

# Dashboard

The dashboard will show information about the ticket as it is assigned or new notes added. Click the ticket to see more details.

The screenshot displays a ticket dashboard for Ticket #1014. The title is "Dell Chromebook 3100 2in1 - Keyboard / Trackpad / Mouse > Keyboard not working". The ticket is assigned to a user (represented by a blurred name) and is located at the Educational Support Center, Room: CB Bullpen. It was created on 3/03/2021 and is currently in a "Submitted" status. The issue description is "Keyboard not working - Type in a detailed description of the issue." There is a "Screen Recording" icon (a question mark in a circle) next to the issue description. Below the ticket details are two buttons: "CANCEL TICKET" (red) and "RETURN TO THE DASHBOARD" (blue). The "Timeline" section shows a comment input field with the placeholder "Add a comment" and a user icon. Below the input field, a timeline entry shows a notification icon (NF) and the text "submitted the ticket" on 3/03/21 at 4:25 PM.

Users may enter comments about the ticket in the time or reply to notification emails. Any replies to emails will show in the timeline.

The ticket can be cancelled from this screen by clicking the Cancel Ticket button.