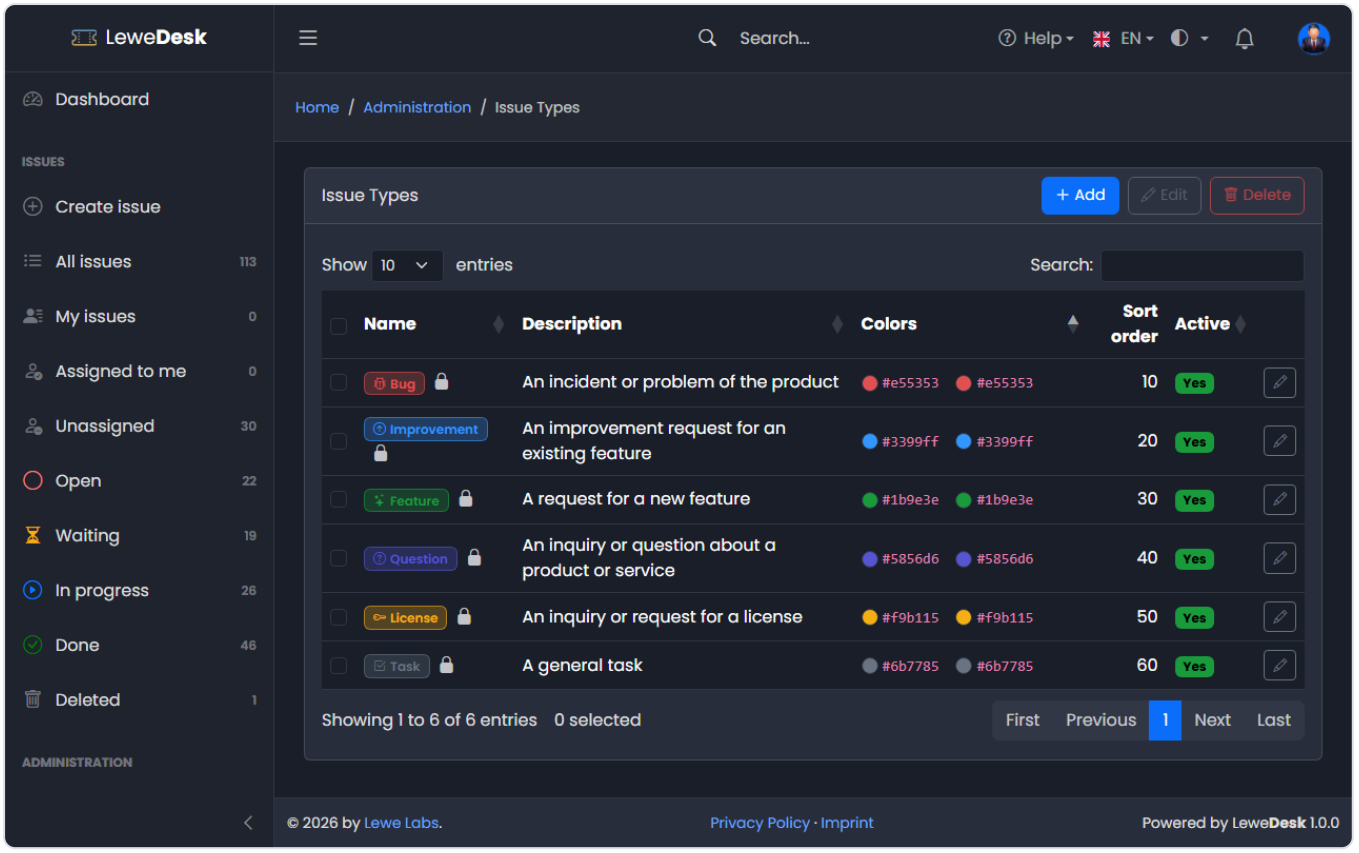
Issue Types



The issue type says what kind of issue it is. The reporter selects it when creating an issue. Agents can change it on the Edit Issue page. Requires the permission `manage_issue_types`.

