



ManageEngine

ServiceDesk Plus

Manual

The first phase

Incident Management service for the Zrenjanin site

Ver. 1.0

February 2023

ServiceDesk Plus is ManageEngine's full-stack service for managing enterprises. Deliver flawless IT services with intelligent automation, standardized workflows, and enhanced self-service capabilities. Extend proven ITSM best practices to other departments like HR and facilities using native enterprise service desk capabilities. ServiceDesk Plus contains Incident Management, Problem Management, Change Management, Assets Management, Service Catalog, CMDB, and Reporting features.

The topic of this manual is only the Incident Management feature.

To access Essex Furukawa's ServiceDesk Plus service follow the link:

<https://superhelp.spsx.com/>

Page organization

Every page on this service has four zones.:

Top menu – first zone



Links in the Top menu zone are giving you access to the all feature of ServiceDesk+ applications.

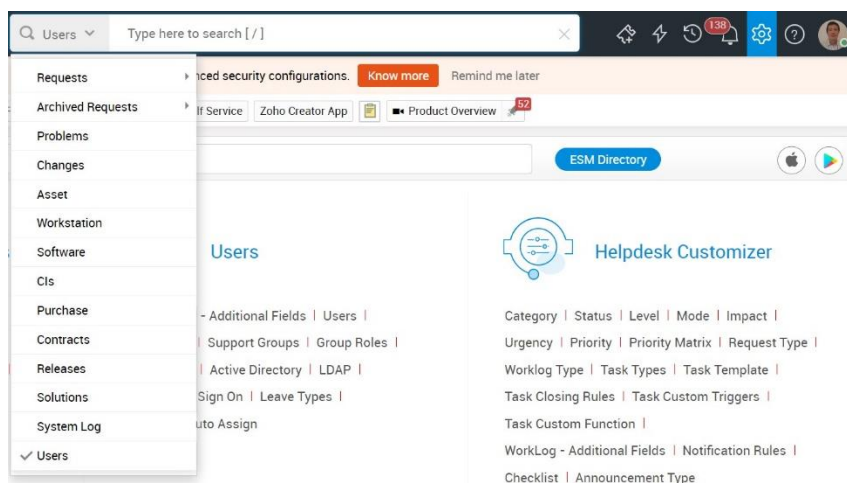
Periodically there are notifications above or under Top Menu. These notifications haven't importance for Technician work. Those notifications are for the ServiceDesk Plus's support team.

On the right side of the top menu is the toolbar. It is the place for advanced tools.



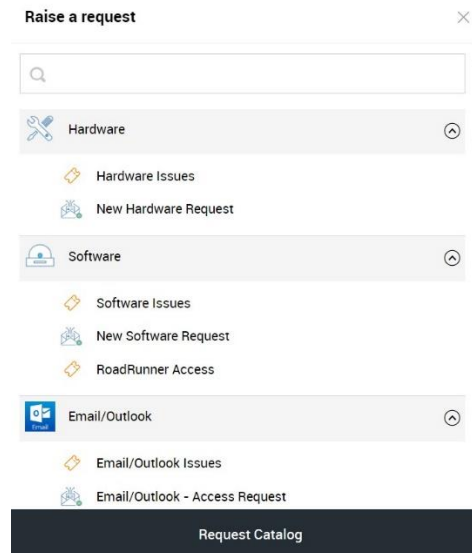
1. Search tool

From every page on the ServiceDesk+ portal technician can make a search on different criteria. With this tool, technicians can also search for requests.

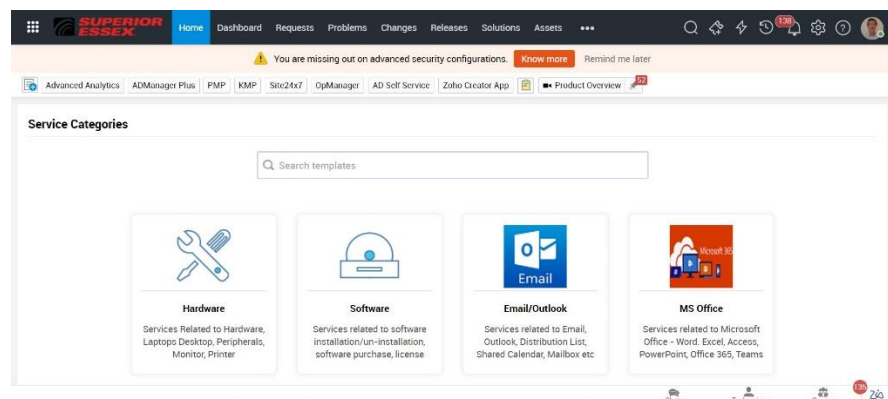


2. New Request

With this tool, the technician can Raise a request. The technician can choose different templates to create requests. For now, we are suggesting using the default template.

