TTS - Ticket Tracking System

Usage Manual for the R&D Team

Welcome to the Ticket Tracking System (TTS) at YOUR_DOMAIN. This manual is designed to guide the R&D team on how to effectively use TTS and ensure we streamline our project and task management process.

Why Use TTS?

TTS enforces a formal, structured method for managing tasks, feature requests, and bug reports. By tracking all requests through TTS, we prevent the chaos of interrupt-driven workdays and ensure no task gets lost. It provides:

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•   A clear process for submitting and tracking requests.
•   A single source of truth for all ongoing work.
•   An automatic to-do list that ensures nothing falls through the
cracks.
•   A record of all tasks, priorities, and deadlines for review and
audit.
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Remember: Using informal methods like direct messaging or emails can lead to tasks being overlooked or forgotten, especially during busy periods.

How to Use TTS?

1. Creating a New Ticket
   - Click on the "New Ticket" link in the menu.
   - Fill in all the required fields:
   - Title: Clear and concise description of the issue or request.
   - Description: Detailed information about the task.
   - Priority: Set an appropriate priority (Low, Medium, High).
   - Category: Choose the category (Bug, Feature, Support).
   - Assigned: Assign the ticket to a team member.
   - Due Date: Set a deadline if applicable.
   - Once submitted, the ticket will appear in the My Tasks and List views.
2. Updating or Closing a Ticket
   - Navigate to the ticket you wish to update.
   - Update the status (In Progress, Resolved, Closed, etc.).
   - Add any relevant comments to keep track of discussions or decisions.
   - When a task is completed, mark the ticket as Closed.
3. Commenting on a Ticket

- Scroll down to the comments section of the ticket.
- Leave comments to clarify, provide updates, or ask questions.
- Use the upvote/downvote functionality to signal the importance of certain updates.

4. Tracking Activity and Searching

- Use the List view to track all open and closed tickets.
- Search for tickets by keywords, assignees, or status.
- The Activity Log provides a historical record of all actions taken.

Guidelines for R&D Team

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•   Always create tickets for new tasks, bugs, or features. Avoid using
side channels like direct messages to manage work. This ensures
transparency and accountability.
•   Regularly check your assigned tickets in the My Tasks view. Keep the
statuses up to date (In Progress, Resolved, Closed) to reflect your
progress.
•   Provide detailed descriptions and updates in comments to ensure
other team members have full visibility.
•   Prioritize tickets based on their impact. Use the priority levels
wisely to keep the team focused on what matters most.
•   Close tickets promptly when tasks are completed to ensure an up-to-
date overview of the project status.
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Benefits of Enforcing TTS Usage

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•   Improved Focus: By managing all tasks in one place, TTS prevents
interruptions and distractions caused by impromptu requests.
•   Better Collaboration: Everyone has visibility into what's happening,
making it easier to assist team members when needed.
•   Accountability: Each task is assignee to a team member with a clear
priority and status, making it easier to track progress and meet
deadlines.
•   History of Work: TTS keeps a complete log of all tasks, ensuring you
can easily track past decisions and actions.
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Enforcing TTS Use

R&D Leads: Ensure that all requests, updates, and communication regarding tasks are handled through TTS. Regularly monitor the system for open tickets and encourage your team to do the same.

Team Members: Regularly check your tickets and keep your statuses updated. Consistently use TTS for all work-related tasks and communications.

By using TTS to its full potential, we'll streamline our processes, reduce errors, and improve the overall productivity of the R&D team.