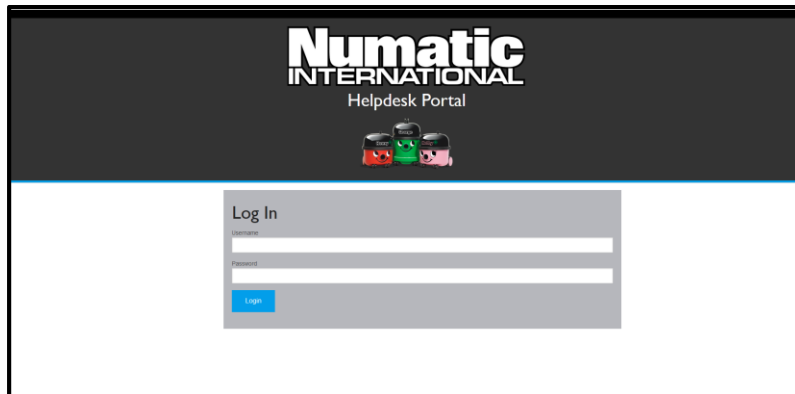


User Guide

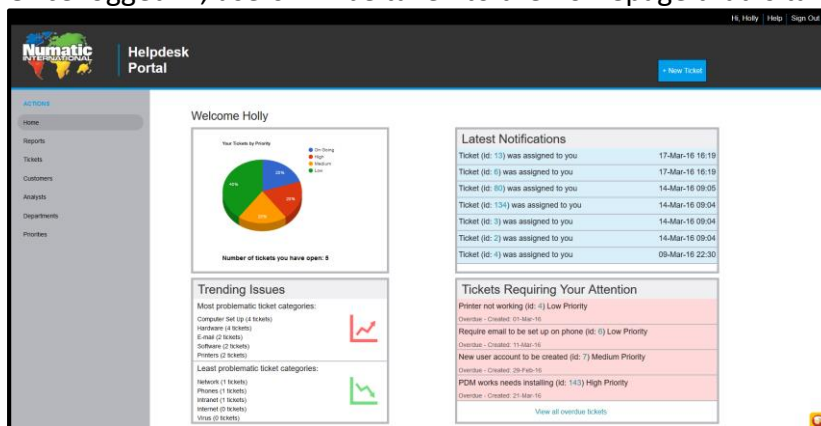
This gives a brief overview of how the system works and can be used.

Log in

This is the log in screen that users will see as soon as they open the system up.

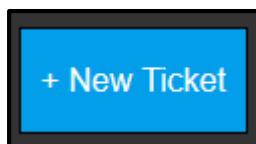


Once logged in, users will be taken to the homepage that is tailored to them.



Create a new ticket

To create a new ticket, users can select the blue 'new ticket' button that is on every page or the + New Ticket option that is the ticket part of the system.



Once users select one of these buttons, they will be taken to the add ticket page. This is a form that requires users to fill in the selected options in order to create a new ticket.

Add Ticket

Customer

Title

Priority

High

Description

Category

Computer Set Up

Ticket Type

Incident

Email Customer

Yes

SUBMIT

Details will either be entered or selected from a drop down box, once filled out the submit button should be selected.

Add Ticket

Customer

catlinj

Title

New starter - Network account required for jakeK

Priority

Medium

Description

Network account required for jakeK - Copy of jennyK account

Category

Network

Ticket Type

Request

Email Customer

No

SUBMIT

The user is then taken to their tickets list, where the new ticket will also be listed.

My Unclosed Tickets

+ New Ticket

Id	Title	Priority	Status	Customer	Ticket Type	Analyst	Created	Actions
143	PDM works needs installing	High	New	hollyv	Incident	hollyv	21-Mar-16	View Edit
7	New user account to be created	Medium	Pending	catlinj	Request	hollyv	29-Feb-16	View Edit
160	New starter - Network account required for login	Medium	New	catlinj	Request	hollyv	25-Apr-16	View Edit
4	Printer not working	Low	Pending	scotth	Incident	hollyv	01-Mar-16	View Edit
6	Require email to be set up on phone	Low	Pending	liamp	Request	hollyv	11-Mar-16	View Edit
100	PDM works needs installing	On Going	Pending	scotth	Request	hollyv	27-Feb-16	View Edit

[< previous](#) [next >](#)

1 of 1

Creating Updates and performing ticket actions

Once the ticket has been created, users can view the ticket, where they can then perform actions on the ticket.

