

KB LEVEL: Desktop Support Engineer	KB ARTICLE	KB NUMBER: KB-DSE-2019-03-01
	<i>How to receive support cases via IT Hotline</i>	

KB Category:	Incident / Support		
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Problem Description:	Incident/Request reported IT support through IP Phone
Symptoms and Cause of the issue:	How to receive Incident/Request reported IT support through IP Phone

Procedures:

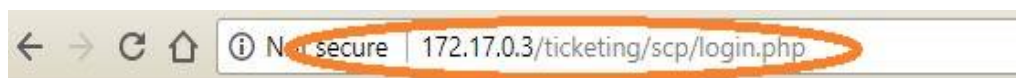
There are 2 IP phones in the IT room (4034 for Jaka and 4038 for G2 site). Our IP phones will display the origin of all calls.

Step 1:

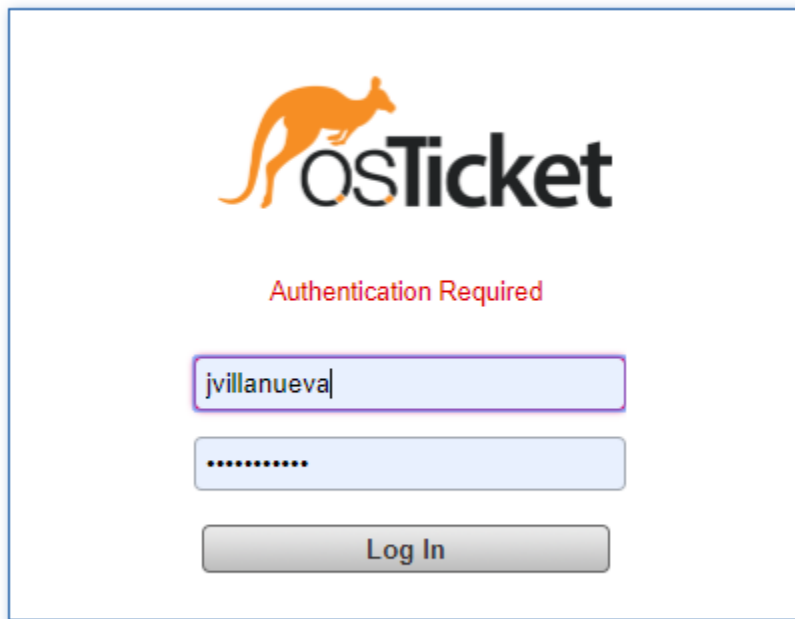
- Answer the phone after 1-2 rings, address with respect ex. "Good Morning IT"
- The person will report their concern or incident which will require our support.
- If they are looking for the IT manger, we will forward the call to the other line (4033). By pressing dial + 4033 + xfer.
- Verify the problem and support needed by asking additional questions like "which station, what floor and who is requiring support". IT room has a list of TLs', so you can verify them from the list.

Step 2:

- Upon verification proceed to creating ticket by using web browser (<http://172.17.0.3/ticketing/scp/login.php>) you will be redirected to login page.



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The image shows the osTicket login interface. At the top is the osTicket logo, which consists of an orange kangaroo silhouette and the text "osTicket". Below the logo, the text "Authentication Required" is displayed in red. There are two input fields: the first contains the username "jvillanueva" and the second contains masked characters ".....". Below these fields is a grey "Log In" button.

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Step 3:

- You will be redirected to the osTicket home page then click "New Ticket" as shown in the image below.



- Fill-up the following information, you can search their respective name in the search box as shown below.

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Lookup or create a user

Search existing users or add a new user.

Search by email, phone or name

Create New User:

Email Address: *

Full Name: *

Phone Number: Ext: *

Internal Notes:

Reset Cancel Add User

- New ticket page will be displayed.
 - Please note to select appropriate ticket source, help topic and department.
 - Select "Phone"
 - Select "IT Operations Head Office" for IT Support Manila and IT Support Davao for Davao.

