

How to configure ticket submission in Communication Client

Click 'Configuration Templates' > 'Profiles' > open a Windows profile > Click 'Add Profile Section' > 'UI Settings'

- You can submit your support requests as a ticket to your Service Desk, if you face any issues on your devices or in need of any assistance.
- You can configure a list of departments created on Service Desk ticketing system to be shown to the end-user for submitting a ticket on the Communication Client agent
- The communication client is an agent installed on your managed devices. It receives commands and tasks from Endpoint Manager and implements them on those devices. The client also informs Endpoint Manager of the endpoint's status.
- The UI Settings option of a Windows profile lets you manage the appearance of Communication Client (CC)
- Enable '**Show communication client tray icon**' option in the 'UI Settings' to submit a ticket from the Communication client tray icon
- The 'Synchronize' option in EM lets you add departments available on SD. Disabling the 'Configure Departments for Ticket Submission' will show only public departments
- This article explains how to add 'UI Settings' section and configure departments for submission on Communication Client to a configuration profile applied on your managed Windows devices.

Use the following links to jump to the task you need help with:

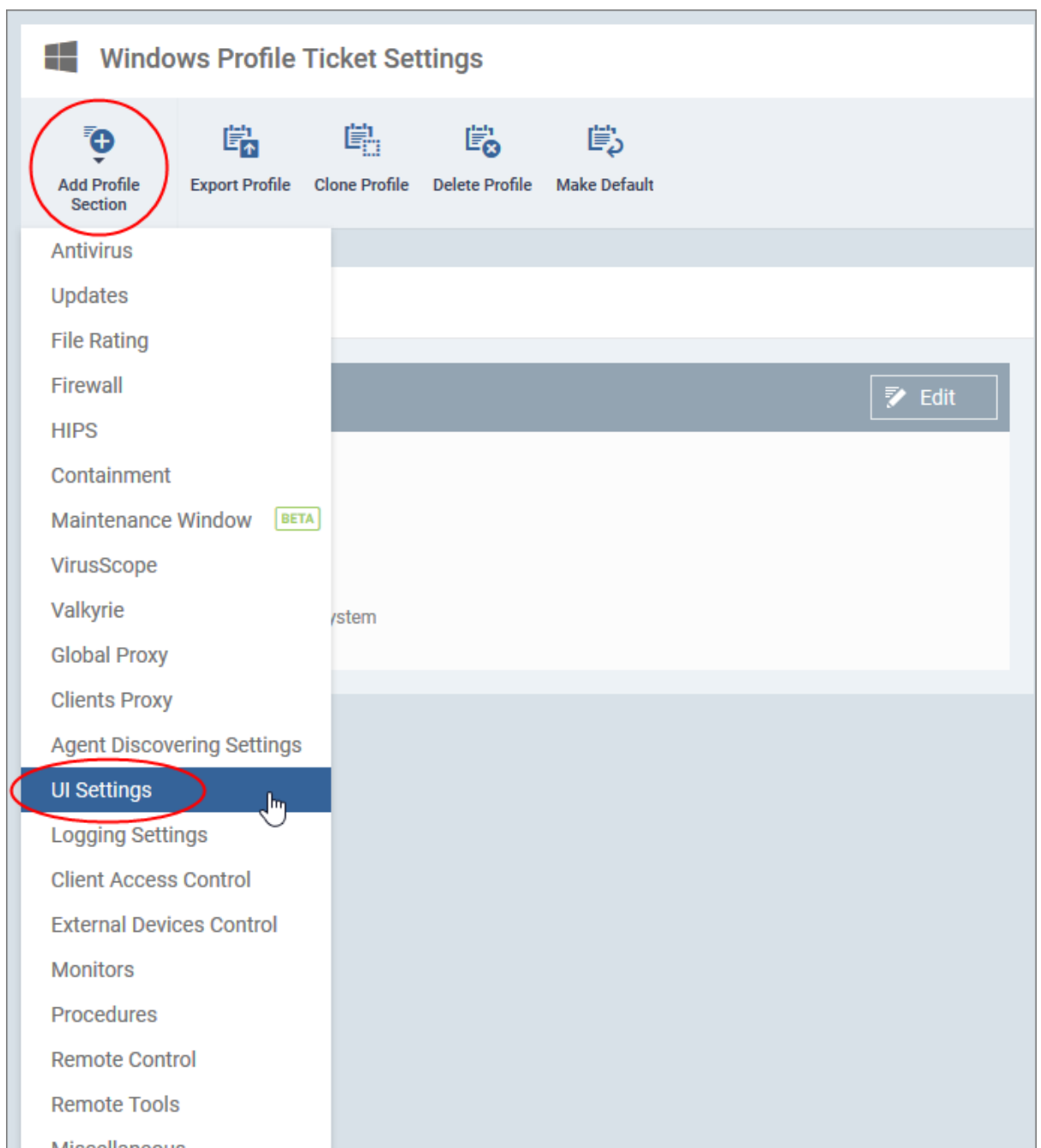
- [Add 'UI Settings' section to a profile](#)
- [Synchronize departments within Service Desk and Communication Client](#)
- [Enable departments available to a user](#)
- [Remove enabled department on CC from the endpoint manager](#)
- [Submit a ticket](#)
- [View submitted ticket on Service Desk](#)

