**Teknowledge Shared Services Pvt. Ltd**

OPR for How To create and assign tickets on helpdesk

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| **SUBJECT** | How To create and assign tickets on helpdesk |
| **DEPARTMENT** | IT Support |
| **RECORDER (Name & Designation)** | Tharindu Chinthaka |
| **APPROVEDBY (Name & Designation)** |  |
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| **PATH ON NETWORK FOLDER** | [Click Here](https://cisintlcom.sharepoint.com/:w:/g/itsupport/EV9LM9WrF3FEs0s_A9H-b8UBGKI7Q10uCdviTDempYOayw?e=L7ZlPO) |
| **NO. OF PAGES INCLUDING THIS PAGE** | 05 Pages |

All,

Spiceworks setup complete to  accept emails and commands from email. Ishara will create full OPR. For now refer below.

* For any request from a user just send email to [helpdesk@eteknowledge.com](mailto:helpdesk@eteknowledge.com). (Need to inform users to do themselves but time being we can do this)
* If you already complete the job you can send email to helpdesk with command to assign/close once.

Ex: Sathika ask me to troubleshoot her printer and its completed.

1. Send email to [helpdesk@eteknowledge.com](mailto:helpdesk@eteknowledge.com) with below details.

To                                           [helpdesk@eteknowledge.com](mailto:helpdesk@eteknowledge.com)

Email Body

Troubleshoot USWH check printer and fixed.

                                                #assign upaliw

                                                #add 15m

                                                #close

From above means case summary/who assigns and case closed.

**All the current commands are listed below.**

**Coming in 7.5: Notify a user/admin without cc'ing them to a ticket:** If you want to notify someone with what's being said in a ticket, but it's just a one-time thing, you can use notify rather than cc'ing them.

* + #notify Ford Prefect
  + #notify [ford@hhgtg.com](mailto:ford@hhgtg.com)
* **Time worked on a ticket:** You can specify how much time, and who is doing the work on the ticket.
  + #worked 10m
  + #add 2h to [fordp@hhgtg.com](mailto:fordp@hhgtg.com)
  + #worked 15m Ford
  + #add 1h me
  + #add 2h30m Note that in order to add hours and minutes through tickets anywhere commands, you must use this format with **h** for hours, **m** for minutes, and no space between the two.
* **Priority of a ticket:**
  + #priority high
  + #priority low
* **Close a ticket:**
  + #close
* **Set due dates:** Due dates can include times as well as dates, so you can be more specific with them.
  + #due 3 weeks from today
  + #due tomorrow @5pm
  + #due July 15, 2013 at noon
  + #due 3 businessdays from today @ noon
  + #due in 4 hours

NOTE: You can also include terms like "weekdays", "businessdays", "fortnights", "first day of summer", etc.

* **Assign the ticket:**

## Note: With this command, you can enter the email address of the assignee (you don't have to enter the entire email address, just enough to distinguish what admin the ticket is getting assigned to). You can also enter the first name of the assignee if it is defined in the User Accounts Table. Optionally use the first and last name to distinguish duplicate first names, e.g. Bob Smith and Bob Saget.

This will assign the ticket to the first user found with a first name of Bob:

* + #assign to Bob

The "to" in "#assign to" is optional:

* + #assign Bob Saget
* **CC a user:**

## Note: this command ONLY works with email addresses that have previously submitted tickets or are registered in Spiceworks. To add a completely new address, it will need to be added to the cc field of the ticket's email.

* + #cc [joe@hisemail.com](mailto:joe@hisemail.com)
* **Make a comment private (equivalent to a Note):**
  + #private (this applies to the whole email; you can't make a specific comment within your email private)
* **Accept a ticket:**
  + #accept
  + #assign to me
* **Create a sub-ticket:**

You can designate a ticket as a sub-ticket through Tickets Anywhere commands. You'll just need the ticket ID of the parent ticket.

* + #subticket 45 (this will make the current ticket a sub-ticket of ticket #45 in your help desk)
* **Create a ticket for someone else:**
  + #created by user\_email
* **Mute a Ticket (no notifications):**
  + #mute
* **Un-Mute a Ticket (notifications back on):**
  + #mute off
* **Set your custom attributes**
  + #set attribute name=attribute value (ex: #set Floor Number=14)
* **Categorize the ticket:**
  + #category maintenance
* **Reopen a closed ticket:**
  + #reopen
* **Relate the ticket to a machine:**

The **#relate** command works as follows:

* If the input looks like an IP address, lookup device by IP.
* Otherwise, try to find the device by serial number or asset tag.
* If nothing matched, try to find the device by its server / host name.
* If still nothing matched, it tries each of these in order until something matches:
  + Device name
  + Software name
  + Service name
  + Hotfix name
  + Agreement name
* **Unassign a ticket:**
  + #unassign
* **Add a purchase:**
  + #purchase [count] purchased-item [price] (ex: #purchase 13 4gb USB Thumb Drive $12.72)

[count] and [price] are optional and can be edited later from your Spiceworks desktop if needed.

* **Merge a ticket as a duplicate:**
  + **#dup ticket\_number** If ticket 105 comes in and is a duplicate of ticket 101, you would reply to ticket 105 with #dup 101 to merge it with ticket 101.
* **Append knowledge base articles to tickets**
  + This one could be a little tricky to use just with the tickets anywhere commands. It's really meant to be used as a [ticket rule](https://community.spiceworks.com/help/Ticket_Rules). You can also do this directly through the help desk UI. When using the tickets anywhere command, you'll have to enter the ID of the article and the article must be shared with "My Team". You can find the ID in the URL of the article.
  + **#article 295** This will insert a text-only version of the article in the ticket response.
* **Put a ticket in "Waiting on user" status**
  + **#waiting**