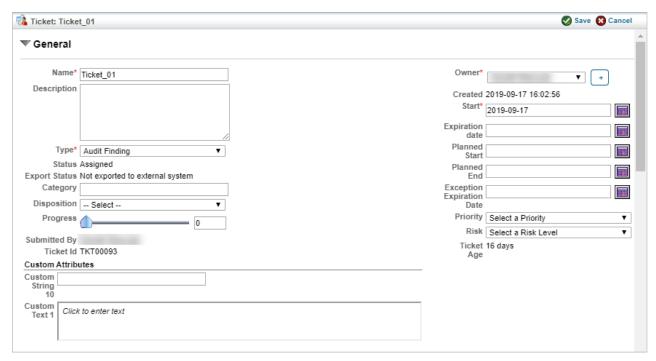
Setting General Ticket Information

Once a ticket is created, only the workflow stage owner can change the general ticket information, depending on their permissions. Workflow stage owners can have the following combinations of permissions:

- Ticket View permissions: Can view the ticket.
- Ticket View and Update permissions: Can view the ticket and change the general ticket information.
- **Ticket View** and **Classify** permissions: Can view the ticket and change the general ticket information, ticket priority, risk, and delete attachments.

Ticket administrators only need **Ticket View** and **Manage** permissions to modify the ticket settings, regardless of their participation in the ticket workflow.



The General tab on the Edit Ticket screen.

Updating any of the settings sends an email notification to the owner of a ticket. To avoid sending email notifications to the owner each time settings are updated, use the following property:

com.agiliance.ticket.update.email.enabled=false

| Parameter | Description |
|-------------|---------------------------------|
| Title | Identifies the ticket |
| Description | Text description for the ticket |
| Туре | Ticket types include: |

| Parameter | Description Assessment Remediation |
|----------------------------|--|
| | Vulnerability Resolution |
| Status | Current workflow stage |
| Export Status | Indicates whether the ticket is linked to a remote ticket system, such as Remedy |
| Category | Label that you can run reports on |
| Disposition | Ticket disposition, as specified in Ticket Management Preferences |
| Progress | Allows workflow stage owner to set the progress of the stage |
| Owner | The user who owns the ticket |
| Created Time | The time when a ticket was created |
| Start | By default, the date the ticket is created |
| End | By default, the date the ticket is closed |
| Planned Start | Date when the ticket must begin. You can also select a date in the past |
| Planned End | Date within which the ticket must be completed |
| Exception Expiration Date | Expiration date for exception |
| Priority | Indicates the importance of the ticket |
| Risk | Indicates the risk exposure of the ticket |