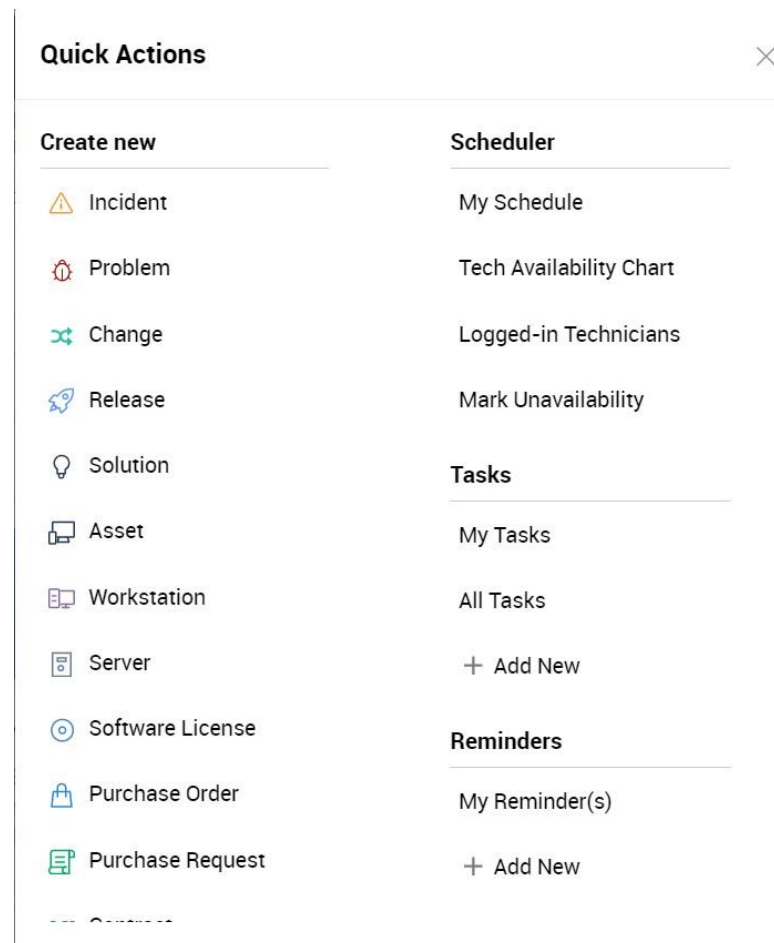


By choosing Request Catalog technician will be sent to the Service Category page. All users have access to this page when they login to superhelp.spsx.com.



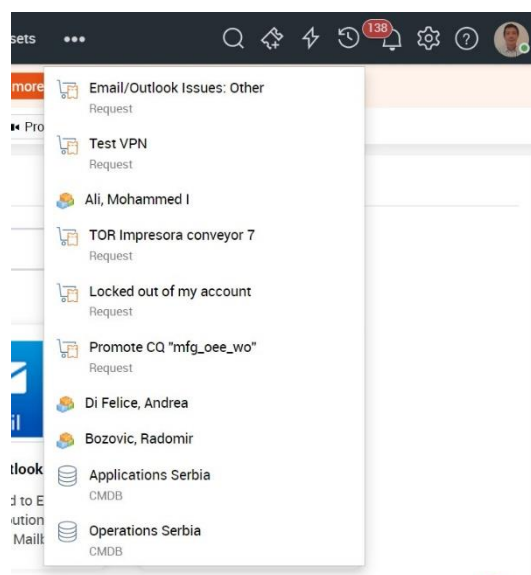
3. Quick Actions

Enable technician to access to the most important tools in ServiceDesk+. From there, technicians can raise requests, and problems, request for change, add solutions, broadcast messages, add assets, and many other tools.



