

HOW TO CHURVA TICKETS(CHURVA VERSION)

-Using Group Updates

1. Filter all for assignment tickets, locations(depends kung sang area gsto mo iclose ang mga ticket), then check all filtered tickets. Then click edit

The screenshot shows the Kaseya Managed Services Edition interface. The 'Edit' button is circled in red. The 'Status' and 'Location' columns are also circled in red. The table below represents the data shown in the screenshot:

ID	Summary	Status	Assignee	Location	Category
SR043858	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 3	IT Re
SR040484	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 2	IT Re
SR042283	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 3	IT Re
SR040754	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 2	IT Re
SR039978	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 4	IT Re
SR042456	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 2	IT Re
SR043312	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 4	IT Re
SR042591	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 3	IT Re
SR042807	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 2	IT Re
SR043317	I am requesting for Change	For Assignment	RIT NGO	Pangasinan 4	IT Re
SR043642	I am requesting for Change access	For Assignment	RIT NGO	Pangasinan 5	IT Re
SR042616	I am requesting for Change of role/position	For Assignment	RIT NGO	Pangasinan 7	IT Re
SR042480	I am requesting for Change role position	For Assignment	RIT NGO	Pangasinan 1	IT Re
SR043072	I am requesting for Change role position/deactivation/reactivation	For Assignment	RIT NGO	Pangasinan 1	IT Re
SR045249	I am requesting for Data Modification	For Assignment	RIT NGO	Pangasinan 6	IT Re
SR043437	I am requesting for Data Modification	For Assignment	RIT NGO	Pangasinan 4	IT Re
SR044817	I am requesting for Data Modification	For Assignment	RIT NGO	Pangasinan 2	IT Re

2. After clicking edit, click save para maassigned sayu yung ticket, then click next then save again hanghang sa magrab mo lahat ng ticket.

The screenshot shows the 'Edit Ticket' form in the Kaseya Managed Services Edition interface. The 'Save' button is highlighted in yellow. The 'Status' and 'Location' columns are circled in red. The form contains the following information:

Ticket Details

Ticket Number*: SR042843

Source: UI

Submitter: Ivyjeleen.nool

On Behalf Of: Ivyjeleen.nool

Name: Ivyjeleen Nool

Email Address: ivy.nool@cardmri.com

Contact Number:

Category: Reset Password

Endorsed By: jennison.panelo

Approved By: eldo.aput

On Behalf Of: Ivyjeleen Nool

Summary*: I am requesting for Reset Password

Description: full name: jvlyn lucero
username: jucero
position: Um
system affected: Card esystem & ebanker

Status: For Assignment

Stage: Resolver

Priority: Priority 2

Assigned To: RIT NGO

Created: 2:55:02 PM Apr 03, 2019 (12 days, 8 hours and 51 minutes ago)

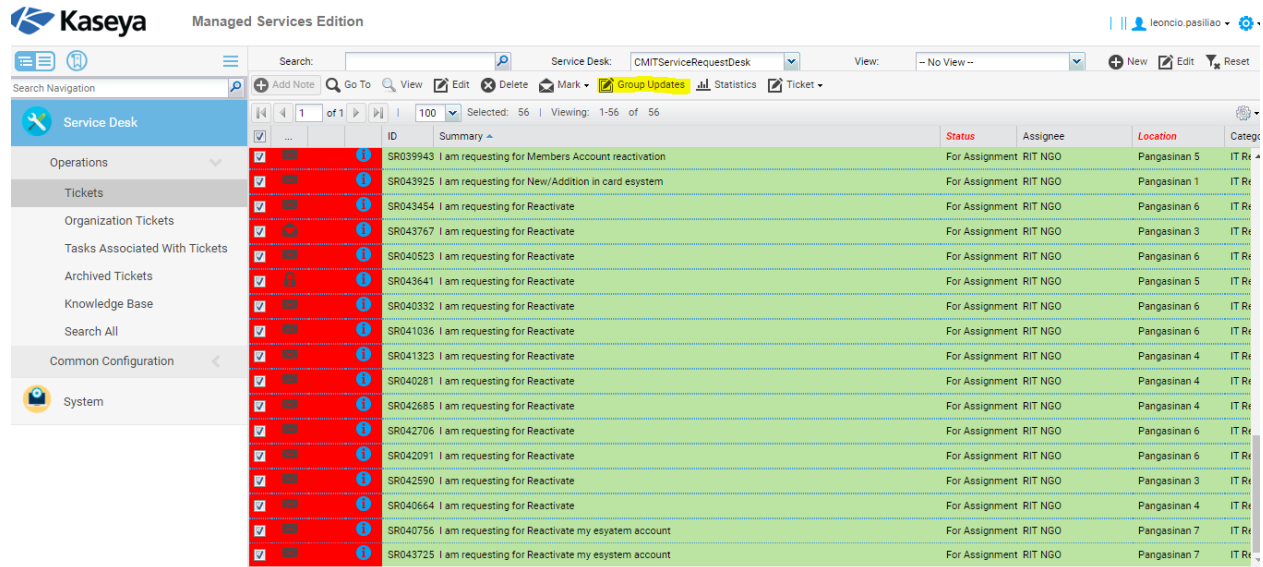
Last Edit: 3:20:17 PM Apr 03, 2019 (12 days, 8 hours and 25 minutes ago)

