**TICKET CONFIRMATION BY THE ENTRY USER**

The ticket can be solved at any time by the ticket creator or the ticket passing authority persons assigned in the user master without any OTP.

In Ticketing system >> Created by me >> Confirm

IMAGE

When the user clicks on the user, a pop up opens. The pop up consists of “Do you want to solve the ticket ?” with the following fields.

* Remark
* Confirm
* Cancel

|  |  |  |  |
| --- | --- | --- | --- |
| **FIELDS** | **INPUT TYPE** | **MANDATORY/ OPTIONAL** | **DESCRIPTION** |
| Remark | Text | Mandatory | The remark at the time of confirming the ticket is mentioned |
| Confirm | Button | Optional | The submit button to confirm the ticket. As soon as the ticket is confirm, the ticket status is changed to confirm and disables from the tickets. The notification is sent to the respective assigned users for the tickets, baskets, tasks that the ticket is confirmed. |
| Cancel | Button | Optional | The cancel button to close the pop-up |

IMAGE