

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:

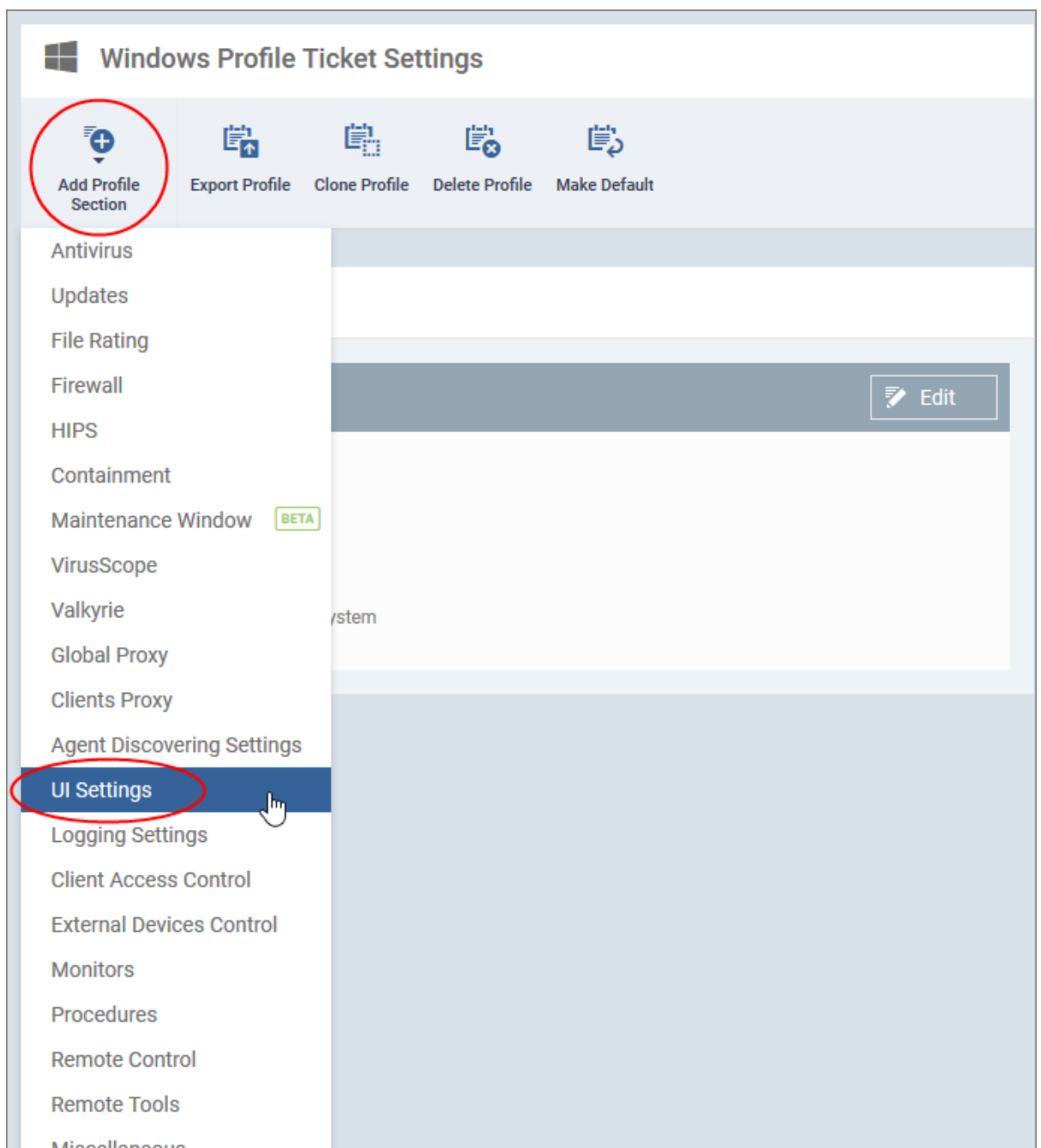
- [Add 'UI Settings' section to a profile](#)
- [Synchronize departments within Service Desk and Communication Client](#)
- [Enable departments available to a user](#)
- [Remove enabled department on CC from the endpoint manager](#)
- [Submit a ticket](#)
- [View submitted ticket on Service Desk](#)

Add 'UI Settings' section to a profile

- Login to Xcitium
- Click 'Applications' > 'Endpoint Manager'
- Click 'Configuration Templates' > 'Profiles'
- Click the 'Profiles' tab
- Open the Windows profile applied to your target devices

