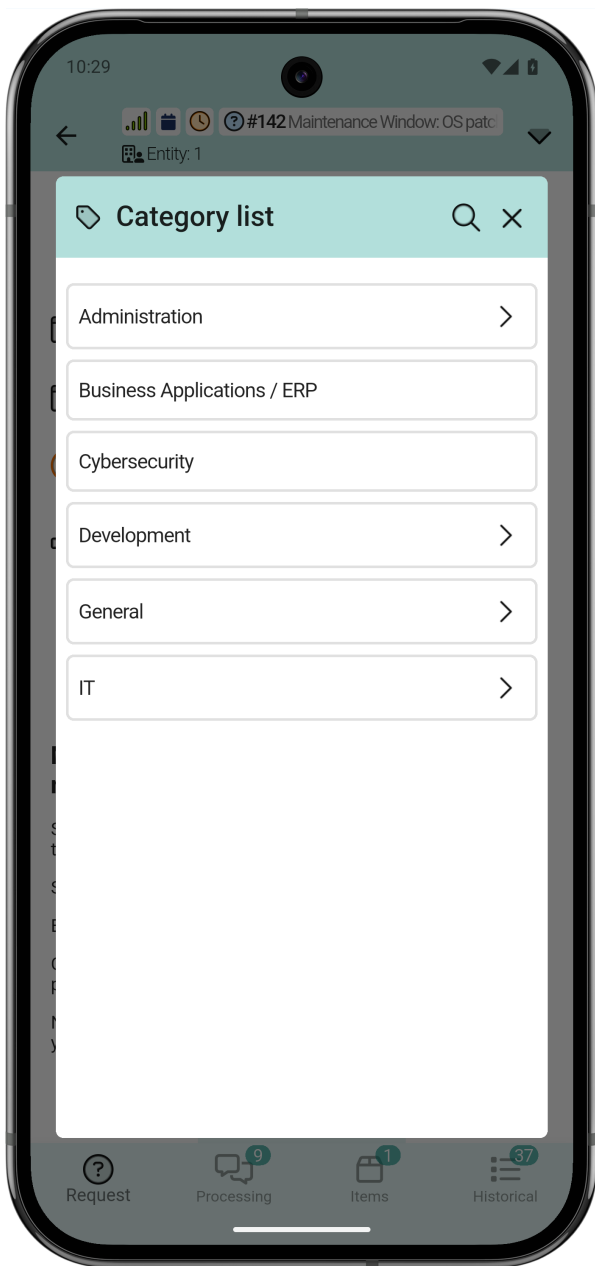
- 1. Open the ticket.
- 2. Go to the Request / Incident tab.
- 3. Tap the arrow in the top bar.
- 4. Tap Modify category.

The list shows all the categories available for the profile or entity.

A category can contain subcategories.







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