Use topics

Classify tickets using topics. This way, you could easily find all tickets related to one topic and define a global answer for these tickets.

To do so, open www.servicecamp.com and sign in.

1. Open the settings under "Topics".

2. Click on "Add Topic" to create a new topic.

3. Define information like title, description or priority.

4. In the Ticket Information, select a respective topic for each ticket.

You can set a solution for each topic. The solution can be added to assigned tickets as a note.