Add 'UI Settings' section to a profile

- Login to Comodo One/ Dragon
- Click 'Applications' > 'Endpoint Manager'
- Click 'Configuration Templates' > 'Profiles'
- Click the 'Profiles' tab
- Open the Windows profile applied to your target devices
 - Open the 'UI Settings' tab

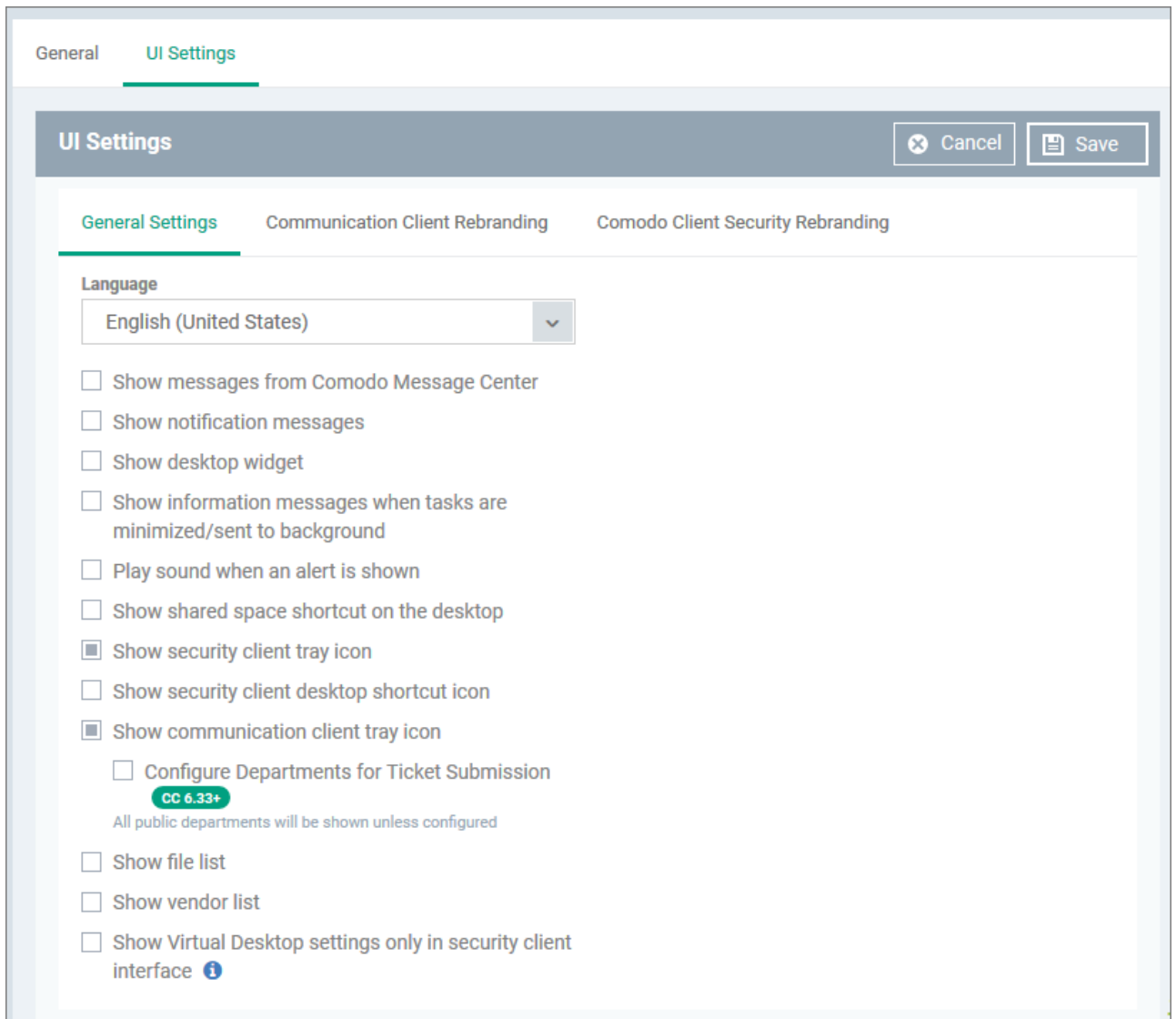
OR

- Click 'Add Profile Section' > 'UI Settings', if it hasn't yet been added.



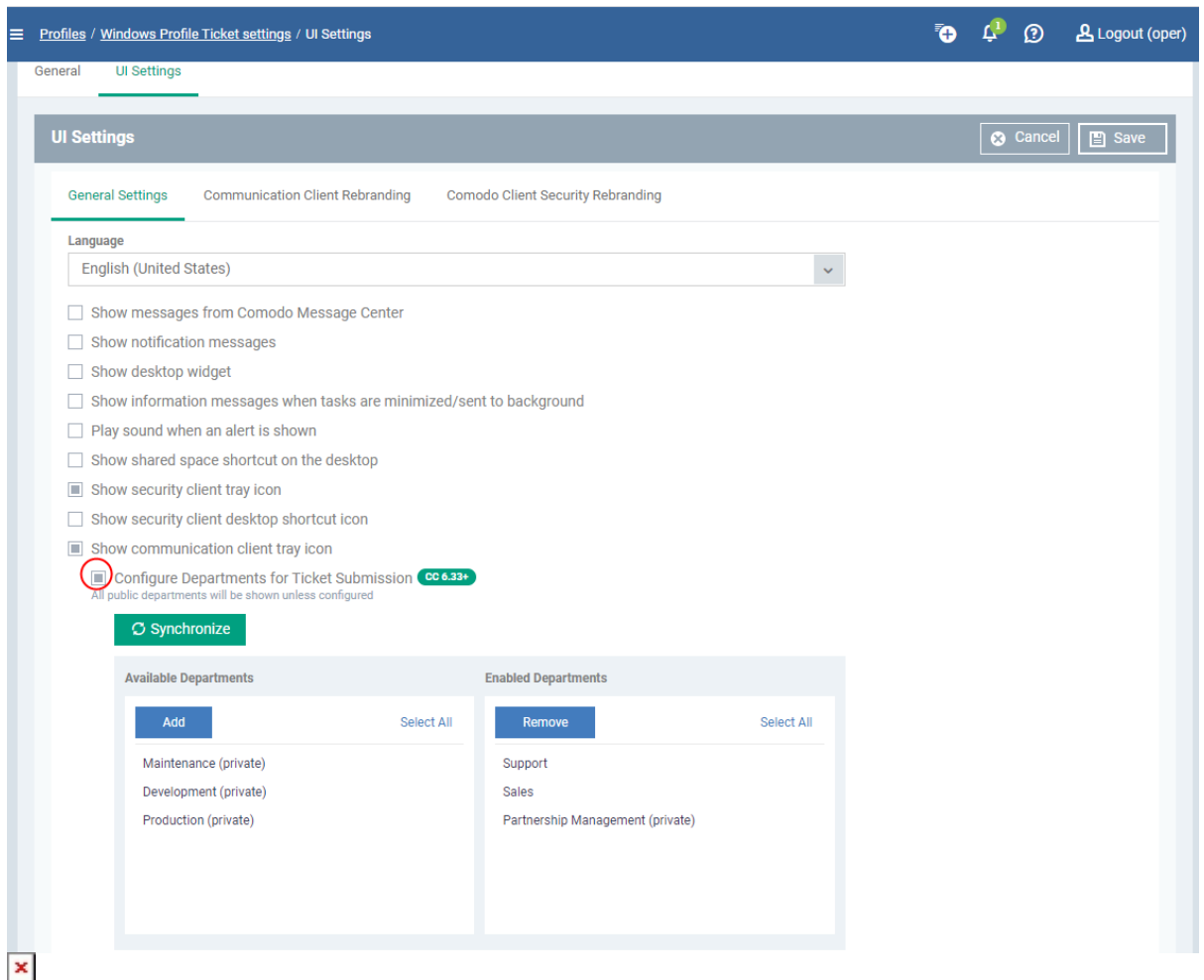


- Click the 'General' tab to set departments are shown in the interface to the end-user.