Resolved On:

Date Needed: 04/03/2019

Location: Pangasinan 1

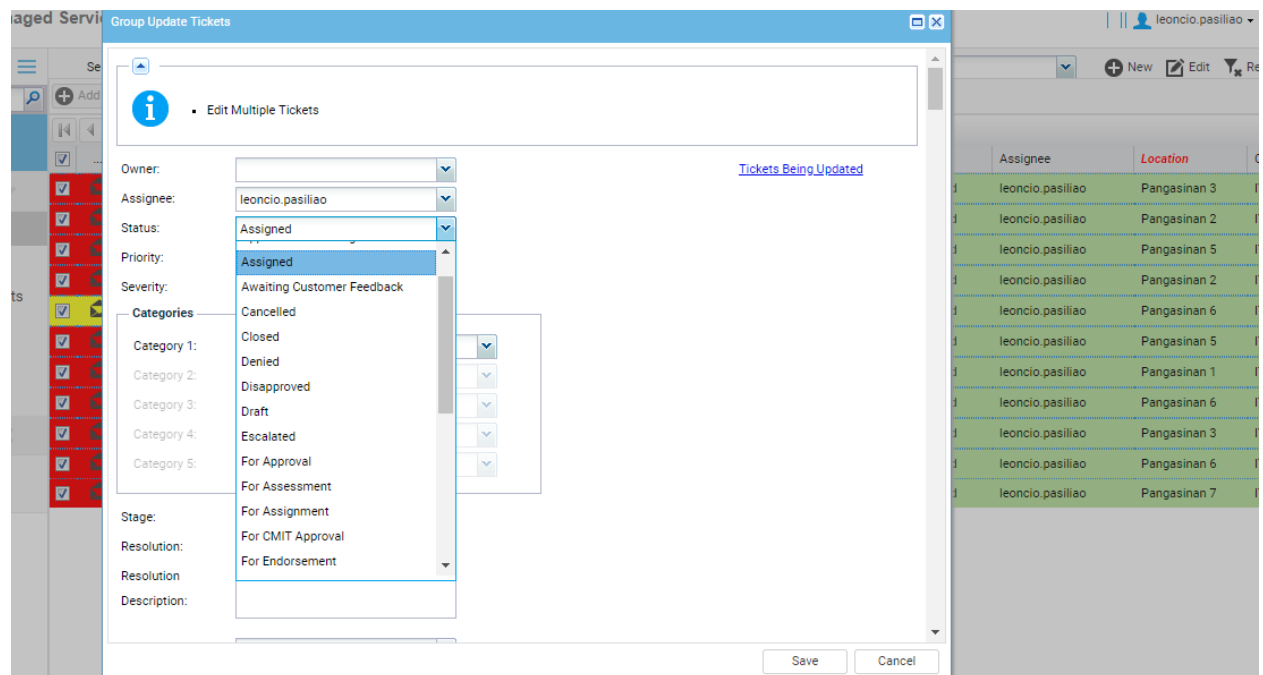
3. After mo magrab lahat ng ticket, filter mo lahat ng ticket na nagrab mo . by filtering all assigned status sa column ng status tas yung assignee ay filter mo yung iyo. Then check all tickets the click **GROUP UPDATES**



The screenshot shows the Kaseya Managed Services Edition interface. The left sidebar contains navigation options like 'Service Desk', 'Operations', 'Tickets', 'Organization Tickets', 'Tasks Associated With Tickets', 'Archived Tickets', 'Knowledge Base', 'Search All', 'Common Configuration', and 'System'. The main area displays a list of tickets with columns for 'ID', 'Summary', 'Status', 'Assignee', 'Location', and 'Category'. The 'Status' column is filtered to 'Assigned' and the 'Assignee' column is filtered to 'leoncio.pasillao'. The 'GROUP UPDATES' button is highlighted in the top toolbar.

