



Trouble Ticketing Tool

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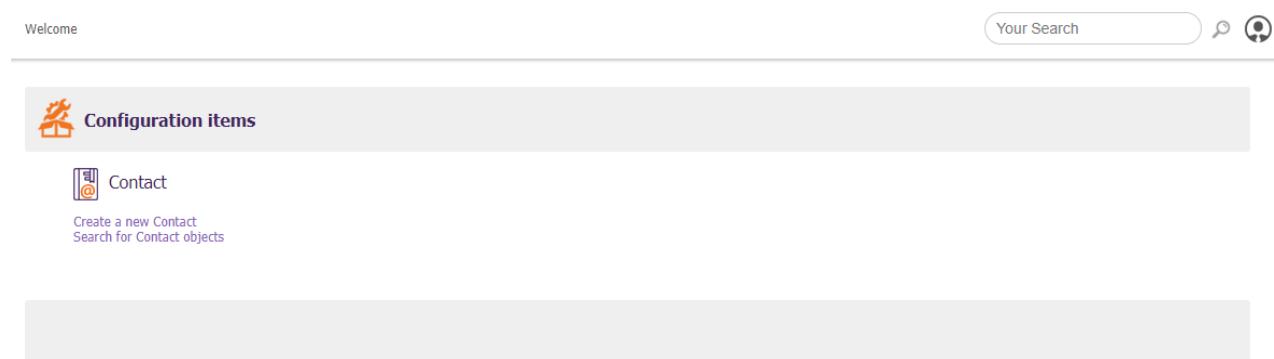
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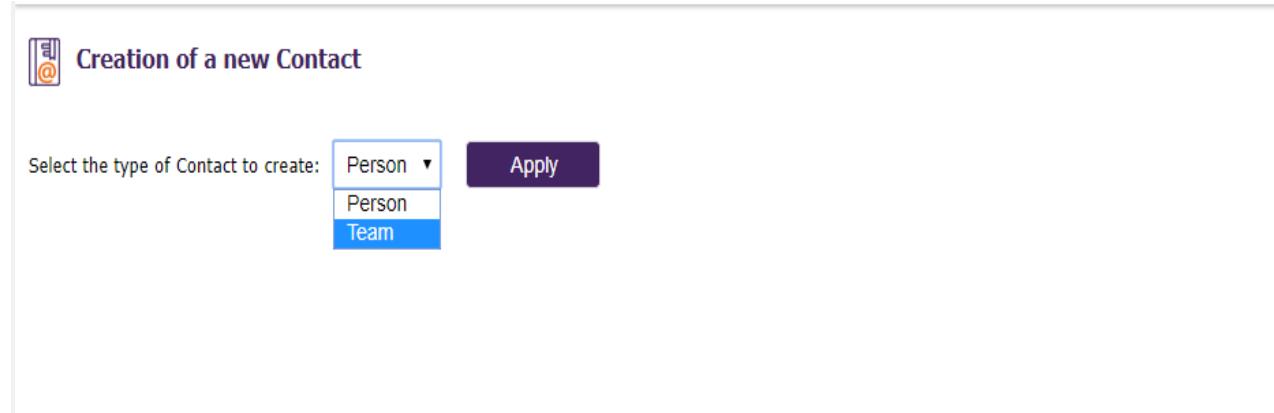
Welcome

When user logged in to the NT3 then first tab from menu is welcome. This is the page where we can create new contacts, view contacts, search contacts etc. In order to create new contact click on the welcome link under welcome tab then click on the



The screenshot shows the 'Welcome' tab selected in the top navigation bar. Below it, the 'Configuration items' section is visible. Under 'Contact', there is a link to 'Create a new Contact' and a search bar for 'Contact objects'. A large, empty rectangular area is present below the configuration section.

After clicking on the create new contact we have to select a person or team from dropdown.



The screenshot shows a modal dialog titled 'Creation of a new Contact'. It contains a dropdown menu labeled 'Select the type of Contact to create:' with options 'Person' and 'Team'. The 'Team' option is currently selected and highlighted in blue. A purple 'Apply' button is located to the right of the dropdown.

Person: We can add new contact person by selection of person from above dropdown list. We can add contact person in team only after creating team. Below is a screenshot of adding contact person form.

Creation of a new Person

Create
Cancel

Properties
Teams
Tickets

General information

Last Name	<input type="text"/>	
First Name	<input type="text"/>	
Organization	<input type="text" value="-- select one --"/>	  
Status	<input type="text" value="Active"/>	
Location	<input type="text" value="-- select one --"/>	
Function	<input type="text"/>	
Manager	<input type="text"/>	 
Employee number	<input type="text"/>	

Personal information

Picture	  
<input type="button" value="Choose File"/> No file chosen	

Notification

Email	<input type="text"/>
Notification	<input type="radio"/> no <input checked="" type="radio"/> yes
Phone	<input type="text"/>
Mobile phone	<input type="text"/>

Create
Cancel

Last & First Name: It is the name of the person.

Organization/Department: It is organization ([Note: Organization is also considered as department](#)) assignment to the contact person. We can add organization by clicking + icon next to the textbox of organization or from dropdown list.

Status: It is active or inactive status.

Location: Location is added from welcome module. All list of locations in dropdown is belongs to organization. You can assign location to organization from Welcome>My Shortcuts > Locations tab.

Manager: We can add new manager by clicking + icon next to the textbox of Manager or from autocomplete list.

Notification: It is allow or disallow to send mail to contact person.

Teams: We can assign a contact person to the existing team. Click on the Add Teams button then check the box from list of teams and then click the add button. All selected teams will display in Teams list then again check the box for confirmation.

Tickets: Tickets will be displayed only if it is already added for the same contact person. It is assigned from incident, problem or change management tabs. We have to create tickets first then only we can see the tickets for that contact person.

Team: We can create team by selecting team from dropdown list.

Problem Manager > Notifications > Overview > Location > Profile > Overview > Nilesh Nectar New > Welcome

Your Search Search Help

 Creation of a new Team

Create Cancel

Properties	Members	Tickets
Name	<input type="text"/>	⚠
Status	<input type="text"/> Active	▼
Organization	<input type="text"/> -- select one --	✖ ✚ ✚ ⚠
Email	<input type="text"/>	
Phone	<input type="text"/>	
Notification	<input type="radio"/> no <input checked="" type="radio"/> yes	
Function	<input type="text"/>	

Create Cancel

Name: It is the name of the team.

Status: Active or inactive status for team.

Organization: We can select specific organization for team.

Email: It is team's email id.

Phone: Contact number of team.

Notification: It is enable or disable the email notification for team.

Members:

It is a list of all members in a team. In order to add members click on the Add person button in member tab.

Problem Manager > Notifications > Overview > Location > Profile > Overview > Nilesh Nectar New > Welcome

Your Search

Creation of a new Team

Create **Cancel**

Properties **Members** **Tickets**

All the people belonging to this team

<input type="checkbox"/>	Role	Person	First Name	Organization	Status	Location	Email	Phone
The list is empty, use the "Add..." button to add elements.								

Remove selected objects **Add Persons...**

Create **Cancel**

After clicking on the Add Member we can see list of all previously added contact persons.

Problem Manager > Notifications > Overview > Location > Profile > Overview > Nilesh Nectar New > Welcome

Your Search

Add Link Person / Team objects to link with the Team

Search for Person Objects

Add new criteria **Person: Any** and **Email: Any** and **Organization: Any**

Total: 95 objects (2 objects selected).

Pages: **1** 2 3 4 ... 10 **10** objects per page

<input type="checkbox"/>	Person	First Name	Organization	Status	Location	Email
<input checked="" type="checkbox"/>	Acharya Shrvastav	Acharya	Nectar	Active	Paris	
<input type="checkbox"/>	Acharya Shrvastav	Acharya	Nectar	Active	Grenoble	
<input type="checkbox"/>	Acharya Shrvastav	Acharya	NCSE	Active	Paris	
<input checked="" type="checkbox"/>	Adriano Neto	Adriano	Movicel	Active	<i>undefined</i>	adriano.neto@movicel.co.ao
<input type="checkbox"/>	Agatha Christee	Agatha	Nectar	Active	Grenoble	christie@demo.com
<input type="checkbox"/>	Akhil Bhatiya	Akhil	Nectar	Active	Bordeaux	
<input type="checkbox"/>	Akhilesh Arora	Akhilesh	Nectar	Active	Bordeaux	
<input type="checkbox"/>	Akhilesh Yada	Akhilesh	IT Department	Active	Bordeaux	
<input type="checkbox"/>	Amay Nair	Amay	Nectar New	Active	SP Infocity	vnilesh1991@gmail.com

Cancel **Add**

Check the box from member list and then click the add button. After clicking on the add button all the checked members will display in the member tab. For confirmation check the box again and select role.

Incident Management

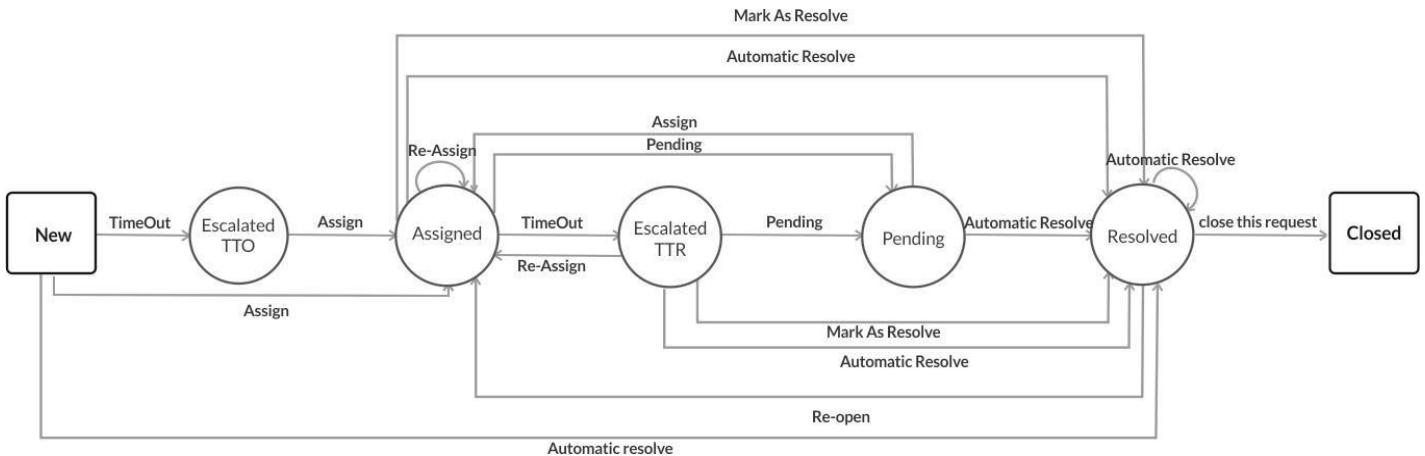
An incident ticket or simply an “**incident**” keeps tracks of a technical issue within the IT:

- System down
- Network issue
- Application failure

An incident can be linked to a problem (ticket). For instance, when the same incident is occurring often and you would like to investigate the root cause of the problem.

Incident tickets are managed by people having the profile **Support agent**.

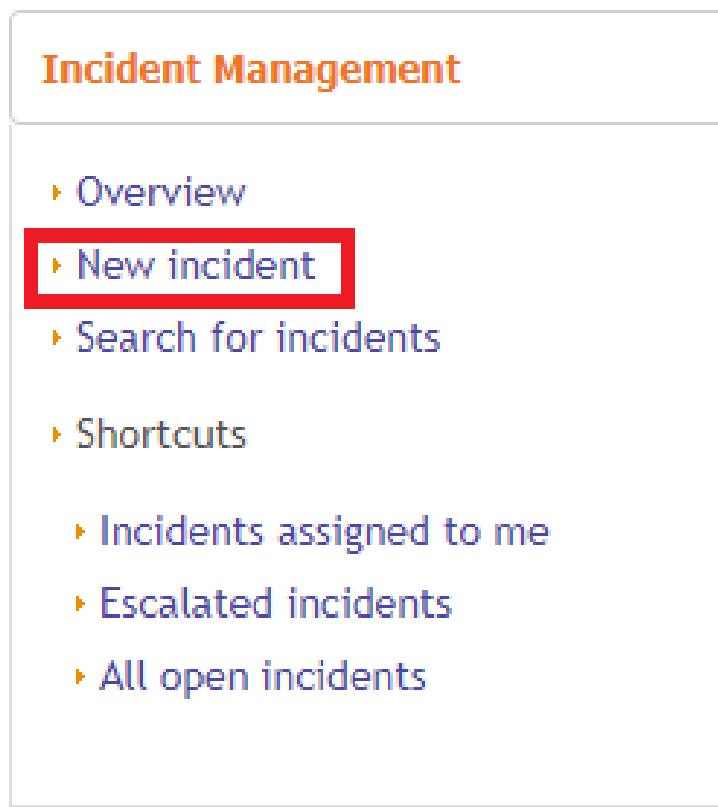
Diagrammatic representation of Incident management:



Incident Life Cycle

Creating an Incident:

- Go to incident management menu
- click on new incident



The following form is displayed:



Creation of a new Incident

[Assign](#)[Create](#)[Cancel](#)

[Properties](#) [Contacts](#) [Attachments](#)

General Information

Organization	<input type="button" value="... select one ..."/>
Caller	<input type="button" value="... select one ..."/>
Status	New
Origin	<input type="button" value="phone"/>
Title	<input type="text"/>
Description	<input type="text"/>

Qualification

Impact	<input type="button" value="A department"/>
Urgency	<input type="button" value="low"/>
Priority	low

Relations

Parent incident	<input type="text"/>
parent problem id	<input type="button" value="... select one ..."/>
Parent change	<input type="button" value="... select one ..."/>

Contacts

Dates

Start date
Last update
TTO Deadline

Resolution

SLA report

More Information

Service	<input type="button" value="... select one ..."/>
Service subcategory	<input type="button" value="... select one ..."/>

Private log

Type your text here...

Public log

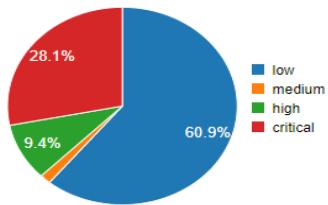
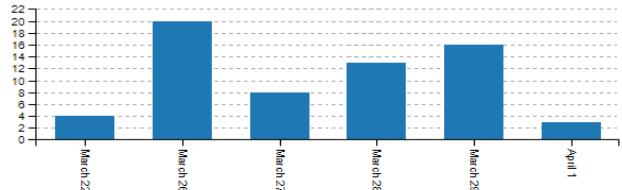
Type your text here...