Open a New Ticket

New Ticket

User Information:

Email Address: *

Full Name: *

Ticket Notice: ☒ Send alert to user.

Ticket Information and Options:

Ticket Source: Phone *

Help Topic: — Select Help Topic — *

Department: IT Operations Head Office

- Subject-Input the same subject from the email.
- Issue Summary - Inform the user that we are documenting the incident

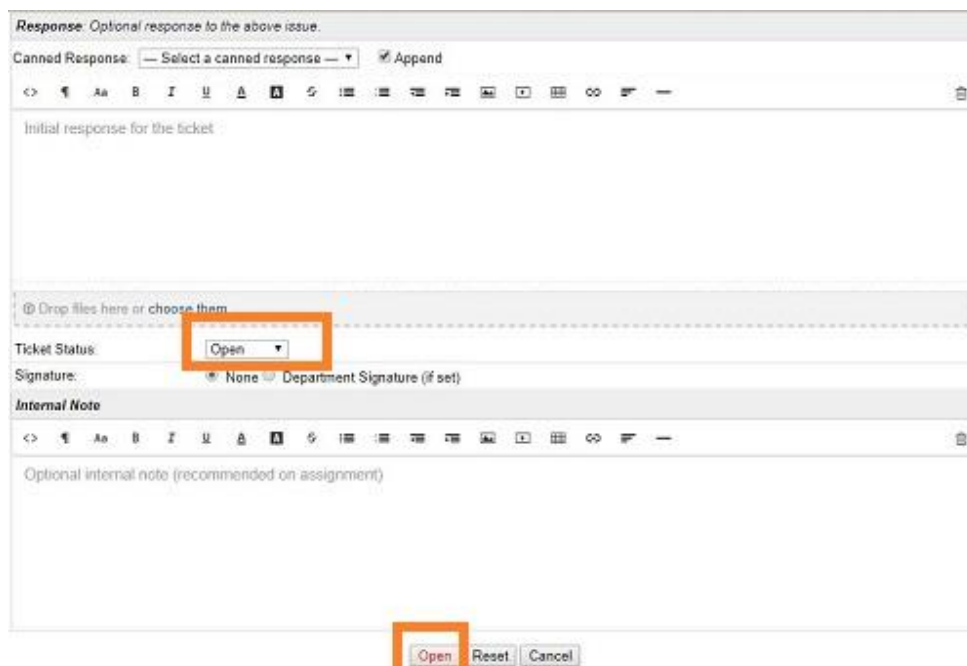
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6. Internal Note - All updates and procedures are posted here.

7. Selection of Help Topic should be included as it will determine the SLA of the support we will to provide.

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8. Select ticket status to “open” and lastly click the “Open” button in the bottom part of the page.



The screenshot shows a 'Response' form for a ticket. At the top, there's a 'Canned Response' dropdown and an 'Append' checkbox. Below is a rich text editor for the 'Initial response for the ticket'. Further down, there's a 'Drop files here or choose them' section. The 'Ticket Status' dropdown is set to 'Open' and is highlighted with an orange box. Below that is a 'Signature' section with radio buttons for 'None' and 'Department Signature (if set)'. An 'Internal Note' section follows with another rich text editor. At the bottom, there are three buttons: 'Open' (highlighted with an orange box), 'Reset', and 'Cancel'.

Verification: You are now able to receive support via IT hotline accordingly.



The screenshot shows the details for 'Ticket #201706171'. The ticket is 'Closed' with a 'Normal' priority, assigned to 'Karen Castillo'. The 'Source' field is highlighted with an orange box and shows 'Phone (172.18.4.94)'. Other fields include 'Department: IT Operations Head Office', 'Create Date: 02/22/2018 8:57 am', 'Closed By: Jerome Bautista', 'SLA Plan: L2 Normal', 'Close Date: 02/22/2018 8:58 am', 'Help Topic: Request / International Outbound Call', 'Last Message: 02/22/2018 8:57 am', and 'Last Response:'. A link 'REQUEST FOR DIAL CODE TO CALL US' is at the bottom.