**Description of the KaseNet OMATICKET system  
Front view:  
Top Bar Menus:** Home / Tickets / Users / Settings / (Login) Logout

- New Ticket Button -> Ticket Form  
- Open Tickets (Ticket status, maybe later on a statistics type view), Latest e.g. 20pcs (Browsing option, Priority, Network… shows highest priority and oldest by default)

**Ticket Form:**  
The ticket consists of records (\* required when filling in the information, the rest can be completed after the call if necessary):

- Customer Name \*  
- Customer number (this is not a requirement if the caller is not "yet" our customer, but the problem or service request is such that it will be accepted by us)  
- Address  
- ZIP code  
- City \*  
- Phone \*  
- Email address  
- Customer Network \* (by default, KaseNet)  
- Ticket Type \* (Error Message, Service Request,…)  
- Short description \* (Title)  
- Longer description \* (for a more detailed explanation of the service request or error message)  
- Priority (urgent, normal = default)  
- Selection of problem category (s) (with dots?)  
- Date automatic  
- Who left the ticket (based on automatic login information)  
- Ticket status (new, under work, late ?, managed)

The Save button will record the ticket.

You should be able to comment on the ticket and comment fields under the ticket (It and It will comment, date-time, comment text).

**Ticket screen:**

- The content of the ticket is printed in the same way as on the form  
- Button that allows the user to acknowledge the ticket for themselves (if already taken, give notice of who has already taken care of it, or if there is some indication in the ticket view that has taken over)  
- Ticket comment button (Text field, Save button)  
- Ticket Editing Button (Ticket for adding / correcting data)  
- Delete Ticket button (confirmation pops up, are you sure?)  
- If the ticket is in the possession of someone, that user will have the opportunity to transfer the ticket to another user, the Delegate button (delegate, drop-down list of users) and the email notification to the user to whom the ticket was transferred

**User Management:**

- Adding a user  
- Listing and editing existing users, deleting them.  
Fields: First name, Last name, E-mail address, (role? Eg admin or normal user, admin right to add users)

**Options:**

- Problem categories (online, home, email, O365, IP-TV, Nexetic, Secmail, F-secure, other)  
- Customer Networks (KaseNet,…)  
- Number of tickets displayed on the front page

**Tickets:**

- Top listing of the tickets that have been you’ve taken on (the first 5 on the basis of age and priority), the link "All My Tickets" which opens a list of all the tickets you have (the last 20, browse for more)  
- Listing of tickets, priority (default), date of submission (oldest first) or status, e.g.  
- Search functions (by name, title, date…)

**Handling Process:**

Logging in to the system…  
1) Customer calls, click "New Ticket"  
2) Complete the basic information  
3) After the call when the ticket is saved  
- A general email to everyone about the new ticket  
- Header Priority (URGENT) if urgent, the title of the ticket  
- The text section may include customer information, a ticket description, and selected problem categories  
4) Who is going to handle the ticket can be based on categories, heading. The principle would be that a ticket announcement already received by e-mail would be used to see who it belongs to, and without further need for distribution.  
5) After the ticket has been handled the person who has it marks it done with a button, status of the ticket changes to green.

**Automation:**

- Ticket obsolescence, colored status changes eg red if a ticket has not been claimed over by after a certain number of hours and a triangle with an exclamation mark as symbol  
- Automatic email reminder for all, if there are long standing tickets that have not been complete, or tickets that have gone unclaimed for long

**Miscellaneous features that may not yet come in pre-release:**

It might perhaps be possible to set a deadline. For this purpose, a different routine for checkouts of tickets is required. email reminders ...