



Trouble Ticketing Tool

INDEX

Sr. No.	Contents
1	<u>Welcome Module</u> <ul style="list-style-type: none">1.1 - <u>Person</u>1.2 - <u>Team</u>
2	<u>Incident Management</u> <ul style="list-style-type: none">2.1 - <u>Create Incident</u>2.2 - <u>Overview</u>2.3 - <u>Search Incident</u>2.4 - <u>Escalate Incident</u>2.5 - <u>Incident Assigned to me</u>2.6 - <u>Re-assign incident</u>2.7 - <u>Resolve</u>2.8 - <u>Pending</u>2.9 - <u>Close</u>2.10 - <u>Reopen</u>2.11 - <u>Open Incidents</u>
3	<u>Reports</u> <ul style="list-style-type: none">3.1 - <u>CSV</u>3.2 - <u>Excel</u>3.3 - <u>PDF</u>
4	<u>Problem Management</u> <ul style="list-style-type: none">4.1 - <u>What is Problem Management</u>4.2 - <u>Create Problem</u>4.3 - <u>Assign/Re-assign Problem</u>4.4 - <u>Resolve</u>4.5 - <u>Search Problems</u>4.6 - <u>Known Errors</u>4.7 - <u>My Problems</u>4.8 - <u>All Open Problems</u>

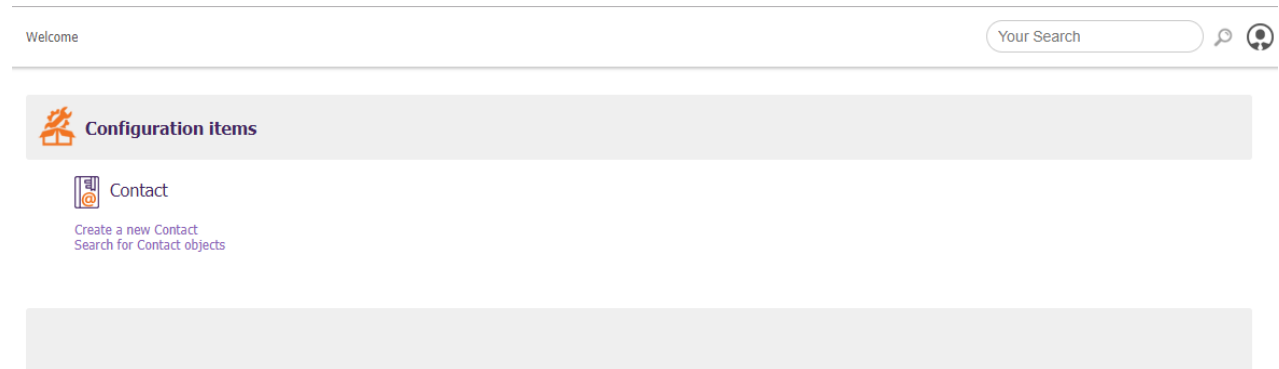
- 5 **Change Management**
 - 5.1 - Emergency Change
 - 5.2 - Normal Change
 - 5.3 - Routine Change
 - 5.4 - Search For Change
 - 5.5 - Changes Assigned To Me/Open Changes
 - 5.6 - Changes Awaiting Approval
 - 5.7 - Changes Awaiting Acceptance

- 6 **Service Management**
 - 6.1 - Customer Contract
 - 6.2 - Delivery Model
 - 6.3 - Provider Contracts
 - 6.4 - SLA
 - 6.5 - SLT
 - 6.6 - Service
 - 6.7 - Service Subcategory

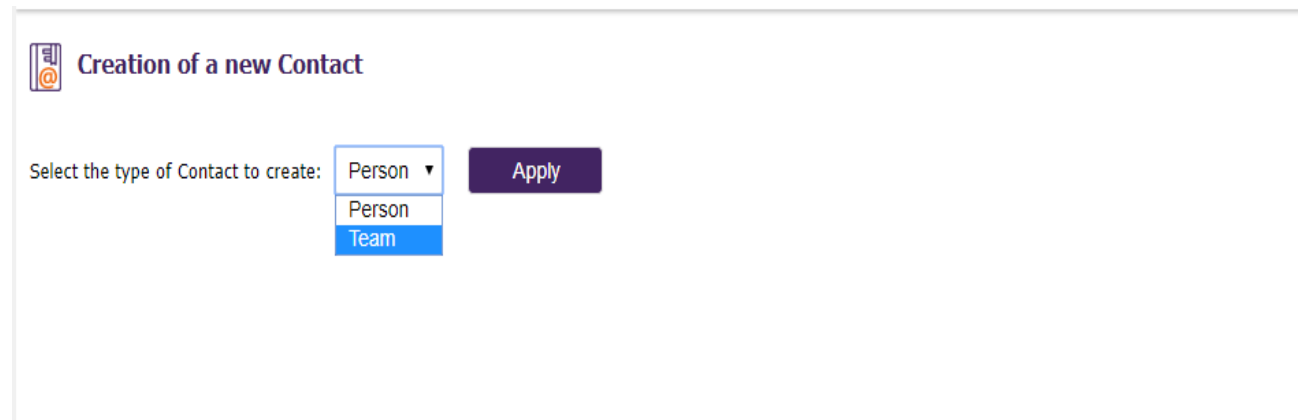
- 7 **FAQs**

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



After clicking on the create new contact we have to select a person or team from 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 > Niles Nectar New >

Welcome

Your Search

Creation of a new Team

Create

Cancel

PropertiesMembersTickets

Name

Status

Active

Organization

-- select one --

+

Email

Phone

Notification

no

yes

Function

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 > Niles Nectar New >

Welcome

Your Search

Creation of a new Team

CreateCancel

PropertiesMembersTickets

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 objectsAdd Persons...