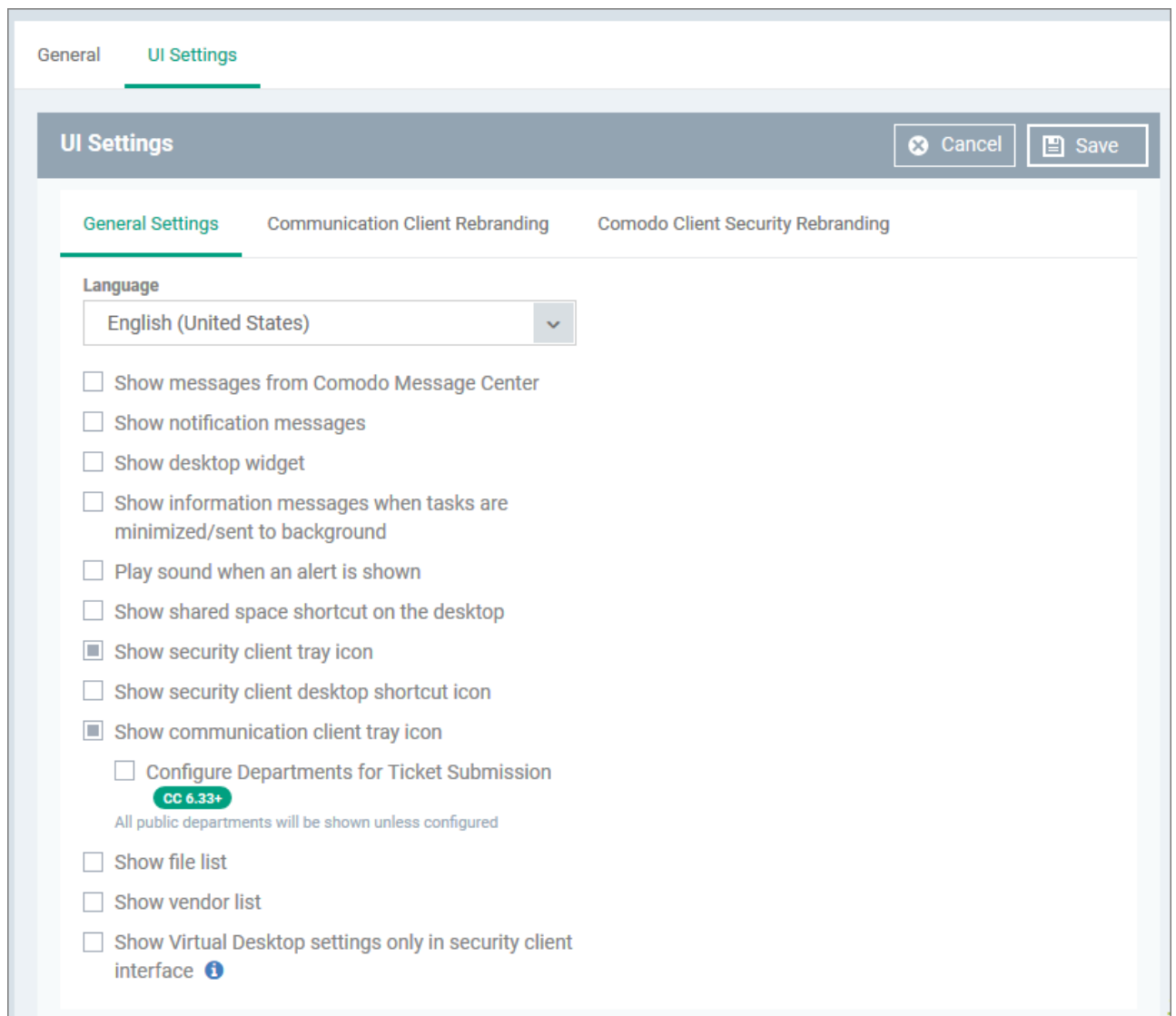
OR

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



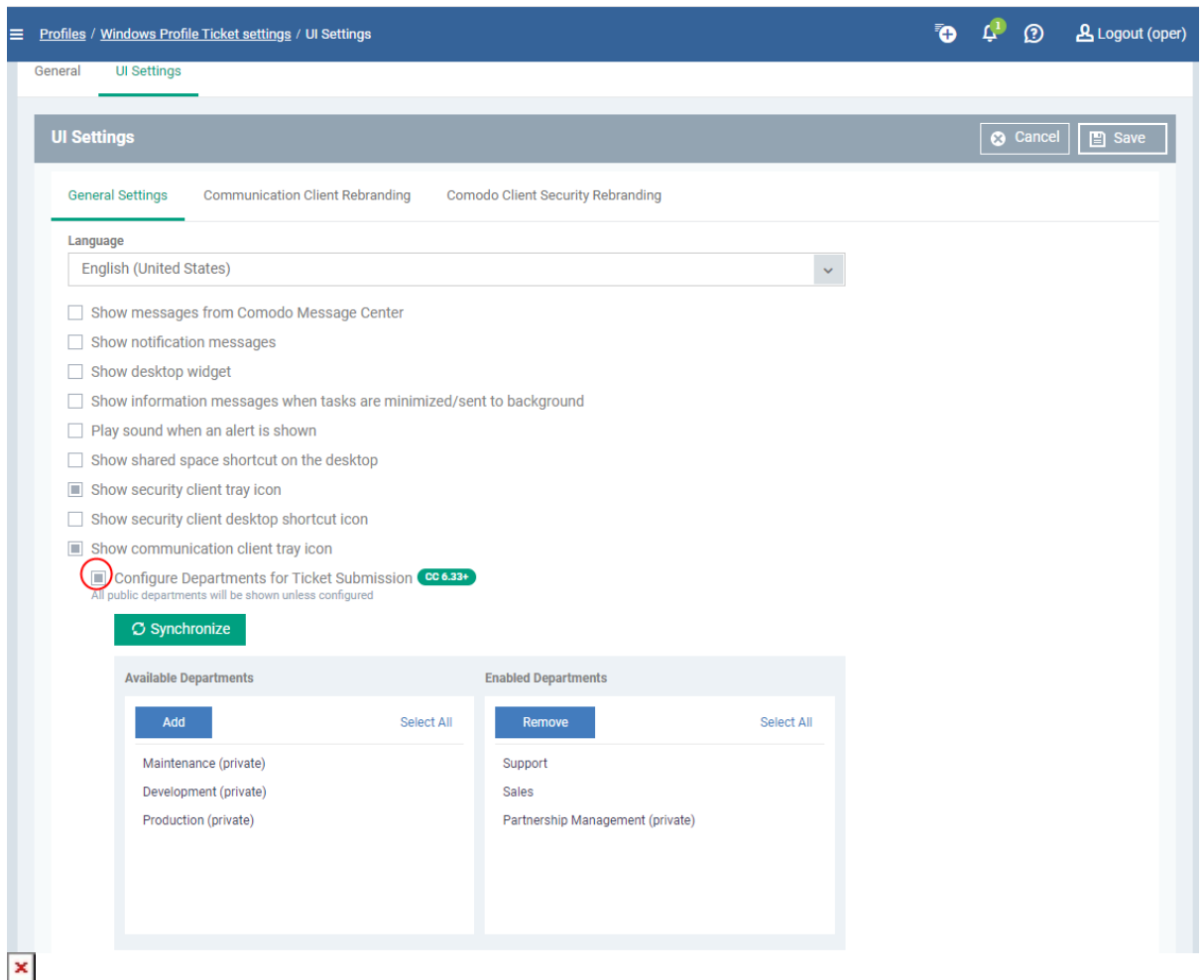


- Click the 'General' tab to set departments are shown in the interface to the end-user.



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.

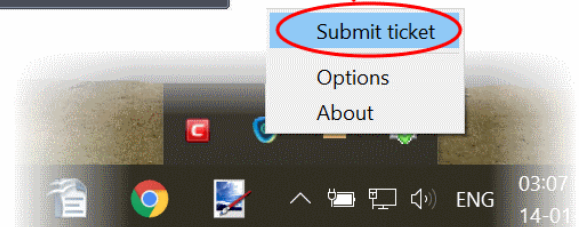
Remove Enabled Departments


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

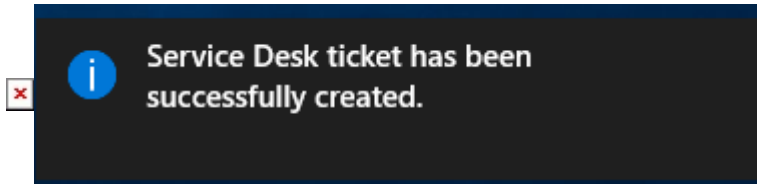
- Select the department in the 'Enabled Departments'
- Click 'Remove' in the in the 'Available Departments' to delete a particular department
- Click '**Select All**' to **delete** all departments in the right list
- Click 'Save' to apply your changes to the profile.

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 Xcitium
- Click 'Applications' > 'Service Desk' > 'Tickets' > 'Open'
- An example ticket is shown below:

A screenshot of the Service Desk interface. The left sidebar shows a navigation menu with categories like DASHBOARD, USERS, TICKETS, KNOWLEDGEBASE, MY TIME SHEETS, CALENDARS, PROJECTS, and ADMIN PANEL. The 'TICKETS' section is expanded, showing sub-categories like 'Open (19)'. The main content area is titled 'Open Tickets' and contains a table of tickets. The first row of the table is highlighted with a red border. Below the table, there is a small red 'x' icon.

TICKET	LAST UPDATE DATE	SUBJECT	FROM	PRIORITY	DEVICE NAME	ASSIGNED TO	CUSTOMER	FIRST REPLY
20	01/14/2020 7:42 am	Server Connection Failed	Cmdm46350	Normal	DESKTOP-10507D9			-
18								-
17								-
16								-
15								-
14								-
13								-
12								-
11								-
10								-
9								-
8								-
7								-
6								-