

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.agilance.ticket.update.email.enabled=false
```

Parameter	Description
Title	Identifies the ticket
Description	Text description for the ticket
Type	Ticket types include: <ul style="list-style-type: none"> • Entity Control Resolution • Incident Response • Risk Assessment Mitigation

Parameter	Description
	<ul style="list-style-type: none"> <li data-bbox="568 215 863 241">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