CreateCancel

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

Problem Manager > Notifications > Overview > Location > Profile > Overview > Niles Nectar New >

Welcome

Your Search

Add Link Person / Team objects to link with the Team

Search for Person Objects

Add new criteria +

Person: Any x

and

Email: Any x

and

Organization: Any x

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 Shrivastav	Acharya	Nectar	Active	Paris	
<input type="checkbox"/>	Acharya Shrivastav	Acharya	Nectar	Active	Grenoble	
<input type="checkbox"/>	Acharya Shrivastav	Acharya	NCSE	Active	Paris	
<input checked="" type="checkbox"/>	Adriano Neto	Adriano	Movicel	Active	undefined	adriano.neto@movicel.co.ao
<input type="checkbox"/>	Agatha Christie	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

CancelAdd

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

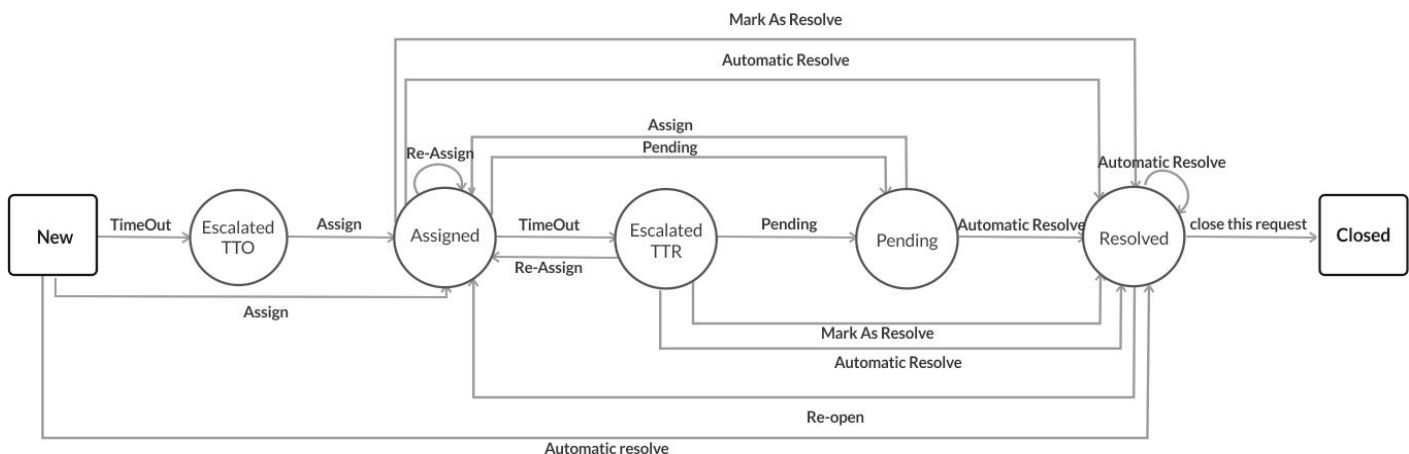
An incident ticket or simply an **“incident”** keeps tracks of a technical issue within the IT:

- 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

Incident Management

- Overview
- New incident
- Search for incidents
- Shortcuts
 - Incidents assigned to me
 - Escalated incidents
 - All open incidents




The following form is displayed:



 **Creation of a new Incident**

Assign Create Cancel

Properties | Contacts | Attachments

General Information

Organization   


Caller  

Status

Origin

Title

Description



Qualification

Impact

Urgency

Priority

Contacts


Dates


Start date


Last update

TTO Deadline

Relations

Parent incident 

parent problem id 

Parent change 

Resolution

SLA report

More Information

Service

Service subcategory

Private log

Public log

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.

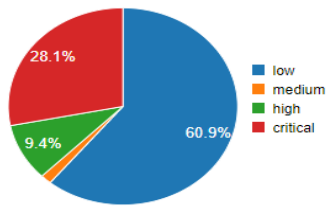
Overview:

- 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 per priority:
 - Low,
 - Medium,
 - High,
 - Critical.
- All open incidents showing as per agent wise.

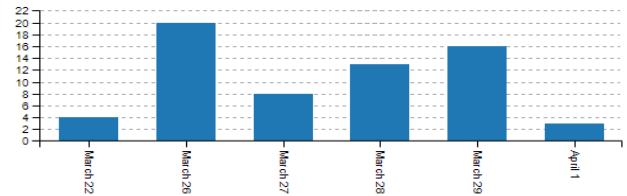


Dashboard for Incident Management

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.

Web performance > I-000173 > Overview > I-000174 > Overview > Welcome > Search for Incidents > Incident

Your Search

Search for Incident Objects

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

Total: 91 objects.

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

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	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	Assigned	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	Resolved	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

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,Very High,High etc..)

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

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 add SLT:

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

<input type="checkbox"/>	SLT	Priority	Request type	Metri
<input type="checkbox"/>	TTO priority Critical Incident 1 m	critical	incident	TTO
<input type="checkbox"/>	TTR priority Critical incident 1 m	critical	incident	TTR

Remove selected objectsAdd SLTs...

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

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

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

Search for Incident Objects

Add new criteria +

Status: Assigned, Escalated TTO a... x



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 Escalated incidents

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

Your Search



Escalated incidents

Total: 5 objects.



New...

Other Actions



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.

- Open Incident
- Click on modify button
- Click on Re-assign button



Modification of Incident: I-000172

Re-assign

Mark as resolved

Pending

Apply

Cancel

Properties

Contacts

Attachments

General Information

OrganizationMovitel

CallerPedro Ginga

StatusAssigned

Originphone

TitleTicket raise#1

Descriptionreports download issues

Qualification

ImpactA department

Urgencylow

Prioritylow

Contacts

TeamDO Team

AgentAntonio Francisco

Dates

Start date2019-04-01 07:05:52

Last update2019-04-01 07:05:56

Assignment date2019-04-01 07:05:56

TTR Deadline

Relations

Parent incident

parent problem id

Parent change

Resolution

SLA report

SLA tto passedno

SLA tto over0s

1.Re-assign functionality:

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

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

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

Re-assign

Cancel

General Information

OrganizationJlo

CallerJohn Garrette

StatusAssigned

Originphone

TitleTicket raise#1

Descriptionreport issues

More Information

Serviceundefined

Service subcategoryundefined

Hot FlagNo

Hot reason

Qualification

ImpactA department

Urgencyhigh

Prioritycritical

Contacts

TeamMovicel Contact Team

AgentAndre Baptista

Dates

Start date2019-04-01 08:53:41

Last update2019-04-01 08:55:36

Assignment date2019-04-01 08:55:36

TTR Deadline

Relations

Parent incidentundefined

parent problem idundefined

Parent changeundefined

Resolution

SLA report

SLA tto passedno


SLA tto over0s

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 Movitel +

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 ... +

parent problem id .. select one .. +

Parent change .. select one .. +

Resolution

SLA report

SLA tto passed no

SLA tto over 0s

- Open Incident
- Click on modify button
- Click on mark as resolved button



Mark as resolved - I-000172

Service

Desktop services

Service subcategory

Computer services

Resolution code

bug fixed

✖

Mark as resolved - I-000172

Solution

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

Mark as resolved

Cancel

General Information

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

More Information

Service Desktop services
Category Computer services

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

Relations

Parent incident undefined
parent problem id undefined
Parent change undefined

Resolution

SLA report

SLA tto passed no
SLA tto over 0s

3.Pending Functionality:

