

# Help Center

Enterprise Service Management

## Using Bulk Actions in Resolve.ai Ticketing

Find More- [resolve.ai/help-center](https://resolve.ai/help-center)



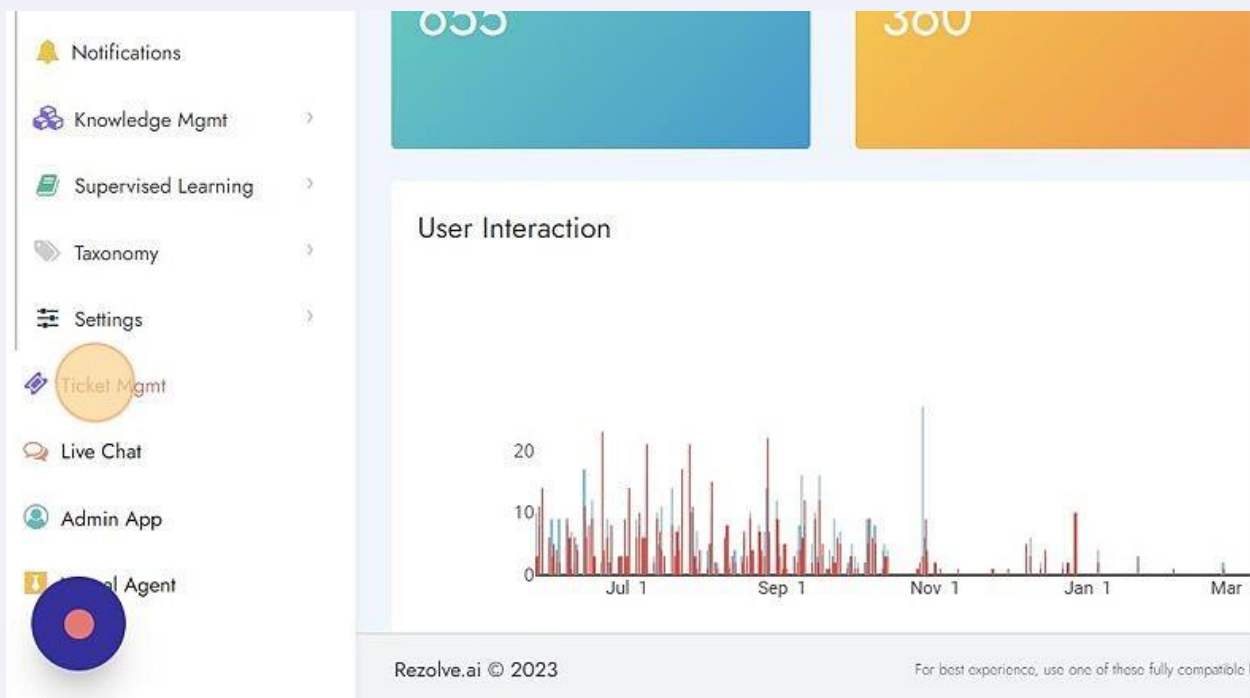
## Access level needed

Ticket Agent Supervisor

## INSTRUCTIONS

1 Login to your admin console

2 Click "Ticket Mgmt"



## 3 Click "My Tickets"

REZOLVE.ai

Virtual Agent Mgmt

Ticket Management

Dashboard

My Tickets

User Queue

Queue

Request

Reports

Settings

### MY TICKETS

CREATE TICKET

Filter

My Queues - Assigned ( 61 )

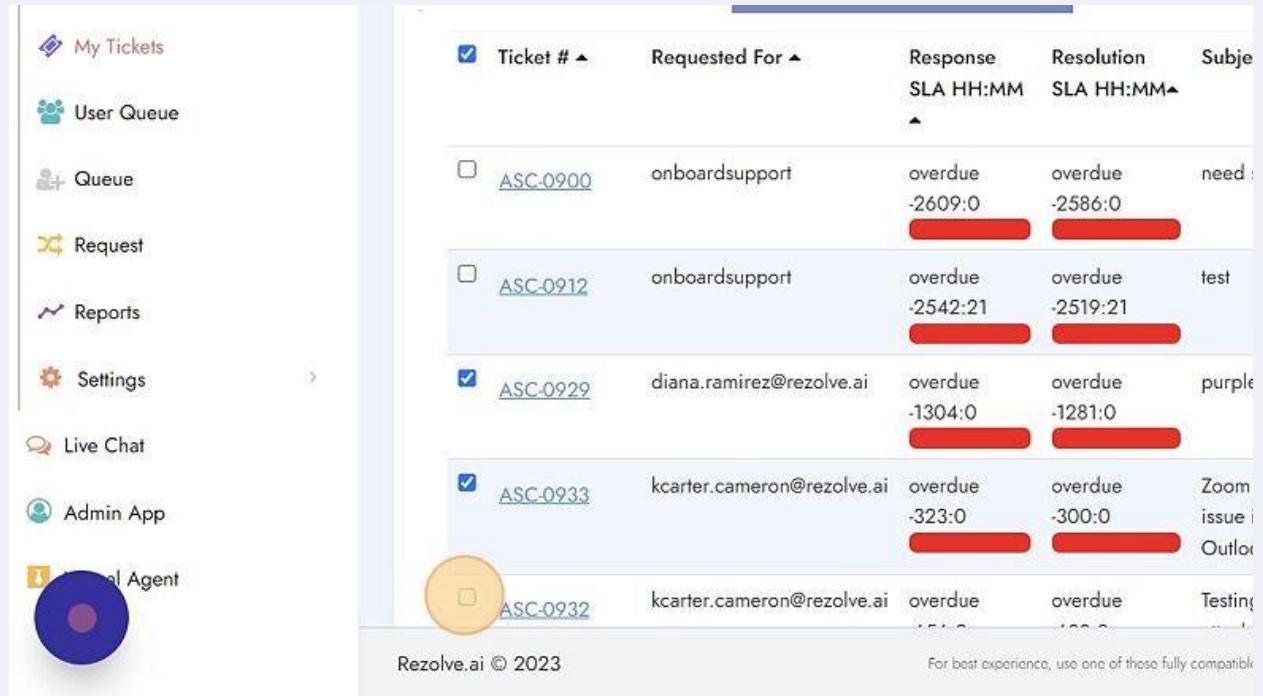
My Queues - Unassigned ( 373 )

