How to Bulk Update Tickets
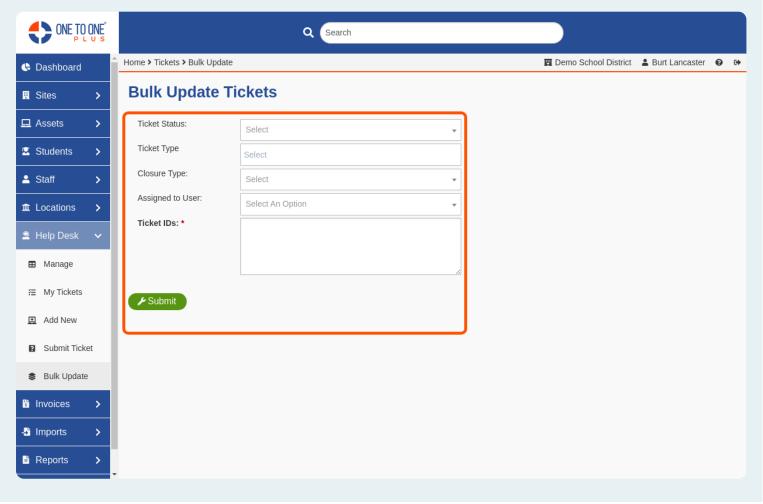
👤 Author: Trey Burnett

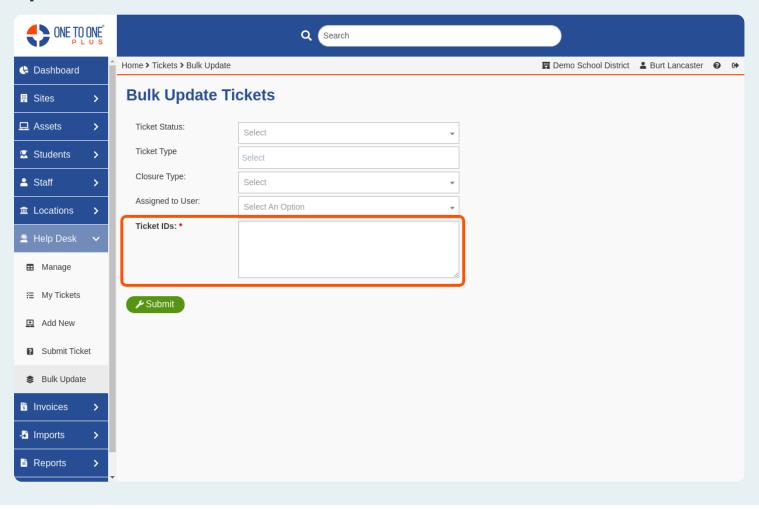🕐 Updated: 2 years ago

Select Help Desk.

Select Bulk Update.

Select the information that you wish to bulk update such as Ticket Status/Type, Assigned User, etc.

Copy and paste or type in the Ticket ID's that you wish to update.

Click Submit to bulk update the tickets.