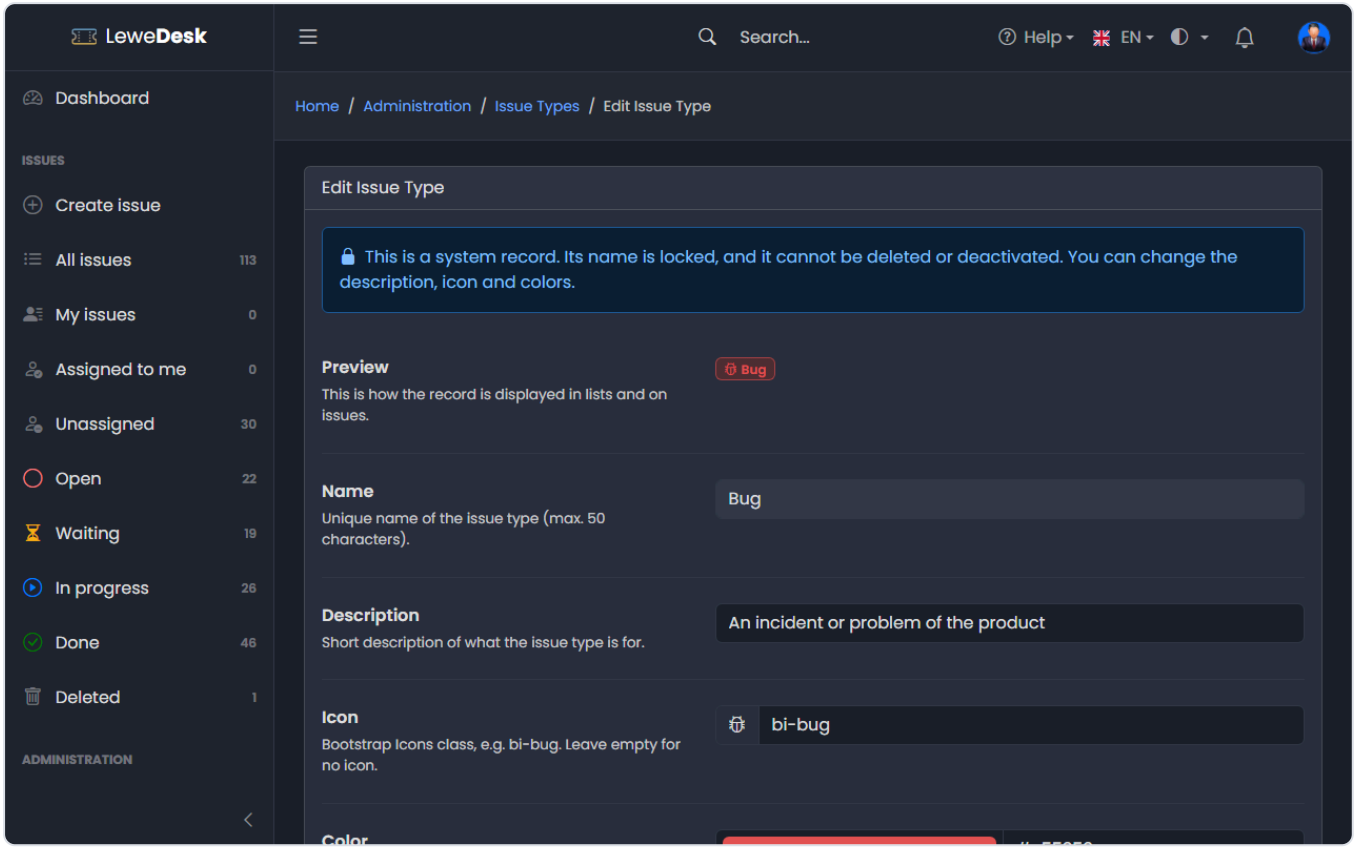
System issue types

Name	Description
Bug	An incident or problem of the product
Improvement	An improvement request for an existing feature
Feature	A request for a new feature
Question	An inquiry or question about a product or service
License	An inquiry or request for a license
Task	A general task

Buttons

Button	Function
Add	Opens the form to create a new issue type
Edit	Opens the Edit page for the selected issue type
Delete	Deletes the selected issue types. System issue types cannot be deleted. If issues use the type, you select a replacement.

Add and Edit Issue Type



See common fields. The icon and color of the type are shown in the first column of the issue list.

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