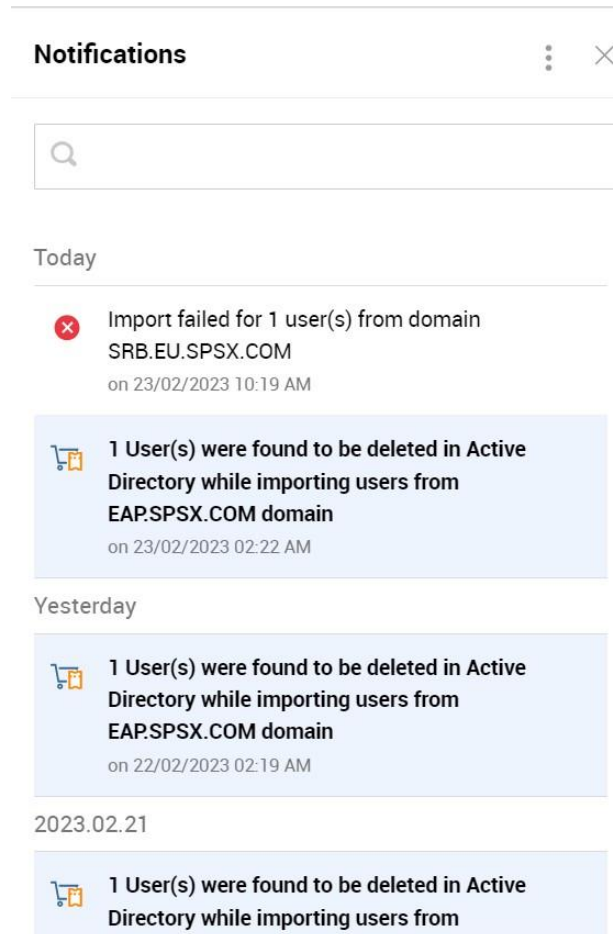
4. Recent Items

With these tools, a technician can see a list of requests they have recently viewed.



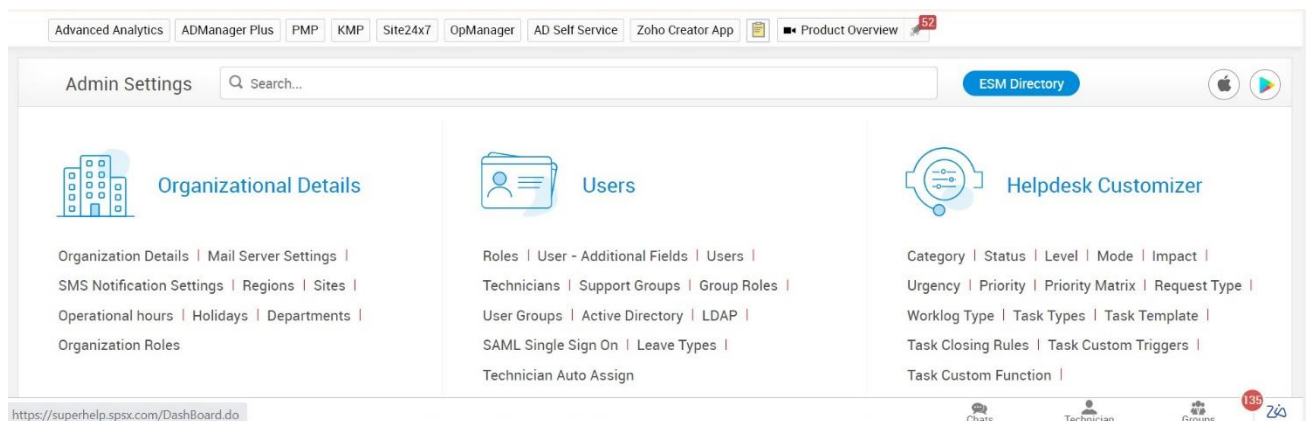
5. Notifications

Here technicians can see notifications from ServiceDesk+ service. Those notifications aren't important for technician work.



