

# FEDERAL BUREAU OF INVESTIGATION

## *Information Sheet*

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# Introduction

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This document provides an overview of the expectations of personnel when dealing with tickets within the Federal Bureau of Investigations. Personnel are expected to adhere to the expectations within this guideline or will risk being punished. This document will assist personnel through the use of ticket formats, use of Ticket Tool and claiming tickets.

## Ticket Formats

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### Introduction

\*Greetings, @,\*

I'm (Full Roblox Username), (Rank) within the Federal Bureau of Investigations. I'll be assisting you through your inquiries and concerns. How may I assist you throughout this time?

\*Sincerely,\*

\*(Full Roblox Username)

\*Federal Bureau of Investigations, (Rank)\*

### Leave of Absence Request

\*Greetings, @,\*

I'm (Full Roblox Username), (Rank) within the Federal Bureau of Investigations. I'll be assisting you through your inquiry and concern.

\_\_\*\*Inquiry/Concern:\*\*\_\_ Leave of Absence request.

\_\_\*\*Response:\*\*\_\_ Provide the following information:

Starting Date of Leave of Absence:

Ending Date of Leave of Absence:



Duration of Leave of Absence:  
Reason for Leave of Absence:

\*Sincerely,\*  
\*(Full Roblox Username)\*  
\*Federal Bureau of Investigations, (Rank)\*

## **Punishment Appeal**

\*Greetings, @,\*

I'm (Full Roblox Username), (Rank) within the Federal Bureau of Investigations.  
I'll be assisting you through your inquiry and concern.

\_\_\*\*Inquiry/Concern:\*\*\_\_ Punishment Appeal.

\_\_\*\*Response:\*\*\_\_ Provide the following information:

Verbal Warning/Letter of Counseling/Letter of Reprimand/Letter of Discharge:

Context to the incident:

Reference Number:

Why did you do what you did:

What could you have done better:

\*Sincerely,\*  
\*(Full Roblox Username)\*  
\*Federal Bureau of Investigations, (Rank)\*

## **Agent Report**

\*Greetings, @,\*

I'm (Full Roblox Username), (Rank) within the Federal Bureau of Investigations.  
I'll be assisting you through your report.

\_\_\*\*Inquiry/Concern:\*\*\_\_ Agent Report.

\_\_\*\*Response:\*\*\_\_ Whilst we contact the Intelligence Division to proceed with your report, utilise the following format:



\_\_ **\*\*Your Username:\*\*** \_\_  
\_\_ **\*\*Agent's Username:\*\*** \_\_  
\_\_ **\*\*Reason:\*\*** \_\_  
\_\_ **\*\*Statement:\*\*** \_\_  
\_\_ **\*\*Evidence:\*\*** \_\_

\*Please also refer to;

<https://docs.google.com/document/d/1PQJY0TFrIXKrgYKY-VL-H-3XkSr3COOPkIvGxXirzJ4/edit>

\*Sincerely,\*  
\*(Full Roblox Username)\*  
\*Federal Bureau of Investigations, (Rank)\*

## **General Inquiry and/or Concern**

\*Greetings, @,\*

I'm (Full Roblox Username), (Rank) within the Federal Bureau of Investigations. I'll be assisting you through your inquiry and concern.

\_\_ **\*\*Inquiry/Concern:\*\*** \_\_ (Inquiry or Concern the individual is asking or stating).

\_\_ **\*\*Response:\*\*** \_\_ (Provide your response to the individual's inquiry or concern).

\*Sincerely,\*  
\*(Full Roblox Username)\*  
\*Federal Bureau of Investigations, Supervisory Agent\*  
\*Director of Intelligence\*

## **Additional Inquiries and/or Concerns**

\*Greetings, @,\*



I'm (Full Roblox Username) (Rank) within the Federal Bureau of Investigations. I've successfully responded to your inquiry and concern in which you've presented within this ticket.

Are there any additional inquiries or concerns you may have for now?

\*Sincerely,\*

\*(Full Roblox Username)\*

\*Federal Bureau of Investigations, (Rank)\*

### Conclusion to a Ticket

\*Greetings, @,\*

I'm (Full Roblox Username), (Rank) within the Federal Bureau of Investigations. All inquiries and concerns in which you may have for the time being has successfully been answered.