Synchronize departments

- Open the 'UI Settings' section of a profile
- Click the 'Communication Client' tab then 'Edit'
- Click the **"Show communication client tray icon"**
 - Click the **"Configure Departments for Ticket Submission"** to configure departments
 - The list of available departments on Service Desk and enabled departments on Communication Client agent is shown



- Click 'Synchronize' button to view available department on SD and enabled departments from on Communication Client to a user for submission.

Enable departments available to user

- Open the 'UI Settings' section of a profile
- Click the 'Communication Client' tab then 'Edit'
- Select the department available from the left pane to import it to right pane to show it enabled for selection by the end-user :
 - Click 'Add' in the 'Available Departments' to enable particular department for the end user
 - Click '**Select All**' to enable all departments in the right list
- Click '**Save**' to apply your changes to the profile.

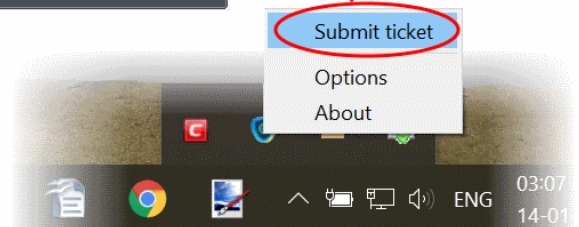
Remove Enabled Departments


- Open the 'UI Settings' section of a profile
- Click the 'Communication Client' tab then 'Edit'

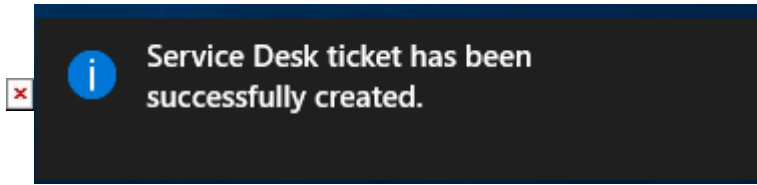
- Select the department in the 'Enabled Departments'
- Click 'Remove' in the in the 'Available Departments' to delete a particular department
- Click '**Select All**' to **delete** all departments in the right list
- Click 'Save' to apply your changes to the profile.

Submit a ticket on Communication Client

- Right-click on the CC system tray icon on an endpoint
- Click 'Submit Ticket'



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 The ticket is submitted to the Service Desk. A prompt appears at the endpoint for the successful creation of a ticket at the service desk:



View the submitted ticket on Service Desk

- Login to Comodo One/ Dragon
- Click 'Applications' > 'Service Desk' > 'Tickets' > 'Open'
- An example ticket is shown below:

A screenshot of a web application interface for a Service Desk. The page title is "Open Tickets". On the left is a navigation sidebar with categories: DASHBOARD, USERS, TICKETS, KNOWLEDGEBASE, MY TIME SHEETS, CALENDARS, PROJECTS, and ADMIN PANEL. Under "TICKETS", there are sub-items: "New Ticket", "Open (19)", "My Tickets (0)", "Unassigned (19)", "Answered (0)", "Overdue (3)", "Closed (0)", "Paused (0)", "Materials", and "Scheduled (0)". The "Open (19)" item is highlighted with a red box. The main content area shows a table of tickets with columns: TICKET #, LAST UPDATE DATE, SUBJECT, FROM, PRIORITY, DEVICE NAME, ASSIGNED TO, CUSTOMER, and FIRST REPLY. The first row of the table is highlighted with a red box and contains the following data: Ticket # 20, Last Update Date 01/14/2020 7:42 am, Subject Server Connection Failed, From Cmdm46350, Priority Normal, Device Name DESKTOP-10507D9. Above the table are search and filter options: a search bar, "Advanced Search", "Show 25 records", and "Customize Columns". At the bottom left of the screenshot, there is a small red 'x' icon in a white box.