[Assign](#) [Create](#) [Cancel](#)

- Enter all mandatory details as per your tickets & click on create button OR you can direct **assign** tickets with respective to Team & Agents.
- **Organization:** If you want to represent several departments or customers you have to create new organizations. This has to be done before creating all other objects as most of them are linked to an organization.
- **Caller:** Caller is the person of the organization to create the tickets. We can select caller by dropdown list of the respective organization. If caller is not showing in dropdown list then by clicking on “+” sign you can create new caller.

Overview:

- After creating tickets that are showing in overview menu with respective their ticket status as shown in below image:
- Incident Status like:
 - New,
 - Assigned,
 - Resolved,
 - Pending,
 - Close.
- In overview pie chart showing as priority:
 - Low,
 - Medium,
 - High,
 - Critical.
- All open incidents showing as per agentwise.

Dashboard for Incident Management**Last 14 days incident per priority****Last 14 days number of incidents****Open incidents by agent**

Total: 81 objects.

Agent	Count
Andre Baptista	2
Andre Baptista	2
Antonio Francisco	3
Antonio Francisco	1
Helder Bras	2
Jean-Paul Sartre	2
Jules Verne	9
Marguerite Duras	7
Mayuri Kale	5
Pedro Casaco	1
Pepino Prazer	1
Prasad Gajanan	1

Open incidents by status

Total: 81 objects.

Status	Count
Assigned	48
New	25
Pending	1
Resolved	7

Search for Incidents:

- You can search incidents to click on search for incident & check all incidents are showing.

Search for Incident Objects
 Ref: Any and Title: Any and Caller: Any and Organization: Any

Total: 91 objects.

Pages: ... 10 objects per page

New...

Other Actions



Incident	Title	Organization	Caller	Start date	Status	Agent
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Resolved	Rekha Nikam
I-000172	Ticket raise#1	Movicel	Pedro Ginga	2019-04-01 07:05:52	Assigned	Antonio Francisco
I-000171	Ticket raise#3	Movicel	Antonio Francisco	2019-03-29 14:10:57	Assigned	Antonio Francisco
I-000170	Ticket #1	Movicel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Resolved	Sonal Kute
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale
I-000166	Ticket raise#1	Jio	John Garrette	2019-03-29 11:00:50	Assigned	Pepino Prazer
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42	Assigned	Mayuri Kale

Escalate Incident:

Service Management->SLT->Create TTO ->create TTR-> go to SLA->add SLT's->Apply

1. First we need to create TTO (time to own) based on priority i.e(Critical,VeryHigh,High etc..)

2. Then we need to create TTR (time to Resolve) based on priority i.e(Critical,Very High,Highetc..)

Like shown in Image 1:

Welcome > SLT Your Search

Search for SLT Objects Add new criteria + ⌂

Service Level Targets

Total: 4 objects.	SLT	Priority	Request type	Metric	Value	Unit
	TTO priority Critical Incident 1 m	critical	incident	TTO	1	minutes
	TTO priority High Incident 3 m	high	incident	TTO	3	minutes
	TTR priority Critical incident 1 m	critical	incident	TTR	1	minutes
	TTR priority High incident 10 m	high	incident	TTR	10	minutes

Create all the SLT's as per priority

Image 2:

Welcome > SLT > Delivery Model > SLA Your Search

Search for SLA Objects Add new criteria + ⌂

Service Level Agreements

Total: 1 objects.	SLA	Name	Provider
	Nectar Standard SLA	Nectar Standard SLA	Reliance

- 1.Go to SLA
2.Select your SLA
3.Click on created SLA (example- nectar standard SLA)
4.click on SLT

3. Go to Service management->click on->SLA select created SLA & click on SLT's to addSLT:

Welcome > SLT > Delivery Model > SLA > Nectar Standard SLA

 **Modification of SLA: Nectar Standard SLA**

Properties SLTs (2) Customer contracts (3)

All the service level targets for this SLA

SLT	Priority	Request type	Metric
TTO priority Critical Incident 1 m	critical	incident	TTO
TTR priority Critical incident 1 m	critical	incident	TTR

Remove selected objects **Add SLTs...**

Click on Add SLT button enter respectively TTO,TTR SLTs and click on apply button

4. Create incident and check there deadlines. If that incident or task timeout then it showing in orange color.

Search for Incident Objects

Add new criteria + Status: Assigned, Escalated TTO a... ▾ × ⌂

All open incidents

Total: 67 objects.

Pages: 1 2 3 4 ... 7 10 objects per page

Incident	Title	Organization	Caller	Start date
I-000345	Ticket raise 24-4-19	Reliance	Ravindra Maurya	2019-04-24 15:28:35
I-000343	Test	Idea	Rupali Wagh	2019-04-23 14:17:20
I-000342	Mobile testing	Reliance	Rajeet Singh	2019-04-23 14:17:12
I-000339	Title#2	Idea	Rupali Wagh	2019-04-22 12:39:41
I-000338	Title#3	Idea	Rupali Wagh	2019-04-18 12:41:01
I-000337	Title#2	Idea	Rupali Wagh	2019-04-18 12:35:58
I-000329	Title#2	Idea	Rupali Wagh	2019-04-15 15:25:33
I-000324	Ticket raise	Nectar Infotel	Sonali Kate	2019-04-12 17:20:12
I-000310	Ticket raise#1 hot	Idea	Rupali Wagh	2019-04-12 15:37:38
I-000300	Ticket raise#1- hot flag testing	Reliance	Ravindra Maurya	2019-04-12 12:17:59

5. After that assign this task to agent and select HOT request "Yes"

6. After this process that task it showing in Escalatedincidents

Service > Service Family > Service Subcategory > Provider Contract > SLA > Nectar Standard SLA > I-000345 >
Incident

Your Search ⌂

Escalated incidents

Total: 5 objects.

Incident	Title	Organization	Caller	Start date	Status	Agent
I-000310	Ticket raise#1 hot	Idea	Rupali Wagh	2019-04-12 15:37:38	Assigned	Rupali Wagh
I-000298	Ticket raise#1-high	Idea	Shilpa Kale	2019-04-12 12:00:53	Closed	Shilpa Kale
I-000261	Ticket raise#1	Idea	Rupali Wagh	2019-04-11 18:28:07	Assigned	Rupali Wagh
I-000260	incident	Idea	Rupali Wagh	2019-04-11 18:17:27	Assigned	Rupali Wagh
I-000253	11/04/2019*IncidentNewSonali	Reliance	Ravindra Maurya	2019-04-11 14:03:10	Assigned	Nilesh Vishwa

Incident assigned to me:

All assigned incident showing to you,

Incidents assigned to me (as Agent)

All assigned incidents showing here

Total: 9 objects.

Incident	Title	Organization	Caller	Start date
I-000240	Ticket raise#1	Idea	Rupali Wagh	2019-04-11 09:10:11
I-000232	Incident 1	Reliance	Rajeet Singh	2019-04-10 14:11:09
I-000231	Incident 2	Reliance	Rajeet Singh	2019-04-10 14:06:03
I-000213	Ticket raise#3	Reliance	Ravindra Maurya	2019-04-09 07:33:05
I-000212	Ticket raise#2	Reliance	Rajeet Singh	2019-04-09 07:29:26
I-000205	Incident 2	Reliance	Rajeet Singh	2019-04-08 10:30:40
I-000203	Ticket raise#5	Nectar Infotel	Sonali Kate	2019-04-05 14:00:01
I-000195	Ticket raised by portal user	Reliance	Ravindra Maurya	2019-04-05 08:35:47
I-000194	Ticket#2	Reliance	Rajeet Singh	2019-04-05 08:14:47

Modification of Incident:

If you want to reassign/mark as resolved/pending/close/Reopen incident then click on respective functionality & update incident.

- OpenIncident
- Click on modifybutton
- Click on Re-assignbutton



Modification of Incident: I-000172

Re-assign Mark as resolved Pending Apply Cancel

Properties
Contacts
Attachments

General Information

Organization: Movicel ... +/-

Caller: Pedro Ginga ... +/-

Status: Assigned

Origin: phone

Title: Ticket raise#1

Description:

 reports download issues

Qualification

Impact: A department ...

Urgency: low ...

Priority: low

Contacts

Team: DO Team

Agent: Antonio Francisco

Relations

Parent incident: ... +/-

parent problem id: ... select one ... +/-

Parent change: ... select one ... +/-

Resolution

SLA report

SLA tto passed: no

SLA tto over: 0s

1. Re-assign functionality:

If you want to change agent as well as team to particular situation then we reassign tickets.

- Click on assignbutton
- Select Team
- Select agent (agent is mandatory field)
- Click on Re-assignbutton

Team:

The teams are linked to several types of object, like contracts or tickets, in order to define responsibilities. Teams are also used as “workgroups” for assigning tickets.

Teams used for assigning tickets must also have at least one member (the agent to assign the ticket to). The attribute “Role” on the link between a Team and a Person is not mandatory, so you can leave it empty, but it is useful to define the role of the Person in the Team (Team Leader, Manager).

Agent:

When you want to assign an incident or a user request you have to update the corresponding attribute & create agent for particular organization as well as Team.

Overview > Welcome > Overview > I-000173 > I-000172 > Search for incidents > Incident > I-000174

Your Search

Re-assign - I-000174

Team: Movicel Contact Team

Agent: Andre Baptista !

General Information

Organization: Jio	Impact: A department
Caller: John Garrette	Urgency: high
Status: Assigned	Priority: critical
Origin: phone	
Title: Ticket raise#1	
Description: report issues	

Qualification

Impact: A department
Urgency: high
Priority: critical

Relations

Parent incident: undefined
parent problem id: undefined
Parent change: undefined

Contacts

Team: Movicel Contact Team
Agent: Andre Baptista

More Information

Service: undefined
Service subcategory: undefined
Hot Flag: No
Hot reason:

Dates

Start date: 2019-04-01 08:53:41
Last update: 2019-04-01 08:55:36
Assignment date: 2019-04-01 08:55:36
TTR Deadline:

Resolution

SLA report

SLA tto passed: no
SLA tto over: 0s

Re-assign Cancel

2. Mark as Resolved Functionality:

The Incident or tickets are resolved then select services & Resolution code to resolve the tickets.

Overview > Welcome > I-000173 > Search for incidents > I-000174 > Overview > Incident > I-000172

Your Search

Modification of Incident: I-000172

Re-assign Mark as resolved Pending Apply Cancel

Properties Contacts Attachments

General Information

Organization	Movicel	
Caller	Pedro Ginga	
Status	Assigned	
Origin	phone	
Title	Ticket raise#1	
Description	reports download issues	

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

Team	DO Team
Agent	Antonio Francisco

Dates

Start date	2019-04-01 07:05:52
Last update	2019-04-01 07:05:56
Assignment date	2019-04-01 07:05:56
TTR Deadline	

Relations

Parent incident	<input type="text"/>
parent problem id	-- select one --
Parent change	-- select one --

Resolution

SLA report

SLA tto passed	no
SLA tto over	0s

- OpenIncident
- Click on modifybutton
- Click on mark as resolvedbutton

Mark as resolved - I-000172

Service	Desktop services
Service subcategory	Computer services
Resolution code	bug fixed
<input checked="" type="checkbox"/> Mark as resolved - I-000172	

Solution

Select services , resolution code & click on mark as resolved button to resolve tickets.

General Information	Qualification	Relations
Organization Movitel	Impact A department	Parent incident undefined
Caller Pedro Ginga	Urgency low	parent problem id undefined
Status Assigned	Priority low	Parent change undefined
Origin phone	Contacts	
Title Ticket raise#1	Team DO Team	Resolution
Description reports download issues	Agent Antonio Francisco	

More Information	Dates	SLA report
Service Desktop services	Start date 2019-04-01 07:05:52	SLA tto passed no
Category	Last update 2019-04-01 07:05:56	SLA tto over 0s

Mark as resolved
Cancel

3. Pending Functionality:

If we need to pending this tickets or incident then we click on pending button & enter pending reason.

 **Modification of Incident: I-000171**

Re-assign
Mark as resolved
Pending
Apply
Cancel

Properties Contacts Attachments																																																													
<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> General Information <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Organization</td> <td style="width: 33%;">Movicel</td> <td style="width: 33%; text-align: right;"> <input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px; vertical-align: middle;" type="button" value="..."/>   </td> </tr> <tr> <td>Caller</td> <td>Antonio Francisco</td> <td style="text-align: right;"> <input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px; vertical-align: middle;" type="button" value="..."/>   </td> </tr> <tr> <td>Status</td> <td>Assigned</td> <td></td> </tr> <tr> <td>Origin</td> <td>phone</td> <td style="text-align: right;"> <input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px; vertical-align: middle;" type="button" value="..."/>   </td> </tr> <tr> <td>Title</td> <td colspan="2">Ticket raise#3</td> </tr> <tr> <td>Description</td> <td colspan="2"> <input type="checkbox"/> Description </td> </tr> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Qualification <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Impact</td> <td style="width: 33%;">A department</td> <td style="width: 33%; text-align: right;"> <input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px; vertical-align: middle;" type="button" value="..."/>   </td> </tr> <tr> <td>Urgency</td> <td>critical</td> <td style="text-align: right;"> <input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px; vertical-align: middle;" type="button" value="..."/>   </td> </tr> <tr> <td>Priority</td> <td>critical</td> <td></td> </tr> </table> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> Contacts <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Team</td> <td style="width: 33%;">DO Team</td> <td style="width: 33%; text-align: right;"> <input style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px; 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- OpenIncident
- Click on modifybutton
- Click on pending
- Enter pendingreason

4.Close this RequestFunctionality:

If we need to close the request then click on close request & enter user satisfaction reason.

- OpenIncident
- Click on modifybutton
- Click on close therequest

Close this request - I-000173

User satisfaction: Very satisfied

User comment:

General Information <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Organization</td><td>Nectar Infotel</td></tr> <tr><td>Caller</td><td>Kirti Wale</td></tr> <tr><td>Status</td><td>Resolved</td></tr> <tr><td>Origin</td><td>phone</td></tr> <tr><td>Title</td><td>Ticket raise#1</td></tr> <tr><td>Description</td><td>reports download issues</td></tr> </table>	Organization	Nectar Infotel	Caller	Kirti Wale	Status	Resolved	Origin	phone	Title	Ticket raise#1	Description	reports download issues	Qualification <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Impact</td><td>A department</td></tr> <tr><td>Urgency</td><td>medium</td></tr> <tr><td>Priority</td><td>high</td></tr> </table>	Impact	A department	Urgency	medium	Priority	high	Relations <table border="0" style="width: 100%; border-collapse: collapse;"> <tr><td>Parent incident</td><td>undefined</td></tr> <tr><td>parent problem id</td><td>undefined</td></tr> <tr><td>Parent change</td><td>undefined</td></tr> </table>	Parent incident	undefined	parent problem id	undefined	Parent change	undefined					
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5. ReopenFunctionality:

If we need to reopen the request then click on reopen button & select Team as well as respective agent to handle this tickets. After reopen the request then continue with the same cycle.