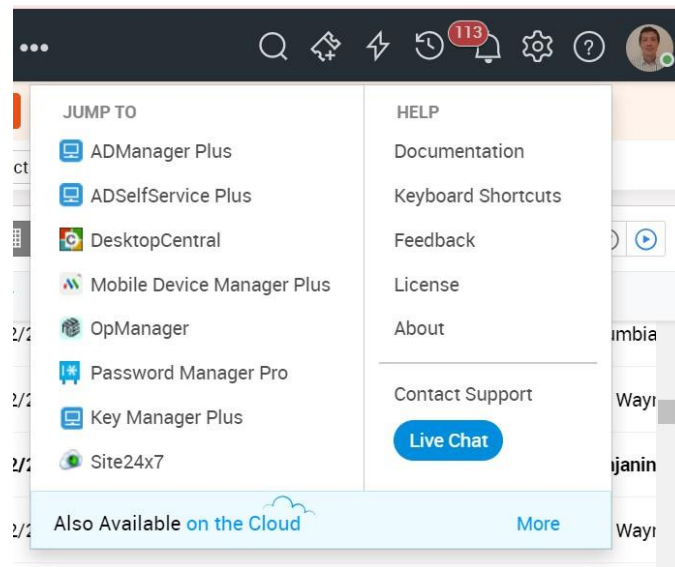
6. Admin

With this link, technicians can access the ServiceDesk+ Administration Setting page. All the important tools for customizing and setting up the ServiceDesk+ are located on this page.



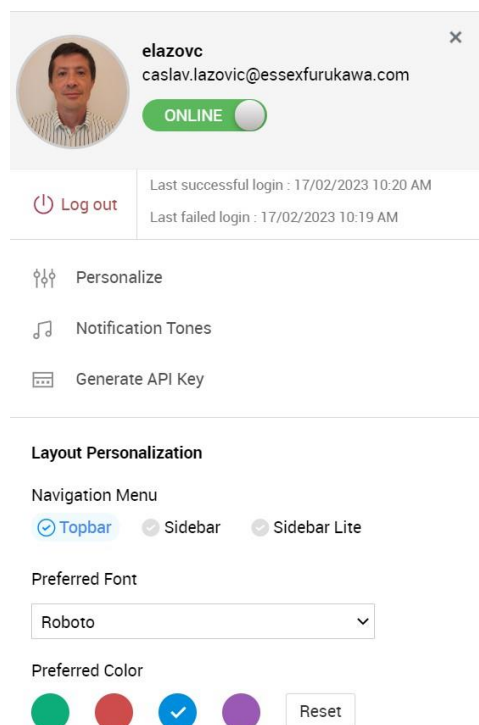
7.Help

Access to Help tool. On this place technicians can find all information about ServiceDesk+ service.

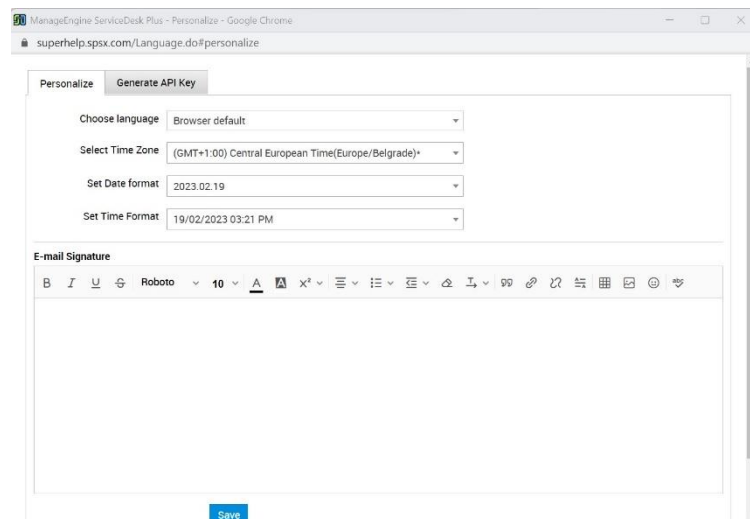


8. User profile

Using this tool technicians can customize of ServiceDesk+ page look (change color, font, and notification Tones). The technician can also change his online status.



On the Personalize page technicians can change the time zone, date/time format, and language.



