

Changing the Default Ticket Workflow

When a ticket is created, which can be an automatic or manual process, the new ticket will use the default ticket workflow if there is no appropriate custom workflow. The default ticket workflow is "Default Ticket Workflow." Users with sufficient privileges can modify certain aspects of the default workflow, but it is generally better to create a new ticket workflow and make it the default.

To change the default ticket workflow:

1. Create a new ticket workflow as described in [Creating a New Ticket](#).
2. Open the file `%AGILIANCE_HOME%\config\agiliance.properties` by using a text editor. If the file does not exist, create it.

3. Add the following line:

```
default ticket workflow=NewTicketWorkflowName
```

4. Reload the configuration, as described in the *Administrator's Guide*, or restart the RiskVision Tomcat service to affect the latest changes.

Alternatively, you can use the Selection tab of any custom ticket details page to change the default workflow.