



Welcome, John

Select from one of the service catalogs



Add Incident or Request



Help & FAQ



Connect with helpdesk

Password Reset



Reset your password

VPN Request



Request access to VPN service

Application Issue



Report issue for application

Service Issue



Report issue for device



Welcome, John



Add Incident or Request



Help & FAQ



Connect with helpdesk

For My Action

Previous Tasks

3 of 3 open tasks

5 tasks

◀ Page 1 of 1 ▶


	Ticket Number	Assigned to	Ticket Subject	Ticket State	Queue	Priority	Severity	Age	
<input type="checkbox"/>	2017004	Dell Vendor	Hardware failure in machine	Oh hold	Network Hardware	P2	Medium	4 days	✓ ✕
<input type="checkbox"/>	2017006	Link team	Idea commlink down	Open	Network Maintenance	P1	High	2 days	✓ ✕
<input type="checkbox"/>	2017005	NetSec team	Blgr DMZ zone broken connection	New	Network Security	P1	Critical	3 hours	✓ ✕

Hawk

← → ↺

http://hawk.uno.in/my_tasks_cust

⋮

 **HAWK**
NextGen ServiceDesk

Q search

! 3 approvals pending

⚙

🔌

[My Tasks](#) > Task Details

Dashboard

My Tickets

My Tasks

Service Catalogs

Welcome, John

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Add Incident or Request

?

Help & FAQ

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Connect with helpdesk

Incident Number

20170016

[Details](#)

P1

Severity

Medium

State

Open

Queue

Network

Change Number

CH-20170016

State

Approved

WorkOrder Number

W-20170016-7

Select action

Reply

Note

Title / Issue

Task title / subject of change request / pre-configured workflow task name

Description

Some details mentioned about the task to be performed / activity requiring approval


Notes

Task State*

Approve

On Hold

Reject

Post Message



Welcome, John

Create your service request for password reset

[Add Incident or Request](#)[Help & FAQ](#)[Connect with helpdesk](#)

Select type

Select Priority

Choose queue

Select Severity

Subject *

Incident details *

B I U S style

Please reset my password for my Cisco Webex system.

From,
John Doe.

Attachments

[Browse local system](#)

Expected close date

[Raise Request](#)[Back to Dashboard](#)

[Dashboard](#) > Chat

! 2 approvals pending



Q search

[Dashboard](#) [My Tickets](#) [My Tasks](#) [Analytics](#)

Welcome, John

How may we help you?



Add Incident or Request



Help & FAQ



Connect with helpdesk

Agent Name: Adam Smith
adam.smith3@mail.in

Agent Smith: Hello John, how may I help you today?

Agent Smith: Alright, when did this first occur?

Agent Smith: Ok, let's try a few steps to check the cause

Me: I seem to be facing an issue with casting my laptop screen

Me: Since today morning, worked fine last evening

Me: Sure. What do I do?

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