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

Welcome > I-000173 > Search for incidents > I-000172 > Overview > I-000174 > Incident > I-000171

Your Search

Modification of Incident: I-000171

Re-assign Mark as resolved **Pending** Apply Cancel

Properties Contacts Attachments

General Information

Organization Movicel + -

Caller Antonio Francisco +

Status Assigned

Origin phone

Title Ticket raise#3

Description

☒ Description

Qualification

Impact A department

Urgency critical

Priority critical

Contacts

Team DO Team

Agent Antonio Francisco

Dates

Start date 2019-03-29 14:10:57

Last update 2019-03-29 14:11:03

Assignment date 2019-03-29 14:11:03

TTR Deadline

Relations

Parent incident ... +

parent problem id -- select one -- +

Parent change -- select one -- +

Resolution

SLA report

SLA tto passed no

SLA tto over 0s

- Open Incident
- Click on modify button
- Click on pending
- Enter pending reason

4.Close this Request Functionality:

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

- Open Incident
- Click on modify button
- Click on close the request

I-000172 > I-000174 > I-000171 > Search for incidents > I-000170 > Overview > Incident > I-000173

Your Search

Close this request - I-000173

User satisfaction
Very satisfied

User comment

Close this request

Cancel

General Information

Organization Nectar Infotel

Caller Kirti Wale

Status Resolved

Origin phone

Title Ticket raise#1

Description reports download issues

Qualification

Impact A department

Urgency medium

Priority high

Relations

Parent incident undefined

parent problem id undefined

Parent change undefined

More Information

Service Web Services NI

Service subcategory Web performance

Hot Flag No

Hot reason

Pending reason

Contacts

Team Nectar-WTC Team

Agent Rekha Nikam

Dates

Start date 2019-04-01 07:07:45

Last update 2019-04-01 07:14:02

Assignment date 2019-04-01 07:07:50

Resolution date 2019-04-01 07:14:02

Resolution

Resolution code assistance

Solution Mark as resolved - I-000173

Resolution delay 6min 17s

SLA report

SLA tto passed no

SLA tto over 0s

SLA ttr passed no

SLA ttr over 0s

5.Reopen Functionality:

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.

- Open Incident
- Click on modify button
- Click on close the request



Modification of Incident: I-000168

Re-open

Properties Contacts Attachments

General Information

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

More Information

Service Software services Pune ▼
Service subcategory IT services ▼
Hot Flag No
Hot reason
Pending reason

Qualification

Impact A department
Urgency low
Priority low

Contacts

Team Nectar-Pune Team
Agent Sonal Kate

Dates

Start date 2019-03-29 13:26:21
Last update 2019-03-29 13:27:22
Assignment date 2019-03-29 13:27:10
Resolution date 2019-03-29 13:27:22

Relation

Parent incident
parent problem
Parent cl

Resolut

Resolutio
code
Solution



close

Resolutio
delay

SLA rep

SLA tto p
SLA tto o
SLA ttr p

- Select Team
- Select Agent

I-000174 > I-000171 > Search for incidents > I-000170 > I-000173 > Overview > Incident > I-000168

Your Search

Re-open - I-000168

Team: Nectar-Pune Team

Agent: Sonal Kate

Re-open Cancel

General Information	Qualification	Relations
Organization Nectar-Pune Caller Shilpa Kute Status Resolved Origin phone Title Ticket raise#1 Description rupali.wagh@nectarinfol.com	Impact A department Urgency low Priority low	Parent incident undefined parent problem id undefined Parent change undefined
More Information Service Software services Pune Service subcategory IT services Hot Flag No Hot reason Pending reason	Contacts Team Nectar-Pune Team Agent Sonal Kate	Resolution Resolution code assistance Solution close Resolution delay 1min 1s
	Dates Start date 2019-03-29 13:26:21 Last update 2019-03-29 13:27:22 Assignment date 2019-03-29 13:27:10 Resolution date 2019-03-29 13:27:22	SLA report SLA tto passed no SLA tto over 0s SLA ttr passed no SLA ttr over 0s

Private log

Assign incident to parent incident:

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

- Select Parent incident
- Select Problem id
- Select Parent change
- 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: Report generation issues

Qualification

Impact: A department

Urgency: low

Priority: low

Contacts

Dates

Start date

Last update

TTO Deadline

Relations

Parent incident:

parent problem id: -- select one --

Parent change: -- select one --

Resolution

SLA report

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 open 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
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	Movitel	Pedro Ginga	2019-04-01 07:05:52
I-000171	Ticket raise#3	Movitel	Antonio Francisco	2019-03-29 14:10:57
I-000170	Ticket #1	Movitel	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

Search for Incident Objects

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

Filter...

Recently used

- ☐ Priority
- ☐ Incident
- ☐ Title
- ☐ Status
- ☐ Agent

Most popular

- ☐ Agent
- ☐ Caller
- ☐ Close date
- ☐ Description
- ☐ Hot Flag
- ☐ Id

10 objects per page

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
Movicel	Antonio Francisco	2019-03-29 14:07:05
Nectar Infotel	Kirti Wale	2019-03-29 13:55:33
Nectar-Pune	Shilpa Kute	2019-03-29 13:26:21
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.

Search for incidents > I-000170 > I-000173 > I-000168 > I-000161 > Incident > Overview > I-000176

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	DTDC	gnate Iaran	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... x



All open incidents

Total: 81 objects.

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



New...

Other Actions



Modify single as well as incidents

Modify...

Delete...

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 Garrrette	2019-04-01 08:53:41	Assigned	Andre Baptista
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 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 Garrrette	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:

- CSV Report
- Excel Report
- PDF Report

1.CSV report:

Step 1:

Select CSV report from the setting button

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

Your Search

Search for Incident Objects

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

Total: 93 objects.

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

Eport CVS reports in incident management

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
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha
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 Kate
I-000167	Ticket raise#1	Nectar-Pune	Raj Wale	2019-03-29 13:22:07	Assigned	Raj Wale

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: ☐ ; (semicolon) ☒ , (comma) ☐ tab ☐ other:

Text qualifier character: ☒ " (double quote) ☐ ' (single quote) ☐ other:

Localization: ☐ Do not localize the values (for Enumerated fields)

Character encoding: Western (ISO-8859-1)

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

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

☒ 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
☐ 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

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

Step 3:

- Click on the Export button

CSV Export...