New starter - Network account required for jakeK

Ticket Updates

+ New Update

Ticket Actions

Edit Ticket

Assign Ticket

Add to Watched Tickets

Ticket Details

Customer	catlinj
Status	New
Title	New starter - Network account required for jakeK
Priority	Medium
Description	Network account required for jakeK - Copy of jennyK account
Category	Network
User	hollyv
Ticket Type	Request
Id	160
Total Time	0
Created	25-Apr-16 12:10
Resolution Date	

To create an update select the + New Update option.

+ New Update

This will then open up a form, here users can create a ticket update. Updates can be either a time booking, just an update or both. Once filled in the user should select 'Submit' to save the update.

Add Update

Update Text

Spoke to Catlin about permission required - Basic permission only

Time Booking (mins)

10

SUBMIT

The update will then show on the ticket's page, updates that are purely time booking will not show in the update list, but will show under ticket details as 'total time'.

New starter - Network account required for jakeK

Ticket Updates

+ New Update

hollyv 25-Apr-16 12:04

Spoke to Catlin about permission required - Basic permission only

Edit Delete

Ticket Actions

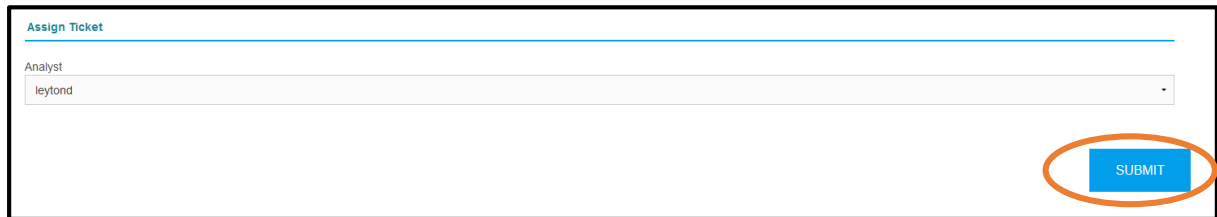
Edit Ticket

Assign Ticket

Add to Watched Tickets

Resolve Ticket

The ticket can also be re-assigned to another analyst, by selecting the 'Assign Ticket' and selecting an analyst.

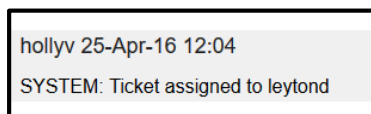


Assign Ticket

Analyst
leytond

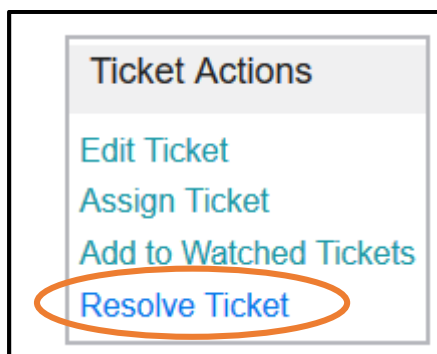
SUBMIT

This will then update the analyst in the ticket details and also create an automated system update.



hollyv 25-Apr-16 12:04
SYSTEM: Ticket assigned to leytond

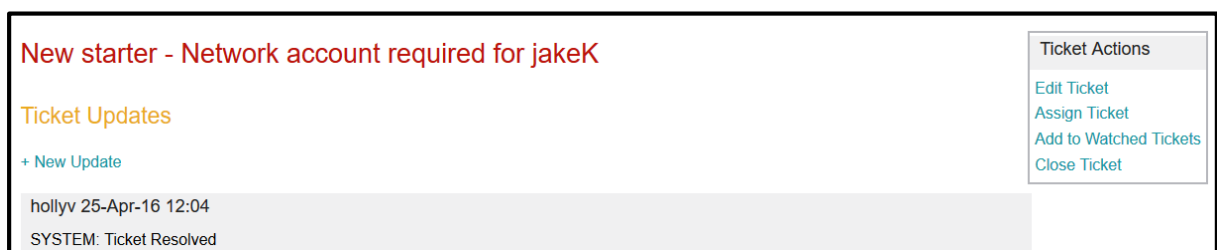
The ticket can be resolved once the ticket solution has been found or the action required has been taken.



