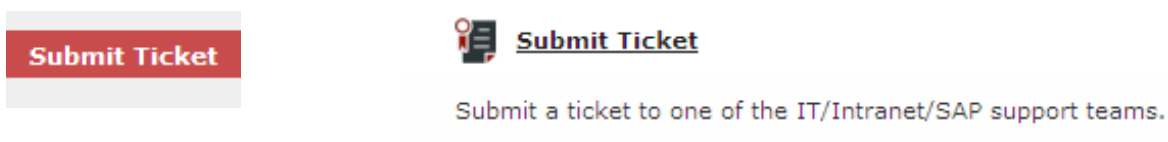


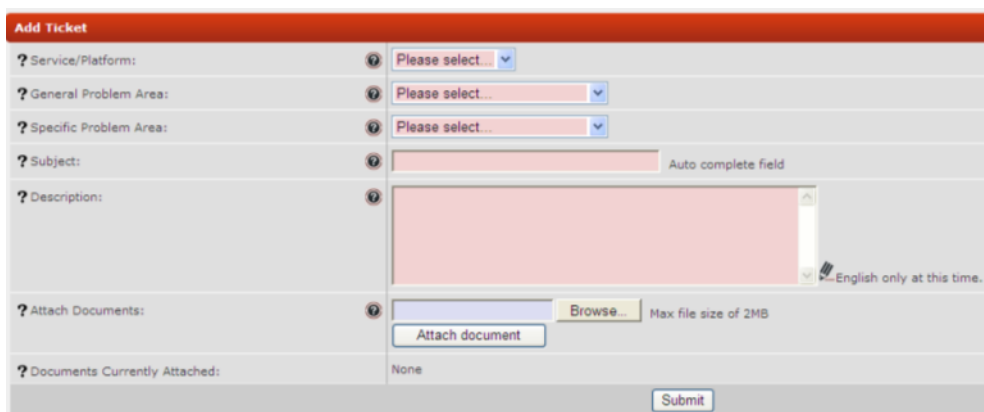
## Invio Chiamate

Questo documento ti spiegherà come inviare una chiamata Service Desk.

Per iniziare fare click su “Invio Chiamata” sulla parte alta del Menù “Invio Chiamata” opzione del menu principale

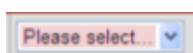


Una di queste possibilità ti porterà alla schermata qui sotto.

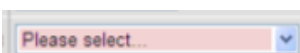
The image shows the "Add Ticket" form. It has a red header bar with the text "Add Ticket". Below the header are several fields: "Service/Platform:" with a dropdown menu, "General Problem Area:" with a dropdown menu, "Specific Problem Area:" with a dropdown menu, "Subject:" with a text input field and an "Auto complete field" label, "Description:" with a large text area and a "English only at this time." label, "Attach Documents:" with a "Browse..." button and a "Max file size of 2MB" label, and "Documents Currently Attached:" with a "None" label. There is a "Submit" button at the bottom right.

Per completare il modulo segui questi steps:

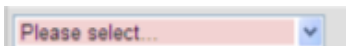
1. Selezionare il servizio



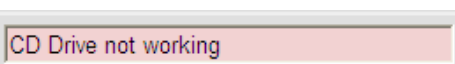
2. Selezionare area generale del problema



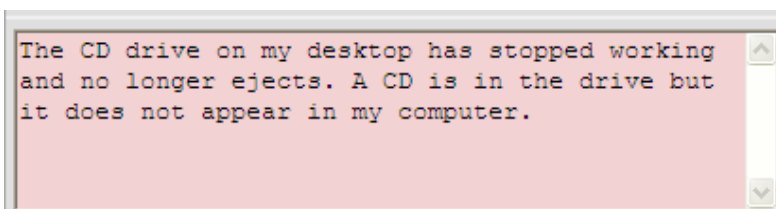
3. Selezionare l'area Specifica del problema




4. Inserire il Soggetto – Se l'oggetto è presente nelle FAQ seleziona FAQ e sarai reindirizzato alla FAQ in caso contrario continua con lo step successivo



5. inserisci la descrizione introducendo il maggior numero di informazioni possibili



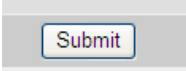
6. Quando il ticket è stato completato dovrebbe essere simile a questo:



The screenshot shows a web form for an IT ticket. It has a red header bar. The form fields are as follows:

- Category:** A dropdown menu with "IT Infrastructure" selected.
- Sub-category:** A dropdown menu with "Hardware" selected.
- Location:** A dropdown menu with "Desktop" selected.
- Title:** A text input field containing "CD Drive not working". To its right is the text "Auto complete field".
- Description:** A large text area containing the text: "The CD drive on my desktop has stopped working and no longer ejects. A CD is in the drive but it does not appear in my computer|".
- Attachments:** A section with a "Browse..." button and the text "Max file size of 2MB". Below it is a button labeled "Attach document".
- Priority:** A dropdown menu with "None" selected.
- Submit:** A button at the bottom right of the form.

7. Clicca su Invia chiamata per completare il processo



A single button labeled "Submit" is shown, which is the final step to complete the ticket process.