

## Tickets

The RiskVision solution provides a ticket management system that lets you create and track tickets for tasks, risk assessment mitigation and remediation, and entity control resolution. Tickets are also used for vulnerability resolution. In addition, sites may deploy and integrate the RiskVision solution 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<br>Closed Tickets  |
|             | By Stage                       | New<br>In Progress<br>Review<br>Closed  |
|             | By Types                       | Entity Control Resolution<br>Incident Response<br>Other<br>Risk Assessment Response<br>Risk Assessment Remediation<br>Threat Mitigation<br>Vulnerability Resolution |
|             | My Tickets Delegated to Others |   |
|             | My Undelegated Tickets         |   |
| All Tickets | By Stage                       | New<br>In Progress<br>Review<br>Closed  |
|             | By Type                        | Entity Control Resolution<br>Incident Response<br>Other<br>Risk Assessment Response<br>Risk Assessment Remediation<br>Threat Mitigation<br>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.

