About Tickets

RiskVision provides a ticket management system that lets you create and track tickets for tasks, risk assessment mitigation and remediation, and entity control resolution - that is, findings. Tickets are also used for vulnerability resolution. In addition, sites may deploy and integrate RiskVision with other external ticket management systems, such as Remedy.

In the **Tickets** page, the tree only includes folders. Clicking on a folder usually displays the objects it contains in the grid pane.

Folder	Sub-Folder	
My Tickets	By Status	Open Tickets Closed Tickets
	By Stage	New In Progress Review Closed
	By Type	Entity Control Resolution Incident Response Other Risk Assessment Response Risk Assessment Remediation Threat Mitigation Vulnerability Resolution
	My Tickets Delegated To Others	
	My Undelegated Tickets	

All Tickets	By Stage	New
		In Progress
		Review
		Closed
	By Type	Entity Control Resolution
		Incident Response
		Other
		Risk Assessment Response
		Risk Assessment Remediation
		Threat Mitigation
		Vulnerability Resolution
	All Delegated Tickets	
	All Undelegated Tickets	

1. The folder name under the **By Stage** depends on the workflow stage names

2. All Tickets folders are available only if users have the object Mange permission privilege.