CSV Options

Separator character:

☐ ; (semicolon)

☒ , (comma)

☐ tab

☐ other:

Text qualifier character

☒ " (double quote)

☐ ' (simple quote)

☐ other:

Localization

☐ Do not localize the values (for Enumerated fields)

Character encoding:

Western (ISO-8859-1)

☐ Preserve text formatting

Date and Time format

☒ Default format (Y-m-d H:i:s), e.g. 2019-04-02 08:25:11

☐ Custom format:

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

☐ 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

After select columns then click on export button to export report

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

Export

Step 4:

- Click on link to download the report



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

2.Excel Report:

Step 1:

Select Excel report from the setting button

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

Your Search

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

Click on Excel Export report

Configure This List...

eMail

CSV Export...

Excel Export...

Export as PDF...

Add To Dashboard...

Create a Shortcut...

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 Nikam
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	2019-04-01 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

Step 2:

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

- Check columns
- Click on the Export button

3

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

Your Search

Excel Export...

Excel Options

Text fields containing some HTML markup

☐ Preserve text formatting

Date and Time format

☒ Default format (Y-m-d H:i:s), e.g. 2019-04-02 08:52:14

☐ Custom format:

Check or Uncheck columns as per user needs

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

☐ 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: 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 Garrrrette	2019-04-01 08:53:41	Assigned	Andre Baptista

After selecting columns click on export button

Export

Step 3:

- Click on link to download the report

Click here to download Incident Export.xlsx → click on link for download report

Done

Pages: 1 2 3 ... 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
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre
I-000173	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 07:07:45	Closed	Rekha

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	Movitel	Pedro Ginga	2019-04-01 07:05:52	Resolved	Antonio Francisco
7	I-000171	Ticket raise#3	Movitel	Antonio Francisco	2019-03-29 14:10:57	Pending	Antonio Francisco
8	I-000170	Ticket #1	Movitel	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 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

Click on Export as PDF

- 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 Export button

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

Export as PDF...

PDF Options

Page Format

Page Size: A4

Page Orientation: Landscape

Date and Time format

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

☐ Custom format: Y-m-d H:i:s

Available columns from Incident

Check or uncheck column as per user requirement

☒ 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

☐ 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

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

Export as PDF...

Click here to download Incident Export.pdf → Click on download link

Done

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
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre

Step 4:

Check actual result of report

nt Incident Export Page 1

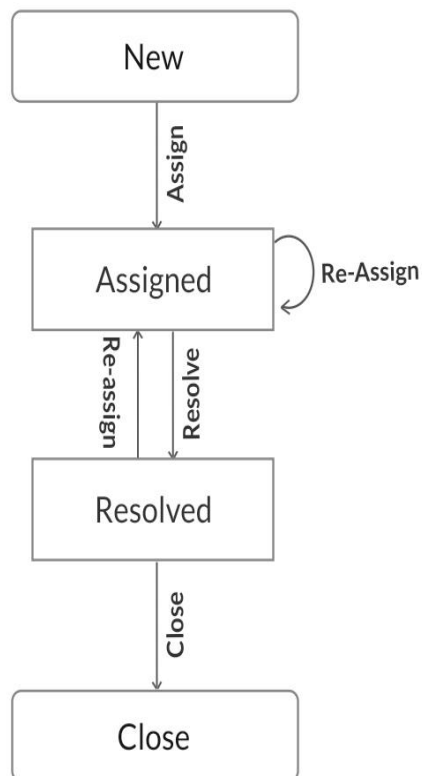
id (Primary Key)	Title	Organization	Caller	Start date	Status	Agent
I-000175	Ticket raise#1	Nectar Infotel	Kirti Wale	2019-04-01 14:48:04	Assigned	Shilpa Kute
I-000174	Ticket raise#1	Jio	John Garrette	2019-04-01 08:53:41	Assigned	Andre Baptista
I-000172	Ticket raise#1	Movitel	Pedro Ginga	2019-04-01 07:05:52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

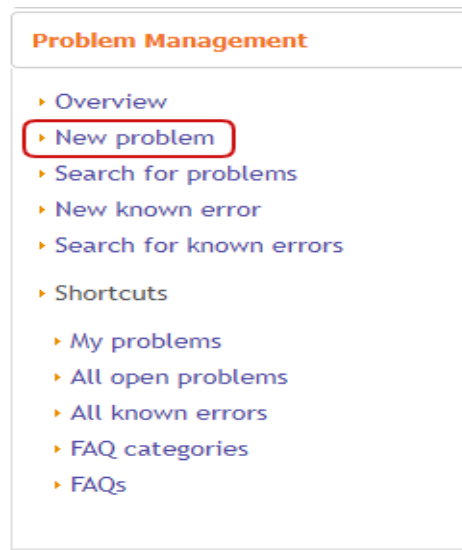
What is Problem:

- 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 **Problem manager**.

Diagrammatic representation of Problem management



Creating a Problem:



- Go to problem management module
- Click on New problem
- Enter all valid mandatory details
- Click on the Create button

Check the following form is displayed to create problem,



Creation of a new Problem

after add all details then click on create button

Assign

Create

Cancel

Properties Contacts Known Errors Related requests Related incidents Attachments

General Information

Ref

Title

Organization

Status

Priority

Service

Service subcategory

Product

Dates

Start date

Last update

Contacts

Caller

Relations

Related Change

More Information

Impact

Urgency

Description

Private log

Type your text here...

Assign

Create

Cancel

Assign:

- Click on modify button
- Select Team
- Select Agent
- Click on assign button



Assign - P-000228

Team Helpdesk Team ▼

Agent Rupali Wagh ▼

Select team & agent with respectively

Click on assign

Assign

Cancel

General Information

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

More Information

Impact A Department
 Urgency critical
 Description
 Problem regarding the internet service

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

Reassign:

- Click on modify button
- Select Team
- Select Agent
- Click on the reassign button



Modification of Problem: P-000228

Reassign the agents & team


Resolve Reassign Apply Cancel

Properties Contacts Known Errors Related requests Related incidents Attachments

General Information

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


More Information

Impact	A Department
Urgency	critical
Description	 Problem regarding the internet service


Dates

Start date	2019-04-10 09:18:43
Last update	2019-04-10 10:58:23
Assignment Date	2019-04-10 10:58:23


Contacts

Caller	Rajeet Singh 
Team	Helpdesk Team
Agent	Rupali Wagh

Relations

Related Change	-- select one -- 
----------------	--

Private log



Type your text here...