- OpenIncident
- Click on modifybutton
- Click on close therequest

Modification of Incident: I-000168

[Re-open](#)

Properties	Contacts	Attachments																						
<div> <p>General Information</p> <table> <tr><td>Organization</td><td>Nectar-Pune</td></tr> <tr><td>Caller</td><td>Shilpa Kute</td></tr> <tr><td>Status</td><td>Resolved</td></tr> <tr><td>Origin</td><td>phone</td></tr> <tr><td>Title</td><td>Ticket raise#1</td></tr> <tr><td>Description</td><td>rupali.wagh@nectarinfotel.com</td></tr> </table> <p>More Information</p> <table> <tr><td>Service</td><td>Software services Pune</td></tr> <tr><td>Service subcategory</td><td>IT services</td></tr> <tr><td>Hot Flag</td><td>No</td></tr> <tr><td>Hot reason</td><td></td></tr> <tr><td>Pending reason</td><td></td></tr> </table> </div>			Organization	Nectar-Pune	Caller	Shilpa Kute	Status	Resolved	Origin	phone	Title	Ticket raise#1	Description	rupali.wagh@nectarinfotel.com	Service	Software services Pune	Service subcategory	IT services	Hot Flag	No	Hot reason		Pending reason	
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- SelectTeam
- SelectAgent

Re-open - I-000168

Team: Nectar-Pune Team
 Agent: Sonal Kute

General Information

Organization	Nectar-Pune
Caller	Shilpa Kute
Status	Resolved
Origin	phone
Title	Ticket raise#1
Description	rupali.wagh@nectarinfotel.com

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

Team	Nectar-Pune Team
Agent	Sonal Kute

Relations

Parent incident	undefined
parent problem id	undefined
Parent change	undefined

Resolution

Resolution code	assistance
Solution	close
Resolution delay	1min 1s

SLA report

SLA tto passed	no
SLA tto over	0s
SLA ttr passed	no
SLA ttr over	0s

Re-open Cancel

Assign incident to parent incident:

If you need to assign incident to parent incident then we use this relations.

- Select Parentincident
- Select Problemid
- Select Parentchange
- Create incident

Creation of a new Incident

Assign**Create****Cancel**

Properties Contacts Attachments

General Information

Organization	Nectar Infotel		
Caller	Kirti Wale		
Status	New		
Origin	phone		
Title	Ticket raise#1		
Description	<input checked="" type="checkbox"/> Report generation issues		

Qualification

Impact	A department
Urgency	low
Priority	low

Contacts

Dates

Start date
Last update
TTO Deadline

Relations

Parent incident	<input type="text"/>
parent problem id	-- select one --
Parent change	-- select one --

Select parent incident,parent problem id,parent change when you need to assign parent incidents to the current incidents

All Open Incident:

- When user need to check all open incidents then use this functionality by clicking on all openincident.

Search for Incident Objects
Add new criteria Status: **Assigned, Escalated TTO a...** 
All open incidents

Total: 81 objects.

Pages: ...

10

objects per page

Incident	Title	Organization	Caller	Start date
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41
I-000172	Ticket raise#1	Movicel	Pedro Ginga	2019-04-01 07:05:52
I-000171	Ticket raise#3	Movicel	Antonio Francisco	2019-03-29 14:10:57
I-000170	Ticket #1	Movicel	Antonio Francisco	2019-03-29 14:07:05
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07
I-000166	Ticket raise#1	Jio	John Garrette	2019-03-29 11:00:50
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42

- If user wants to search or filter incidents by using priority, incident title, status, agent, caller etc..

I-000171 > Search for incidents > I-000170 > I-000173 > I-000168 > I-000161 > Overview > Incident

If we need to search or filter the incidents then we can filter by multiple options which shown in fig.

Organization	Caller	Start date
Nectar Infotel	Kirti Wale	2019-04-01 14:48:04
Jio	John Garrette	2019-04-01 08:53:41
Movicel	Pedro Ginga	2019-04-01 07:05:52
Movicel	Antonio Francisco	2019-03-29 14:10:57
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Nectar-Pune	Raj Wale	2019-03-29 13:22:07
Jio	John Garrette	2019-03-29 11:00:50
Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42

Other action:

In other action we are checking multiple functionality as below:

Delete Functionality:

- We can delete single incident.

Deletion of I-000176

Please confirm that you want to delete **I-000176**.

Total: 1 objects.

Incident	Title	Organization	Caller	Start date
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04

<< Back

Delete !

we can delete single incident as well as multiple incidents.

➤ We can delete multiple incidents

I-000114	TICKET raise#1	D1DC	gnate raran	21
I-000112	Ticket#7	Nectar	Acharya Shrvastav	21
I-000111	Ticket#6	Nectar	Akhil Bhatiya	21
I-000110	Ticket#5	Nectar	Agatha Christee	21
I-000109	Ticket#4	Nectar	Conatct person Nectar	21
I-000099	Ticket generate for customer 0004 error	IT Department	Akhilesh Yada	21
I-000095	Ticket raise for Menu	NIT	Kadam Rajeev	21
I-000090	Ticket raised by application through client requirement.....	Nectar	Akhil Bhatiya	21
I-000078	Ticket #16	NCSE	Acharya Shrvastav	21
I-000075	Ticket #19	PMM	Niraa raut	21
I-000068	Ticket Raised By Client	NCSE	Acharya Shrvastav	21
I-000066	Ticket #17	Nectar	Akhil Bhatiya	21
I-000057	network problem	PMM	rohan warma	21
I-000054	Ticket #16	PMM	rohan warma	21
I-000053	Ticket #15	PMM	rohan warma	21
I-000052	Ticket #14	Nectar	Agatha Christee	21
I-000049	Ticket #11	NIT	Kadam Rajeev	21
I-000042	Ticket #09	Business Development Executive	Khanna Pardes	21
I-000038	Ticket #03	Nectar	Agatha Christee	21
I-000017	Ticket #7	My Company/Department	Watson James	21
I-000016	Ticket #6	My Company/Department	Ram Shrvastav	21
I-000015	Ticket#5	My Company/Department	Ram Shrvastav	21
I-000014	Ticket#3	IT Department	Boris Vian	21
I-000013	Ticket#4	IT Department	Anna Gavalda	21
I-000010	Ticket#2	My Company/Department	Ram Kumar	21

<< Back

Delete !

Delete multiple incidents

Modify functionality:

Modify incidents single as well as multiple incident.

Search for Incident Objects

Add new criteria + Status: Assigned, Escalated TTO a... × ⌂

All open incidents

Total: 81 objects.

Pages: ⌂ 1 2 3 4 ... 9 ⌂ ⌂ 10 objects per page

Incident	Title	Organization	Caller	Start date	Status	Agent
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	New	undefined
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000172	Ticket raise#1	Movicel	Pedro Ginga	2019-04-01 07:05:52	Resolved	Antonio Francisco
I-000171	Ticket raise#3	Movicel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco
I-000170	Ticket #1	Movicel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Assigned	Sonal Kate
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale
I-000166	Ticket raise#1	Jio	John Garrette	2019-03-29 11:00:50	Assigned	Pepino Prazer
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42	Assigned	Mayuri Kale

Reports (All modules)

A document that presents information in an organized format for a specific audience and purpose. Although summaries of reports may be delivered orally, complete reports are almost always in the form of written documents.

There are different types of report format:

- CSVReport
- ExcelReport
- PDFReport

1. CSVreport:

Step 1:

Select CSV report from the setting button

Search for Incident Objects

Add new criteria + Ref: Any and Title: Any and Caller: Any and Organization: Any

Total: 93 objects.

Pages: 1 2 3 4 ... 10 10 objects per page

Incident	Title	Organization	Caller	Start date	Status	Agent
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasad Gajanan
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha Patel
I-000172	Ticket raise#1	Movitel	Pedro Ginga	2019-04-01 07:05:52	Resolved	Antonio Francisco
I-000171	Ticket raise#3	Movitel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco
I-000170	Ticket #1	Movitel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Assigned	Sonal Kute
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale

Eport CVS reports in incident management

New... Other Actions

Configure This List... eMail CSV Export... Excel Export... Export as PDF... Add To Dashboard... Create a Shortcut...

Step 2:

User can select the columns as per requirement & download the report in CSV format.

- Check columns

CSV Export...

CSV Options

Separator character: Text qualifier character Localization Date and Time format

(radio buttons) ; (semicolon) " (double quote) (radio buttons) Do not localize the values (for Enumerated fields) Default format (Y-m-d H:i:s), e.g. 2019-04-02 08:20:56
 , (comma) ' (simple quote)
 tab
 other: (text input)
 Character encoding: Western (ISO-8859-1)

Custom format: Y-m-d H:i:s

Date and Time format: Default format (Y-m-d H:i:s), e.g. 2019-04-02 08:20:56

Text fields containing some HTML markup
 Preserve text formatting

If you want to check all columns for download all data then you can select otherwise you can select some options which you need.

Available columns from Incident

<input checked="" type="checkbox"/> Agent [+]	<input type="checkbox"/> Assignment date	<input type="checkbox"/> Caller [+]	<input type="checkbox"/> Close date	<input type="checkbox"/> Cumulated pending	<input type="checkbox"/> Description
<input type="checkbox"/> End date	<input type="checkbox"/> Hot Flag	<input type="checkbox"/> Hot reason	<input type="checkbox"/> Impact	<input type="checkbox"/> Last pending date	<input type="checkbox"/> Last update
<input type="checkbox"/> Operational status	<input checked="" type="checkbox"/> Organization [+]	<input type="checkbox"/> Origin	<input type="checkbox"/> Parent change [+]	<input type="checkbox"/> Parent incident [+]	<input type="checkbox"/> Pending reason
<input type="checkbox"/> Priority	<input type="checkbox"/> Private log	<input type="checkbox"/> Public log	<input checked="" type="checkbox"/> Ref	<input type="checkbox"/> Resolution code	<input type="checkbox"/> Resolution date
<input type="checkbox"/> Resolution delay	<input type="checkbox"/> Service [+]	<input type="checkbox"/> Service subcategory [+]	<input type="checkbox"/> Solution	<input checked="" type="checkbox"/> Start date	<input checked="" type="checkbox"/> Status
<input type="checkbox"/> Team [+]	<input type="checkbox"/> Ticket sub-class	<input checked="" type="checkbox"/> Title	<input type="checkbox"/> Urgency	<input type="checkbox"/> User comment	<input type="checkbox"/> User satisfaction
<input type="checkbox"/> id (Primary Key)	<input type="checkbox"/> parent problem id [+]	<input type="checkbox"/> tto [+]	<input type="checkbox"/> ttr [+]		

Check All **Uncheck All**

Columns order

Drag and drop the columns' headers to arrange the columns. Preview of 3 lines. Total number of lines to export: 93.

Ref	Title	Organization->Name	Caller->Full name	Start date	Status	Agent->Full name
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasad Gajanan
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrrette	2019-04-01 08:53:41	Assigned	Andre Baptista

Step 3:

- Click on the Exportbutton

CSV Export...

CSV Options

Separator character:	Text qualifier character:	Localization:	Date and Time format:
<input type="radio"/> ; (semicolon)	<input checked="" type="radio"/> " (double quote)	<input type="checkbox"/> Do not localize the values (for Enumerated fields)	<input type="radio"/> Default format (Y-m-d H:i:s), e.g. 2019-04-02 08:25:11
<input checked="" type="radio"/> , (comma)	<input type="radio"/> ' (simple quote)	<input type="checkbox"/> Character encoding: Western (ISO-8859-1)	<input type="radio"/> Custom format: Y-m-d H:i:s
<input type="radio"/> tab	<input type="radio"/> other: <input type="text"/>		
<input type="radio"/> other: <input type="text"/>			

Text fields containing some HTML markup
 Preserve text formatting

Available columns from Incident

<input type="checkbox"/> Agent [+]	<input type="checkbox"/> Assignment date	<input type="checkbox"/> Caller [+]	<input type="checkbox"/> Close date	<input type="checkbox"/> Cumulated pending	<input type="checkbox"/> Description
<input type="checkbox"/> End date	<input type="checkbox"/> Hot Flag	<input type="checkbox"/> Hot reason	<input type="checkbox"/> Impact	<input type="checkbox"/> Last pending date	<input type="checkbox"/> Last update
<input type="checkbox"/> Operational status	<input type="checkbox"/> Organization [+]	<input type="checkbox"/> Origin	<input type="checkbox"/> Parent change [+]	<input type="checkbox"/> Parent incident [+]	<input type="checkbox"/> Pending reason
<input type="checkbox"/> Priority	<input type="checkbox"/> Private log	<input type="checkbox"/> Public log	<input checked="" type="checkbox"/> Ref	<input type="checkbox"/> Resolution code	<input type="checkbox"/> Resolution date
<input type="checkbox"/> Resolution delay	<input type="checkbox"/> Service [+]	<input type="checkbox"/> Service subcategory [+]	<input type="checkbox"/> Solution	<input checked="" type="checkbox"/> Start date	<input checked="" type="checkbox"/> Status
<input type="checkbox"/> Team [+]	<input type="checkbox"/> Ticket sub-class	<input checked="" type="checkbox"/> Title	<input type="checkbox"/> Urgency	<input type="checkbox"/> User comment	<input type="checkbox"/> User satisfaction
<input type="checkbox"/> id (Primary Key)	<input type="checkbox"/> parent problem id [+]	<input type="checkbox"/> tto [+]	<input type="checkbox"/> ttr [+]		

Check All Uncheck All

Columns order

Drag and drop the columns' headers to arrange the columns. Preview of 3 lines. Total number of lines to export: 93.

Ref	x	Title	x	Organization->Name	x	Caller->Full name	x	Start date	x	Status	x	Agent->Full name	x
I-000176		Ticket raise#2		Nectar WTC		Prasad Gajanan		2019-04-01 15:04:04		Closed		Prasad Gajanan	
I-000175		Ticket raise#1		Nectar Infotel		Kirti Wale		2019-04-01 14:48:04		Assigned		Shilpa Kute	
I-000174		Ticket raise#1		Jio		John Garrette		2019-04-01 08:53:41		Assigned		Andre Baptista	

After select columns then click on export button to export report

Step 4:

- Click on link to download thereport



CSV Export...