This ticket will close momentarily due to no further inquiries or concerns. If you have any future inquiries or concerns, you're always welcome to generate another support ticket and a Special Agent will tend to the ticket.

\*Sincerely,\*

\*(Full Roblox Username)\*

\*Federal Bureau of Investigations, (Rank)\*

Upon each format, do not make any further remarks. The Intelligence Division will deal with the inquiry and/or concern in an appropriate manner. Personnel are expected to adhere to the [ticket response](#) to determine what requires the Intelligence Division or if Special Agents+ can handle it. If you're unsure at any point in time the appropriate response to the inquiry or concern, ensure to request for assistance via the [Staff Chat](#).



# Claiming Tickets

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When answering tickets, personnel will notice that there are a multitude of greetings that can be used. It is mandated personnel use the set greeting as it will determine the professionalism of personnel within this Department when answering tickets. When claiming tickets, personnel are not permitted to utilise any greetings along the lines of “Hello”, instead will use the greetings set above.

Personnel utilising any other greetings will be punished through verbal warnings. Personnel who are the first to enter the message and send it through will automatically claim the ticket. Any other personnel who have any input to the ticket must request permission to speak which can be seen through the use of “PTS.”. Personnel will wait until the personnel claiming the ticket grants your permission to speak. If personnel speak without their PTS being granted, personnel will also be punished with verbal warnings. Personnel are always mandated to be professional when providing any means of communication within tickets.

## Use of Ticket Tool

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When dealing with tickets, personnel will notice that there are a multitude of commands accessible with the use of Ticket Tool. It is crucial personnel have obtained significant knowledge with the use of commands as it will determine the efficiency and effectiveness of the ticket. The set prefix for Ticket Tool within the Federal Bureau of Investigations Department is “\$”.

### Adding individuals to a ticket

Personnel will use “\$add (Individual’s Discord ID)” or “\$add (@Username#1234).

This will add individuals to the ticket in which you will be notified of this proceeding. Personnel are permitted to also use “\$add (Role’s Discord ID)” or “\$add (@Role). This will add individuals to the ticket who obtain the role that is being added in which you will be notified of this proceeding. Individuals who are added to tickets have the permission to convey any forms of communication within the ticket. Personnel can obtain the Discord ID of



individual's or roles through the use of Developer Mode. Personnel will right click on the individual's profile or the role and navigate to "Copy User ID".

## **Closing tickets**

Personnel will use "\$close". This will limit the accessibility for individuals without Moderator permissions and will only close the ticket if the ticket is opened. Personnel will continue to have access to the ticket and convey any forms of communication.

## **Transcripting tickets**

Personnel will use "\$transcript". Personnel are also permitted to utilise the "Transcript" button within the ticket panel which is accessible after the closure of a ticket. This will save everything that is conveyed within tickets to its entirety. Ticket transcripts are saved in [ticket logs](#) to its entirety.

## **Deleting tickets**

Personnel will utilise the "Delete" button within the ticket panel which is accessible after the closure of a ticket. This will delete the ticket channel whether the ticket is opened or closed and no-one will have access to the channel.

## **Removing individuals from a ticket**

Personnel will use "\$remove (Individual's Discord ID)" or "\$remove (@Username#1234). This will remove individuals from the ticket in which you will be notified of this proceeding. Personnel are permitted to also use "\$remove (Role's Discord ID)" or "\$remove (@Role). This will remove individuals from the ticket who obtain the role that is being added in which you will be notified of this proceeding. Individuals who are removed from tickets don't have the permission to convey any forms of communication within the ticket. Personnel can obtain the Discord ID of individual's or roles through the use of Developer Mode. Personnel will right click on the individual's profile or the role and navigate to "Copy User ID".



## Reopening tickets

Personnel will use “\$open”. This will grant all individual’s accessibility to the ticket who had access to the ticket prior to the closure and will only open the ticket if the ticket is closed. Individuals will continue to have access to the ticket and convey any forms of communication.

## Renaming tickets

Personnel will use “\$rename (Name)”. This will change the name of the ticket to the set name. This can be utilised to request for an individual or a Division to handle the query or concern. The use of renaming tickets can also be used for general purposes in which individual’s will have easy access to tickets when required to view tickets through [ticket logs](#).

Signed,  
Director of FBI

*xzrfxs*