Resolve Reassign Apply Cancel

Resolve:

- Click on modify button
- Select service subcategory
- Click on resolve button

**Resolve - P-000228**

Select subcategory service & enter your product to resolve problem

Service subcategory	Internet service ▼
Product	<input type="text"/>

click resolve button

Resolve

Cancel

General Information

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

More Information

Impact	A Department
Urgency	critical
Description	Problem regarding the internet service

Private log**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

Relations

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

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

Relience service

Service subcategory

Internet service

Product

done

More Information

Impact

A Department

Urgency

critical

Description

Problem regarding the internet service

Dates

Start date

2019-04-10 09:18:43

Last update

2019-04-10 11:14:54

Assignment Date

2019-04-10 10:58:23

Contacts

Caller

Rajeet Singh

Team

Helpdesk Team

Agent

Shilpa Kale

Relations

Related Change

-- select one --

+

Private log

✖

Type your text here...

Close Reassign Apply Cancel

Search for Problems:

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

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 known error
- Create new known error



Creation of a new Known Error

Create

Cancel


Properties Documents


Name

Report format error

Customer


Idea






Related Problem

-- select one --






Error Code

Domain

Application




Vendor

Model


Version

Symptom




Report format error


Root Cause



Work around



Solution



Create

Cancel

select related problem if you want to link this error to particular problem

Search for Known error:

- Go to problem management module
- Click on the search known errors

Incident > I-000300 > Overview > Overview > Search for problems > Problem > Report format error > Search for known errors

Your Search

Search for Known Error Objects

Add new criteria +

Search

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

click on search button to check all known error

My problems:

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

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

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 x

 **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

Actions

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. Normal Change
3. Routing Change

Different profile need to create in order to manage changes.

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

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

Overview > P-000005 > Overview > I-000006 > Incident > Overview > Overview > Overview

Your Search 🔍 👤

Reject **Validate** **Create** Cancel

Properties Contacts Related requests Related incidents Related problems Child changes Attachments

General Information

Ref

Organization -- select one -- + - ⚠

Status New

Title ⚠

Description

ⓧ

Resolution

Relations

Parent change -- select one -- +

Dates

Creation date

Last update

Contacts

Caller -- select one -- +

Private log

ⓧ

Type your text here...

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.)

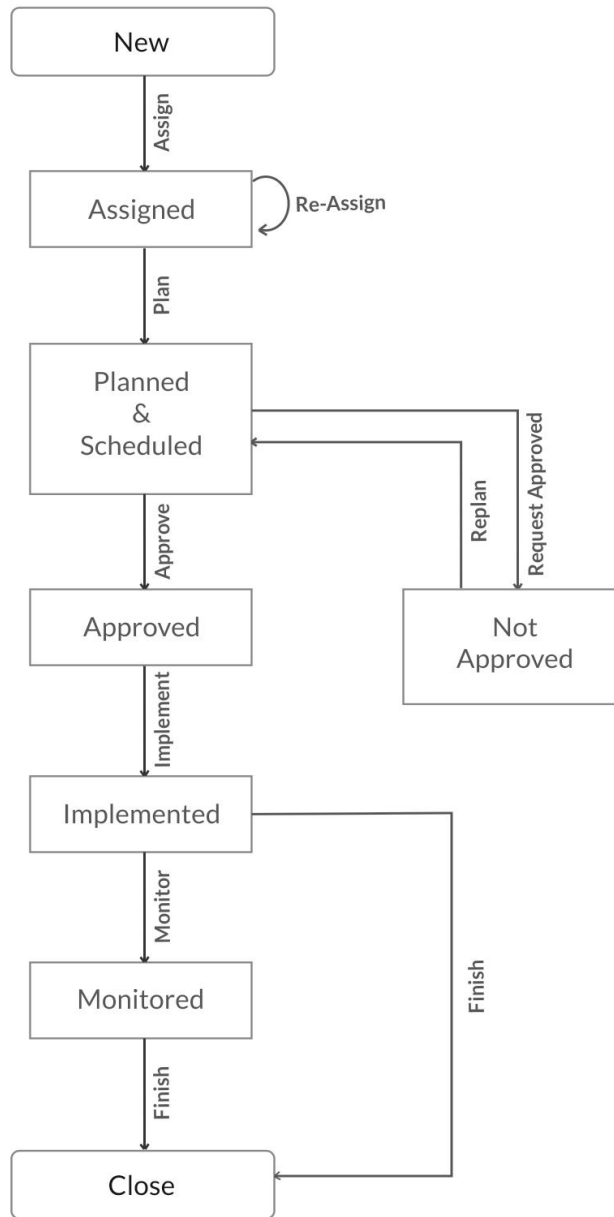
Title is the name of the changes & description is the details of changes.

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

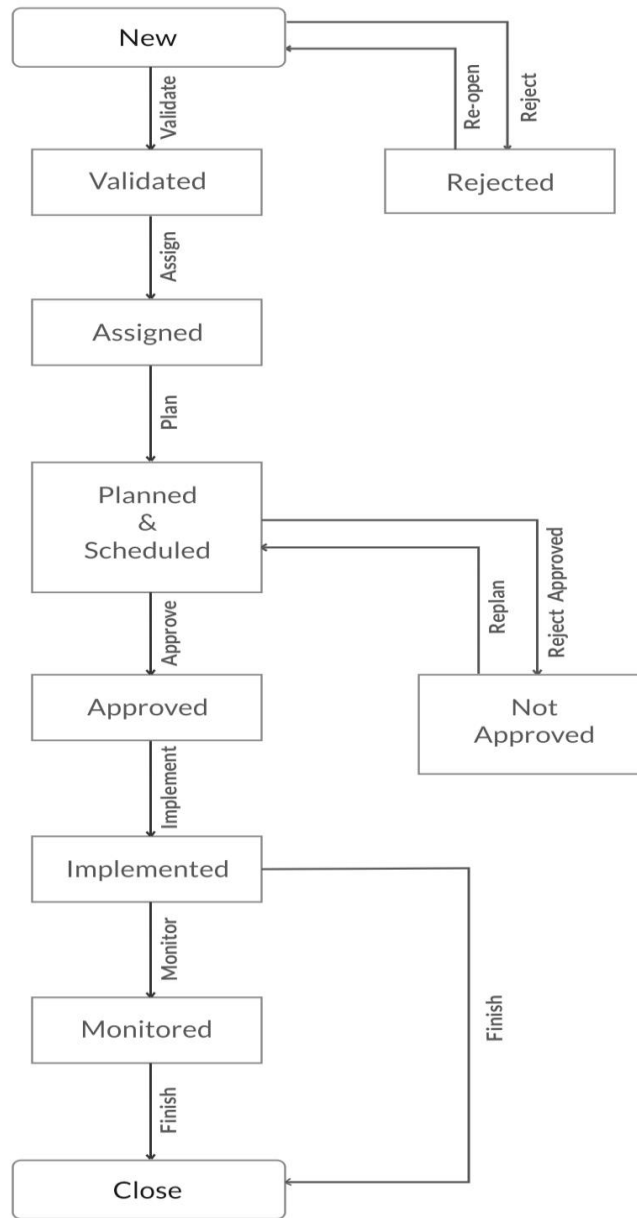
Tab	Description
CIs	All the configuration items impacted for this ticket
Contacts	All the contacts linked to this ticket

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.



