

# TICKET SYSTEM TUTORIAL

## Ticket list:

Priority:

Select Here

Status:

Select Here

Type:

Select Here

FILTER

Show

100

entries

Search:

Showing 0 to 0 of 0 entries

Previous

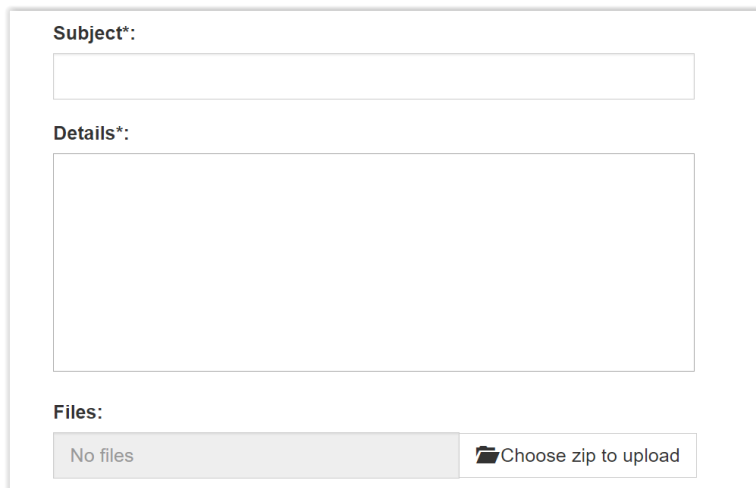
Next

By default only tickets that are not closed appear in the list.

To see the closed tickets you have to filter using the presented select boxes.

## Create new ticket:


left side:



**Subject\*:**

**Details\*:**

**Files:**

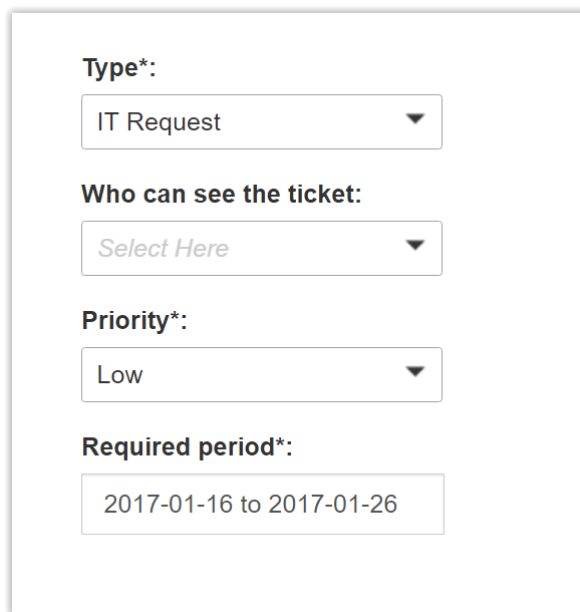
No files  Choose zip to upload

**Subject:** the subject of the ticket (what will be shown in the table).

**Details:** details about the ticket. Please be as detailed as possible so that if the ticket is seen later there is no doubt. Detailed tickets tend to be resolved faster.

**Files:** set of files in ZIP format.

right side:



**Type\*:**

IT Request ▼

**Who can see the ticket:**

Select Here ▼

**Priority\*:**

Low ▼

**Required period\*:**

2017-01-16 to 2017-01-26

**Type:** the team who will do your ticket

**Who can see the ticket:** the people you want to share the ticket with

**Priority:** the priority of the ticket

**Required period:** the time interval for ticket resolution (when you need the ticket done)

And click **CREATE**

→ The ticket will be created with the status : **OPEN** (I'll explain next)

→ This will send an email to you, all users you selected previously and the team inside the type.

## Edit ticket:

To edit the ticket click the icon on the main table



Few things to keep in mind:

- ➔ Only the requester can **EDIT** the properties ticket.
- ➔ Only the requester can **CLOSE** the ticket.
- ➔ Everyone who can see the ticket can put new files or write in the chat.

top:

TICKET (15) - dasdasd CLOSE TICKET

Requester:  
Pedro  
requested at 2017-01-16

Incharge:  
incharged at - - -

**status: OPEN**

**deadline: - - -**

**Title:** TICKET (id) – subject

**Requester:** who create the ticket

**Incharge:** the it/designer who pick the ticket

**Status:** the status of the ticket

**Deadline:** the day defined by the it/designer will end the ticket (can be before after or within the required period)

The status will continue with the status **OPEN** until an it or designer picks and sets a deadline.