Submitted by me ( )

Ticket #	Requested For	Response SLA HH:MM	Resolution SLA HH:MM	Subject
ASC-0900	onboardsupport	overdue	overdue	need

4

In the old UI to perform a bulk action, first, you must click this checkbox next to the tickets you want to perform the bulk action to.




The screenshot displays the 'My Tickets' section of the Rezolve.ai old UI. On the left is a sidebar with navigation links: My Tickets, User Queue, Queue, Request, Reports, Settings, Live Chat, Admin App, and a circular profile icon for the user agent. The main area shows a table of tickets. Each row has a checkbox in the first column, followed by the ticket ID (e.g., ASC-0900), the requester (e.g., onboardsupport), the response status (e.g., overdue), the response SLA (e.g., -2609:0), the resolution status (e.g., overdue), the resolution SLA (e.g., -2586:0), and the subject (e.g., need). A red bar is present under the response and resolution SLA columns for each ticket. An orange circle highlights the checkbox for ticket ASC-0932. At the bottom, there is a footer with 'Rezolve.ai © 2023' and a note: 'For best experience, use one of these fully compatible'.

<input checked="" type="checkbox"/>	Ticket # ▲	Requested For ▲	Response SLA HH:MM ▲	Resolution SLA HH:MM ▲	Subject
<input type="checkbox"/>	<a href="#">ASC-0900</a>	onboardsupport	overdue -2609:0	overdue -2586:0	need
<input type="checkbox"/>	<a href="#">ASC-0912</a>	onboardsupport	overdue -2542:21	overdue -2519:21	test
<input checked="" type="checkbox"/>	<a href="#">ASC-0929</a>	diana.ramirez@rezolve.ai	overdue -1304:0	overdue -1281:0	purple
<input checked="" type="checkbox"/>	<a href="#">ASC-0933</a>	kcarter.cameron@rezolve.ai	overdue -323:0	overdue -300:0	Zoom issue i Outlo
<input type="checkbox"/>	<a href="#">ASC-0932</a>	kcarter.cameron@rezolve.ai	overdue -151:0	overdue -150:0	Testing

Rezolve.ai © 2023

For best experience, use one of these fully compatible

## 5 Click "--Bulk Action--"

Switch to preview ☐ OFF 


--Bulk Action-- Selected: 3 Clear Selection

Display 10 result per page

373 Submitted by me ( 206 ) My Queues - All ( 879 ) Tickets as Watcher ( 2 )

Resolution SLA HH:MM	Subject	Status	Queue	Submitted On	Last Updated	Assigned To	Updated	Priority
overdue -2586:0	need support	Submitted	Default	Dec-15-2021 01:30:57 PM	Jan-06-2023 09:54:55 AM	--	--	Medium
overdue -2519:21	test	Submitted	Default	Dec-27-2021 01:08:16 AM	Jan-06-2023 09:23:15 AM	--	--	Medium
overdue -1281:0	purple	Submitted	Default	Jul-06-2022 05:47:39 PM	Jan-06-2023 09:16:11 AM	--	--	Medium

- 6 To assign all the tickets selected to the same person, click "Bulk Assign"