Personalize Generate API Key

Choose language: Browser default

Select Time Zone: (GMT+1:00) Central European Time(Europe/Belgrade)*

Set Date format: 2023.02.19

Set Time Format: 19/02/2023 03:21 PM

E-mail Signature

B I U Roboto 10 A x²

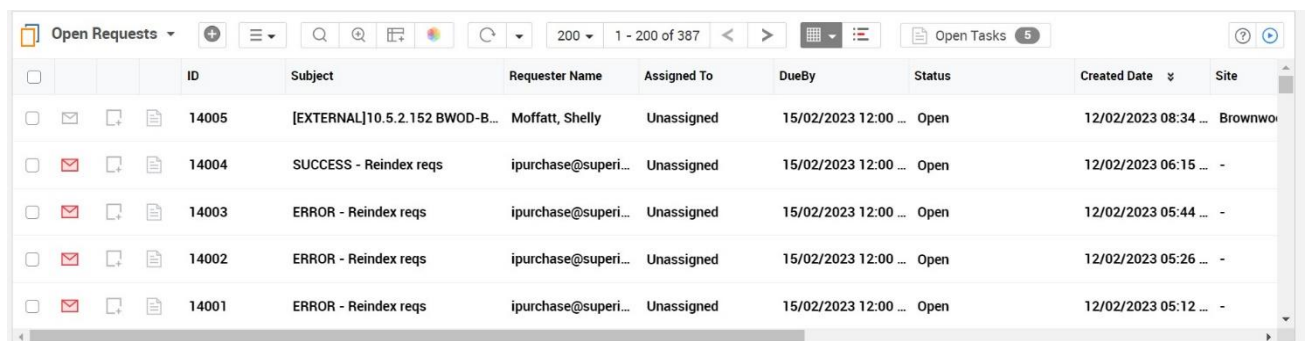
Save

Widgets toolbar– second zone



This toolbar is the place for quick access tools and offered widgets. Most of the widget in this toolbar is not enabled. Technicians can use Quick create and Scribble Pad tools and Product Overview.

Main - third zone



ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site
14005	[EXTERNAL]10.5.2.152 BWOD-B...	Moffatt, Shelly	Unassigned	15/02/2023 12:00 ...	Open	12/02/2023 08:34 ...	Brownwo
14004	SUCCESS - Reindex reqs	ipurchase@superi...	Unassigned	15/02/2023 12:00 ...	Open	12/02/2023 06:15 ...	-
14003	ERROR - Reindex reqs	ipurchase@superi...	Unassigned	15/02/2023 12:00 ...	Open	12/02/2023 05:44 ...	-
14002	ERROR - Reindex reqs	ipurchase@superi...	Unassigned	15/02/2023 12:00 ...	Open	12/02/2023 05:26 ...	-
14001	ERROR - Reindex reqs	ipurchase@superi...	Unassigned	15/02/2023 12:00 ...	Open	12/02/2023 05:12 ...	-

This zone is the central place of the page, the Technicians working zone.

Footer – fourth zone



This zone is the place for communication between Technicians.

Technicians' organization in the Incident Management service and rules

The ServiceDesk+ service supports the organization of users according to site affiliation. In Active Directory every user has a site parameter configured. When a user sends a mail to superhelp@spsx.com or logs into the Superhelp portal, ServiceDesk+ recognizes the user's site to which they belong.

European sites are: Zrenjanin, Quattordio, Meyzieu, Castleford, Bad Arolsen, and Bramsche.

Every site has Support groups. Zrenjanin has Applications Serbia and Operations Serbia.

Technicians belong to the group according to their jobs. One technician can be part of several groups.

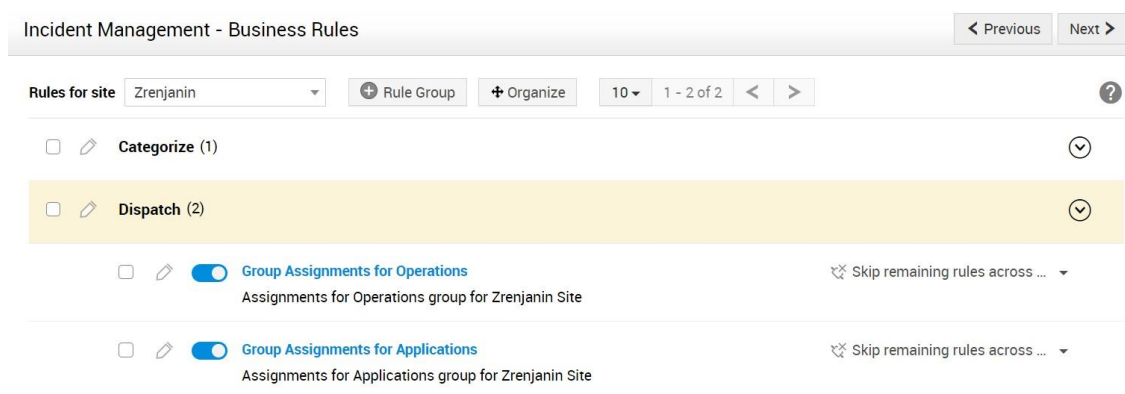
Zrenjanin site support groups members:

Operations Serbia: Di Felice Andrea, Lazovic Caslav, Lapadat Mihael, and Zenke Patrick.

