

# BIZeBEARS – Copying a Ticket

## SLAE Services Center

Copying a ticket will minimize the number of times you have to enter information in BIZeBEARS, while still keeping each transaction separate for tracking and reporting purposes. The original ticket will be copied exactly – this includes notes, comments, and status. Please make all necessary changes before saving the new ticket. You may delete all previous notes before saving. Additionally, please talk to your HR Generalist to ensure you are both clear on protocol.

To copy a ticket, choose the ticket you would like to copy by clicking **[more...]** then **Details** on your dashboard.

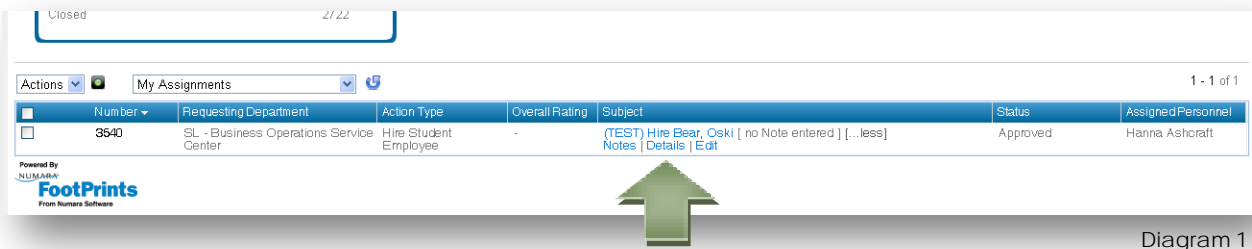


Diagram 1

Click on “Copy/Move”

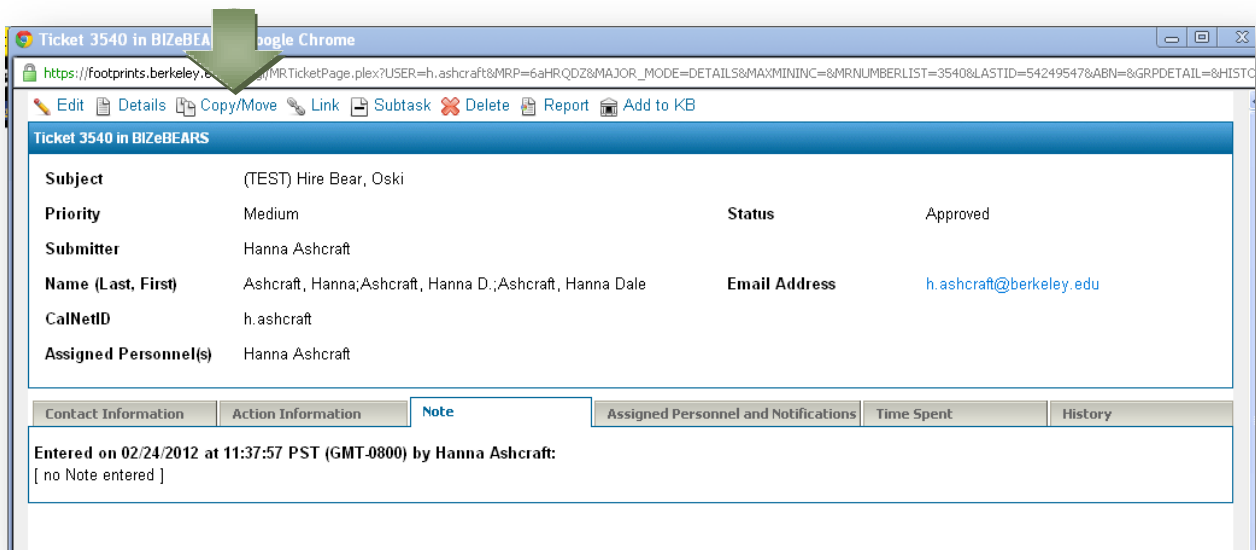


Diagram 2

Click on “Copy in this Workspace”