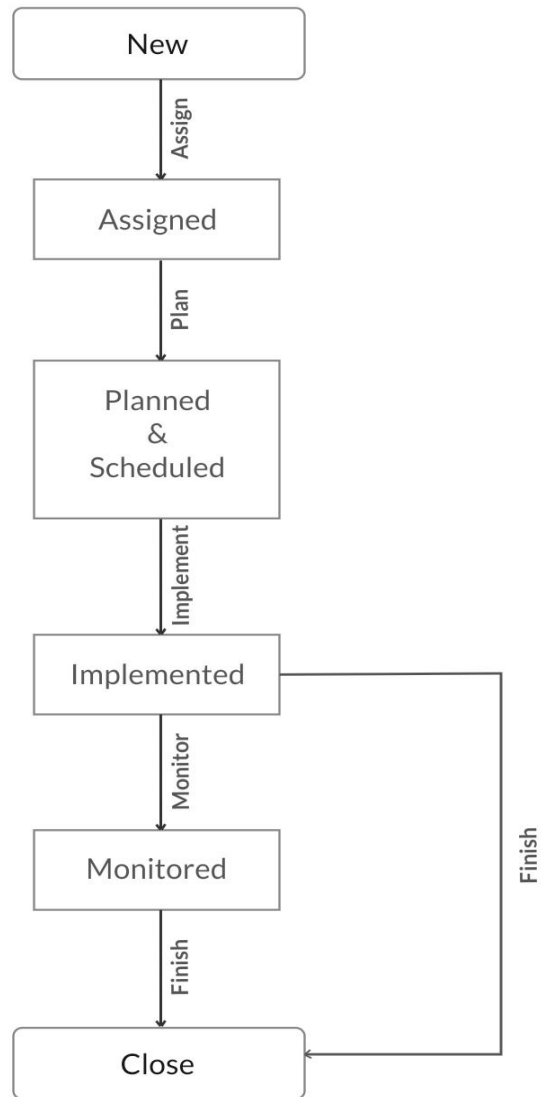
Normal Change Life Cycle

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

Your Search

Search for Change Objects

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

Total: 4 objects.

Create New Change Delete change from Here

New... Other Actions

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

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.

Delivery Model > Overview > Search for changes > C-000004 > C-000003 > C-000002 > Change > C-000001

Your Search

Modification of Normal Change: C-000001



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

Plan Apply Cancel

Properties Contacts Related requests Related incidents Related problems Child changes Attachments

General Information

Ref C-000001

Organization ATOZ  


Status Assigned

Title Amazon Changes

Description

Description

Acceptance comment




Acceptance comment

Resolution

Reject reason


Relations

Parent change -- select one -- 

Dates

Creation date 2019-04-09 11:06:42

Last update 2019-04-09 11:30:48

Acceptance date 2019-04-17 02:10:05 

Changes Assigned To Me: If there is any changes are 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
- Service subcategories
- SLA & SLT
- Customer contracts
- Provider contracts


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

CreateCancel

PropertiesContactsDocumentsServices

Name

Customer

-- select one --

Description

Start date

YYYY-MM-DD

End date

YYYY-MM-DD

Cost

Cost Currency

-- select one --

Billing frequency

Cost unit

Provider

-- select one --

Status

-- select one --

Contract type


-- select one --

CreateCancel

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

CreateCancel

PropertiesContactsCustomers

Name

Organization

-- select one --

Description

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.

CreateCancel

PropertiesContactsDocuments

Name

Customer

-- select one --

Description

Start date

YYYY-MM-DD

End date

YYYY-MM-DD

Contract type

-- select one --

Cost

Cost Currency

-- select one --

Billing frequency

Cost unit

Provider

-- select one --

SLA

Service hours

Status

-- select one --

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

Create

Cancel

Properties

SLTs

Customer contracts

Name

Provider

-- select one --

description

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

Create

Cancel

Properties

Name

Priority

-- select one --

Request type

-- select one --

Metric

-- select one --

Value

Unit

☐ hours ☐ minutes

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.

 Creation of a new Service

Create

Cancel

Properties

Service sub categories

Documents


Contacts

Customer contracts

Provider contracts



Depends on CIs

Name




Provider

-- select one --




Service Family

-- select one --




Description





Status

-- select one --

Icon





Choose File

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:

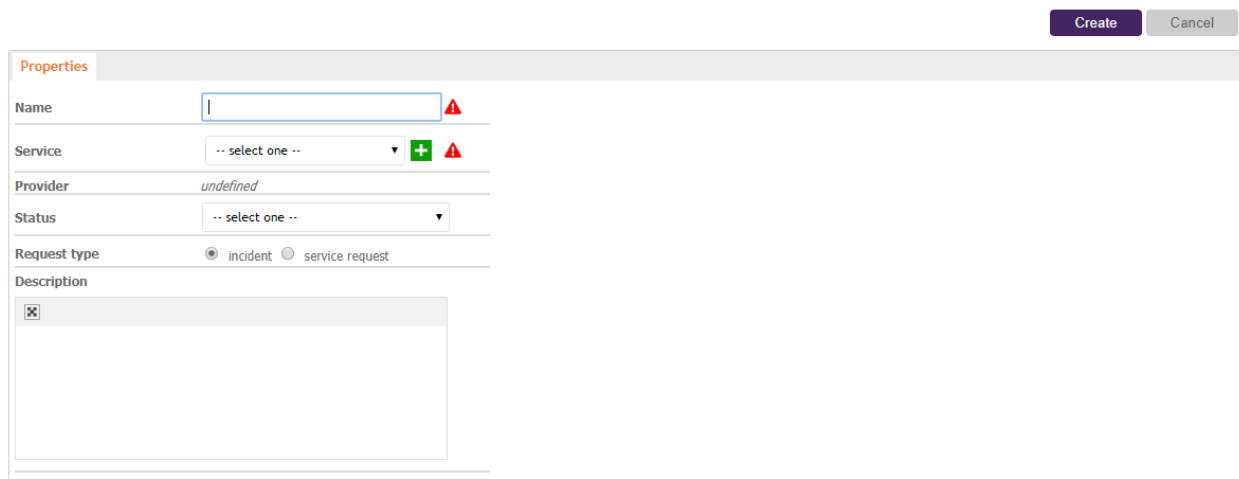
- Troubleshooting
- Order a new server
- Configure a new virtual machine
- Repair a server

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.

