

# How to Add Child Tickets to a Ticket

Child tickets are smaller sub-tickets added to the parent ticket. They are used to divide a ticket into a group of tickets, each of which can then be worked on by a different agent/team. This ensures that various aspects of a customer issue can be worked on at the same time.

## Benefits of Child Tickets:

- Reduces ticket response time substantially
- Organizes a large task into a group of smaller efficient tasks
- Gives each agent more visibility and accountability
- Ensures better support to the customer

## Example:

Imagine a marketing firm that receives a request for a new marketing strategy for an upcoming product from a customer. The various tasks that the firm must do include market research, background checks, legal verifications. A new parent ticket is then created and all the required tasks are divided among various teams/agents with the help of a child ticket. All teams then complete their part of the job.

## Enabling Child Ticket Feature

Child Tickets must first be enabled by the administrator account. Follow the instructions below for enabling child tickets.

Navigate to **Settings >> General** and enable **Child Ticket**. Then, click on **Save**.



Search by person, priority...

@ Inboxes

👤 Users

👥 Teams

☰ Notifications

✉ Canned Responses

🗑 Spam

💡 Integration

🗄 General

Ticket Overdue Time ?

24 Hours

Child Ticket ?

Off

On

Set Global Timezone ?

Off

On

Save

## Add a Child Ticket

**Step 1:** To add a child ticket to a ticket(referred to as parent ticket), open the parent ticket, and click the icon for **More** options from the header menu.

← Steven Normal Labels Open Support Due date: 1 Jan Delete

More

Support ✎

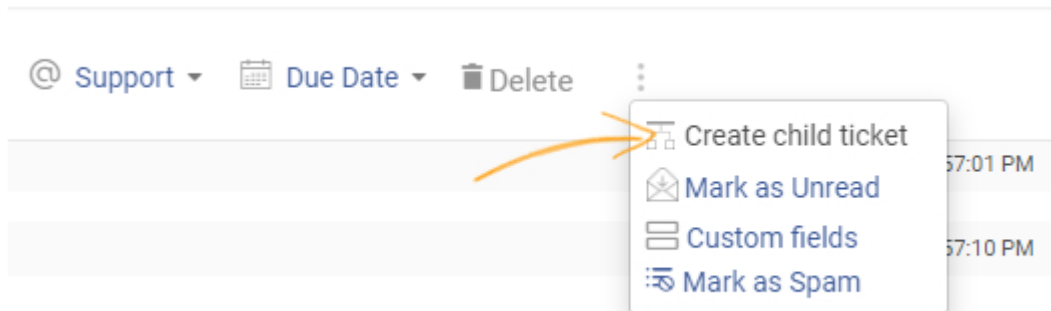
#50745 | clark@thisnext.com | Reported 11 days ago - May 28, 6:01:27 AM

C

Clark Goodinson

Facing Issues while trying to log into my account.

**Step 2:** Click **Create Child Ticket**.

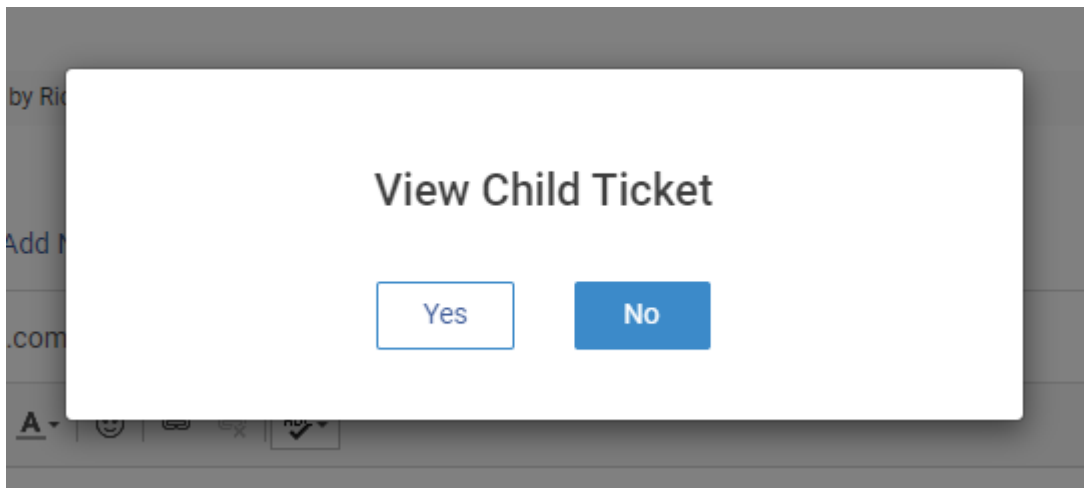


**Step 3:** The child ticket dashboard will slide open. Customize details of the child ticket and click **Create**.

A screenshot of the 'Create a child ticket' form. The form has a title bar with 'Create a child ticket' on the left and a 'Create' button on the right. Below the title bar are several input fields: a dropdown menu for 'Support', a dropdown menu for 'Clara' with a help icon, a 'Subject' field containing 'Support', a dropdown menu for 'High', and a 'Description' field containing the text: 'Facing Issues while trying to log into my account. Users within the same geographical location are facing this issue. Please address the problem ASAP.' An orange arrow points from the 'Create' button to the 'Subject' field.

### Confirmation Message

The below image depicts the confirmation message with an option to view child tickets.



### Related Articles:

- [How to Assign a Ticket to an Agent?](#)
- [How to Bookmark A Ticket?](#)
- [How to Search Tickets?](#)