[Click here to download Incident Export.csv](#)[Click on link to download the report](#)

Result of the export:

```
"Ref","Title","Organization->Name","Caller->Full name","Start date","Status","Agent->Full name"  
"I-000176","Ticket raise#2","Nectar WTC","Prasad Gajanan","2019-04-01 15:04:04","Closed","Prasad Gajanan"  
"I-000175","Ticket raise#1","Nectar Infotel","Kirti Wale","2019-04-01 14:48:04","Assigned","Shilpa Kute"  
"I-000174","Ticket raise#1","Jio","John Garrette","2019-04-01 08:53:41","Assigned","Andre Baptista"  
"I-000173","Ticket raise#1","Nectar Infotel","Kirti Wale","2019-04-01 07:07:45","Closed","Rekha Nikam"  
"I-000172","Ticket raise#1","Movicel","Pedro Ginga","2019-04-01 07:05:52","Resolved","Antonio Francisco"  
"I-000171","Ticket raise#3","Movicel","Antonio Francisco","2019-03-29 14:10:57","Pending","Antonio Francisco"  
"I-000170","Ticket #1","Movicel","Antonio Francisco","2019-03-29 14:07:05","Assigned","Antonio Francisco"  
"I-000169","Ticket raise#1","Nectar Infotel","Kirti Wale","2019-03-29 13:55:33","Assigned","Mayuri Kale"  
"I-000168","Ticket raise#1","Nectar-Pune","Shilpa Kute","2019-03-29 13:26:21","Assigned","Sonal Kate"  
"I-000167","Ticket raise#1","Nectar-Pune","Raj Wale","2019-03-29 13:22:07","Assigned","Raj Wale"  
"I-000166","Ticket raise#1","Jio","John Garrette","2019-03-29 11:00:50","Assigned","Pepino Prazer"  
"I-000165","Ticket raise#1","Nectar WTC","Prasad Gajanan","2019-03-29 08:17:42","Assigned","Mayuri Kale"
```

[Done](#)

Step 5:

Check actual result of report

A	B	C	D	E	F	G
Ref	Title	Organization->Name	Caller->Full name	Start date	Status	Agent->Full name
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	01-04-2019 15:04	Closed	Prasad Gajanan
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	01-04-2019 14:48	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrrette	01-04-2019 08:53	Assigned	Andre Baptista
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	01-04-2019 07:07	Closed	Rekha Nikam
I-000172	Ticket raise#1	Movicel	Pedro Ginga	01-04-2019 07:05	Resolved	Antonio Francisco
I-000171	Ticket raise#3	Movicel	Antonio Francisco	29-03-2019 14:10	Pending	Antonio Francisco
I-000170	Ticket #1	Movicel	Antonio Francisco	29-03-2019 14:07	Assigned	Antonio Francisco
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	29-03-2019 13:55	Assigned	Mayuri Kale
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	29-03-2019 13:26	Assigned	Sonal Kate
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	29-03-2019 13:22	Assigned	Raj Wale
I-000166	Ticket raise#1	Jio	John Garrrette	29-03-2019 11:00	Assigned	Pepino Prazer
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	29-03-2019 08:17	Assigned	Mayuri Kale
I-000164	Ticket raise#1	Nectar-Pune	Sonal Kate	29-03-2019 08:09	Assigned	Vidya Yellaram
I-000163	Ticket raise#100	Nectar-Pune	Priti Wagh	29-03-2019 08:02	Assigned	Priti Wagh
I-000162	Ticket raise#3	Nectar-Pune	Vidya Yellaram	29-03-2019 07:51	Assigned	Priti Wagh
I-000161	Ticket raise#2	Nectar-Pune	Sonal Kate	29-03-2019 07:51	New	
I-000160	Ticket raise#1	Nectar-Pune	Priti Wagh	29-03-2019 07:48	Closed	Sonal Kate
I-000159	Title#7	Nectar-Pune	Priti Wagh	29-03-2019 07:36	Closed	Sonal Kate
I-000158	Title#8	Nectar-Pune	Priti Wagh	29-03-2019 07:03	Closed	Priti Wagh
I-000157	Title#5	Nectar WTC	Rekha Nikam	29-03-2019 06:50	Resolved	Rekha Nikam
I-000156	Title#4	Nectar Infotel	Kirti Wale	29-03-2019 06:49	Resolved	Mayuri Kale
I-000155	Ticket raise#1	Nectar WTC	Prasad Gajanan	28-03-2019 13:26	Resolved	Priti Wagh
I-000154	Ticket raise#1	Nectar Infotel	Kirti Wale	28-03-2019 10:13	Resolved	Priti Wagh
I-000153	Ticket raise#2	Nectar Infotel	Kirti Wale	28-03-2019 08:28	Assigned	Priti Wagh
I-000152	Ticket raise#1	Nectar WTC	Mayuri Kale	28-03-2019 08:27	Assigned	Sonal Kate
I-000151	Ticket raise#5	Nectar Infotel	Kirti Wale	28-03-2019 08:25	Assigned	Priti Wagh
I-000150	Problem#1	Nectar WTC	Rekha Nikam	28-03-2019 08:15	Assigned	Sonal Kate

2.ExcelReport:

Step 1:

Select Excel report from the setting button

Welcome > Overview > I-000175 > Overview > Search for incidents > Incident

Your Search Search

Search for Incident Objects

Add new criteria + Ref: Any * and Title: Any * and Caller: Any * and Organization: Any * C

Total: 93 objects.

Incident	Title	Organization	Caller	Start date	Status	Agent	Actions
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasad Gajanan	New... Configure This List...
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute	New... Configure This List...
I-000174	Ticket raise#1	Jio	John Garrrette	2019-04-01 08:53:41	Assigned	Andre Baptista	New... Configure This List...
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha Nikam	New... Configure This List...
I-000172	Ticket raise#1	Movicel	Pedro Ginga	2019-04-01 07:05:52	Resolved	Antonio Francisco	New... Configure This List...
I-000171	Ticket raise#3	Movicel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco	New... Configure This List...
I-000170	Ticket #1	Movicel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco	New... Configure This List...
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale	New... Configure This List...
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Assigned	Sonal Kate	New... Configure This List...
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale	New... Configure This List...

Click on Excel Export report

New... Configure This List... eMail CSV Export... Export as PDF... Add To Dashboard... Create a Shortcut...

Step 2:

User can select the columns as per requirement & download the report in Excel report.

- Check columns
- Click on the Exportbutton

The screenshot shows the 'Search for incidents' interface with the following details:

- Excel Options:** Text fields containing some HTML markup. Date and Time format:
 - Preserve text formatting
 - Default format (Y-m-d H:i:s), e.g. 2019-04-02 08:52:14
 - Custom format: Y-m-d H:i:s
- Available columns from Incident:** A list of columns with checkboxes:

Agent [+]	Assignment date	Caller [+]	Close date	Cumulated pending	Description
End date	Hot Flag	Hot reason	Impact	Last pending date	Last update
Operational status	Organization [+]	Origin	Parent change [+]	Parent incident [+]	Pending reason
Priority	Private log	Public log	<input checked="" type="checkbox"/> Ref	Resolution code	Resolution date
Resolution delay	Service [+]	Service subcategory [+]	<input type="checkbox"/> Solution	Start date	Status
Team [+]	Ticket sub-class	<input checked="" type="checkbox"/> Title	<input type="checkbox"/> Urgency	User comment	User satisfaction
<input type="checkbox"/> id (Primary Key)	<input type="checkbox"/> parent problem id [+]	<input type="checkbox"/> tto [+]	<input type="checkbox"/> ttr [+]		
- Check or Uncheck columns as per user needs:** Buttons for 'Check All' and 'Uncheck All'.
- Columns order:** Drag and drop the columns' headers to arrange the columns. Preview of 3 lines. Total number of lines to export: 93.

Ref	Title	Organization->Name	Caller->Full name	Start date	Status	Agent->Full name
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasad Gajanan
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
- After selecting columns click on export button:** An arrow points to the 'Export' button.

Step 3:

- Click on link to download thereport

Welcome > Overview > I-000175 > Overview > Search for incidents > Incident

Your Search

Excel Export... 

[Click here to download Incident Export.xlsx](#)  click on link for download report

Incident	Title	Organization	Caller	Start date	Status	Agent
I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasad Gajanan
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha Nikam

Step 4:

Check actual result of report

A	B	C	D	E	F	G
1 Ref	Title	Organization->Name	Caller->Full name	Start date	Status	Agent->Full name
2 I-000176	Ticket raise#2	Nectar WTC	Prasad Gajanan	2019-04-01 15:04:04	Closed	Prasad Gajanan
3 I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
4 I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
5 I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha Nikam
6 I-000172	Ticket raise#1	Movicel	Pedro Ginga	2019-04-01 07:05:52	Resolved	Antonio Francisco
7 I-000171	Ticket raise#3	Movicel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco
8 I-000170	Ticket #1	Movicel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco
9 I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale
10 I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Assigned	Sonal Kate
11 I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale
12 I-000166	Ticket raise#1	Jio	John Garrette	2019-03-29 11:00:50	Assigned	Pepino Prazer
13 I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42	Assigned	Mayuri Kale
14 I-000164	Ticket raise#1	Nectar-Pune	Sonal Kate	2019-03-29 08:09:18	Assigned	Vidya Yellaram
15 I-000163	Ticket raise#100	Nectar-Pune	Priti Wagh	2019-03-29 08:02:07	Assigned	Priti Wagh
16 I-000162	Ticket raise#3	Nectar-Pune	Vidya Yellaram	2019-03-29 07:51:58	Assigned	Priti Wagh

3. PDF report:

Step 1:

Select PDF report from the setting button

Search for Incident Objects

Add new criteria + Status: Assigned, Escalated TTO a... x

All open incidents

Total: 81 objects.

Pages: 1 2 3 4 ... 9 10 objects per page

Incident	Title	Organization	Caller	Start date	Status	Agent
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000172	Ticket raise#1	Movitel	Pedro Ginga	2019-04-01 07:05:52	Assigned	Antonio Francisco
I-000171	Ticket raise#3	Movitel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco
I-000170	Ticket #1	Movitel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Assigned	Sonal Kute
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale
I-000166	Ticket raise#1	Jio	John Garrette	2019-03-29 11:00:50	Assigned	Pepino Prazer
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42	Assigned	Mayuri Kale

Click on Export as PDF

New... Other Actions

Configure This List... eMail CSV Export... Excel Export... Export as PDF... Add To Dashboard... Create a Shortcut...

Step 2:

User can select the columns as per requirement & download the report in Export PDF report.

- Check columns
- Click on the Exportbutton

3 Welcome > Overview > I-000175 > Search for incidents > Overview > Overview > Incident Your Search

Export as PDF...

PDF Options

Page Format Date and Time format

Page Size: A4 Default format (Y-m-d H:i:s), e.g. 2019-04-02 10:52:18

Page Orientation: Landscape Custom format: Y-m-d H:i:s

Check or uncheck column as per user requirement

Available columns from Incident

Agent [+]

End date

Operational status

Priority

Resolution delay

Team [+]

id (Primary Key)

Assignment date

Hot Flag

Organization [+]

Private log

Service [+]

Ticket sub-class

parent problem id [+]

Caller [+]

Hot reason

Origin

Public log

Service subcategory [+]

Title

tto [+]

Close date

Impact

Parent change [+]

Ref

Service

Solution

Urgency

ttr [+]

Cumulated pending

Last pending date

Parent incident [+]

Resolution code

Start date

User comment

Description

Last update

Pending reason

Resolution date

Status

User satisfaction

Check All **Uncheck All**

Columns order

Drag and drop the columns' headers to arrange the columns. Preview of 3 lines. Total number of lines to export: 81.

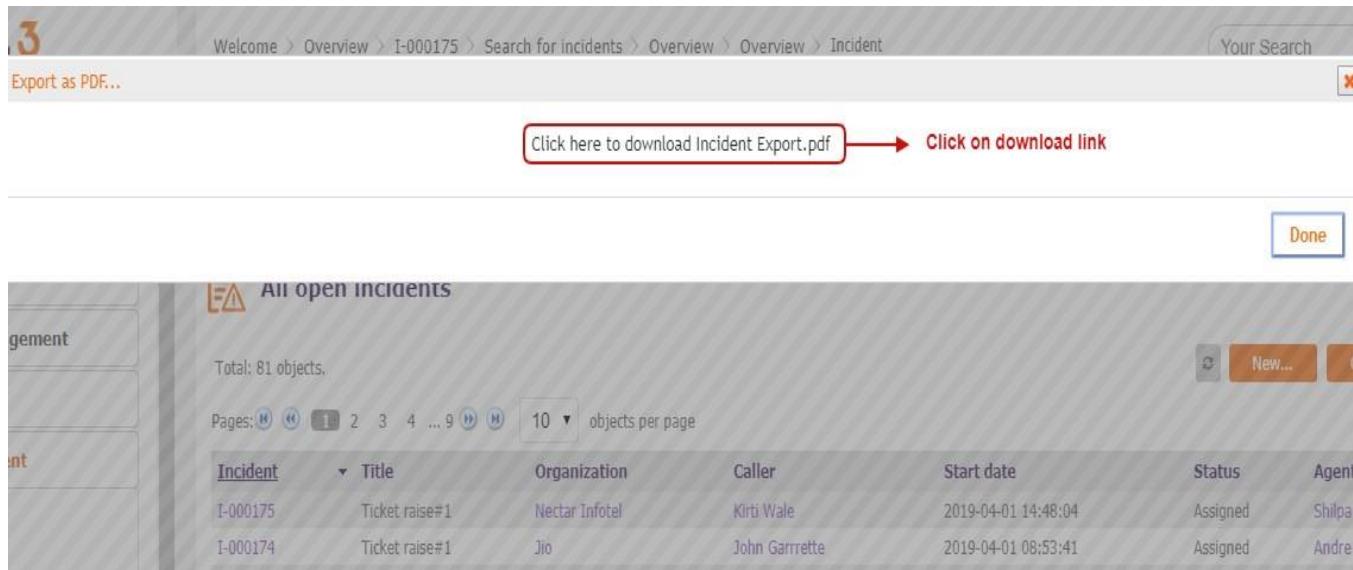
id (Primary Key) x	Title x	Organization x	Caller x	Start date x	Status x	Agent x
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000172	Ticket raise#1	Movitel	Pedro Ginga	2019-04-01 07:05:52	Assigned	Antonio Francisco

Click on export button

Export

Step 3:

- Click on link to download the report



The screenshot shows the Nectar Ticketing Tool interface. At the top, there's a navigation bar with links like 'Welcome', 'Overview', 'I-000175', 'Search for incidents', 'Overview', 'Overview', and 'Incident'. Below the navigation is a search bar labeled 'Your Search' and a button with an 'X'. A link 'Export as PDF...' is visible. In the center, there's a heading 'All open incidents' with a sub-headline 'Total: 81 objects.' Below this is a table with columns: 'Incident', 'Title', 'Organization', 'Caller', 'Start date', 'Status', and 'Agent'. Two rows of data are shown: I-000175 (Ticket raise#1, Nectar Infotel, Kirti Wale, 2019-04-01 14:48:04, Assigned, Shilpa Kute) and I-000174 (Ticket raise#1, Jio, John Garrette, 2019-04-01 08:53:41, Assigned, Andre Baptista). At the bottom right of the table area is a 'Done' button. A red box highlights the 'Click here to download Incident Export.pdf' link, and an arrow points from this box to the text 'Click on download link'.

