

Team Dashboard:

Current Open Tickets: 1
Tickets Closed Today: 11
Average Ticket Duration: 00:12:24

My Dashboard:

Current Open Tickets: 1
Tickets Closed Today: 4
Average Ticket Duration: 00:9:06

Today's Tickets:

☐ Show only open tickets☐ Show only my tickets

Id ▲	Opened	Assigned To	Summary	Status ▼
1	1/1/2016	Bob Jones	Screen appears broken	Open
2	11/22/2016	Dave Smith	Excel crashes when trying to launch Quake server	Closed



Ticket Detail: Ticket {ticket number}

Date 11/22/2016

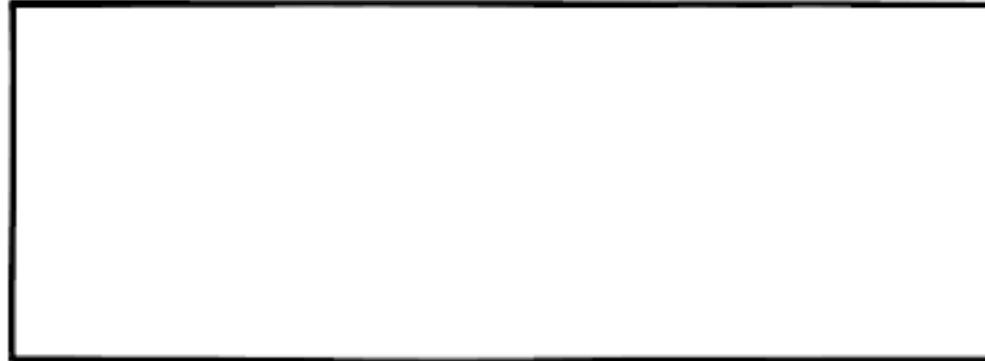
Status In Progress ▼

Assigned To Dave Smith ▼

Summary

History

Notes



Cancel

Save



Ticket History:

Date	Technician	Details	Resolution
11/22/2016	Unassigned	Ticket Opened	Open
11/22/2016	Dave Smith	Assigned to Dave Smith	Assigned
11/24/2016	Dave Smith	Site Visit	Pending Resolution

Ticket Notes:

Date	Technician	Note
11/22/2016	Dave Smith	After investigating, found that the Accounting department is having weekly Quake tournaments?
11/22/2016	Dave Smith	Accounting staff invited support staff to Quake tournaments, ordering more memory for accounting server.

Add Note

Tickinator - Add Note



Note Text:

Cancel

Save