Switch to preview ☐ OFF 

-Bulk Action- ▾ Selected: 3 Clear Selection

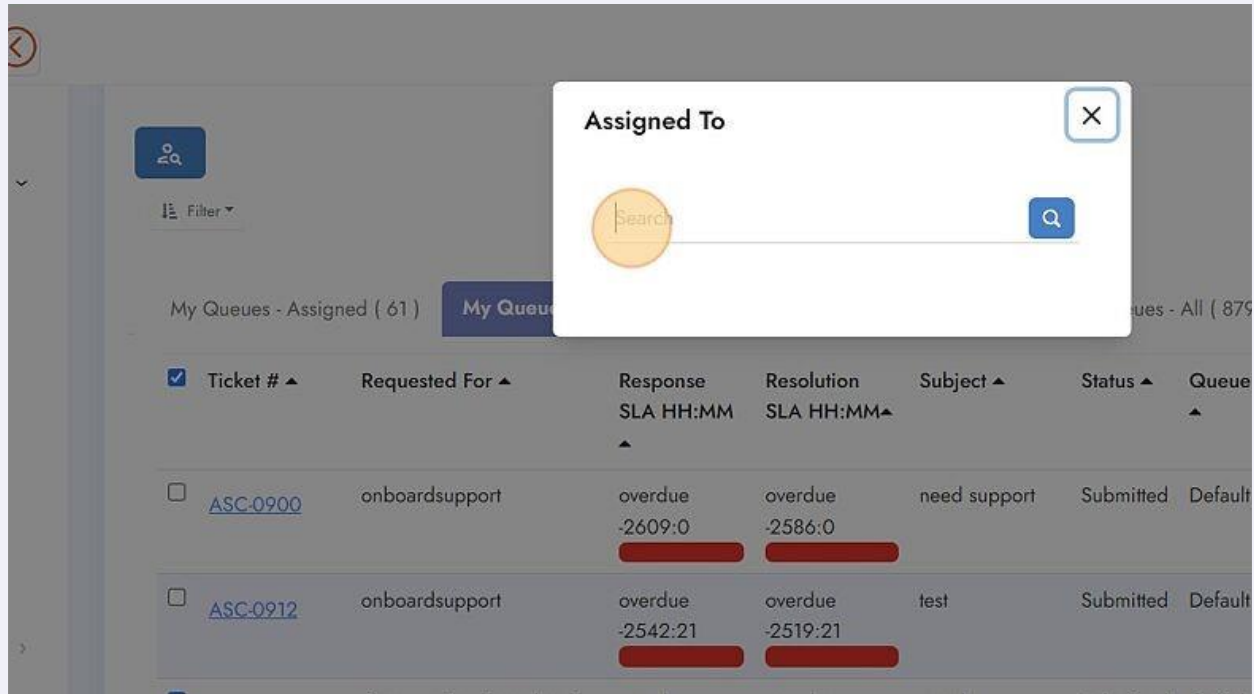
Close Selected  
Delete Selected  
Bulk Assign

Display 10 ▾ result per page

373 ) Submitted by me ( 206 ) My Queues - All ( 879 ) Tickets as Watcher ( 2 )

Resolution SLA HH:MM▲	Subject ▲	Status ▲	Queue ▲	Submitted On ▲	Last Updated ▲	Assigned To ▲	Updated ▲	Priority ▲
overdue -2586:0	need support	Submitted	Default	Dec-15-2021 01:30:57 PM	Jan-06-2023 09:54:55 AM	-	-	Medium
overdue -2519:21	test	Submitted	Default	Dec-27-2021 01:08:16 AM	Jan-06-2023 09:23:15 AM	-	-	Medium
overdue -1281:0	purple	Submitted	Default	Jul-06-2022 05:47:39 PM	Jan-06-2023 09:16:11 AM	-	-	Medium

7 Click the "Search" field.



8 Type the agent first name or last name

9 Click the magnifying glass icon.

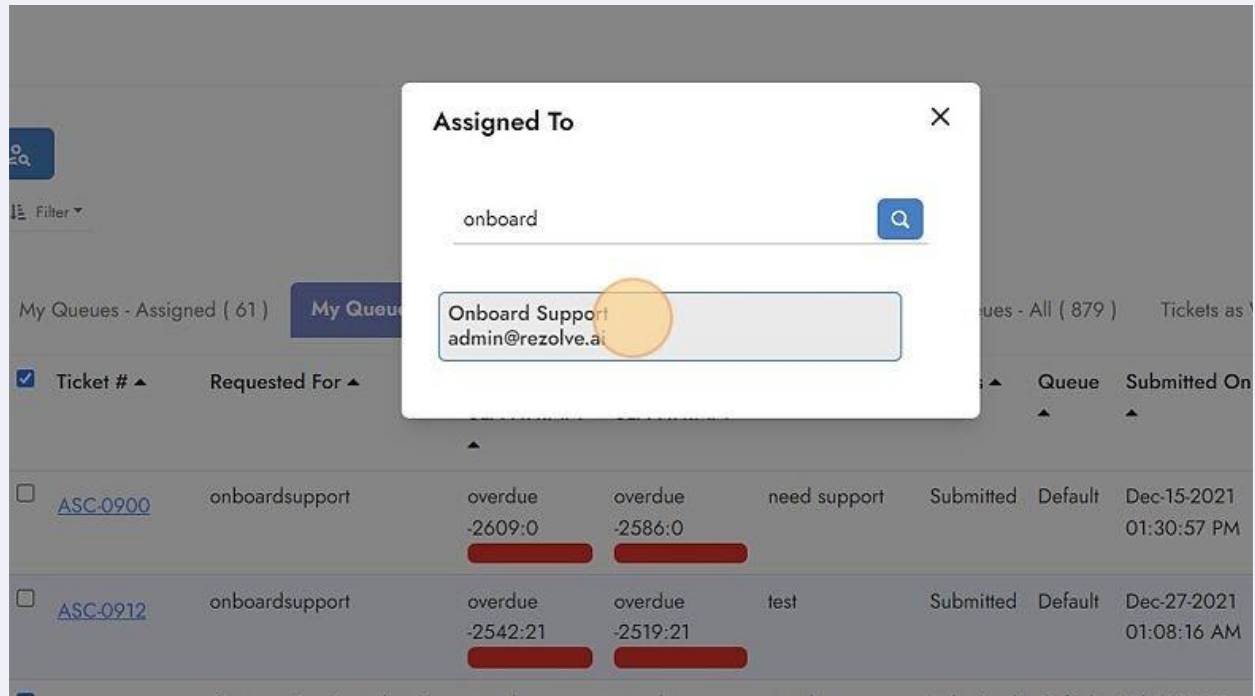
The screenshot shows a web application interface for managing tickets. A modal window titled "Assigned To" is open, displaying a search bar with the text "onboard" and a magnifying glass icon. The background shows a table of tickets with columns for "Assigned To", "Status", "Queue", "Submitted On", and "Last Updated".