Step 4:

Check actual result of report



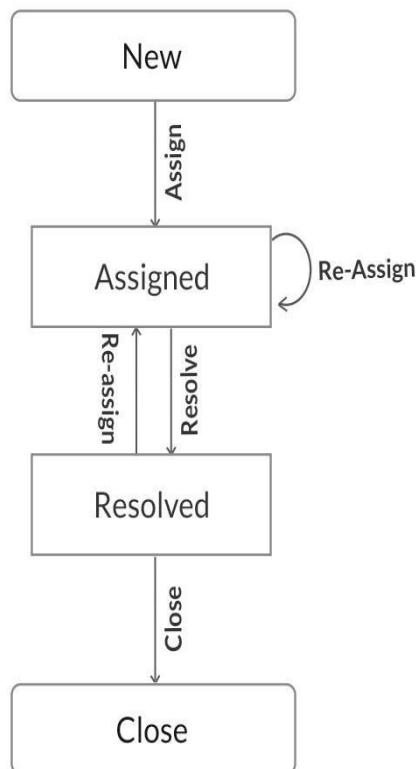
id (Primary Key)	Title	Organization	Caller	Start date	Status	Agent
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000172	Ticket raise#1	Movitel	Pedro Ginga	2019-04-01 07:05:52	Assigned	Antonio Francisco
I-000171	Ticket raise#3	Movitel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco
I-000170	Ticket #1	Movitel	Antonio Francisco	2019-03-29 14:07:05	Assigned	Antonio Francisco
I-000169	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-29 13:55:33	Assigned	Mayuri Kale
I-000168	Ticket raise#1	Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21	Assigned	Sonal Kate
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale
I-000166	Ticket raise#1	Jio	John Garrette	2019-03-29 11:00:50	Assigned	Pepino Prazer
I-000165	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-29 08:17:42	Assigned	Mayuri Kale
I-000164	Ticket raise#1	Nectar-Pune	Sonal Kate	2019-03-29 08:09:18	Assigned	Vidya Yellaram
I-000163	Ticket raise#100	Nectar-Pune	Priti Wagh	2019-03-29 08:02:07	Assigned	Priti Wagh
I-000162	Ticket raise#3	Nectar-Pune	Vidya Yellaram	2019-03-29 07:51:58	Assigned	Priti Wagh
I-000161	Ticket raise#2	Nectar-Pune	Sonal Kate	2019-03-29 07:51:28	New	undefined
I-000157	Title#5	Nectar WTC	Rekha Nikam	2019-03-29 06:50:27	Resolved	Rekha Nikam
I-000156	Title#4	Nectar Infotel	Kirti Wale	2019-03-29 06:49:36	Resolved	Mayuri Kale
I-000155	Ticket raise#1	Nectar WTC	Prasad Gajanan	2019-03-28 13:26:33	Resolved	Priti Wagh
I-000154	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-03-28 10:13:02	Resolved	Priti Wagh

Problem Management

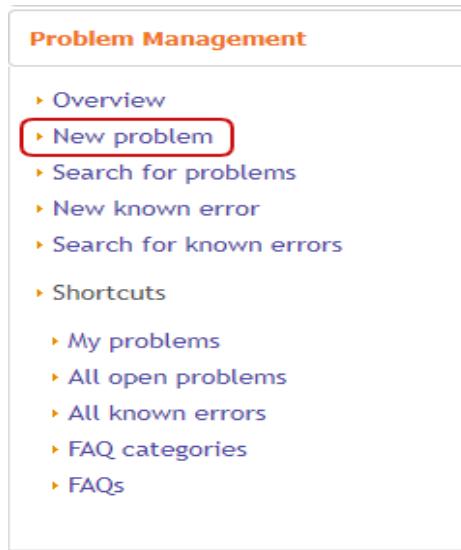
What is Problem:

- A problem is the cause of one or more incidents occurring in your IT. At the time the problem is recorded, the cause may be still unknown. Such tickets will allow IT engineers to document all the actions made to find the root cause and fix the issue.
- The main difference between a problem and an incident is that an incident must be fixed as quickly as possible to reduce the unavailability period of the service, whereas the problem will focus on identifying the root cause. While the root cause remains undefined, a workaround is provided to help in fixing corresponding recurring incidents.
- The problems are managed by users having the profile **Problemmanager**.

Diagrammatic representation of Problem management



Creating a Problem:



- Go to problem managementmodule
- Click on Newproblem
- Enter all valid mandatorydetails
- Click on the Createbutton

Check the following form is displayed to create problem,

Creation of a new Problem

after add all details then click on create button

Create
Assign
Cancel

Properties Contacts Known Errors Related requests Related incidents Attachments																									
<div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> <p>General Information</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Ref</td> <td style="width: 85%;"></td> </tr> <tr> <td>Title</td> <td>Problem#1</td> </tr> <tr> <td>Organization</td> <td>Reliance ▼ [edit] [+]</td> </tr> <tr> <td>Status</td> <td>New</td> </tr> <tr> <td>Priority</td> <td>Critical</td> </tr> <tr> <td>Service</td> <td>Relience service ▼</td> </tr> <tr> <td>Service subcategory</td> <td>Internet service ▼</td> </tr> <tr> <td>Product</td> <td></td> </tr> </table> </div> <div style="flex: 1;"> <p>Dates</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Start date</td> <td style="width: 85%;"></td> </tr> <tr> <td>Last update</td> <td></td> </tr> </table> <p>Contacts</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Caller</td> <td style="width: 85%;">Rajeet Singh ▼ [+]</td> </tr> </table> <p>Relations</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Related Change</td> <td style="width: 85%;">... select one ... [+]</td> </tr> </table> </div> </div>		Ref		Title	Problem#1	Organization	Reliance ▼ [edit] [+]	Status	New	Priority	Critical	Service	Relience service ▼	Service subcategory	Internet service ▼	Product		Start date		Last update		Caller	Rajeet Singh ▼ [+]	Related Change	... select one ... [+]
Ref																									
Title	Problem#1																								
Organization	Reliance ▼ [edit] [+]																								
Status	New																								
Priority	Critical																								
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<p>More Information</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Impact</td> <td style="width: 85%;">A Department ▼</td> </tr> <tr> <td>Urgency</td> <td>critical ▼</td> </tr> <tr> <td>Description</td> <td><input checked="" type="checkbox"/> Problem regarding the internet service</td> </tr> </table>		Impact	A Department ▼	Urgency	critical ▼	Description	<input checked="" type="checkbox"/> Problem regarding the internet service																		
Impact	A Department ▼																								
Urgency	critical ▼																								
Description	<input checked="" type="checkbox"/> Problem regarding the internet service																								
<p>Private log</p> <div style="border: 1px solid #ccc; padding: 5px; height: 150px; overflow: auto;"> <input checked="" type="checkbox"/> Type your text here... </div>																									
Create Assign Cancel																									

Assign:

- Click on modifybutton
- SelectTeam
- SelectAgent
- Click on assignbutton

Assign - P-000228

Team Helpdesk Team  Select team & agent with respectively

Agent Rupali Wagh 

Assign  Click on assign

General Information

Ref	P-000228
Title	Problem#1
Organization	Reliance
Status	New
Priority	Critical
Service	Relience service
Service subcategory	Internet service
Product	

Dates

Start date	2019-04-10 09:18:43
Last update	2019-04-10 09:18:43

Contacts

Caller	Rajeet Singh
--------	--------------

Relations

Related Change	undefined
----------------	-----------

More Information

Impact	A Department
Urgency	critical
Description	Problem regarding the internet service

Reassign:

- Click on modifybutton
- SelectTeam
- SelectAgent
- Click on the reassigndbutton

Modification of Problem: P-000228

Reassign the agents & team

Resolve **Reassign** **Apply** **Cancel**

Properties		Contacts	Known Errors	Related requests	Related incidents	Attachments
General Information <div style="display: flex; justify-content: space-between;"> <div> <p>Ref: P-000228</p> <p>Title: Problem#1</p> <p>Organization: Reliance</p> <p>Status: Assigned</p> <p>Priority: Critical</p> <p>Service: Relience service</p> <p>Service subcategory: Internet service</p> <p>Product:</p> </div> <div> <p>Dates</p> <p>Start date: 2019-04-10 09:18:43</p> <p>Last update: 2019-04-10 10:58:23</p> <p>Assignment Date: 2019-04-10 10:58:23</p> </div> </div>		Contacts <div style="display: flex; justify-content: space-between;"> <div> <p>Caller: Rajeeet Singh</p> <p>Team: Helpdesk Team</p> <p>Agent: Rupali Wagh</p> </div> <div> <p>Relations</p> <p>Related Change: -- select one --</p> </div> </div>				
More Information <div style="display: flex; justify-content: space-between;"> <div> <p>Impact: A Department</p> <p>Urgency: critical</p> <p>Description: <input checked="" type="checkbox"/> Problem regarding the internet service</p> </div> <div> <p>Private log</p> <p><input checked="" type="checkbox"/> Type your text here...</p> </div> </div>						
		Resolve Reassign Apply Cancel				

Resolve:

- Click on modifybutton
- Select servicesubcategory
- Click on resolvebutton

Resolve - P-000228

Select subcategory service & enter your product to resolve problem

Service subcategory: Internet service

Product:

click resolve button

Resolve Cancel

General Information	
Ref	P-000228
Title	Problem#1
Organization	Reliance
Status	Assigned
Priority	Critical
Service	Relience service
Service subcategory	Internet service
Product	
Dates	
Start date	2019-04-10 09:18:43
Last update	2019-04-10 11:07:19
Assignment Date	2019-04-10 10:58:23
Contacts	
Caller	Rajeet Singh
Team	Helpdesk Team
Agent	Shilpa Kale
More Information	
Impact	A Department
Urgency	critical
Description	Problem regarding the internet service
Relations	
Related Change	undefined
Private log	

After that we can close this problem or reassign the problem.

Modification of Problem: P-000228

Close the problem then you need to click on close button

Or you can reassign this problem

Close **Reassign** **Apply** **Cancel**

Properties		Contacts	Known Errors	Related requests	Related incidents	Attachments
General Information						
Ref	P-000228					
Title	Problem#1					
Organization	Reliance					
Status	Resolved					
Priority	Critical					
Service	Reliance service					
Service subcategory	Internet service					
Product	done					
More Information						
Impact	A Department					
Urgency	critical					
Description	Problem regarding the internet service					
Private log						
<input checked="" type="checkbox"/> Type your text here...						
Close Reassign Apply Cancel						

Search for Problems:

- Go to search for problem in problem management module
- Click on the searchbutton

Search for Problem Objects

Add new criteria + Ref: Any and Title: Any and Caller: Any and Organization: Any

Add some criterion on the search box or click the search button to view the objects.

Search 

Click on search button & check problems

New Known error:

- Go to new known error in problem management module
- Click on the new knownerror
- Create new knownerror

Creation of a new Known Error

Properties Documents

Name Report format error

Customer Idea

Related Problem -- select one -- select related problem if you want to link this error to particular problem

Error Code

Domain Application

Vendor

Model

Version

Symptom

Report format error

Root Cause

Work around

Solution

Create Cancel

Search for Known error:

- Go to problem managementmodule
- Click on the search knownerrors

Your Search



Search for Known Error Objects

Add new criteria +



Add some criterion on the search box or click the search button to view the objects.

Search Q

click on search button to check all known error

My problems:

In my problem you can check problems which are assigned to you.



My problems

Total: 2 objects.

Problem	Title	Organization	Start date	Status
P-000301	Ticket raise#1	Nectar Infotel	2019-04-12 14:07:48	Assigned
P-000215	Problem#1	Reliance	2019-04-09 08:17:14	Assigned

check assigned problems to you.

All open problems:

Check all open problems as per below image:

Search for problems > Report format error > Search for known errors > Customer Contract > Provider Contract > P-000301 > Welcome > Problem

Search for Problem Objects

Add new criteria + Status: New, Assigned, Resolved × ⌂

All open problems check all open problems

Total: 5 objects.

Problem	Title	Organization	Start date	Status
P-000301	Ticket raise#1	Nectar Infotel	2019-04-12 14:07:48	Assigned
P-000215	Problem#1	Reliance	2019-04-09 08:17:14	Assigned
P-000208	Problem 1	Reliance	2019-04-08 11:12:53	Assigned
P-000200	Problem#2	Idea	2019-04-05 11:20:51	New
P-000198	Problem#1	Reliance	2019-04-05 09:36:39	Resolved

All Known errors:

Check all known errors as per below image:

Report format error > Search for known errors > Customer Contract > Provider Contract > P-000301 > Welcome > Problem > Known Error

Your Search ⌂

Search for Known Error Objects

Add new criteria + ⌂

All known errors

Total: 3 objects.

Known Error	Customer	Related Problem	Error Code	Symptom
Network not working	Reliance	P-000198	c4006	performance slow issue
Pop up Error	Reliance	undefined	E1001	Pop up displays after login
Report format error	Idea	P-000228		Report format error

Change Management

We can track all the modifications made within our IT. A lot of incidents are due to changes made to the IT environment. By documenting them, we can identify easily what changes had been made when an incident occurs and restore the service more quickly.

There are 3 different types of changes:

1. Emergency Change

2. NormalChange
3. RoutingChange

Different profile need to create in order to manage changes.

1. Change Implementer : Used to plan and implement thechanges
2. Change Supervisor : Get follow up with thechanges
3. Change Manager: It approve thechanges

In order to add new change click on New change which is under change management. Then select the type of the change from dropdown.

Above screenshot display all the fields to add new change.

Organization : It is the organizations list. Organization must be within delivery model then only we can assign changes to user.(In order to add delivery model please check the service management flow.)

