

### Add time worked to a ticket

#worked 10m

#add 2h to ford@hgttg.com

#add 2h30m

### Notify a user

#notify Ford Prefect

#notify ford@hgttg.com

### Set ticket priority

#priority high

#priority low

### Place ticket in "Waiting on user" status

#waiting

### Create a ticket for someone else

#created by user\_email

### Close a ticket

#close

### Assign the ticket

#assign to Ford

#assign ford@hgttg.com

### Accept a ticket

#accept

#assign to me

### Set custom attributes

#set attribute name=attribute value (ex: #set Floor Number=13)

### Categorize the ticket

#category maintenance

### Reopen a closed ticket

#reopen

### Unassign a ticket

#unassign

### Merge ticket as duplicate

#dup ticket\_number

(If ticket 105 comes in and is a duplicate of ticket 101, you would reply to ticket 105 with #dup 101 to merge it with ticket 101)



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Not published yet.  
Last updated 21st November, 2018.  
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