Assigned To	Status	Queue	Submitted On	Last Updated
dsupport	Submitted	Default	Dec-15-2021 01:30:57 PM	Jan-06-2023 09:54:55 AM
dsupport	Submitted	Default	Dec-27-2021 01:08:16 AM	Jan-06-2023 09:23:15 AM



10

Click on the agent you want to assign the tickets to and confirm this is the action you want to complete.



11

You will get a pop-up letting you know your request is being processed. If you click the link, it will take you to the Requests page where you can see the status. Please note the number of tickets you selected will determine how long it will take the process to complete.

- Virtual Agent Mgmt
- Ticket Management
- Dashboard
- My Tickets
- User Queue
- Queue
- Request
- Reports
- Settings

## REQUESTS

Check Status

Hide Fields
Filter
Sort
Record Count 34

Request Id	Status	Request Type	Success Message
REQ-1674681953216-ADM	Completed	N/A	[[{"Assignment Successfully":"AS Successfully":"ASC-0933"}]]
REQ-1670361342995-	Completed	ticketReport	Click here to download

12

If you want to close a set of tickets, after you have selected the tickets you want to close, click "--Bulk Action--"

Switch to preview ☐

--Bulk Action--

Selected: 3 Clear Selection

Display 10 result per page

370 )


Submitted by me ( 206 )

My Queues - All ( 879 )

Tickets as Watcher ( 2 )

Response SLA HH:MM▲	Resolution SLA HH:MM▲	Subject ▲	Status ▲	Queue ▲	Submitted On ▲	Last Updated ▲	Assigned To ▲	Updated ▲	Priority ▲
Not Met [Red Bar]	overdue -633:0 [Red Bar]	Testing attachment issue in UI	Assigned	Default	Oct-14-2022 09:20:13 AM	Jan-25-2023 04:25:53 PM	Onboard Support	-	Medium
Not Met [Red Bar]	overdue -1281:0 [Red Bar]	purple	Assigned	Default	Jul-06-2022 05:47:39 PM	Jan-25-2023 04:25:53 PM	Onboard Support	-	Medium

## 13 Click "Close Selected"





Switch to preview ☐ OFF 

-Bulk Action- Selected: 3 Clear Selection

Close Selected  
Delete Selected  
Bulk Assign

Display 10 result per page

370 ) Submitted by me ( 206 ) My Queues - All ( 879 ) Tickets as Watcher ( 2 )

Response SLA HH:MM▲	Resolution SLA HH:MM▲	Subject ▲	Status ▲	Queue ▲	Submitted On ▲	Last Updated ▲	Assigned To ▲	Updated ▲	Priority ▲
Not Met 	overdue -633:0 	Testing attachment issue in UI	Assigned	Default	Oct-14- 2022 09:20:13 AM	Jan-25- 2023 04:25:53 PM	Onboard Support	-	Medium
Not Met 	overdue -1281:0 	purple	Assigned	Default	Jul-06-2022 05:47:39 PM	Jan-25- 2023 04:25:53 PM	Onboard Support	-	Medium

14 To confirm the closing of these tickets, click "Yes"

Filter

My Queues - Assigned ( 64 )

Confirm Bulk Action

Would you like to Close the selected ticket(s)?

Yes

No

Ticket #	Requested For	Response SLA HH:MM	Resolution SLA HH:MM	Subject	Status	Queue	Submitted On
<input checked="" type="checkbox"/> <a href="#">ASC-0932</a>	kcarter.cameron@rezolve.ai	Not Met	overdue -633:0	Testing attachment issue in UI	Assigned	Default	Oct-14-2022 09:20:13 AM
<input checked="" type="checkbox"/> <a href="#">ASC-0929</a>	diana.ramirez@rezolve.ai	Not Met	overdue -1281:0	purple	Assigned	Default	Jul-06-2022 05:47:39 PM

15


You will get a pop-up letting you know that your request is being processed. If you click the "Click here : REQ-####-ADM" link it will take you to the Requests page; where you can see the status. Please note the number of tickets you selected will determine how long it will take the process to complete.

The screenshot shows a web application interface. A white pop-up box is centered on the screen, containing the text: "Your request is in progress, [Click here : REQ-1674681997685-ADM](#) to check the status." Below the text is a "Close" button with a red 'X' icon. In the background, a table is visible with columns: Requested For, SLA, Response, Resolution, Subject, Status, Queue, Submitted, and Last Updated. The table contains three rows of data.

Requested For	SLA	Response	Resolution	Subject	Status	Queue	Submitted	Last Updated
	HH:MM▲	HH:MM▲	HH:MM▲				On ▲	
kcarter.cameron@rezolve.ai	Not Met	overdue	-633:0	Testing attachment issue in UI	Assigned	Default	Oct-14-2022 09:20:13 AM	Jan-25-2023 04:25:53 PM
diana.ramirez@rezolve.ai	Not Met	overdue	-1281:0	purple	Assigned	Default	Jul-06-2022 05:47:39 PM	Jan-25-2023 04:25:53 PM
kcarter.cameron@rezolve.ai	Not Met	overdue		Zoom	Assigned	Default	Dec-06-	Jan-25-

16

If you want to delete a set of tickets, after you have selected the tickets you want to delete, click "--Bulk Action--"

Switch to preview ☐ OFF 

Enter the ticket no to search

--Bulk Action-- Selected: 1 [Clear Selection](#)

Display 10 result per page

370 ) Submitted by me ( 206 ) My Queues - All ( 879 ) Tickets as Watcher ( 2 )