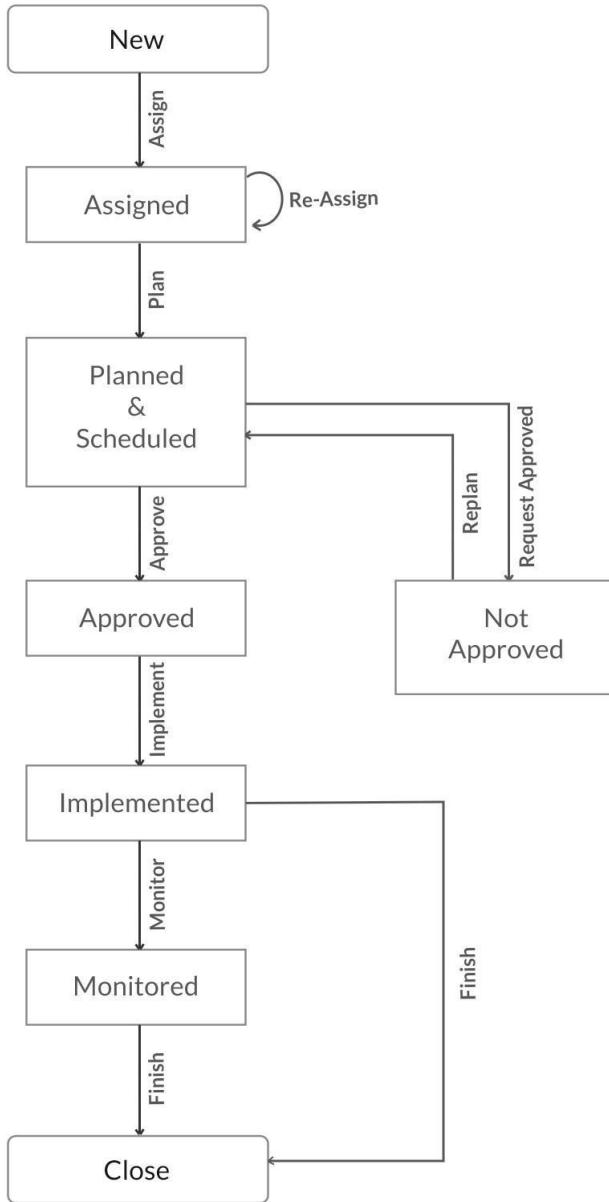
Title is the name of the changes & description is the details of changes.

After adding all the details we can first create and then assign change or directly assign change to specific user.

Emergency Change:

Emergency change is the highest priority change that can be defined in an organization. Emergency changes are defined as changes that need to be evaluated, assessed and either rejected or approved in a short timeframe. Simply defining a change as an emergency does not automatically entail the change should be implemented. The Emergency Change Advisory Board (ECAB) will assess the change and provide advice to the delegated person responsible for approving or rejecting emergency changes. Emergency change does not need to validate. It can be directly assigned to user.

Diagrammatic representation of Change management:



Emergency Change Life Cycle

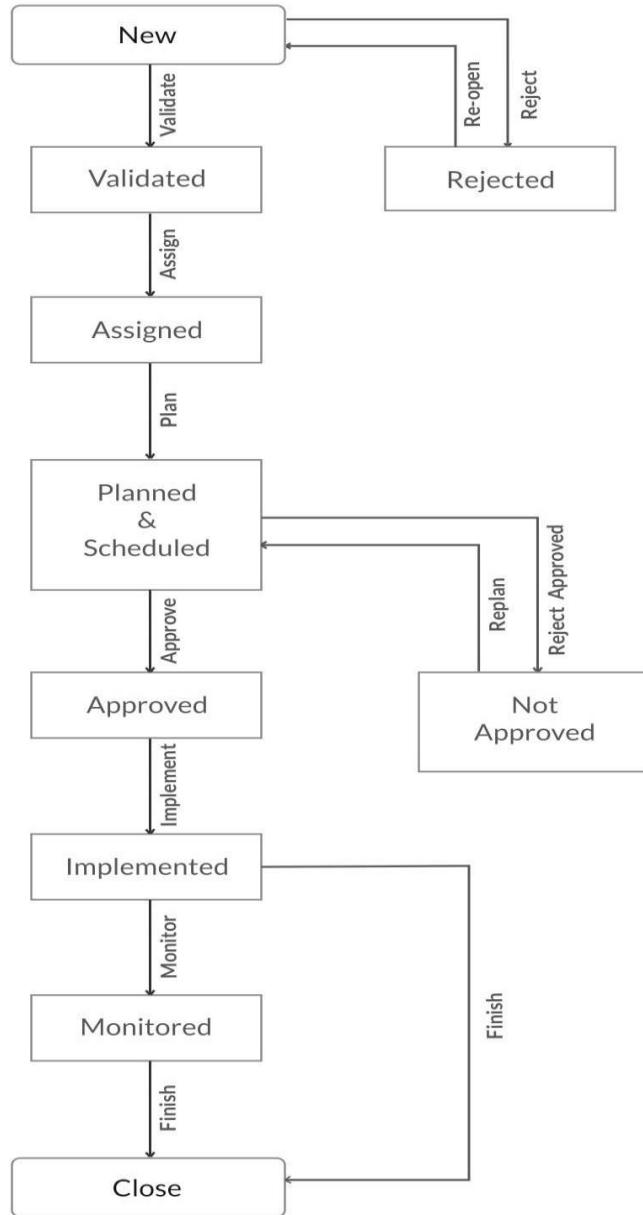
Tab	Description
CIs	All the configuration items impacted for this ticket
Contacts	All the contacts linked to this ticket
Work orders	All the work orders for this ticket

Related requests	All the user requests linked to this change
Related incidents	All the incidents linked to this change
Related problems	All the problems linked to this change
Child changes	All the sub changes linked to this change

Normal Change:

Normal change refers to changes that must follow the complete change management process. By definition a normal change will proceed through all steps of the change management process and will eventually be reviewed by the Change Advisory Board (CAB). The CAB will provide advice regarding the change to the person who is deemed responsible to approve or reject normal changes.

Normal change need to validate before assigning. Only after validated we can assign normal change to specific user.



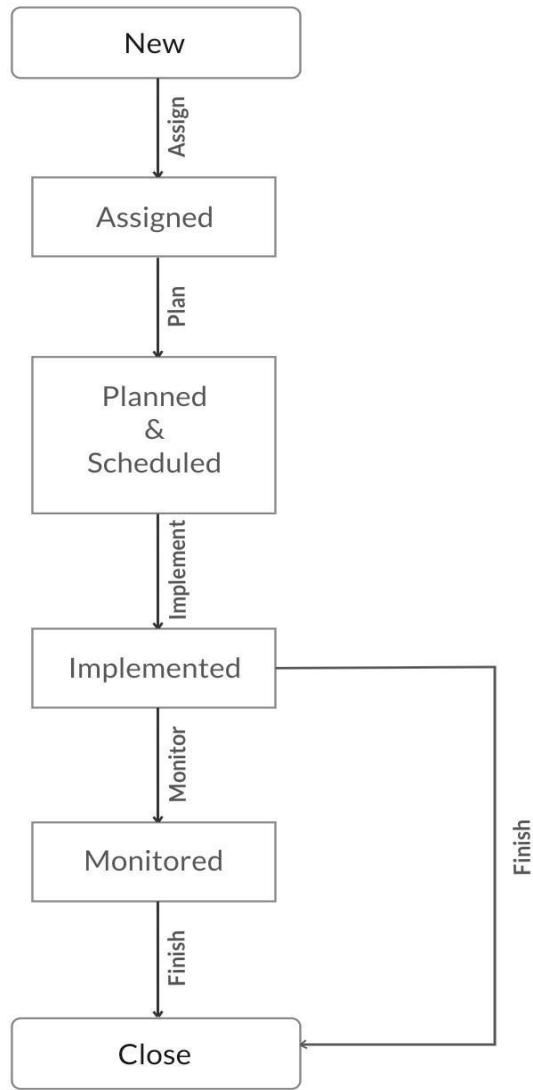
Normal Change Life Cycle

Tab	Description
CIs	All the configuration items impacted for this ticket
Contacts	All the contacts linked to this ticket
Work orders	All the work orders for this ticket
Related requests	All the user requests linked to this change
Related incidents	All the incidents linked to this change
Related problems	All the problems linked to this change
Child changes	All the sub changes linked to this change

Routine Change:

An ITIL routine (standard) change quite simply refers to pre-approved changes. Pre-approved changes can be defined for a variety of tasks, but they will typically be low risk, low effort changes that have a low or known cost.

Test Routine change will directly assign and does not need to validate also no need to approve after planned.



Routine Change Life Cycle

Tab	Description
CIs	All the configuration items impacted for this ticket
Contacts	All the contacts linked to this ticket
Work orders	All the work orders for this ticket
Related requests	All the user requests linked to this change
Related incidents	All the incidents linked to this change
Related problems	All the problems linked to this change
Child changes	All the sub changes linked to this change

Search for changes:

We can see the list of all changes here. We can create new change or modify/delete existing changes from here also.

Incident > Overview > Overview > Delivery Model > Overview > Search for changes > C-000004 > Change

🔍
⟳

Search for **Change** Objects
[Create New Change](#)
[Delete change from Here](#)

[Add new criteria](#) +/-
Ref: Any and
Title: Any and
Caller: Any and
Organization: Any

Total: 4 objects.

Change	Ticket sub-class	Title	Organization	Start date	End date	Status	Agent
C-000004	Normal Change	Manager Change 2	Vikings	2019-04-10 00:00:00	2019-04-10 00:00:00	Closed	Ivar lothbrok
C-000003	Normal Change	Manager Change	Vikings			Assigned	Bjorn lothbrok
C-000002	Normal Change	Normal Change 1	Vikings			Assigned	Ivar lothbrok
C-000001	Normal Change	Amazon Changes	ATOZ			Assigned	Jaimmy Lanister

Click on change id for
modify specific changes

↓

↑

New...

Other Actions

✖

If we want to take any actions like assign, plan, re-open, validate, implement or close then first click on the change id link and then click on modify button to take any actions or modify changes.

This is the action button.
Action buttons will be Assign,
Plan, Validate, Implement, Re-open, Close
depending on the status of changes

Modification of Normal Change: C-000001

Properties Contacts Related requests Related incidents Related problems Child changes Attachments

General Information	Resolution	Dates
Ref C-000001	Reject reason	Creation date 2019-04-09 11:06:42
Organization ATOZ		Last update 2019-04-09 11:30:48
Status Assigned	Relations	Acceptance date 2019-04-17 02:10:05
Title Amazon Changes	Parent change ... select one ...	
Description		
Description		
Acceptance comment		
<input checked="" type="checkbox"/> Acceptance comment		

Changes Assigned To Me: If there are any changes assigned to specific user then only user can see the all assigned changes to the respective user. From here the user can take actions for assigned changes.

Open Changes: All the changes which have been related to the user will display here.

Changes Awaiting Approval: If changes are assigned to the related user and that user planned changes but if it is not approved after plan then all this type of changes will display under this section.

Changes Awaiting Acceptance: When we create any normal changes and does not validate that change then this changes will display here.

Service Management

Service management module is the management of the service catalogue that defines *services*, *SLA* and *contracts* with the end users (or customers).

This module allows a service manager to define all the pieces of the service catalogue:

- Service
- Servicesubcategories
- SLA &SLT
- Customercontracts
- Providercontracts

The *service management* is integrated with the *ticket management* system:

- When creating a ticket for a given customer, the agent can select the service amongst the list of services defined for this customer.
- Ticket deadlines are computed depending on the SLA signed with the customer.

Customer Contract:

A customer contract allows you to define which services have been purchased (requested) by a customer and what are the SLA corresponding to those services. By default, no coverage window is defined in NT3.

It is possible to document several contracts for a given customer. For each customer contracts you can link documents, and contacts related to it.

 Creation of a new Customer Contract

Create **Cancel**

Properties	Contacts	Documents	Services
Name	<input type="text"/>		
Customer	... select one ...   		
Description	<input type="text"/>		
Start date	<input type="text"/> YYYY-MM-DD 		
End date	<input type="text"/> YYYY-MM-DD 		
Cost	<input type="text"/>		
Cost Currency	... select one ...		
Billing frequency	<input type="text"/>		
Cost unit	<input type="text"/>		
Provider	... select one ...   		
Status	... select one ...		
Contract type	... select one ... 		

Create **Cancel**

Delivery Model:

A *delivery model* defines which teams are providing support and services to a set of organizations. It can be used also to document key people with their role.

The *delivery model* of a given customer is used to identify to which team you can assign a ticket for this one.

 Creation of a new Delivery Model

Create **Cancel**

Properties	Contacts	Customers
Name	<input type="text"/>	
Organization	... select one ...   	
Description	<input type="text"/>	

Provider Contracts:

A provider contract allows you to document all the contracts you have with your providers. This helps you to retrieve quickly such information and better manage the contract renewal process.

You can also link *configuration items* that are covered by a provider contract. For each customer contracts you can link documents, and contacts related to it.

The screenshot shows a 'Create' dialog for a 'Provider Contract'. The top bar has tabs for 'Properties', 'Contacts', and 'Documents', with 'Properties' selected. The 'Create' and 'Cancel' buttons are in the top right. The form fields include:

- Name: A text input field with a red warning icon.
- Customer: A dropdown menu with a red warning icon, accompanied by a delete button (orange minus), a new item button (green plus), and a refresh button (blue circular arrow).
- Description: A large text area with a delete button (black X).
- Start date: A date input field with a calendar icon.
- End date: A date input field with a calendar icon.
- Contract type: A dropdown menu with a green plus icon.
- Cost: An empty text input field.
- Cost Currency: A dropdown menu.
- Billing frequency: An empty text input field.
- Cost unit: An empty text input field.
- Provider: A dropdown menu with a red warning icon, accompanied by a delete button (orange minus), a new item button (green plus), and a refresh button (blue circular arrow).
- SLA: An empty text input field.
- Service hours: An empty text input field.
- Status: A dropdown menu.

SLA:

A *service level agreement* (SLA) is a group of SLT. It defines the agreement between a provider and a customer for a given set of services.

Creating a SLA

The menu “SLA” provides a list of already defined service level agreements. Just click on the button “New” to create a new one.

 Creation of a new SLA

Properties		SLTs	Customer contracts
Name	<input type="text"/>		
Provider	-- select one -- <input type="button" value="..."/> <input type="button" value="+"/> <input type="button" value="x"/>		
description	<input type="text"/>		

Create **Cancel**

SLT:

A service level target (SLT) allows you to define metrics for agreements that have to be respected.
By default, NT3 is proposed with two types of metrics:

- Time to own (TTO): This is time between the creation of a ticket and the time to take it into account (assign it to an agent)
- Time to resolve (TTR): This is the time between the creation of a ticket and the time to resolve it

Creating a SLT

The menu “SLT” provides a list of already defined *service level targets*. Just click on the button “New” to create a new one.

 Creation of a new SLT

Properties	
Name	<input type="text"/>
Priority	-- select one -- <input type="button"/>
Request type	-- select one -- <input type="button"/>
Metric	-- select one -- <input type="button"/>
Value	<input type="text"/>
Unit	<input type="radio"/> hours <input type="radio"/> minutes

Create **Cancel**

Service

The services are the basis of the *service catalogue*. They are used to document all the services that can be provided by one or several IT Departments.

Services can be grouped into service families.

