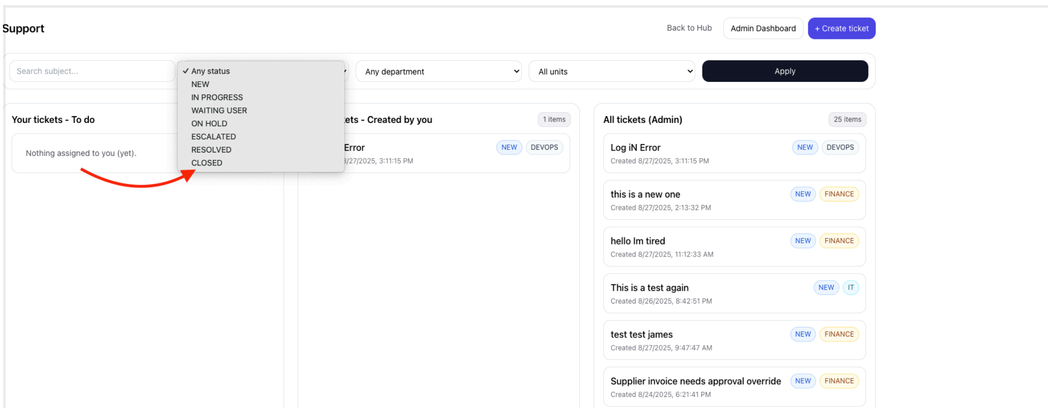
ASI HUB Feedback

FILTER BAR

Status:

- [x] Keep current statuses
- [ ] At least for the piloting phase I think it would be goo to have hover text explaining each status:
  - **New**: "Ticket has been logged and is waiting for triage."
  - **In Progress**: "Ticket has been assigned and work is ongoing."
  - **Waiting on User**: "We need more information from you. If you do not respond, the ticket will automatically close after seven days."
  - **On Hold**: "Ticket is paused because of a dependency."
  - **Escalated**: "Ticket has been referred to the BOOST Manager or the Expert Support Panel."
  - **Resolved**: "A solution has been provided and we are waiting for your confirmation."
  - **Closed**L "Ticket is fully completed. Only the BOOST Manager can move a ticket to Closed."
- [ ] Hide the "Closed" status from ordinary users, and only show it to the BOOST Manager.
- [ ] Enforce automatic transitions:
  - Resolved → Closed (if the user confirms or after a set number of days).
  - Waiting on User → Closed (after seven days of no response).



Departments

- [ ] Standardise department names (same in OS - same in HUB)
- [ ] I'd change this name to **Support Department** (who will handle the ticket)

Units

- [ ] Change name to **Business Unit** = where the user belongs in the OS

Priority

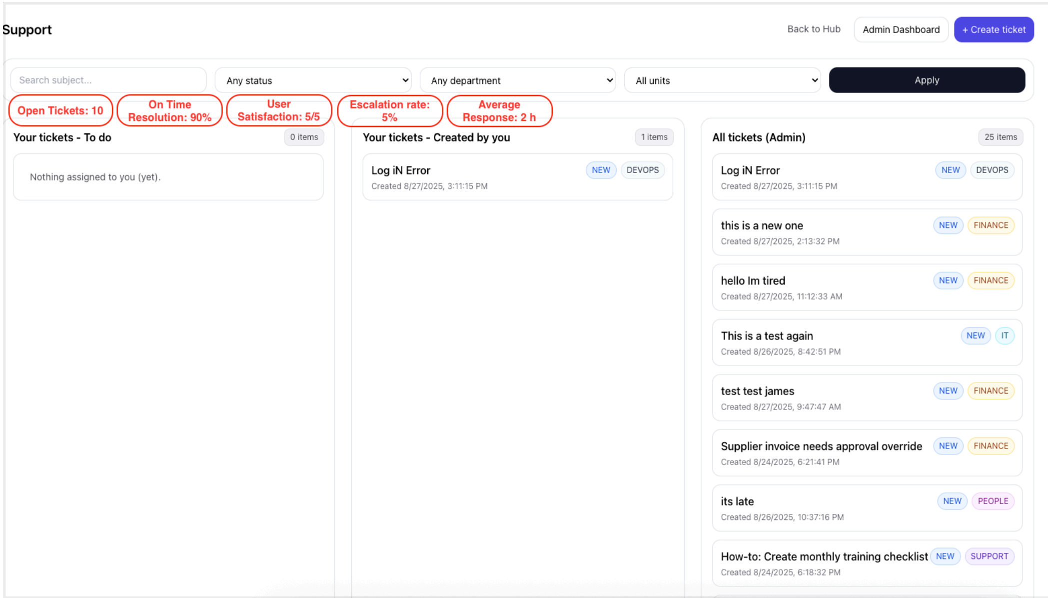
- [ ] Include priority in the filter bar:
  - **Low (grey)** general questions, training, “how-to” queries.
  - **Medium (blue)** small blockers but workaround exists.
  - **High (orange)** payroll issues, purchase order problems, multi-factor authentication lockouts.
  - **Critical (red)** system outages, payroll cut-offs, compliance breaches.