Response SLA HH:MM▲	Resolution SLA HH:MM▲	Subject ▲	Status ▲	Queue ▲	Submitted On ▲	Last Updated ▲	Assigned To ▲	Updated ▲	Priority ▲
Not Met	overdue	test ticket	InProgress	Default	May-06-	Jan-06-	Test	--	Medium

## 17 Click "Delete Selected"

Enter the ticket no to search

-Bulk Action- ▾ Selected: 1 [Clear Selection](#)

Close Selected  
Delete Selected  
Bulk Assign

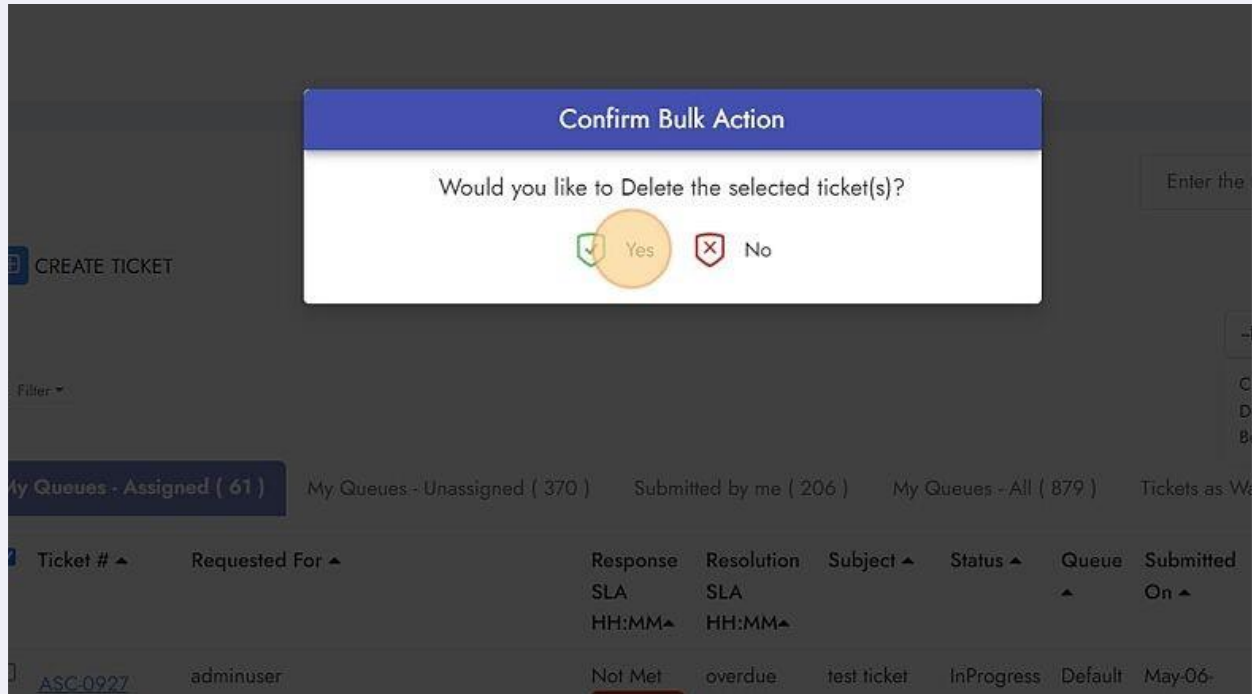
Display 10 ▾ result per page

370 ) Submitted by me ( 206 ) My Queues - All ( 879 ) Tickets as Watcher ( 2 )

Response SLA HH:MM▲	Resolution SLA HH:MM▲	Subject ▲	Status ▲	Queue ▲	Submitted On ▲	Last Updated ▲	Assigned To ▲	Updated ▲	Priority ▲
Not Met [Red Bar]	overdue -1668:0 [Red Bar]	test ticket	InProgress	Default	May-06- 2022 04:51:20	Jan-06- 2023 09:16:11	Test Wilson	--	Medium



18 To confirm the deletion of these tickets, click "Yes"



**Confirm Bulk Action**

Would you like to Delete the selected ticket(s)?

Yes No

CREATE TICKET

Filter ▼

My Queues - Assigned ( 61 ) My Queues - Unassigned ( 370 ) Submitted by me ( 206 ) My Queues - All ( 879 ) Tickets as W

Ticket # ▲	Requested For ▲	Response SLA HH:MM▲	Resolution SLA HH:MM▲	Subject ▲	Status ▲	Queue ▲	Submitted On ▲
ASC-0927	adminuser	Not Met	overdue	test ticket	InProgress	Default	May-06-

19

You will get a pop-up letting you know that your request is being processed. If you click the "Click here : REQ-#####-ADM" link it will take you to the Requests page; where you can see the status. Please note the number of tickets you selected will determine how long it will take the process to complete.

The screenshot shows a web application interface. A white pop-up box is centered on the screen, containing the text: "Your request is in progress, [Click here : REQ-1674682037133-ADM](#) to check the status." Below the text is a red 'X' icon and the word "Close". An orange circle highlights the link in the pop-up. In the background, there is a table with columns: Ticket #, Requested For, Response SLA, Resolution SLA, Subject, Status, Queue, Submitted On, and Last Updated. The first row of data shows ticket #10927, requested for adminuser, with a response SLA of "Not Met" and a resolution SLA of "overdue -1668:0". The status is "InProgress" and the queue is "Default".

