

Target Helpdesk Training

HelpDesk and KnowledgeBase Solutions Designed for Professionals

Ticket Management

Administration / Ticket

Ticket Administration – This is broken down into 4 sub-sections:

- **Priority** – Specify the severity of your calls
- **Status** – Show that the call is on hold, closed or even pending the customer.
- **Category** – Is this problem a Windows XP issue? Or is it a general hardware failure?
- **Origin** – Simple information that lets you know how the call was raised.

Logging tickets

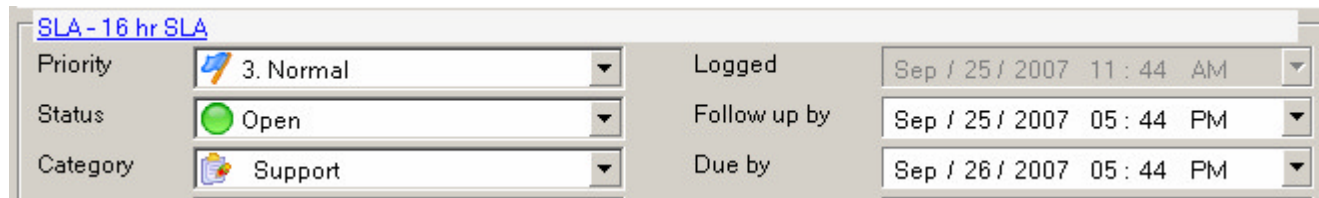
- On the new ticket screen, select a requestor – once selected all the details for the relevant client contact and client organisation will be populated in the contact card on the right hand side of the screen including a breakdown of any selected assets.

- After Selecting the requester you are required to provide a title (this will become searchable once saved), Then select the origin of the call (e.g. the phone).
- If you have any attachments (e.g. a screen dump) you can attach that also. (Recommended Max 5 Mb)

Ticket screen

- You will then need to provide any notes relevant to the call, e.g. “What the user had done before the incident happened”, from the notes you can create key words, and again these will become searchable. This can be done either manually or by clicking on the “suggest” button.
- Optionally you can access the custom fields, ticket watch, time and materials, suggest solution and client history tabs.
- Before saving your ticket you need to check that the correct priorities have been chosen, the ticket has been given the correct status, and that the category is correct. Additionally you can select any assets involved, follow-up and due by dates as well as changing the assignee (e.g. to the correct support team)
- If your requester (usually a client) has a SLA given to them, the priority can be automatically selected, for example, if the Managing Directors laptop required replacing, it would give it a high priority.
- If you are required to select a category that does not exist or that suits then a request should be made to the system administrator to have a category that suits, or create a category called "other" for all rogue calls.

Ticket Management



SLA - 16 hr SLA

Priority	3. Normal	Logged	Sep / 25 / 2007 11 : 44 AM
Status	Open	Follow up by	Sep / 25 / 2007 05 : 44 PM
Category	Support	Due by	Sep / 26 / 2007 05 : 44 PM

When a ticket is created, a Service Level Agreement will be stamped against it.

This will contain details of the Follow-up and Due-by dates of the ticket.

Also Priorities, Status and Category can be predefined as well as the assignee and any TicketWatch options.

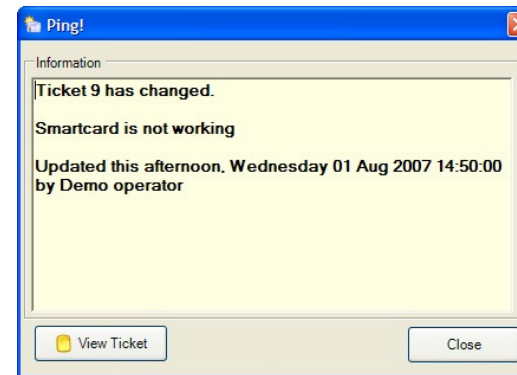
PingBox

The PingBox is a unique way to keep an eye on specific tickets during your session.

So if you tell a customer you will keep an eye on a ticket for them.

You can have the system do this for you.

Simply drag across a ticket you wish to be notified about when any change is made.



This allows you to keep an eye on the ticket without doing anything! As soon as a change is made you are "pinged" with a popup box and you can either dismiss the alert or view the ticket.

AutoClose

The AutoClose feature helps you manage a lot of calls with minimal effort. By setting a time to close the ticket, you can simply leave the ticket to run its course.



The screenshot shows a configuration window titled "Auto-Close". It contains a checkbox labeled "Start Auto-Close Timer" which is currently unchecked. To the right of the checkbox is a numeric input field containing the value "1", and a dropdown menu set to "Days".

I.e. If a call has been followed-up the call with a resolution, As long as no update is made (for example the client sends a response via email) the ticket will be closed at the specified time.