



CHELTENHAM
LADIES'
COLLEGE

MANAGER HELPDESK PROCEDURE

STANDARD PROCEDURE TO ASSIGN AND MANAGE A HELPDESK TICKETS
[HTTP://HELPDESK.CHELTENHAMLADIESCOLLEGE.CO.UK](http://helpdesk.cheltenhamladiescollege.co.uk)

TL;DR

This illustrated document contains details on how to view engineers performance on the Helpdesk, assign tickets to engineers and view escalated tickets.

GETTING TO HELPDESK

Helpdesk is a web application meaning you can use the system on any device that has a modern web browser. Common devices in College would be your office desktop computer, iPad or mobile phone.

Each device has its own way to connect to the internet, Usually an icon such as internet explorer, chrome or safari can be clicked, you need to enter the following URL in the address bar (<https://helpdesk.cheltenhamladiescollege.co.uk>)

Assuming you have done this correctly you will be presented with the Helpdesk login page.

You can bookmark this address for easy access at a later point. College machines also have the Helpdesk link available from the College home page. (if you are unsure how to do either of these please contact IT Support)

LOGGING INTO HELPDESK

The first page you are presented with has a simple form asking for a username and password

You should enter your college username and college password. You **do not** need to prefix your username with clc\ enter your details exactly as you would logging onto any computer.

DEFAULT VIEW

Once logged in successfully you will be presented with the default view. The left side of your screen contains a graph showing all of the engineers in your department, it is a stacked bar graph, each engineers closed tickets over the last 7 days are represented by a unique colour to combine in a total work rate for the week.

DEPARTMENT PERFORMANCE (BY DAY)



Followed by a list of reports available, to view any of these reports click the name of the report

The right side of your screen shows three categories of ticket.

- Escalated tickets (tickets engineers are having issues with)
- Unassigned tickets (tickets with no engineer assigned)
- Open tickets (tickets not yet completed by engineers)

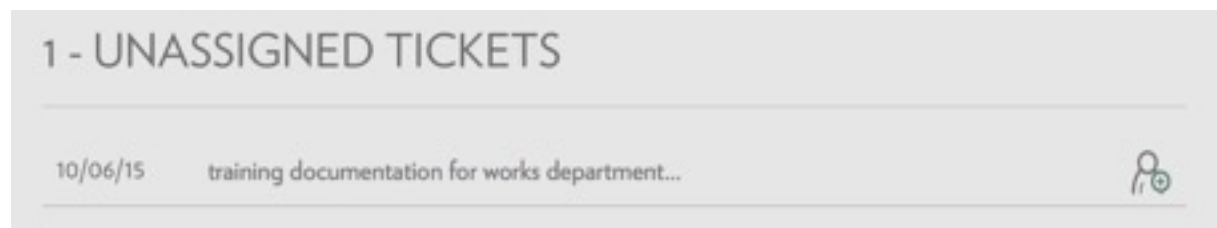
ASSIGN ENGINEERS TICKETS

As users add tickets to the Helpdesk they first appear in the managers view on the right hand side as an Unassigned ticket.

Managers can look at the ticket and assess what is required by clicking the ticket title. Updates to the ticket can be made (for instructions on updating a ticket please see engineers documentation)

Tickets can then be assigned to an engineer for the work to be done. Click the assign engineer icon, to the right of the ticket title, select your engineer and enter any instructions for the engineer.

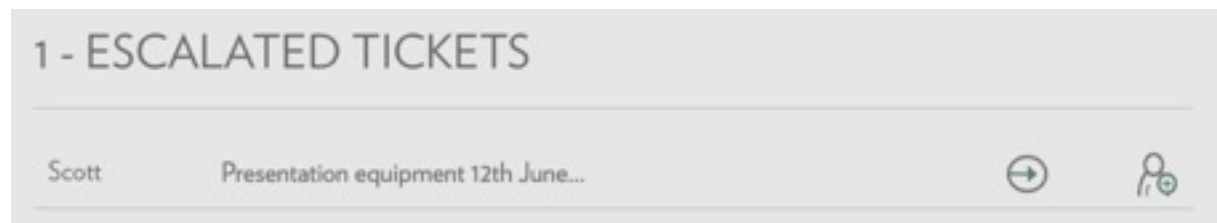
Once you have clicked assign, the engineer can then see the ticket when they log in.



ESCALATED TICKETS

Should your engineers encounter issues when trying to complete a ticket such as needing additional parts to complete the job, the engineer may escalate the ticket.

Escalated tickets sit at the top of the managers view, awaiting a manager response to help the engineer solve the issue.



















Click the escalated ticket title and update the ticket as you normally would, when you update the ticket it is sent back to the engineer to continue working on.

Managers can also reassign escalated tickets to a more suitable engineer if additional skills are required or forward to another department if the work is outside the remit of the department.

OPEN TICKETS

Finally at the bottom of the managers view are shown all open tickets ordered from oldest to newest, allowing the manager to check the progress of engineers.


















13 - OPEN TICKETS			
Richard	36 days	Problems with intranet and Word on out PCs, my phone line in :L3...	 
Scott	15 days	please can we have a phone installed within the works mess room ...	 
Toby	10 days	Reimage machine 9010-STAU5PC06...	 
Martin	9 days	the previous issues with internet in my room (4) has not been sol...	 
Martin	1 days	presentation equipment in Council room tomorrow (11th June)...	 
NULL	1 days	training documentation for works department...	 
Scott	1 days	Phone...	 
Scott	1 days	toner collection cartridge...	 

REPORTS

additional reports are also available to the manager from the left hand pane, these reports are designed to help managers analyse the large number of tickets the system may hold.

To use any of the reports, click the report title and the report will be displayed on the right side, additional instructions will be displayed in the report.

Custom reports can be created for your department if the information you require isn't listed, contact web development.

ESCALATED TICKETS		UNASSIGNED TICKETS	
OPEN TICKETS		ALL TICKETS	
OLDEST TICKET		WORK RATE	
ASSIGNED NUMBERS		PUNCHCARD	
USER FEEDBACK		EMERGING ISSUES	
SEARCH TICKETS		CHANGE CONTROL	
LOCKERS		SCHEDULED TASKS	
REASON BEHIND ISSUE		OUT OF HOURS	
AWAITING INVOICE		IT RECEPTION SCREEN	