Ticket #	Requested For	Response SLA HH:MM	Resolution SLA HH:MM	Subject	Status	Queue	Submitted On	Last Updated
10927	adminuser	Not Met	overdue -1668:0	test ticket	InProgress	Default	May-06-2022 04:51:20	Jan-06-2022 09:10:00

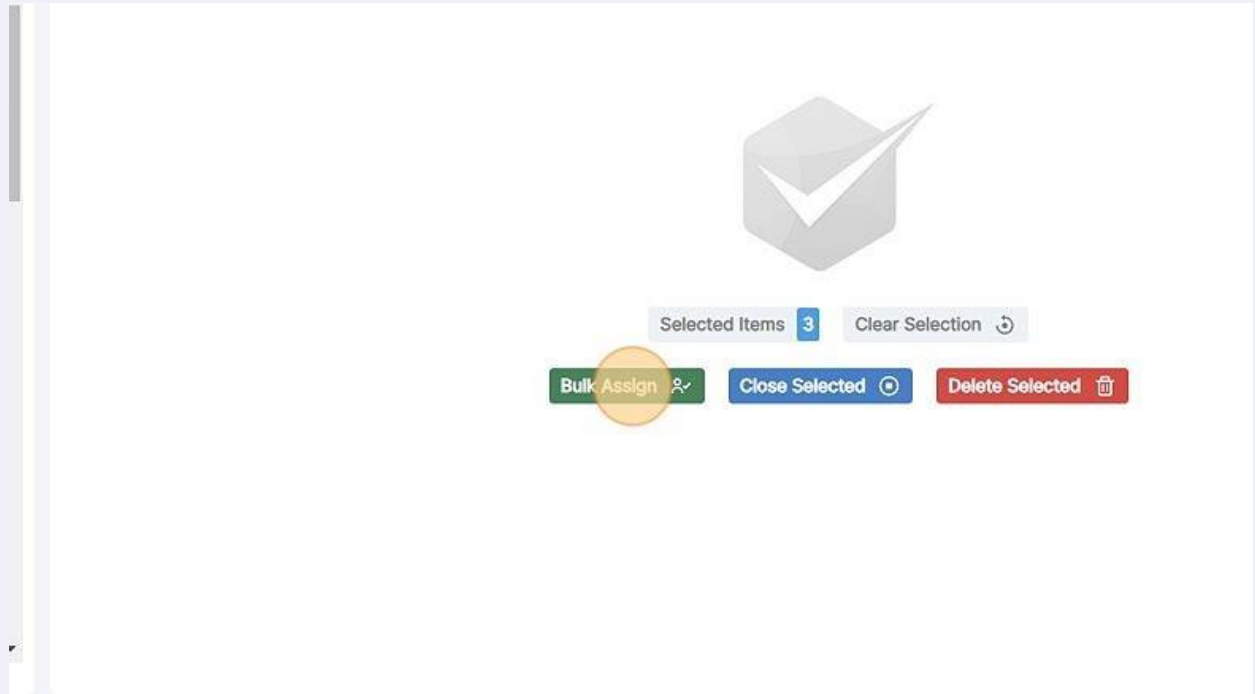
20

To complete bulk actions in the new UI is very similar. First, you must click this checkbox next to the tickets you want to perform the bulk action to.

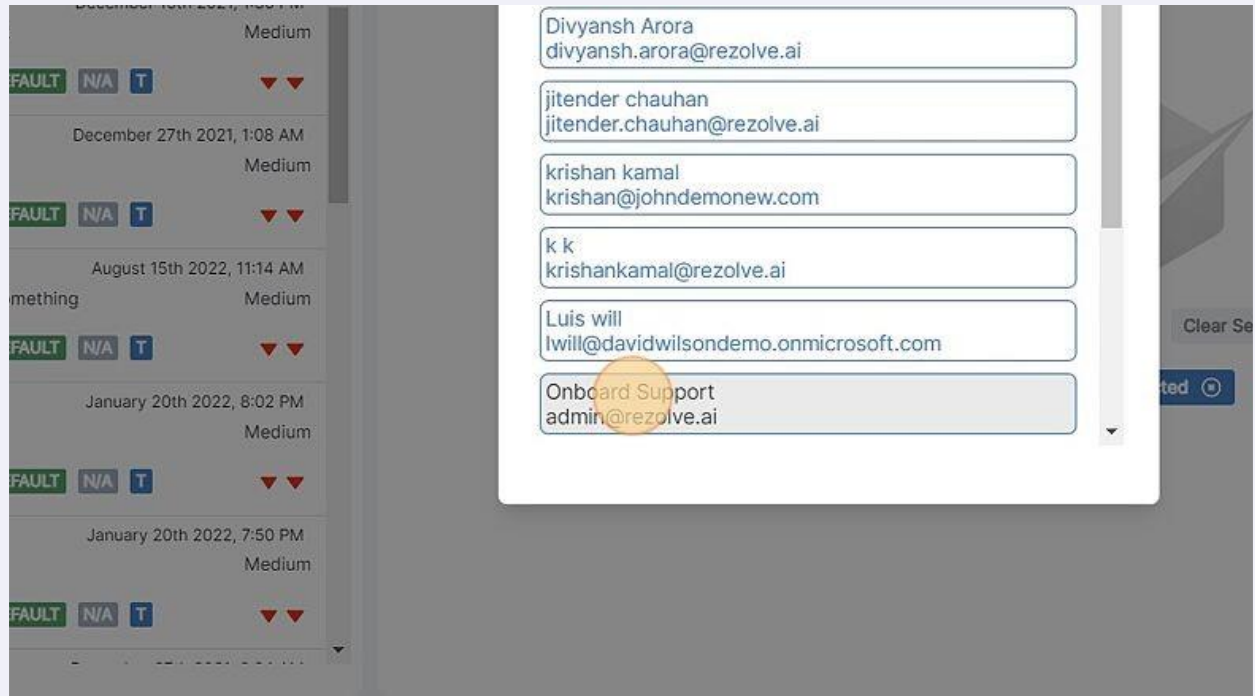
The screenshot displays the REZOLVE.ai user interface. On the left is a blue sidebar with a checkmark icon and a grid icon. The main area is divided into two panels. The left panel, titled 'Inbox', shows a list of tickets under the heading 'Unassigned Tickets (370)'. Each ticket entry includes a status icon (OS, TW, KC), a ticket ID (ASC-0900, ASC-0912, ASC-0930, ASC-0926), a subject, a timestamp, and a priority level (Medium). Below each ticket entry are buttons for 'SUBMIT', 'DEFAULT', 'N/A', and 'T'. A checkbox is visible next to the first ticket (ASC-0900). The right panel shows a detailed view of a ticket, with tabs at the top for different ticket IDs (..C-0872, ..C-0900, ..C-0901, ..C-0586). The selected tab is ..C-0900. The ticket details include a subject line '#ASC-0900', a subject field with the text 'need support', and a description field with the text 'User Comment: need support'. The description field has a rich text editor with bold, italic, and link formatting options.