Ticket Actions

- Edit Ticket
- Assign Ticket
- Add to Watched Tickets
- Resolve Ticket

Once this has been selected the ticket will be resolved and another automated system update will also be created.



New starter - Network account required for jakeK

Ticket Updates

+ New Update

hollyv 25-Apr-16 12:04
SYSTEM: Ticket Resolved

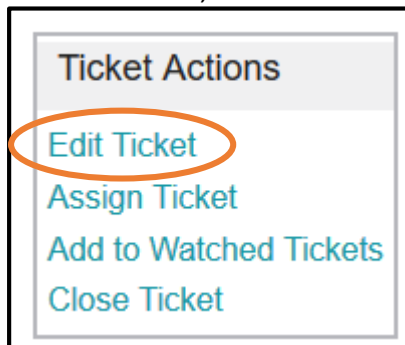
Ticket Actions

- Edit Ticket
- Assign Ticket
- Add to Watched Tickets
- Close Ticket

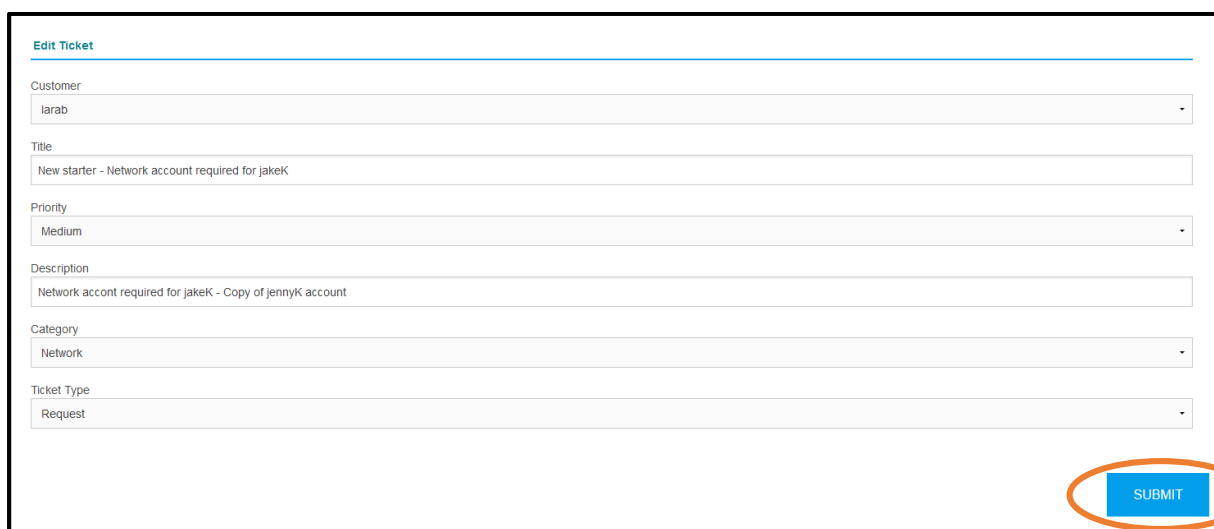
The same actions can be performed for closing a ticket and re-opening a ticket.

Edit a ticket

To edit a ticket, select edit from the ticket actions list.

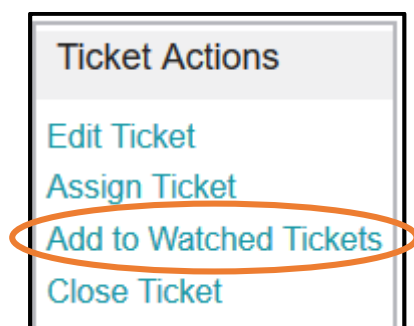


This will then bring up a form filled in with the current ticket information, changes can then be made to the ticket's details.