For each service you can document:

- the configuration items required to deliver the service
- the provider contracts, on which the service is depending

Creating a Service

The menu “Service” provides a list of services. Just click on the button “New” to create a new one.

The screenshot shows a software interface for creating a new service. At the top left is a gear icon followed by the text "Creation of a new Service". To the right is a button labeled "Press F11 to exit full screen". On the far right are "Create" and "Cancel" buttons. Below the header is a navigation bar with tabs: "Properties" (highlighted in orange), "Service sub categories", "Documents", "Contacts", "Customer contracts", "Provider contracts" (also highlighted in orange), and "Depends on Cls". The main area contains several input fields:

- "Name": An empty text input field with a red exclamation mark icon.
- "Provider": A dropdown menu with the placeholder "... select one .." and three action buttons: a minus sign, a plus sign, and a red exclamation mark.
- "Service Family": A dropdown menu with the placeholder "... select one .." and a green plus sign button.
- "Description": A large text area with a placeholder "[x]" and a small "X" icon.
- "Status": A dropdown menu with the placeholder "... select one ..".
- "Icon": A placeholder image with a small "X" icon and a "Choose File" button below it, showing "No file chosen".

Service Subcategory

The *service subcategories* are used to define more precisely a service. For example you can define the following subcategory for the service System management:

- Troubleshooting
- Order a newserver
- Configure a new virtualmachine
- Repair a server

A service subcategory is related to a type of user request (Incident or Service request). This is done to automate the qualification of a user request or an incident.

Creating a Service Subcategory

The menu “Service subcategories” provides a list of service subcategories. Just click on the button “New” to create a new one.

The screenshot shows a dialog box titled "Creation of a new Service Subcategory". At the top right are "Create" and "Cancel" buttons. The main area is labeled "Properties" and contains the following fields:

- Name: A text input field with a red warning icon.
- Service: A dropdown menu showing "... select one .." with a green plus icon and a red warning icon.
- Provider: A text input field showing "undefined".
- Status: A dropdown menu showing "... select one ..".
- Request type: A radio button group with "incident" selected (radio button has a dot) and "service request" unselected.
- Description: A large text area with a placeholder "[x]" and a red warning icon.

Configuration Management(CMDB)

The Configuration Management module is mandatory module of NT3. It contains the definition of all the basic building blocks: Organizations, Contacts (Persons and Teams) as well as the usual physical devices (Servers, Network Devices...), software elements (DB Server, Database Schemas, Licences, Patches...) and the relations between all these objects.

Documents

1. Document File:

A File Document is used to upload documentation that can be shared across multiple objects in the CMDB. Once a document (in any format: Word, PDF, Spreadsheet, etc.) has been uploaded into NT3, it can be “attached” to many different configuration items

that share the same documentation. This is useful for processing instructions, technical documentation, etc. that need to be referenced from several places in the CMDB.

2. Document Note:

A Note is used to store a short text document. **HTML** formatting of Notes is supported using the **WYSIWYG** editor.

3. Document Web:

Web documents are used to store hyperlinks to external applications or documents. Think to them as “pointers” to external documents.

Software Catalog

A generic item of a software in the software catalog. Software instances installed on a particular system always refer to a given Software. Documents can be link to the software by using software catalog section.

Configuration Items

Configuration items are used to add more detail regarding raised tickets. Also we can use it to allocate speciality of individual person e.g. If some person are specialized in specific networking device then we can assign that specific networking device to the respective person. So that all the tickets which have raised against that device will be allocated to that person also.



As shown in above image we can create configuration items by clicking on new CI link.

1. Application Solution :

Application Solutions describe complex applications that are made of (or depend on) several basic components. They are a specialized type of “Group” for documenting large applications. The main information conveyed by an Application Solution is its list of relationships.

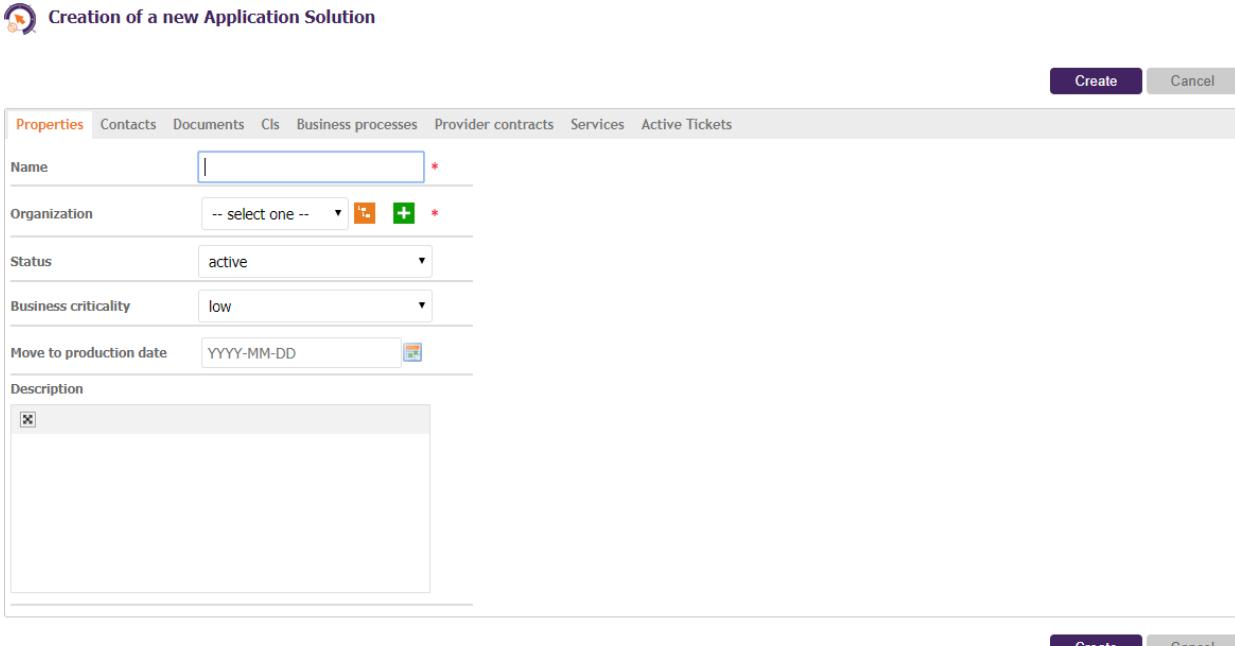
Creating Application Solution



Creation of a new Functional CI

Select the type of Functional CI to create: **Application Solution** ▾ **Apply**

First you have to select Application Solution from dropdown and then click on apply button.



The screenshot shows a configuration interface for creating a new Application Solution. At the top, there's a header with a circular icon and the text "Creation of a new Application Solution". To the right are "Create" and "Cancel" buttons. Below the header is a navigation bar with tabs: "Properties" (which is selected), "Contacts", "Documents", "Cls", "Business processes", "Provider contracts", "Services", and "Active Tickets". The "Properties" tab contains several input fields: "Name" (with a required asterisk), "Organization" (with a dropdown menu showing "-- select one --" and two additional buttons), "Status" (set to "active"), "Business criticality" (set to "low"), and "Move to production date" (a date picker set to "YYYY-MM-DD"). There's also a "Description" text area with a placeholder "[x]" and a "Create" button at the bottom.

After clicking on apply button the above page will display. The page will contain all the details required for applications solution. **To link other configuration items to the new Application Solution, click on the tab “Cls” and use the buttons to Add/Remove Cls from the list. The tab “Contacts” is for managing the relationships with Contacts, etc.**

Business Process

A Business Process is used to document a high-level process or an important application for the operations. It is quite similar to an Application Solution but for describing higher level applications or whole processes in the organization. The main information conveyed by a Business Process is its list of relationships with Application Solutions and Contacts.

 Creation of a new Business Process

Create Cancel

Properties	Contacts Documents Application solutions Active Tickets
Name	<input type="text"/>
Organization	-- select one -- [] + *
Status	<input type="text" value="active"/>
Business criticality	<input type="text" value="low"/>
Move to production date	<input type="text" value="YYYY-MM-DD"/> []
Description	<input type="text"/>

Create Cancel

The creation of a Business Process object is similar to the creation of an Application Solution, except that its components are Application Solutions instead of any Cis.

DB Server

An instance of a database server software (like MySQL, Oracle, SQL Server, DB2...) running on a particular system (PC, Server or Virtual Machine).



Creation of a new DB Server

[Create](#) [Cancel](#)

[Properties](#) [Contacts](#) [Documents](#) [Application solutions](#) [DB schemas](#) [Provider contracts](#) [Services](#) [Active Tickets](#)

Name	<input type="text"/> *
Organization	-- select one -- New Add *
Status	-- select one --
Business criticality	low
System	-- select one -- * New
Software	-- select one -- New
Software licence	-- select one --
Path	<input type="text"/>
Move to production date	YYYY-MM-DD Calendar
Description	<input type="text"/>

Database Schema

It is an instance of database running of a specific DB server.

 Creation of a new Database Schema

Create Cancel

Properties Contacts Documents Application solutions Provider contracts Services Active Tickets

Name *

Organization [edit] [+] *

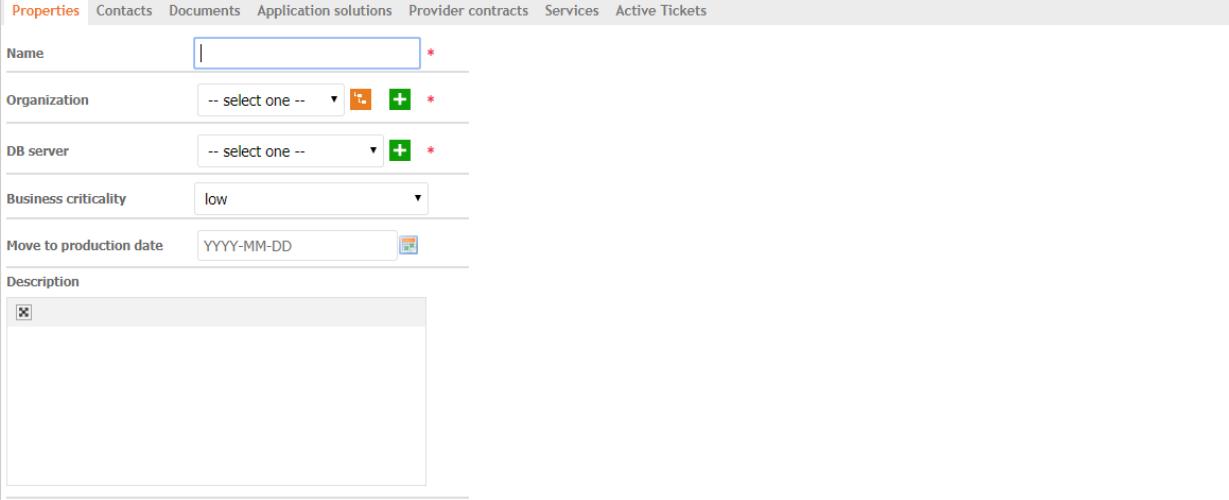
DB server [edit] [+] *

Business criticality [edit]

Move to production date [calendar]

Description

Create Cancel



Middleware

An instance of a middleware software (software offering services to other software, or enterprise integration software) installed on a particular system (PC, Server or Virtual Machine). For example: Tomcat, JBoss, Talend, Microsoft BizTalk, IBM Websphere or Lotus Domino can be put under this category.

 Creation of a new Middleware

Create **Cancel**

Properties		Contacts	Documents	Application solutions	Middleware instances	Provider contracts	Services	Active Tickets
Name	<input type="text"/>							
Organization	<input type="button" value="-- select one --"/>   * <input type="button" value="New"/>							
Status	<input type="button" value="-- select one --"/>							
Business criticality	<input type="button" value="low"/>							
System	<input type="button" value="-- select one --"/> * 							
Software	<input type="button" value="-- select one --"/> 							
Software licence	<input type="button" value="-- select one --"/>							
Path	<input type="text"/>							
Move to production date	<input type="text" value="YYYY-MM-DD"/> 							
Description	<input type="text"/>							

Middleware Instance

A particular application instance (or service) provided by an installed middleware software. For example a web application deployed with Tomcat can be documented as a Middleware Instance.

 Creation of a new Middleware Instance

Create **Cancel**

Properties		Contacts	Documents	Application solutions	Provider contracts	Services	Active Tickets	
Name	<input type="text"/>							
Organization	<input type="button" value="-- select one --"/>   * <input type="button" value="New"/>							
Middleware	<input type="button" value="-- select one --"/>  * <input type="button" value="New"/>							
Business criticality	<input type="button" value="low"/>							
Move to production date	<input type="text" value="YYYY-MM-DD"/> 							
Description	<input type="text"/>							

Mobile Phone

If there are any mobile related issues then we can add particular mobile devices by selecting Mobile Phone from configuration items. All mobile devices can be added from this category.

 Creation of a new Mobile Phone

[Create](#) [Cancel](#)

[Properties](#) [Contacts](#) [Documents](#) [Provider contracts](#) [Services](#) [Active Tickets](#)

Name	<input type="text"/>	*
Organization	<input type="text"/> -- select one --	 
Status	<input type="text"/> production	
Business criticality	<input type="text"/> low	
Location	<input type="text"/> -- select one --	
Brand	<input type="text"/> -- select one --	 
Model	<input type="text"/> -- select one --	 
Phone number	<input type="text"/>	
IMEI	<input type="text"/>	
Hardware PIN	<input type="text"/>	
Serial number	<input type="text"/>	
Asset number	<input type="text"/>	
Move to production date	<input type="text"/> YYYY-MM-DD	
Purchase date	<input type="text"/> YYYY-MM-DD	
End of warranty	<input type="text"/> YYYY-MM-DD	
Description	<input type="text"/>	

NAS

NAS (Network attached storage) devices can be listed from this category. There is slot to add more network devices and application solutions.



Creation of a new NAS

Create Cancel

Properties Contacts Documents Application solutions Network devices Provider contracts Services Active Tickets

General information

Name	<input type="text"/>	*
Organization	<input type="button" value="-- select one --"/> *	
Status	<input type="button" value="production"/>	
Business criticality	<input type="button" value="low"/>	
Location	<input type="button" value="-- select one --"/>	
Rack	<input type="button" value="-- select one --"/>	
Enclosure	<input type="button" value="-- select one --"/>	

Dates

Move to production date	<input type="text" value="YYYY-MM-DD"/>
Purchase date	<input type="text" value="YYYY-MM-DD"/>
End of warranty	<input type="text" value="YYYY-MM-DD"/>

Power supply

PowerA source	<input type="button" value="-- select one --"/>
PowerB source	<input type="button" value="-- select one --"/>
Redundancy	The device is up if at least one power connection (A or B) is up

More information

Brand	<input type="button" value="-- select one --"/>
Model	<input type="button" value="-- select one --"/>
Management ip	<input type="text"/>
Rack units	<input type="text"/>
Serial number	<input type="text"/>
Asset number	<input type="text"/>

Other information

Description	<input type="text"/>
-------------	----------------------

Network Device

Any type of network device: router, switch, hub, load balancer, firewall...