Creation of a new Service Subcategory



The screenshot shows a web form titled "Creation of a new Service Subcategory". At the top right are "Create" and "Cancel" buttons. The form has a "Properties" tab. Fields include: "Name" (text input), "Service" (dropdown menu with "-- select one --" and a green plus icon), "Provider" (text input with "undefined"), "Status" (dropdown menu with "-- select one --"), "Request type" (radio buttons for "incident" and "service request"), and "Description" (text area with a close icon in the top left corner).

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 form 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 assign 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 action button.

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. Can we modify the ticket numbers? What will be the format of ticket number?

Answer: We have added prefix TT to the trouble ticket number only for Incident Management. If there is any other recommendation for naming conventions for ticket number then please let us know so that we can modify it accordingly. Also it can be change for Problem and Change management also. It will be added while creating new ticket. The number will be automated but we can modify their prefixes.

Search for Incident Objects											
Add new criteria + Ref: Any ✕ and Title: Any ✕ and Caller: Any ✕ and Organization: Any ✕ ↺											
Total: 132 objects.											
Pages: 1 2 3 4 ... 14 10 objects per page											
Ticket Number	Title	Organization	Caller	Start date	Status	Agent	Priority	Caller	End date	Close date	Assignment date
TT-000455	BTS server down	Reliance	Ravindra Maurya	2019-06-20 12:07:20	Assigned	Shilpa Kale	critical	Ravindra Maurya			2019-06-20 12:10:50
TT-000454	New Incident	Nectar Infotel	Sonali Kate	2019-06-19 20:19:11	New	undefined	low	Sonali Kate			
I-000452	Ticket raise#1	Nectar Infotel	Sonali Kate	2019-06-19 12:16:11	New	undefined	critical	Sonali Kate			
I-000451	Got Test	Reliance	Shamali Kule	2019-06-18 16:05:19	Assigned	Sonali Kate	critical	Shamali Kule			2019-06-19 14:30:46

**Q. Which have a panel to ticket`s management with Impacts on access network (BTS`s),another to stores and another for other services?
Is the affected component (BTS) and the subject should be selectable for the envés described?**

Answer: We have created configuration item(CI) tab while creating/modify new ticket. CI plays different roles for different circumstances.
For example: when we create contact person for particular organization then CI will be act as speciality of that person, whereas while creating new tickets then it will be act as impact / reason behind that ticket.
In CI it will categories into different types under which we will add multiple components.so that you can see all that components.

Creation of a new Incident

This is CI tab

Assign Create Cancel

Properties **CI** Contacts Work orders Attachments

General Information

Organization: Movitel +

Caller: John Doe +

Status: New

Origin: phone

Title: BTS

Description:
BTS down

Qualification

Impact: A department

Urgency: critical

Priority: critical

Contacts

Dates

Start date

Last update

TTO Deadline

Relations

Parent incident: +

parent problem id: -- select one -- +

Parent change: -- select one -- +

Resolution

SLA report

This is the ticket creation so that there is CI tab for select particular CI for the tickets.



Creation of a new Incident

Assign

Create

Cancel

Properties **CIs** Contacts Work orders Attachments

All the configuration items impacted by this ticket. Items marked as "Computed" have been automatically marked as impacted. Items marked as "Not impacted" are excluded from the impact.

<input type="checkbox"/>	Impact	Functional CI	Organization	Business criticality	Move to production date
The list is empty, use the "Add..." button to add elements.					
<div>Remove selected objects</div> <div>Add Functional CIs...</div>					

Assign

Create

Cancel

This is the Add functional CIs button to select and add CI.

Add Link FunctionalCI / Ticket objects to link with the Incident

Search for Network Device Objects

Add new criteria + Network Device: Any and Management ip: Any and Organization: Any

Total: 3 objects (0 objects selected).

<input type="checkbox"/>	Network Device	Organization	Status	Business criticality	Location
<input type="checkbox"/>	BTS Down	Movicel	production	high	Angola
<input type="checkbox"/>	Other services	Movicel	production	high	Angola
<input checked="" type="checkbox"/>	Store	Movicel	production	high	Angola

This is list of components under network device CI

Cancel

Add

You can select multiple component from the list and add into tickets.

Q. How to create BTS ticket aggregator, or a ticket that involves more than one BTS?

Answer: There is a parent / child relations between two tickets, you can one ticket to any another type of tickets.

Creation of a new Incident

Assign Create Cancel

Properties CIs Contacts Work orders Attachments

General Information

Organization: Movicel

Caller: John Doe

Status: New

Origin: phone

Title: BTS

Description: BTS down

Qualification

Impact: A department

Urgency: low

Priority: low

Contacts

Dates

Start date

Last update

TTO Deadline

Relations

Parent incident: [Search] +

parent problem id: -- select one -- +

Parent change: -- select one -- +

Resolution

SLA report

From here you can select ticket id in order to maintain the relationship between the ticket.

Parent Incident

Search for Incident Objects

Add new criteria + Status NOT IN ('resolved', 'closed') and id (Primary Key) != -1

Total: 102 objects (0 objects selected).

Pages: 1 2 3 4 ... 11 10 objects per page

Ticket Number	Title	Organization	Caller	Start date	Status	Agent	End date
I-000451	Got Test	Reliance	Shamali Kule	2019-06-18 16:05:19	New	undefined	
I-000450	Test 3	Nectar Infotel	Sonali Kate	2019-06-18 16:03:02	New	undefined	
I-000444	SLT CIS	Reliance	Varun Sharma	2019-06-18 12:54:03	Assigned	Virat Kohli	
I-000438	Ticket raise#1	Nectar Infotel	Nilesh Vishwa	2019-06-14 11:43:48	Assigned	Shilpa Kale	
I-000437	checking of CI Business process	Nectar Infotel	Sonali Kate	2019-06-14 11:21:55	Assigned	Shilpa Kale	
I-000434	System crash issue	Reliance	Shamali Kule	2019-06-04 16:38:15	Assigned	Sonali Kate	
I-000427	Ticket raise#1 CI	Reliance	Virat Kohli	2019-05-30 17:25:43	Assigned	Nilesh Vishwa	
I-000426	CI	Reliance	Virat Kohli	2019-05-30 17:19:36	New	undefined	
I-000425	testCI	Reliance	Ravindra Maurya	2019-05-30 17:16:53	Assigned	Sonali Kate	
I-000422	Title@1	Nectar Infotel	Sonali Kate	2019-05-20 12:41:54	Assigned	Sonali Kate	

Cancel Ok

From here you can select tickets and link to another ticket.