A screenshot of the 'Edit Ticket' form. The form has a title bar and several input fields: 'Customer' (dropdown menu with 'larab' selected), 'Title' (text field with 'New starter - Network account required for jakeK'), 'Priority' (dropdown menu with 'Medium' selected), 'Description' (text field with 'Network account required for jakeK - Copy of jennyK account'), 'Category' (dropdown menu with 'Network' selected), and 'Ticket Type' (dropdown menu with 'Request' selected). A blue 'SUBMIT' button is located at the bottom right of the form, circled in orange.

Watched ticket

The watched ticket list is a list of favourite tickets, that the user manages to easily access tickets they may use frequently. Adding a ticket to the watched list can be done by selecting the 'add to watched tickets' option in the ticket actions.



Once the option has been selected, the ticket will then be listed in the watched tickets list.

My Watched Tickets								
+ New Ticket								
Id	Title	Priority	Status	Customer	Ticket Type	Analyst	Created	Actions
2	Outlook email inbox nearly full	On Going	Pending	larab	Request	jamesb	23-Feb-16	View Edit Remove from watched list
100	PDM works needs installing	On Going	Pending	scoth	Request	hollyv	27-Feb-16	View Edit Remove from watched list
15	project bulb has blown	Medium	Resolved	finleyb	Incident	janeb	29-Feb-16	View Edit Remove from watched list
4	Printer not working	Low	Pending	scoth	Incident	hollyv	01-Mar-16	View Edit Remove from watched list
22	Computer is running slow	Low	Resolved	tomj	Problem	leytond	12-Mar-16	View Edit Remove from watched list
160	New scanner - network account required for jakeK	Medium	Resolved	larab	Request	leytond	25-Apr-16	View Edit Remove from watched list

To remove a ticket from the list, select the 'remove from watched list'. The ticket will then no longer be shown on the list.



Search Tickets

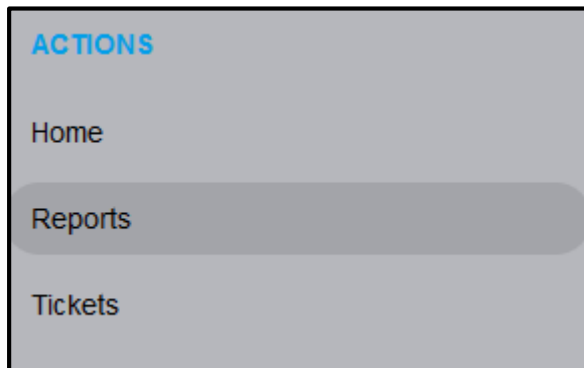
All tickets can be searched through, by entering search criteria in the search box. This can be either a ticket id or keywords.

Once the user selects 'Go' they will be taken to the search results page that lists tickets matching the criteria.

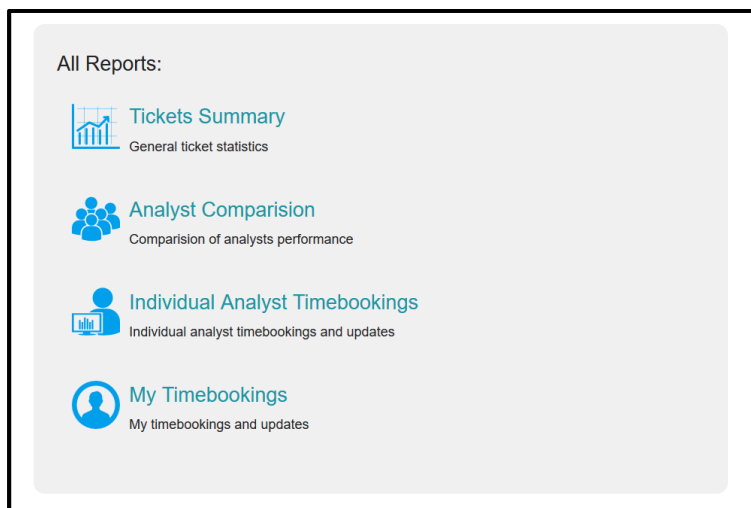
Search Results for: install		
printer drivers need re-installing (id:14)		
printer drivers need re-installing for xerox printer		06-Feb-16 20:50
PDM works needs installing (id:100)		
PDM works needs installing on Scott's machine		27-Feb-16 21:49
PDM works needs installing (id:143)		
		21-Mar-16 21:06
< previous 1 2 next >		
1 of 2		
Search Tickets: install GO		