21

Once multiple tickets are selected, the ticket viewing pane will the bulk action menu. To assign all the tickets selected to the same person, click "Bulk Assign"

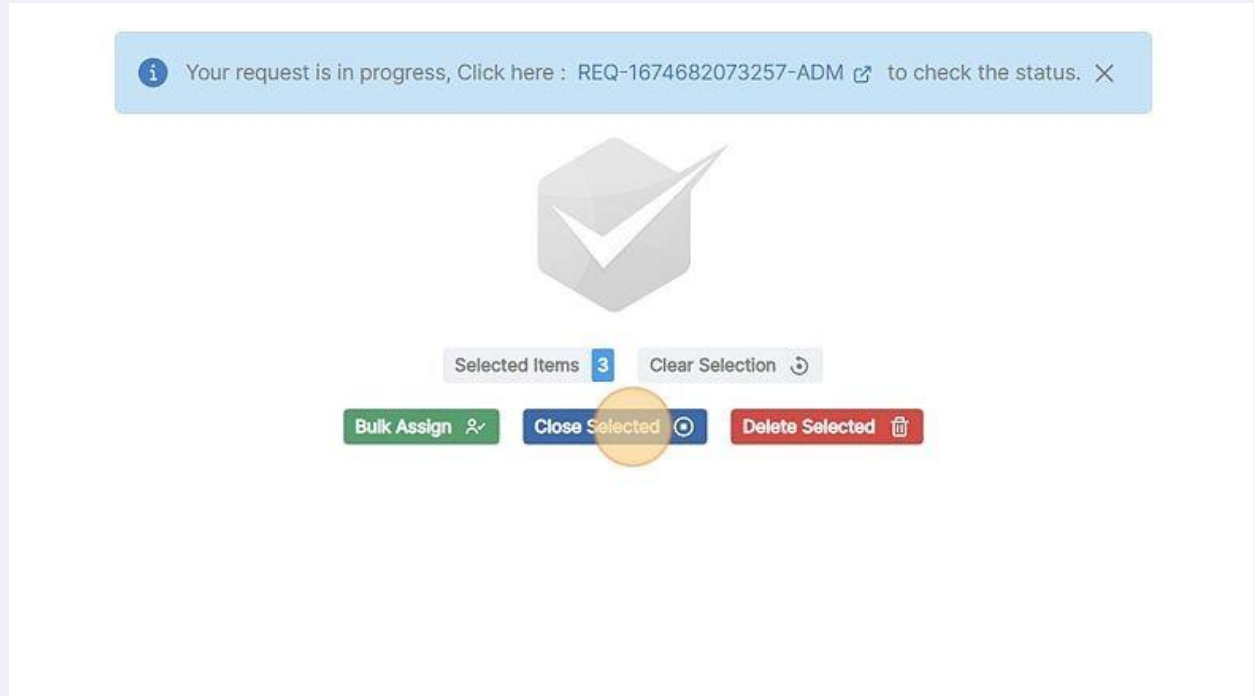


- 22 Select the agent you want to assign the tickets to from the list and confirm the action.