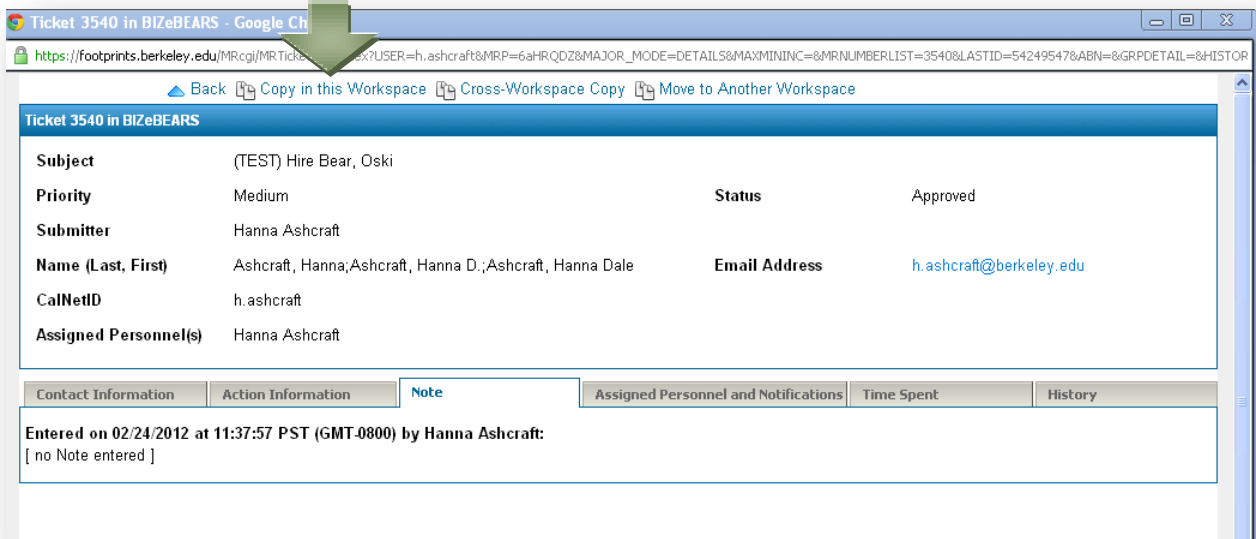


Diagram 3

A copy of your previous ticket will appear on your screen. You may now edit the ticket as necessary.

**\*\*Make sure to unlink this ticket to the original and edit dependent fields to cater to the new action needed.**

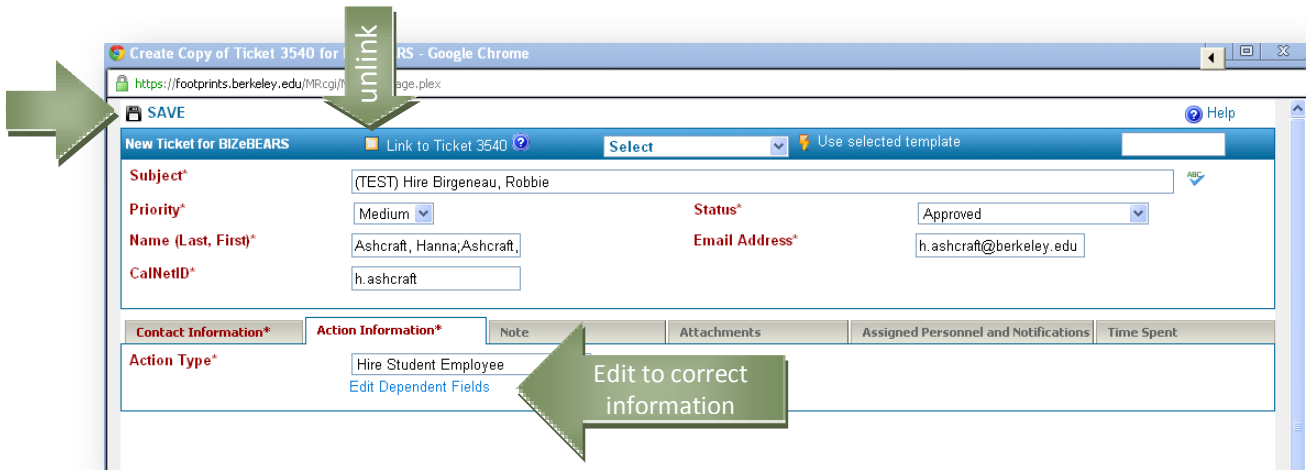


Diagram 4

The ticket will be assigned a new number when you click “Save”.