Creation of a new Network Device

Properties Contacts Documents Application solutions Provider contracts Services Active Tickets

Create **Cancel**

General information	Dates
Name <input type="text"/>	Move to production date <input type="text"/>
Organization <input type="button" value="-- select one --"/>	Purchase date <input type="text"/>
Status <input type="button" value="production"/>	End of warranty <input type="text"/>
Business criticality <input type="button" value="low"/>	
Location <input type="button" value="-- select one --"/>	
Rack <input type="button" value="-- select one --"/>	
Enclosure <input type="button" value="-- select one --"/>	
More information	Power supply
Network type <input type="button" value="-- select one --"/>	PowerA source <input type="button" value="-- select one --"/>
Brand <input type="button" value="-- select one --"/>	PowerB source <input type="button" value="-- select one --"/>
Model <input type="button" value="-- select one --"/>	Redundancy The device is up if at least one power connection (A or B) is up
IOS version <input type="button" value="-- select one --"/>	
Management ip <input type="text"/>	
RAM <input type="text"/>	
Rack units <input type="text"/>	
Serial number <input type="text"/>	
Other information	
Description <input type="text"/>	

PC Software

An instance of a software application installed on a PC. (For example: an instance of MS Office, Corel Draw, Adobe Photoshop or Filezilla).

Creation of a new PC Software

Properties [Create](#) [Cancel](#)

[Contacts](#) [Documents](#) [Application solutions](#) [Provider contracts](#) [Services](#) [Active Tickets](#)

Name	<input type="text"/>	*
Organization	-- select one --	 
Status	-- select one --	
Business criticality	low	
System	-- select one --	*
Software	-- select one --	
Software licence	-- select one --	
Path	<input type="text"/>	
Move to production date	YYYY-MM-DD	
Description	<input type="text"/>	

PDU

PDU (Power Distribution Unit) will be devices used to distribute the power source.

Creation of a new PDU

Properties Contacts Documents Provider contracts Services Active Tickets

Name *

Organization -- select one --   *

Status production

Business criticality low

Location -- select one --

Rack -- select one -- *

Power start -- select one --

Brand -- select one -- 

Model -- select one -- 

Serial number

Asset number

Move to production date YYYY-MM-DD 

Purchase date YYYY-MM-DD 

End of warranty YYYY-MM-DD 

Description

Create **Cancel**

RACK

Rack will be like server rack, mass rack can be listed by using this category of CI.



Creation of a new Rack

Create

Cancel

Properties Contacts Documents Provider contracts Services Active Tickets

Name	<input type="text"/>	*
Organization	<input type="text"/> -- select one --	*
Status	<input type="text"/> production	
Business criticality	<input type="text"/> low	
Location	<input type="text"/> -- select one --	
Brand	<input type="text"/> -- select one --	
Model	<input type="text"/> -- select one --	
Rack units	<input type="text"/>	
Serial number	<input type="text"/>	
Asset number	<input type="text"/>	
Move to production date	<input type="text"/> YYYY-MM-DD	
Purchase date	<input type="text"/> YYYY-MM-DD	
End of warranty	<input type="text"/> YYYY-MM-DD	
Description	<input type="text"/>	

Admin Tool:

NT3 provides a user management module allowing administrators to assign users with one (or more) predefined profiles. The combination of profiles determines for each user the actions she/he is allowed to perform in NT3 (viewing, creating/modifying or deleting).

User Management:

The menu “User Accounts” under “Admin Tools” module enables you to see all logins defined for your NT3 instance.

Welcome > User

Search for: User Objects

Add new criteria + Login: Any and Contact (person): Any and Contact (person)->Organization: Any

User Accounts

Total: 43 objects.

Pages: 1 2 3 4 5 10 objects per page

User	Type of account	First name	Last name	Status	Department
abel.francisco@movicel.co.ao	NT3 user	Abel	Francisco	Enabled	DO
Adilson.Lima@movicel.co.ao	NT3 user	Adilson	Lima	Enabled	DO
admin	NT3 user			Enabled	undefined
adriano.neto@movicel.co.ao	NT3 user	Adriano	Neto	Enabled	DE
Alberto.Fabiao@movicel.co.ao	NT3 user	Alberto	Fabiao	Enabled	DT
Alfredo.Julio@movicel.co.ao	NT3 user	Alfredo	Julio	Enabled	GCQR
andre.baptista@movicel.co.ao	NT3 user	Andre	Baptista	Enabled	GCQR
antonio.francisco@movicel.co.ao	NT3 user	Antonio	Francisco - CTO	Enabled	Movicel
apolinario.mavakala@movicel.co.ao	NT3 user	Apolinario	Mavakala	Enabled	DO
Arlindo.Alves@movicel.co.ao	NT3 user	Arlindo	Alves - DE	Enabled	Movicel

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Create new user:

To create a new user you just have to click on “New” in action drop down list, from either user list or a given user detail. The following wizard then appears

User Accounts

Total: 43 objects.

Pages: 1 2 3 4 5 10 objects per page

User	Type of account	First name	Last name	Status	Department
abel.francisco@movicel.co.ao	NT3 user	Abel	Francisco	Enabled	DO
Adilson.Lima@movicel.co.ao	NT3 user	Adilson	Lima	Enabled	DO
admin	NT3 user			Enabled	undefined
adriano.neto@movicel.co.ao	NT3 user	Adriano	Neto	Enabled	DE
Alberto.Fabiao@movicel.co.ao	NT3 user	Alberto	Fabiao	Enabled	DT
Alfredo.Julio@movicel.co.ao	NT3 user	Alfredo	Julio	Enabled	GCQR
andre.baptista@movicel.co.ao	NT3 user	Andre	Baptista	Enabled	GCQR
antonio.francisco@movicel.co.ao	NT3 user	Antonio	Francisco - CTO	Enabled	Movicel
apolinario.mavakala@movicel.co.ao	NT3 user	Apolinario	Mavakala	Enabled	DO
Arlindo.Alves@movicel.co.ao	NT3 user	Arlindo	Alves - DE	Enabled	Movicel

After that you will get user creation form to fill all details as well as select language and create user.

Creation of a new User

Select the type of User to create: NT3 user ▾ Apply

Creation of a new NT3 user

Create Cancel

Properties		Profiles	Allowed Organizations
Contact (person)	Ashwani Sharma	+	
Department	GCQR		
Email	ashwani.sharma@nectarinfotel.com		
Login	ashwani.sharma@nectarinfotel.com		
Password			
•••••			
•••••			
(Confirm)			
Reset Password			
Language	English (English)		
Status	Enabled		

1. Properties: User has filled all details with login credential.
Also you need take contact person of same your name or different what your requirement.
2. Profiles: Select profile as user role.
3. Department: Select department as per user assign.
4. Language: Assign particular to user that can application use in selected language.

Create Cancel

Your Search 🔍 ? 🌐

All Department ▾

- Welcome
- Configuration Management
- Incident Management
- Problem Management
- Change Management
- Service Management
- Admin Tools

Welcome > User

Properties		Profiles	Allowed Organizations
Contact (person)	-- select one --	Brazilian (Brazilian)	
		Chinese (简体中文)	
Department		Czech (Čeština)	
Email		Danish (Dansk)	
Login		Dutch (Nederlands)	
Password			
•••••			
•••••			
(Confirm)			
Reset Password			
Language	Spanish (Español, Castellano)		
	Turkish (Türkçe)		
Status	English (English)		

Configure this list:

By using configure list you can add features by clicking of checkboxes.

The screenshot shows the 'User Accounts' list configuration. The 'List Configuration' dialog box is open, showing the 'Use the Following Settings' tab selected. It lists columns and sort order: User (Link), Type of account, First name (First Name), Last name (Last Name), Status, and Organization (Organization). Below this, there are buttons for 'Move Up' and 'Move Down'. There are also checkboxes for 'Save the Settings' and 'Only for this list'.

Status	Enabled	Enabled	Enabled	Enabled	Enabled	Enabled
eMail	CSV Export...	Excel Export...	Export as PDF...	Add To Dashboard...	Create a Shortcut...	
Enabled	Enabled	Enabled	Enabled	Enabled	Enabled	
GCQR	GCQR					
Enabled	Movicel					

Modify User:

If you want modify user account or modify language then click on user and click modify button.

Step1:

User Accounts

User	Type of account	First name	Last name	Status	Department
abel.francisco@movicel.co.ao	NT3 user	Abel	Francisco	Enabled	DO
Adilson.Lima@movicel.co.ao	NT3 user	Adilson	Lima	Enabled	DO
admin	NT3 user			Enabled	undefined
adriano.neto@movicel.co.ao	NT3 user	Adriano	Neto	Enabled	DE
Alberto.Fabiao@movicel.co.ao	NT3 user	Alberto	Fabiao	Enabled	DT

Step2:

NT3 user: abel.francisco@movicel.co.ao

Properties	Profiles (1)	Allowed Organizations (1)	Grant Matrix	History
Contact (person)	Abel Francisco			
Department	DO			
Email	abel.francisco@movicel.co.ao			
Login	abel.francisco@movicel.co.ao			
Password	*****			
Language	PT BR			
Status	Enabled			

Step3:

Properties Profiles (1) Allowed Organizations (1)

Contact (person)	Abel Francisco	+
Department	DO	
Email	abel.francisco@movicel.co.ao	
Login	abel.francisco@movicel.co.ao	
Password	*****	
Language	Brazilian (Brazilian)	
Status	Enabled	

Profile:

Use the “Admin Tools / Profiles” menu to access the profiles and see their corresponding definitions as shown below:

Welcome > User > Profile

Your Search

Search for Profile Objects

Add new criteria + Name: Any and Description: Any

Profiles

Total: 13 objects.

Pages: 1 2 10 objects per page

Profile Description

- Administrator Has the rights on everything (bypassing any control)
- Change Approver Person who could be impacted by some changes
- Change Implementor Person executing the changes
- Change Supervisor Person responsible for the overall change execution
- Configuration Manager Person in charge of the documentation of the managed CIs
- Document author Any person who could contribute to documentation
- Portal power user Users having this profile will have the rights to see all the tickets for a customer in the portal. Must be used in conjunction with other profiles (e.g. Portal User).
- Portal user Has the rights to access to the user portal. People having this profile will not be allowed to access the standard application, they will be automatically redirected to the user portal.
- Problem Manager Person analyzing and solving the current problems

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Profiles

Total: 13 objects.

Actions

Profile	Description
Administrator	Has the rights on everything (bypassing any control)
Change Approver	Person who could be impacted by some changes
Change Implementor	Person executing the changes
Change Supervisor	Person responsible for the overall change execution
Configuration Manager	Person in charge of the documentation of the managed CIs
Document author	Any person who could contribute to documentation
Portal power user	Users having this profile will have the rights to see all the tickets for a customer in the portal. Must be used in conjunction with other profiles (e.g. Portal User).
Portal user	Has the rights to access to the user portal. People having this profile will not be allowed to access the standard application, they will be automatically redirected to the user portal.
Problem Manager	Person analyzing and solving the current problems
REST Services User	Only users having this profile are allowed to use the REST Web Services (unless 'secure_rest_services' is set to false in the configuration file).

Frequently Asked Questions (FAQs)

Q. How to add new contact person and new team in NT3?

Answer: In order to add new contact first you have to login then click on the welcome tab and then click on create new contacts. For adding new person you can select person from dropdown and for adding new team you can select team from dropdown. For more details please [click here](#).

Q. What Location belongs to?

Answer: Location is depends on the organizations/departments. You can add location for department using Location tab which is available under welcome module.

Q. How to create new incident?

Answer: Click on the incident management module and then click on the New Incident link. For more details please [click here](#).

Q. From where we can delete/modify incident?

Answer: You have to click on the other action button which is available on the list of incident page (i.e. Page appears after clicking on the Search for incidents link). You can modify or delete specific incident by clicking on the other action button.

Q. How to escalate Incident?

Answer: First you have to create TTO and TTR times in service management. Then according to its priority the time will be assigned to the incident. For more details please [click here](#).

Q. What is TTO & TTR?

Answer: TTO stands for Time To Own means if incident is created then it has to assign within given TTO. Whereas TTR means Time To Resolve.

Q. Can we modify the list of tables for tickets?

Answer: Yes. In order to modify tables you have to click on the configure this list. It is available in button next to the other actionbutton.

Q. What is the difference between emergency, Normal and Routine changes?

Answer: Emergency change does not need to validate when it is created but it has to verify after plan. Normal change need to validate after creation and also need to verify

after planning. Routine change neither validates nor verify after plan. [Click here](#)for more details.

Q. What is changes awaiting for approval and awaiting for acceptance?

Answer: Changes awaiting for approval meaning that changes has been planned but not approved. Whereas changes awaiting for acceptance is that changes which are created but not validate then that changes will fall under this category.

Q. How to create services?

Answer: In order to create new service you have to click on the service tab under service management module. Then click on the New button under that page.

Q. What is SLA and SLT?

Answer: SLA stands for Service Level Agreement ([click here](#)for more details). SLT stands for Service Level Target ([click here](#)for more details).

Q. What is Delivery Model?

Answer: A delivery model defines which teams are providing support and services to a set of organizations.

Q. How to create User account?

Ans: In admin tool you are able to create user account as well as modify user.

Creation of a new User

Select the type of User to create: NT3 user ▾ **Apply**

Creation of a new NT3 user

The screenshot shows the 'Properties' tab of the user creation interface. The fields filled are:

- Contact (person): Ashwani Sharma
- Department: GCQR
- Email: ashwani.sharma@nectarinfotel.com
- Login: ashwani.sharma@nectarinfotel.com
- Password: (two masked input fields)
- (Confirm): (two masked input fields)
- Reset Password: button
- Language: English (English)
- Status: Enabled

Buttons at the top right: Create, Cancel.

Q. How to add language to User account?

Ans: In admin tool you can add or modify language.

The screenshot shows the 'Properties' tab of the user configuration screen within the Admin Tools section. The 'Language' dropdown menu is open, displaying a list of available languages:

- select one --
- Brazilian (Brazilian)
- Chinese (简体中文)
- Czech (Čeština)
- Danish (Dansk)
- Dutch (Nederlands)
- English (English)
- French (Français)
- German (Deutsch)
- Hungarian (Magyar)
- Italian (Italiano)
- Japanese (日本語)
- Russian (Русский)
- Spanish (Español, Castellano) **(highlighted)**
- Turkish (Türkçe)

Other fields visible include Contact (person), Department, Email, Login, Password, and Status.

END