Cheatography

Spiceworks Commands Cheat Sheet

by Drew.courtney.dc via cheatography.com/29653/cs/17998/

Add time worked to a ticket

#worked 10m

#add 2h to fordp@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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