

Features:

- ① Log In ✓
- ② Submit request:
 - ① Title
 - ② Description
 - ③ Category
 - ④ Email Addr. Alternate
 - ⑤ Staff member assigned
 - ⑥ Watchers
- ③ Add comments to a request /
↳ Tag faculty or staff
- ④ Notification when there is a new event related to a request /
(new comment, status change)
- ⑤ When logging in, see all relevant requests (watcher, assigned, or created) ordered by creation date OR grouped by OPEN ✓ or CLOSED
- ⑥ When selecting a request, see its properties and comments ✓ in chronological order
- ⑦ Update status of a request ✓ if faculty or staff
- ⑧ Clone requests and prefill fields for editing (w/o ✓ comments)
- ⑨ Change assignee, notifies ✓ all parties involved

Log-In:

Georgia Tech
Ticketing System

Email Address

Password

Log In

OR

Georgia Tech
Ticketing System

Note: You must authenticate with your Georgia Tech Credentials by following the link below

Log In

GT
SSO

Tickets Home Page:

5:16 LTE

Tickets

Search

Expecting Travel Expense OPEN
Alex McNamara Created

Reimbursement 3/19 OPEN
Mary Williams Watcher

CoC Event Help OPEN
Vivek Sharma Assigned

Registration Issue OPEN
Aashna Ram Assigned

New Classroom OPEN
Bob Johnson Assigned

Activity Tickets Settings

scrollable

Create new ticket (floating)

in this tab

Filtering Tickets:

5:16 LTE

Tickets

Search

X Created

Expecting Travel Expense OPEN
Alex McNamara Created

CoC + Ivan Allen? OPEN
John Spielberg Created

Klaus Availability OPEN
Steven Williams Watcher

...

Activity Tickets Settings

Ticket Card:

Title	STATUS
Assignee	role

Individual Ticket Page:

5:16 LTE

< Ticket ID: 23765 OPEN

Expecting Travel Expenses

Assignee: Alex McNamara

Category: Travel

Last Modified: 9:34AM, 3/19

Date Created: 9:01AM, 3/19

Description:

Comments: Edit

Activity Tickets Settings

scrollable

Comments on Ticket Page: scroll down on ticket page

5:16 LTE

< Ticket ID: 23765 OPEN

Mary Williams, 9:34AM 3/19

Reassigning this to ALEX.

Kelly Rockwell, 9:15AM 3/19

Mary, why are you on this?

Edit

Type a comment

Activity Tickets Settings

Floating

will expand to keyboard w/ tap

Edit Ticket:

5:16 PM nnnn LTE

< Edit Ticket 237645

Expecting Travel Expenses

Status: V

Category: V

Assignee: V

DONE

Activity Tickets Settings

Create New Ticket:

5:16 PM nnnn LTE

< Create New Ticket :

Title

Description

Status: V

Category: V

Assignee: V

Alt Email Address

Watchers:

Activity Tickets Settings

②

5:16 PM nnnn LTE

< Create New Ticket :

Watchers: +

Watcher 1 V

Watcher 2 V

CREATE TICKET

Activity Tickets Settings

Ticket Cloning:

5:16 PM nnnn LTE

< Create New Ticket :

Clone Ticket

Activity Tickets Settings

will allow users to search through all tickets associated w/ their userID and prefix a "Create New Ticket" screen.

Activity Page (Notifications):

5:16 PM nnnn LTE

Mary Williams added a comment to "Expecting Travel Expenses" 3/19 5:54 AM

John Spielberg added you as a watcher to "CoE + Ivan Allen?" 3/18 4:15 PM

Bob Johnson assigned you to "New Classroom". 3/18 12:11 PM

Activity Tickets Settings

Clicking will take user to ticket page