

# March 2, 2019

## [Armor Knowledge Base](#)

### Topics Discussed

Armor Ticketing System

### Armor Ticketing System UPDATED SUPPORT

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The **Armor Ticketing System** has been updated to provide a variety of support-related enhancements. With the updated ticketing system, you can expect fewer, yet more meaningful emails, along with faster ticket routing and better ticket categorization.

Additionally, with this release:

- Previously closed tickets were officially archived within AMP.
- Open or unresolved tickets were upgraded to the updated ticketing platform.
- Organizations (Admin, Technical, Billing, and Security) have been established in AMP, to help manage ticket notifications.

Review the [FAQs](#) associated with this release.

To learn more about the **Tickets** screen, including how to send a support ticket, see [Armor Support](#).

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