

How to use the Watch List in NextTicket Manager

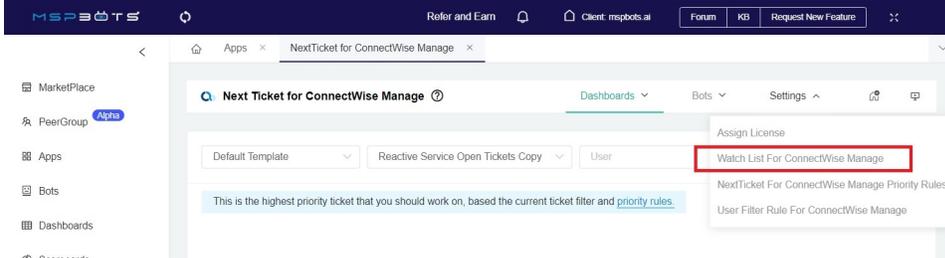
The Watch List in NextTicket Manager allows you to prioritize or deprioritize tickets logged by companies you identify. Admins can add or delete and adjust assigned points to companies on this list.

What's in this article:

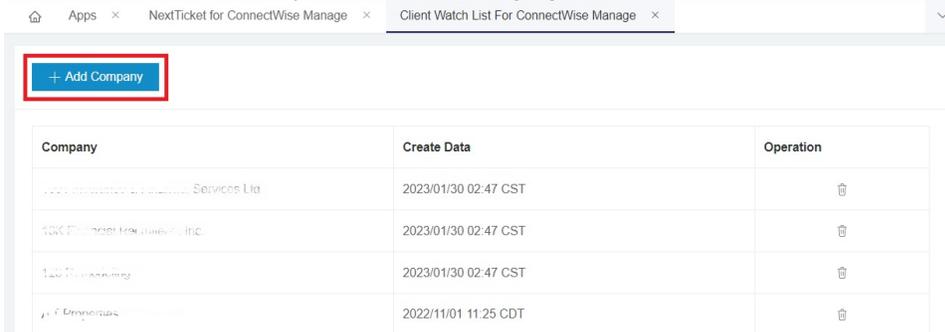
- [Adding a company to the Watch List](#)
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Adding a company to the Watch List

1. On the NextTicket tab for your PSA, go to **Settings** then select **Watch List** for your PSA from the dropdown list.



2. When the Client Watch List tab opens, click the **Add Company** button.



3. On the Add Company pop-up, search for the company for addition and select the checkbox for it. You can select multiple companies.

Add Company ×

- Andromeda Technology Solutions Inc**
- ARNDT & ANDREWS LLP**
- Autodesk, Inc**
- IBM TECHNOLOGY**
- Chicago Executive Technology**
- Compass Technology Solutions**
- Horizon Technology Partners Inc**
- INTEGRATED BUSINESS SYSTEMS INC**
- Industrial Technology Group LLC**
- Interscan Technology AG**

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Only show companies have agreement

Why add to the watch list?

Cancel Save

If you want to show and select only companies with an agreement, select the checkbox for **Only show companies have an agreement**.

Only show companies have agreement

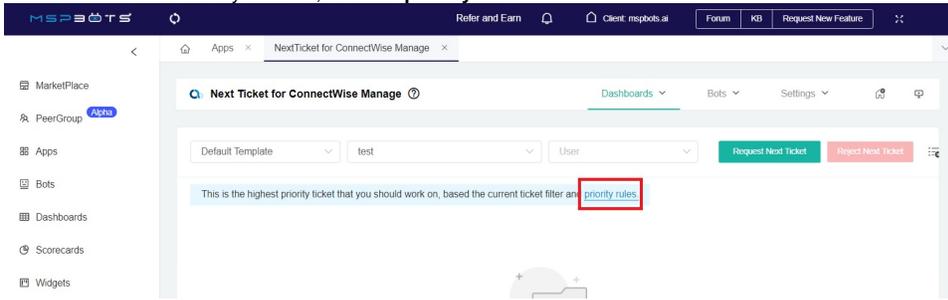
Why add to the watch list?

Cancel Save

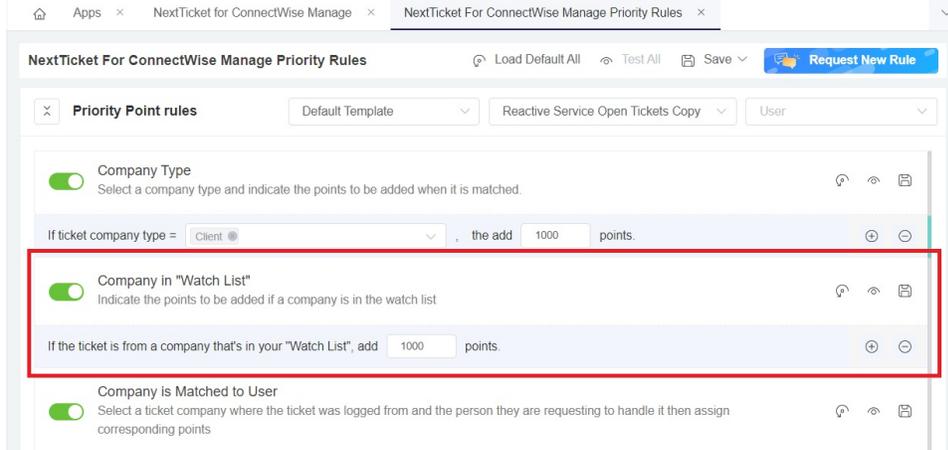
4. Click **Save**. Once you have added a company to the Watch List, you can now assign points to the Company in "Watch List" priority rule.

Assigning points to a company on the Watch List

1. On the NextTicket tab for your PSA, click the **priority rules** link.



2. Scroll down on the NextTicket Priority Rules list and locate the **Company in "Watch List"** priority rule.



3. Assign higher positive points if you want to prioritize tickets logged under the companies on the Watch List, or give fewer or negative points to deprioritize tickets from these companies.

For a complete guide in activating, testing, and saving priority rules, please read the article [NextTicket Manager Priority Rules](#).

4. Ensure that the rule is enabled and the toggle switch is green.

Deleting a company from the Watch List

To delete a company from the list, click the  icon corresponding to the company for deletion.

