

MANUALLY ASSIGNING NEW TICKETS IN ZENDESK - ONLINE SALES GUIDE

[Link loop to zoho article](#)

Some system generated emails/tickets like eBay offers, sold items, payments, ended eBay listing, etc. are being assigned in Zendesk automatically.

For some reason this cannot be done in most of the inquiries so we will have to assign them manually.

We plan to do this every hour at the start of hour

i.e at 8am , 9am , 10am etc

We wont always be able to do due to breaks, calls etc but that is ok

This task is a gate keeper task

as the tickets come thru you are required to see the high priority tickets and action them before they are bigger issues , this requires experience and overall understanding of workflow, it cant be taught only thru guides

[GUIDE FOR MERGING ASSIGNING NEW EBAY TICKETS](#)

[GUIDE FOR ASSIGNING MERGING NEW GUMTREE TICKETS](#)

FAQ

What to do if there is ticket that is not in the table or unsure where to attach?

- Assign the ticket to your Manager and seek for advise. For Tickets that you're unsure which ticket to attach to, assign the ticket to your Manager and advise him/her where you think it should be attached to.

What to do if the message in the ticket is for a specific Sydney staff and not really for SOSM to action?

In this case just forward the email from Outlook directly to that person. Add a private note in ticket submit that as solved. Click [HERE](#) to see list of email addresses. If you can't see their email address there, ask your manager or if your manager doesn't know that either then assign it to SOSM and put a note that you don't know the person or his email address.