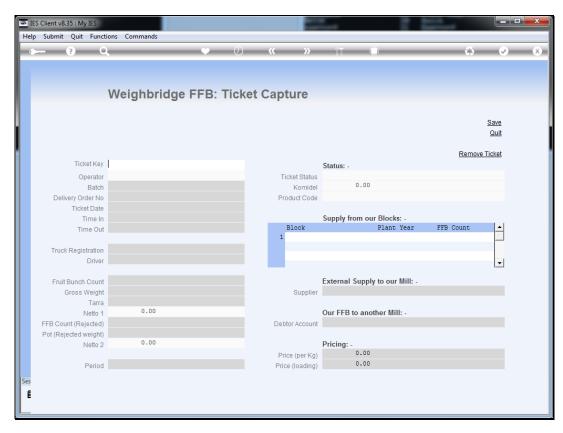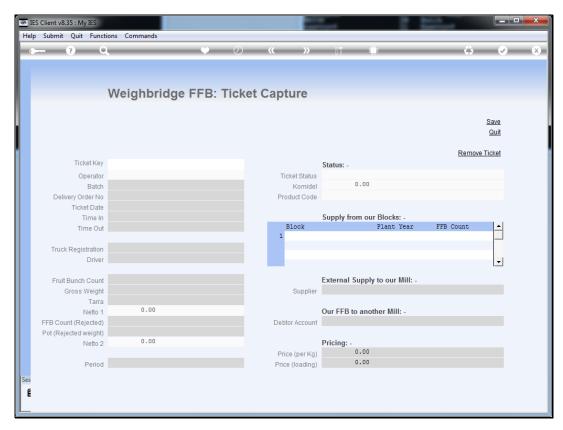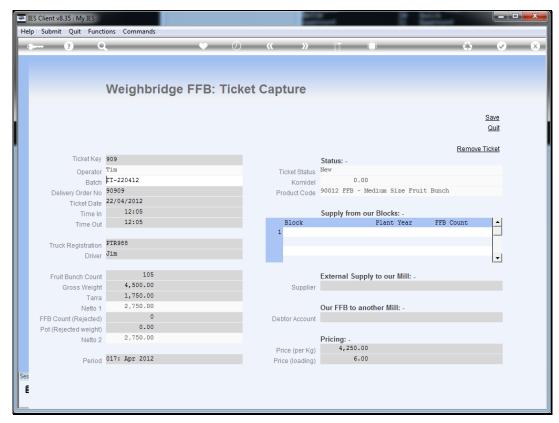Slide 1

Slide notes: A Ticket can only be deleted or removed with the "Capture" option.
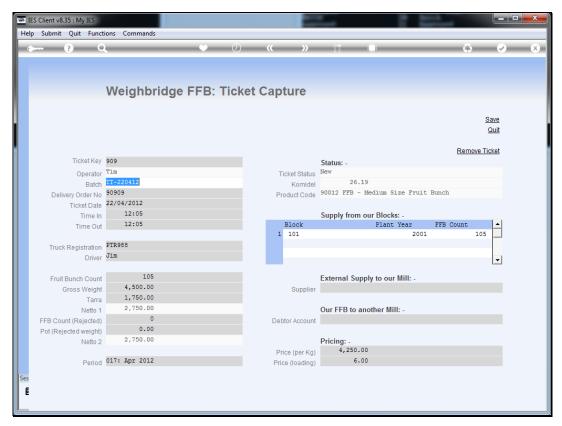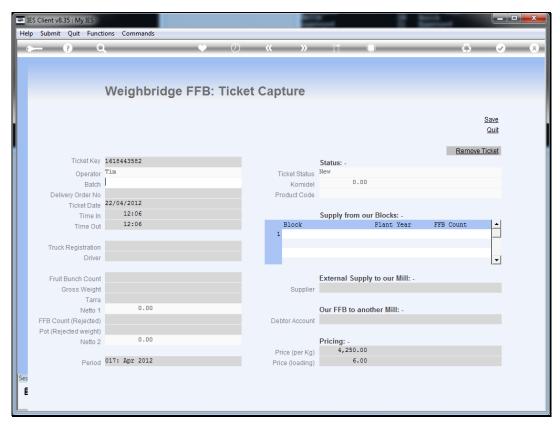
Slide 2
Slide notes:

Slide 3
Slide notes:

Slide 4

Slide notes: The Ticket can only be removed if it has a status of "new".

Slide 5
Slide notes: To remove, we choose "Remove Ticket".

Slide 6

Slide notes: The Ticket has now been successfully deleted.