Q. It is difficult to define the SLA of open tickets, how the SLA's are defined for tickets?

Answer: SLA will be defined based on priority of tickets SLA is categories into Time To Own (TTO) and Time To Resolve (TTR)

- i.e.:
1. Critical priority- TTO- 30 min. and TTR- 2 hr.
 2. Medium priority- TTO- 2 hrs. and TTR- 24 hrs.
 3. Low priority- TTO- 24 hrs. and TTR- 48 hrs.

If you have to modify this time then you can also update time in service management SLT.


Step 1: create service Level Target first.



 **Service Level Targets**

Total: 6 objects.

SLT	Priority	Request type	Metric	Value	Unit
TTO priority Critical Incident 30mn	critical	incident	TTO	30	minutes
TTO priority Low Incident 24 Hrs	low	incident	TTO	24	hours
TTO priority Medium Incident 2 Hr	medium	incident	TTO	2	hours
TTR priority critical incident 2 Hr	critical	incident	TTR	2	hours
TTR priority Low incident 48 Hrs	low	incident	TTR	48	hours
TTR priority Medium incident 24 Hrs	medium	incident	TTR	24	hours

Step 2: select SLT in SLA.

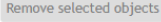
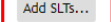
 **Modification of SLA: Standard SLA**



 

Properties **SLTs (6)** Customer contracts (41)

All the service level targets for this SLA

<input type="checkbox"/>	SLT	Priority	Request type	Metric	Value	Unit
<input type="checkbox"/>	TTO priority Critical Incident 30mn	critical	incident	TTO	30	minutes
<input type="checkbox"/>	TTR priority critical incident 2 Hr	critical	incident	TTR	2	hours
<input type="checkbox"/>	TTO priority Medium Incident 2 Hr	medium	incident	TTO	2	hours
<input type="checkbox"/>	TTR priority Medium incident 24 Hrs	medium	incident	TTR	24	hours
<input type="checkbox"/>	TTO priority Low Incident 24 Hrs	low	incident	TTO	24	hours
<input type="checkbox"/>	TTR priority Low incident 48 Hrs	low	incident	TTR	48	hours

Then you can check SLA time in open tickets.

To check SLA time then there is configure list functionality to add columns and check time respectively.

IN configure list you can add SLA columns to check SLA

Left sidebar menu:

- Welcome
- Incident Management
 - Overview
 - New incident
 - Search for incidents
 - Shortcuts
 - Incidents assigned to me
 - Escalated incidents
 - All open incidents**
- Problem Management
- Change management
- Service Management

Incident List (Total: 40 objects):

Ticket Number	Title
I-000339	MGWS CARD level health check_weekly(W-22/23)
I-000338	High LIC Capacity utilization of AUC in cabolombo HLR
I-000337	LUHLR02 Weekly back of services/mml logs week-22
I-000336	CBS to Core node signalling traffic trend and CBS Report
I-000335	CS Core report for week-22
I-000333	Satyawan- Health Check done for LUCFW
I-000331	Benfica
I-000330	floresta
I-000329	BTS Benfica Benfica
I-000328	BTS Catala fora de serviço nas Redes GSM/UMTS (Malagem)
I-000326	MGWs QoS Analysis_weekly KPIs
I-000325	TG-LUBS1 with LUMBC01 Balde cluster having Poor OG ASR%
I-000324	Rte I accamsha fora

List Configuration dialog:

- Use the Default Settings
- Use the Following Settings:
 - Resolution date
 - ☒ SLA tto over
 - ☒ SLA tto passed
 - ☒ SLA ttr over
 - ☒ SLA ttr passed
 - Service (Friendly Name)
- Display 0 items per page
- Save the Settings
 - ☒ Only for this list
 - ☐ Default for all lists

Right sidebar menu:

- Configure This List...
- eMail
- CSV Export...
- Excel Export...
- Export as PDF...
- Add To Dashboard...
- Create a Shortcut...
- GCQR Team
- undefined
- undefined
- undefined
- undefined
- GCQR Team
- GCQR Team
- DO Team
- Team

Note: If you need to check in details of SLA then please refer Help document in application.

Q. How to add service categories?

Answer: 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:

1. Customer contracts
2. Provider contracts
3. Service
4. Service subcategories
5. SLA
6. SLT

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.

Step 1:

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.

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

Step 2:

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.

Properties	Contacts (6)	Documents	CI
Name	<input type="text" value="Nectar Provider"/>		
Customer	<input type="text" value="Movitel"/>		
Description	<div></div>		
Start date	<input type="text" value="2019-05-01"/>		
End date	<input type="text" value="2019-05-06"/>		
Contract type	<input type="text" value="-- select one --"/>		
Cost	<input type="text"/>		
Cost Currency	<input type="text" value="-- select one --"/>		
Billing frequency	<input type="text"/>		
Cost unit	<input type="text"/>		
Provider	<input type="text" value="Nectar Infotel"/>		
SLA	<input type="text"/>		
Service hours	<input type="text"/>		

Step 3:

Service Family: create standard service for Department.

Creation of a new Service Family

Create

Cancel

Properties

Services

Name

*

Icon

Choose File

No file chosen

Create

Cancel

Step 4:

Services: create service as per your Department.

1. Add service
2. Add customer contracts
3. Add customer provider then you can visible to access this service in dropdown while creating incident.

Creation of a new Service

Create

Cancel

Properties

Service sub categories

Documents

Contacts

Customer contracts

Provider contracts

Depends on Cls

Name

DO Dept services

Provider

Movitel

+

Service Family

Movitel services

+

Description

Status

implementation

Icon

Choose File

No file chosen

Create


Cancel

Also select your customer contracts _provider then you can visible to access this serives in dropdown while create incident.

Step 5:

Service Subcategory:


Create subcategory service under your services which you created.

 **Creation of a new Service Subcategory**

Create **Cancel**

Properties

Name

Service 

Provider

Status

Request type ☒ incident ☐ service request



Description


Step 6:

Now you can check your services showing in dropdown list while creating incident.

Properties **Cls** **Contacts** **Work orders** **Attachments**

General Information

Organization  

Caller 

Status

Origin

Title

Description

Qualification

Impact

Urgency

Priority

Contacts



Dates


Start date


Last update

TTO Deadline

Relations

Parent incident  

parent problem id 

Parent change 

Resolution

SLA report

More Information

Service

Service subcategory

Private log

- BPO Business service
- operational service
- Reliance service
- Software services

END