|  |  |
| --- | --- |
| **Subject** | **OPR for the helpdesk Ticketing system** |
| **Department** | **IT Support** |
| **Recorder** | **Fowzan Rahumathullah** |
| **Approved by** | **Amila Kaushalya** |
| **Create Date** | **27/03/2019** |
| **Last Update** | **27/03/2019** |
| **Path on Network Location** | [**Click Here**](https://cisintlcom.sharepoint.com/:w:/g/itsupport/EVo1Z1zpbz5KroTxeNNo5JIB05JtkjhwpmW4bXDrIwrwzg?e=CBfdOe) |
| **No. of Pages Including this page** | **08** |

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In this OPR We are using following details

Helpdesk Email [itsuphelp@eteknowledge.com](mailto:itsuphelp@eteknowledge.com)

Helpdesk URL <https://itsuphelpdesk.on.spiceworks.com>

Helpdesk Portal <https://itsuphelpdesk.on.spiceworks.com/portal>

# How to create a ticket.

## Method 01 - Create a ticket using email.

Send the email to the **Helpdesk email** ([itsuphelp@eteknowledge.com](mailto:itsuphelp@eteknowledge.com))A screenshot of a cell phone

Description automatically generated

* 1. Helpdesk Email Address
  2. Task or Issue – This will show as ticket Subject
  3. More details about task or issue – This will show as Ticket content
  4. Attachment – You can attach the excel file/Screenshot.
  5. A screenshot of a cell phone

     Description automatically generatedOnce you send the email to Helpdesk portal you will receive notification email with **Ticket Number**.

## Method 02 - Create a ticket using web portal.

**4**

**1**

**2**

**3**

A screenshot of a cell phone

Description automatically generated

* 1. Log in to web portal - <https://itsuphelpdesk.on.spiceworks.com/portal>
  2. Enter Your **Email**
  3. Enter Your **Password**
  4. Click **“Log in”** Button
  5. A screenshot of a cell phone

     Description automatically generatedYou can view the ticket which you have created

# Updating / Commenting on a ticket

A screenshot of a cell phone

Description automatically generatedOpen the Ticket notification email.

1. Click on “**Reply all**”
2. Enter **comment in the email body**
3. A screenshot of a cell phone

   Description automatically generatedCC to person or Department Group (Ex: [ravindua@cisintl.com](mailto:ravindua@cisintl.com) or [itsup@eteknowledge.com](mailto:itsup@eteknowledge.com))
4. Click “**send**” button to update the ticket.

# Best Patrice

* As possible use individual user email instead of groups while creating a ticket.
* Do not copy unnecessary groups or individuals to the ticket.
* **Always reply** to auto generated email from ticket system while you are adding any comment or ticket update.
* Better to remove your company signature before send a reply to a ticket from outlook.

# Commands for ticketing system administrators / agents.

#assign (assignee) - To assign a ticket to team member  
#close - Close a ticket  
#cc (CC email address) - CC a user or group for a ticket

* We can create an outlook signature for above commands.

Ex :

#assign tharinduc@eteknowledge.com  
#cc [itsup@eteknowledge.com](mailto:itsup@eteknowledge.com)  
#cc

# Department Service Desk Email Addresses

|  |  |
| --- | --- |
| Team | Service Desk Email |
| IT Support | [helpdesk@eteknowledge.com](mailto:helpdesk@eteknowledge.com) |
| Customer Service | csservice@eteknowledge.com |
| Exec Admin | easervice@eteknowledge.com |
| HR | hrservice@eteknowledge.com |
| R & D | rdservice@eteknowledge.com |
| Admin | adminservice@eteknowledge.com |
| Marketing | mktservice@eteknowledge.com |
| Logistics | logisticservice@eteknowledge.com |
| Office Admin | officeadminservice@eteknowledge.com |
| Husbandry | husbandryservice@eteknowledge.com |
| Accounts | [accservice@eteknowledge.com](mailto:accservice@eteknowledge.com) |
| Farms | [farmservice@eteknowledge.com](mailto:farmservice@eteknowledge.com) |
| Production and labour planning | [prodservice@eteknowledge.com](mailto:prodservice@eteknowledge.com) |
| Inventory | [inventoryservice@eteknowledge.com](mailto:inventoryservice@eteknowledge.com) |
| Audit | [auditservice@eteknowledge.com](mailto:auditservice@eteknowledge.com) |
| System Admin | [saservice@eteknowledge.com](mailto:saservice@eteknowledge.com) |