When the it/designer pick the ticket the ticket will stay with the state **IN PROGRESS**

The it/designer can put the ticket status to ON HOLD if he needs with a message that will be shown in the chat.

The it/designer can REFUSE a ticket if the ticket cannot be resolved with a message in the chat.

The it/designer can request the requester for new information (files or simple text) and the ticket status will be REQUEST with a message in the chat, when you give the missing information click 'SENT'

Requester:  
Pedro  
requested at 2017-01-16

Incharge:  
Pedro  
incharged at 2017-01-16

**status: REQUEST**

**deadline: 2017-01-10**

Sent

The it/designer can assign the ticket to another it/designer. If this happens you will see the status ASSIGNED.

The it/designer can change the deadline.

When the ticket is done the it/designer will send the ticket to you for validation, so the status may be VALIDATION, when you have two options:

<b>Requester:</b> Pedro <a href="#">requested at 2017-01-16</a>	<b>status: VALIDATION</b> <b>deadline: 2017-01-10</b>	<a href="#">The ticket is complete</a>
<b>Incharge:</b> Pedro <a href="#">incharged at 2017-01-16</a>		<a href="#">The ticket is incomplete</a>

If the ticket is complete and well done click “The ticket is complete” , the popup for comments is optional.

If the ticket is not ok, click “The ticket is incomplete” and write what is missing on the ticket to be complete and will be automatically assigned again to the it/designer.

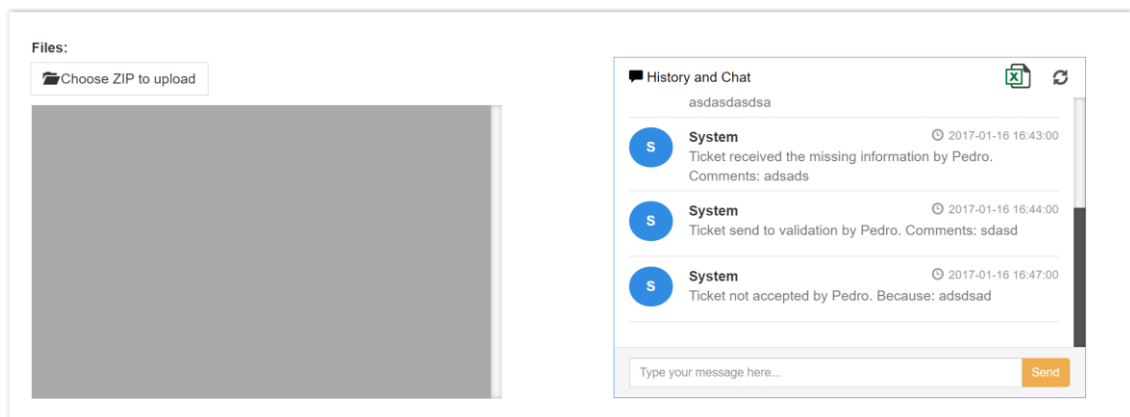
To close the ticket just click the CLOSE button.

If any time the requester have to reopen the ticket can do this by filtering to see the closed tickets, edit the ticket and then click reopen ticket.

properties:

<b>Subject:</b> <input type="text" value="dasdasd"/>	<b>Type*:</b> <input type="text" value="IT Request"/>
<b>Details:</b> <input type="text" value="asdsadasdasdsadasd"/>	<b>Who can see the ticket:</b> <input type="text" value="Select Here"/>
	<b>Priority*:</b> <input type="text" value="Low"/>
	<b>Required period*:</b> <input type="text" value="2017-01-16 to 2017-01-26"/>

Only the requester can change the properties, except the type of the ticket.



Anyone who can see the ticket can upload files and write in the chat and history. The chat and history show all the changes in the ticket , include status, files upload and other important information.

You can reload the chat just clicking the  icon. You can download the history by clicking the  icon.

#### **You will receive emails if:**

- ➔ You are selected in a ticket.
- ➔ The ticket was changed.
- ➔ The ticket was picked.
- ➔ The ticket was closed.
- ➔ The ticket was reopen.
- ➔ Someone make a file upload.
- ➔ Someone put a new message in the chat.
- ➔ The ticket will expire in two days\*
- ➔ The ticket will expire today\*
- ➔ The ticket expired yesterday\*

\* if you are the requester or the in charge person