

MVDC Support

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2023-08-22 - Richard Woolf - [Database](#)

Multiple Requests in Deskpro Tickets



Hello all.

I know everyone is busy this time of year and are always trying to be more efficient, but I have a request. When you or your staff put in a ticket, can you please only have ONE issue per ticket? We're seeing a fair amount of cases where people put several different requests/issues in the same ticket (dead laptop, need app on phone, etc). This makes it impossible for us to route the ticket to the IT person who needs to deal with it, since very often the different issues need to be addressed by different people.

So, even though it's going to take a few extra minutes for you, please in the future limit each helpdesk ticket to **ONE** issue. If you have a second issue, make a second ticket.

Thanks

Ryan Hardesty

Director of IT and Data Systems