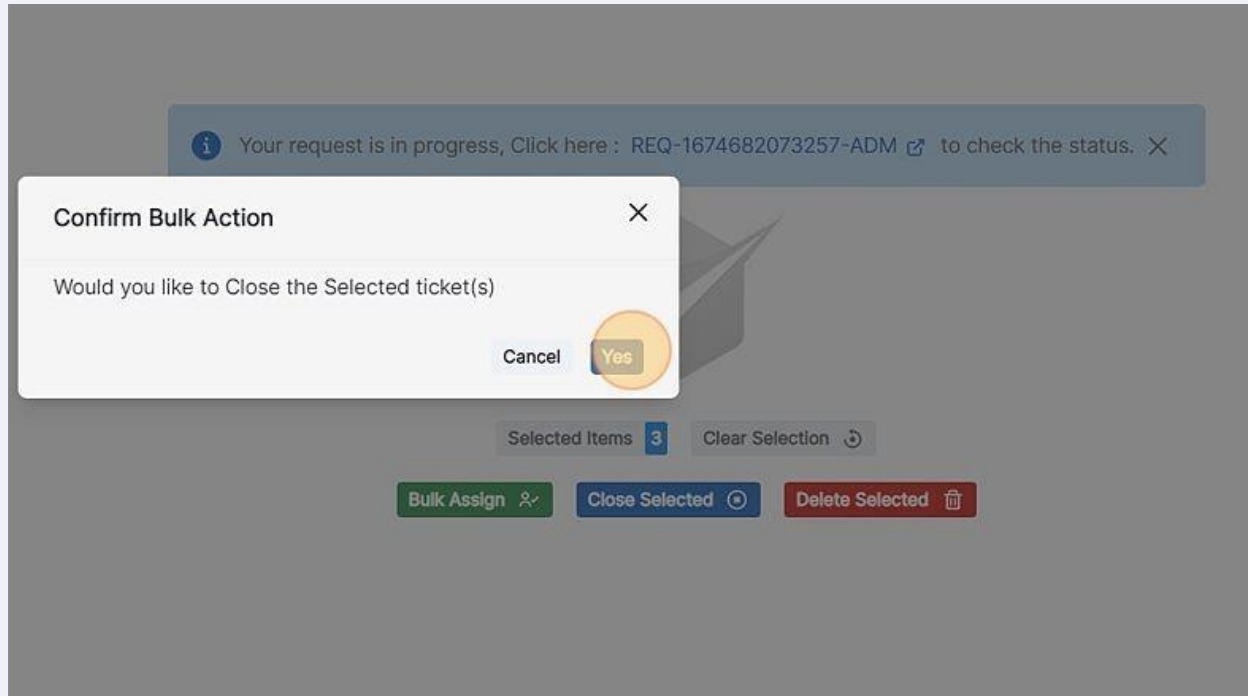


23

If you want to close a set of tickets, after you have selected the tickets you want to close, click "Close Selected"



24 To confirm the action, click "Yes"



25

If you want to delete a set of tickets, after you have selected the tickets, you want to delete, click "Delete Selected"

 Your request is in progress, Click here : REQ-1674682094413-ADM [🔗](#) to check the status. ✕



Selected Items **1** Clear Selection 

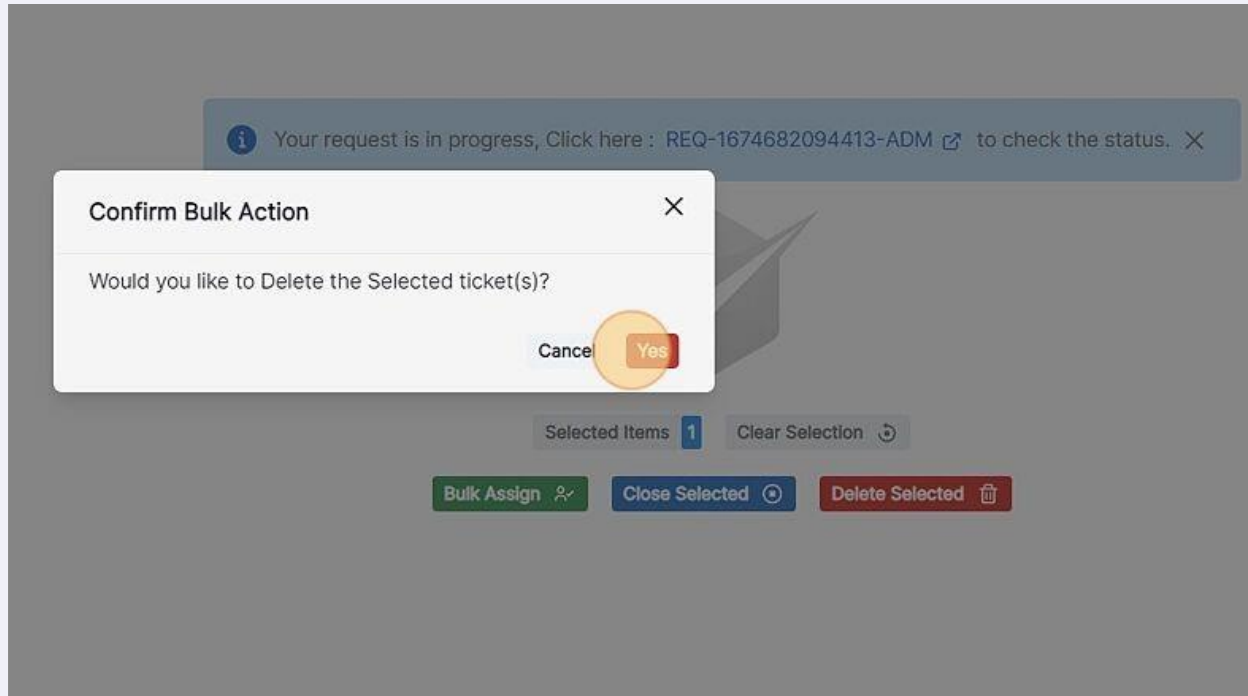
Bulk Assign 

Close Selected 

Delete Selected 



26 To confirm the action, click "Yes"



27

After completing your bulk action, you will see a message letting you know your that your request is being processed. If you click the "Click here : REQ-#####-ADM" link it will take you to the Requests page; where you can see the status. Please note the number of tickets you selected will determine how long it will take the process to complete.