ID	Summary	Status	Assignee	Location	Category
SR039943	I am requesting for Members Account reactivation	Assigned	RIT NGO	Pangasinan 5	IT Re
SR043925	I am requesting for New/Addition in card esystem	Assigned	RIT NGO	Pangasinan 1	IT Re
SR043454	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 6	IT Re
SR043767	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 3	IT Re
SR040523	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 6	IT Re
SR043641	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 5	IT Re
SR040332	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 6	IT Re
SR041036	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 6	IT Re
SR041323	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 4	IT Re
SR040281	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 4	IT Re
SR042685	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 4	IT Re
SR042706	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 6	IT Re
SR042091	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 6	IT Re
SR042590	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 3	IT Re
SR040664	I am requesting for Reactivate	Assigned	RIT NGO	Pangasinan 4	IT Re
SR040756	I am requesting for Reactivate my esystem account	Assigned	RIT NGO	Pangasinan 7	IT Re
SR043725	I am requesting for Reactivate my esystem account	Assigned	RIT NGO	Pangasinan 7	IT Re

4. After mo maclick yung **GROUP UPDATES** yan ang labas change mo yung status to **IN PROGRESS** then click **SAVE**.



The screenshot shows the 'Group Update Tickets' dialog box. The dialog has a title bar 'Group Update Tickets' and a close button. Inside, there's a section 'Edit Multiple Tickets' with a link 'Tickets Being Updated'. Below this are several dropdown menus and text fields for updating multiple tickets at once. The 'Status' is set to 'Assigned' and the 'Assignee' is 'leoncio.pasillao'. The 'Categories' section shows a list of categories with checkboxes. The 'Stage' section shows a list of stages with checkboxes. The 'Resolution' section shows a list of resolutions with checkboxes. The 'Description' field is empty. At the bottom, there are 'Save' and 'Cancel' buttons.

5. After mo masave, ifilter mo naman lahat ng ticket na IN PROGRESS ang status na nakaassigned sayo .kasi nagging **IN PROGRESS** na yung ticket na sinave mo kanina. Then check all tickets then click **GROUP UPDATES**

The screenshot shows the IT Service Request System interface. On the left, a list of tickets is displayed with columns for ID and Summary. The tickets are filtered by status 'IN PROGRESS'. The 'GROUP UPDATES' button is visible in the top right. A dropdown menu is open, showing various status options, with 'IN PROGRESS' selected. On the right, a table shows the assignee and location for the selected tickets.

Assignee	Location	Category
Sort Ascending	Pangasinan 3	IT Relat
Sort Descending	Pangasinan 2	IT Relat
Columns	Pangasinan 5	IT Relat
Filters	Pangasinan 2	IT Relat
leoncio.pasillao	Pangasinan 6	IT Relat
leoncio.pasillao	Pangasinan 5	IT Relat
leoncio.pasillao	Pangasinan 1	IT Relat
leoncio.pasillao	Pangasinan 6	IT Relat
leoncio.pasillao	Pangasinan 3	IT Relat
leoncio.pasillao	Pangasinan 6	IT Relat
leoncio.pasillao	Pangasinan 7	IT Relat

6. Then change status to resolved. Tas dun sa **STAGE** ilagay ay **CLOSED**, tas add na lang **RESOLUTION NOTE**, then click save. kung pagkasave ay may nakita pang tickets. Just reload lang . kasi matagal magload ang kaseya. Then okay na. Thats all

The screenshot shows the 'Edit Multiple Tickets' dialog box in the IT Service Request System. The dialog box has fields for Owner, Assignee, Status, Priority, Severity, Categories, Stage, Resolution, and Description. The 'Status' is set to 'Resolved' and the 'Stage' is set to 'Resolver'. The 'Resolution' is set to 'Done'. The 'Description' field is empty. The 'Save' and 'Cancel' buttons are at the bottom right. In the background, a table shows the assignee and location for the selected tickets.

Assignee	Location
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan
leoncio.pasillao	Pangasinan

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