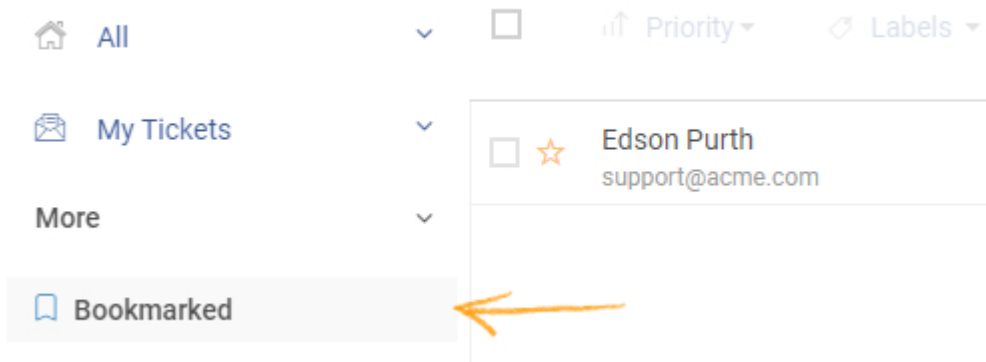


How to Bookmark A Ticket

With [ProProfs Help Desk](#), you can now bookmark tickets. Bookmarking a ticket serves a simple purpose. Some tickets are more important than others because they contribute insight into a product or feature. The Bookmarks feature allows you to these filter important tickets in one click.

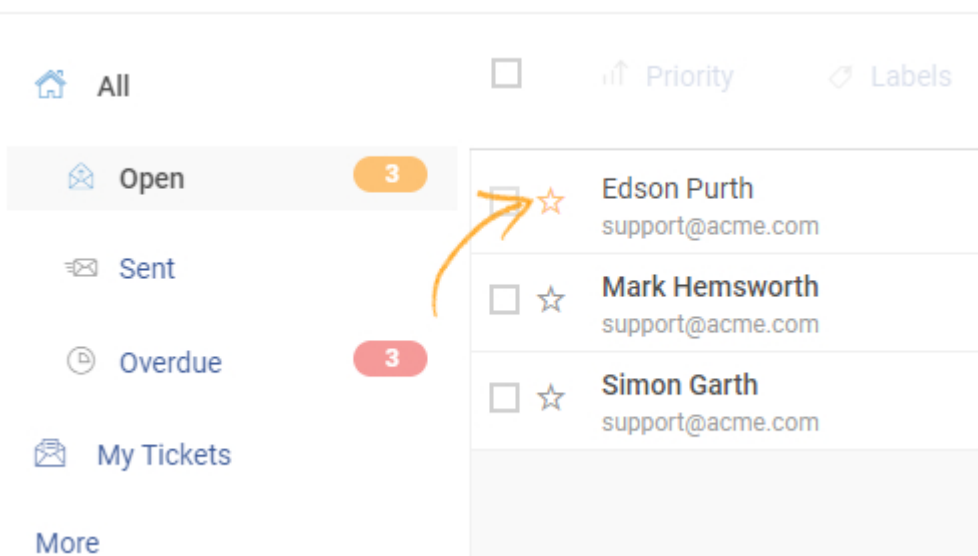
The bookmarked tickets can be seen in the bookmarks column shown below.



A ticket that has been bookmarked can also be seen in a normal inbox. What bookmarking does is that it creates a copy that is reflected in both the main inbox and the bookmarks inbox. The tickets in the bookmarks inbox can further be further [organized similarly to the main inbox](#).

Here's how you can bookmark a ticket:

To bookmark a Ticket, go to your **Inbox** and click on the star icon next to a ticket.



This Is How a Ticketing System Works

Video About: [This Is How a Ticketing System Works](#)

Related Articles:

- [How to Add Child Tickets to a Ticket?](#)
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