

Platform Feature: Ticket Module

All the benefits of a fully functional ticket system to protect your people and your business.

The screenshot displays the 'Ticket Module' interface. At the top, there's a navigation bar with 'Add new' and a user profile 'Carlos Madrid Manager'. The main content area is titled 'Act to mitigate Employee Risk' with a 'Not compliant' status. Below this, the 'Ticket Information' section shows a table with columns: Ticket type (Mitigation), Ticket number (1234), Ticket priority (Medium), and Due date (12/03/2024). It also lists the Parent Ticket as 'SPP Human Resource Security Ticket', Business Impact as 'Medium', and Primary affected person as 'Jennifer Lupin'. The 'Ticket description' is 'Act on Jennifer Lupin to mitigate Employee Risk Apr 26, 2021, 3:27 pm'. The 'Ticket details' section has tabs for 'Approvers', 'Associated tickets', 'Resolutions', and 'Activity log'. The 'Pre-approval' section shows a table with columns: Approval Cycle, Approver Name, Due Date, Electronic Signature, and Submission Date. The table has one row with values: 1, Arzu DK, 03/09/22, No, and Text. The 'Post-approval' section is also visible at the bottom.

KEY FEATURES & FUNCTIONALITY

- **Create tickets and sub-tickets to track** access request, perform change requests, conduct risk mitigation, and manage incidents in your organization
- **Mark tickets private to add additional layers** of confidentiality for sensitive issues
- **Creart smart tickets** for onboarding and onboarding users
- **Use integrations** from Zendesk, Jira, Salesforce, ServiceNow, and many more