Reports

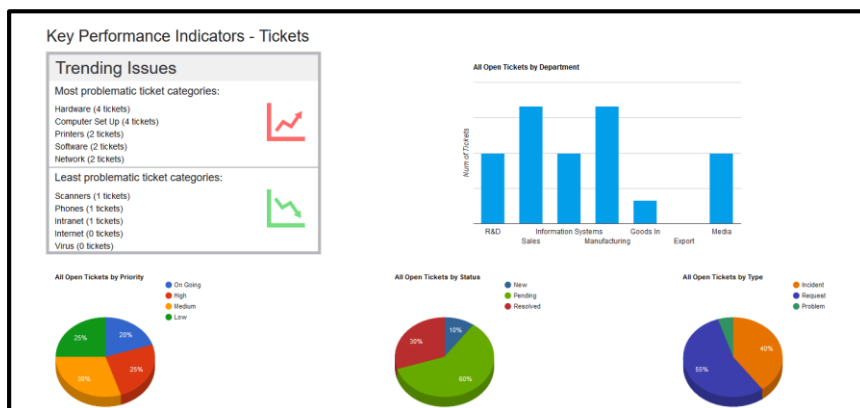
Reports can be view by selecting the 'Report' option.



This will then list the reports that can be viewed in the system; some of these reports will be only available to managers within the system.

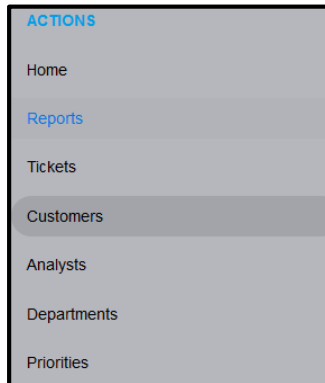


Users can then select the reports they wish to see, and they will be taken to the selected report.

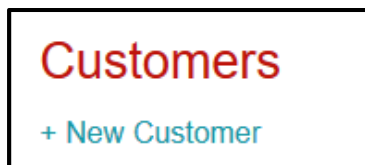


Admin Features

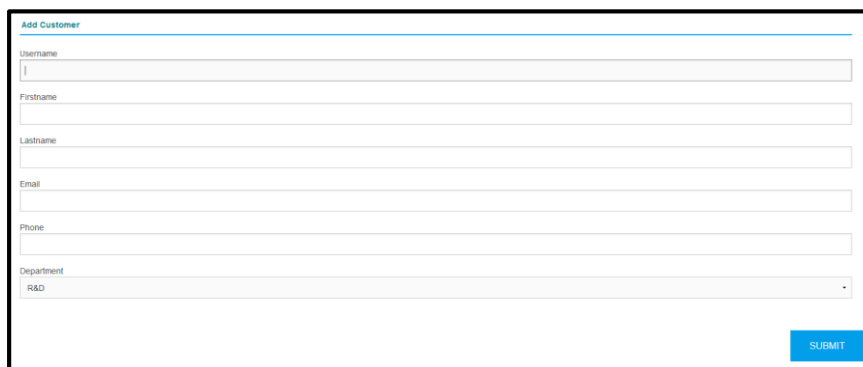
There are a variety of different features that can be done, that are to do with maintaining the data within the system, such as, customer and department information. These actions can be found from the main navigation panel.



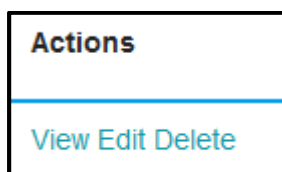
To add a new customer, select the + New Customer option.



This will then open the form to add a new customer. Users will then press submit to save the details.

A form titled 'Add Customer' at the top left. It contains several input fields: 'Username' (with a small icon), 'Firstname', 'Lastname', 'Email', 'Phone', and 'Department'. The 'Department' field is a dropdown menu with 'R&D' selected. A blue 'SUBMIT' button is located at the bottom right of the form.

Other actions including editing and deleting a customer can be done by selecting the option from the list.



These actions can also be applied to: departments, priorities and analysts. However in some cases manager responsibilities are required to perform actions.