All Tickets (Admin)

- We need structured ticket title (to look professional): Automatically prefix titles based on Department eg. Finance: Supplier Invoice Override - Payment Delayed
- Priority Tags (mandatory on ticket creation): Colour Coded (as mentioned above)
- Countdown to resolution time: under each ticket eg. “3 hours left before deadline”
- Can we also have a hover over summary, like a quick glance? (The hover would display Requestor name, Business Unit, Priority, Deadline, Last Update time)
- In this view I’d like to be able to also sort - to see highlighted tickets at risk of breaching, maybe with a warning symbol?

DASHBOARD

- [ ] I’d add in the top bar live key performance indicators: Open tickets, Percentage of tickets resolved within agreed timeframes (SLA compliance), Average user rating



Ticket Interaction

- For now the ticket is just clickable it would be great to add a **Quick Action** button on each ticket row: View, Comment, Attach, If status is Waiting On User mark as DONE and provide the info
- We need a way of leaving internal comments only to support staff

Ticket Relationships

- For now each ticket is isolated - this can cause duplicates and a lot of clutter, it would be great to be able to:
  - **link tickets** (parent/child) Parent - for the master issues Child tickets - individual user complaints related to the master issue; closing the parent ticket should auto close the child tickets
  - **merge duplicate tickets** if a user log multiple tickets on the same issue
  - **split tickets** a large ticket can be split into smaller tasks for different departments eg: Onboarding > IT (email license, laptop etc) + P&T (contract, benefits, payroll, etc)

Automation & Routing

- We are currently doing this manually we should (in time) have
  - **Auto assignment rules** eg. Tickets with subject Payroll > Finance High Priority queue, Bug > DevOps
  - Dynamic Resolution target - not all tickets are equal, payroll must be resolved in 1h, MFA reset in 4 hours, general query in 2 days
  - Automatic escalations rules - if ticket is 80% toward breach escalate to BOOST Manager automatically, if ticket is breached + Critical notify BOOST Manager and Expert Panel

New Support Ticket

Department, Category and Subcategory should be moved at the top

Subject

- It would be great to **auto-prefix the subject field** with the chosen Department and Category. Eg. Finance: Supplier Invoice - Change approver (this should reduce the triage time and offer cleaner reporting)
- If there is a recent ticket with a very similar subject from the same user show a **duplicate warning:** "We found a similar ticket - would you like to update that one instead?"

Description

- Small text in the box, erasable when the description is logged "please include: what happened, when it started, any error messages, steps you tried"
- We should have some dynamic prompts after the Category is chosen:

  - If "Sign-in problem": ask for account email, the exact error text, and a screenshot.

  - If "Supplier invoice override": ask for supplier name, purchase order number, invoice number.

Attachments

- "Add files" field - drag and drop
- Up to 10 MB per file, allow PDF, Word, Excel, PNG, JPG
- This field should be mandatory when Category is an error, bug, device or compliance issue
- Show tooltip: "screenshots that include the full error help us resolve faster"

Department

- I think this is fine as it is

Priority

- Remove the duplicate, keep only one
- Make potions colour coded with short guidance
  - **Low (grey)** - general questions - target resolution **2 business days**
  - **Medium (blue)** - minor blocker, workaround exists - target **1 business day**
  - **High (orange)** - payroll or purchase order blockers, multi-factor sign-in lockout - target **4 hours**
  - **Critical (red)** - system outage, payroll cut-off, compliance breach - target **1 hour** (first response within 15 minutes)
- It would be great for the system to suggest a priority from keywords (payroll > high)
- Require a short justification if the user selects “Critical”

Category and Subcategory

- Great these are depending on each other

Classification

- Remove the duplicate
- Give short guidance on each choice

Channel

- Hide it unless a staff member is logging on someone’s behalf (then it matters).

Requester Unit

- Rename to Business Unit - maybe add helper text: “Where you belong in the organisation.”

Validation rules (stop bad submissions)

- Category required and Subcategory required.
- Priority required.
- Attachment required when the subcategory implies an error/bug/device/compliance issue.
- If Critical priority, require the short justification text box to be filled.
- If Business Unit is blank, default from profile and warn if the user deletes it.

Intelligent touches

- Suggest helpful articles live in a right-hand panel as the user types Subject or chooses Category (for example, multi-factor sign-in reset guide). Let them solve it themselves without submitting if they can and knowledge base available.
- Auto-assign on submit when the combination of Support Department + Category is unambiguous (for example, Finance → Payroll → route to the Payroll queue).
- Auto-set the target response and target resolution times the instant Priority is chosen; show this immediately on the confirmation screen.

Contact Information in New Ticket Form

Internal Users (ASI staff, consultants, subcontractors with OS logins)

- If tickets are raised while logged into the OS Hub, then you already know:
    - Full name
    - Email address
    - Business Unit (from their profile)
    - Role/permissions

In this case, there's no need for them to re-enter contact details — duplication frustrates users and feels unpolished.

On the ticket we can:

- Auto-fill Name, Email, and Business Unit from their profile.
- Show them at the top in a "Requester" panel, so it's clear who the ticket will be logged under.
- Make them read-only (to avoid mistakes), unless a staff member is raising a ticket on behalf of someone else. (Do we want this?)

External Users (users with no OS profile yet)

- If tickets can be logged by email-to-ticket (eg, reply@asi.online), then the system should already capture the email address.
- If they come through the form, we must ask for minimal contact info to avoid untraceable tickets.

At the moment we are receiving automated tickets for example for conducting checks, how are we going to deal with those?

Many users reply to reply@asi.online with various questions and issues.