Applications Serbia: Bozovic Radomir, Di Felice, Andrea, Lazovic Caslav, Manevski Milan, Quarona Marco, Skrgic Jovica, Zenke Patrick

Tickets of the users from Zrenjanin raised by sending emails to superhelp@spsx.com or by creating requests on the portal <https://superhelp.spsx.com/> can be only assigned to one of these groups.

Ticket routing is done by Incident Management - Business Rules.



Zrenjanin site has three rules. Rules are configured for cascade execution. First in line for execution is:

Categorize rules:

Categorize QAD issues rule is used to set the Category value to QAD if the user's requests have the word QAD in the subject, mail body, or in the request description.

After this rule, the following rules are executed:

Dispatch rules:

The group Assignments for Operations rule is used to assign tickets to the Operations Serbia group if the user's e-mail contains one of these words in the subject, mail body, or in the request description.:

office, mail, account, laptop, computer, printer, folder, internet, software, install, štampač, telefon, vpn, Hardware, and program.

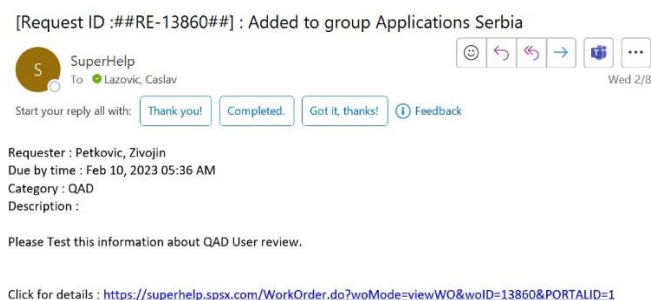
If the e-mail or request doesn't contain any of those words next rule will be executed.

Group Assignments for Applications rules is the last stop rule. With this rule, the ticket is assigned to the Applications Serbia group. This means that users' tickets from Zrenjanin can only be assigned to the Operations Serbia or Applications Serbia group.

The rules for word checking in e-mails or requests are not case-sensitive.

The technician can accept only the ticket assigned to the group to which he belongs.

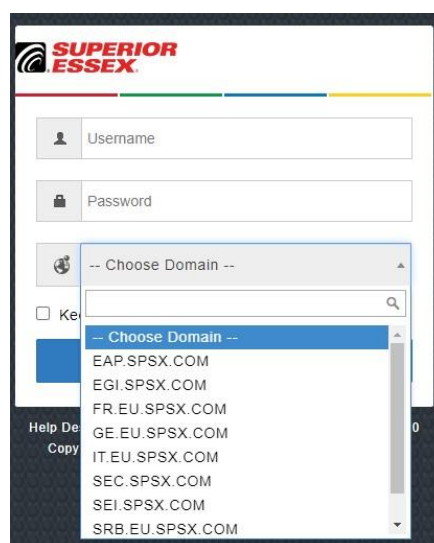
When a ticket is associated with the group all technicians from that group will get an e-mail notification.



If any technician does not accept the ticket after one day, Di Felice Andrea, Caslav Lazovic, and Zenke Patrick will be notified.

ServiceDesk+ portal organization

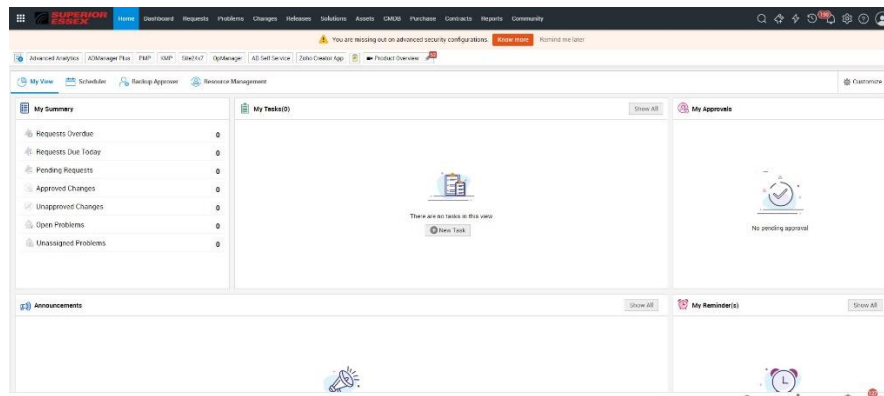
To access all functionalities of ServiceDesk Plus first you must log in:



For login, you use your AD credentials and must choose an appropriate domain for your account.

Home page

After successful login, you are landing on the Home page.

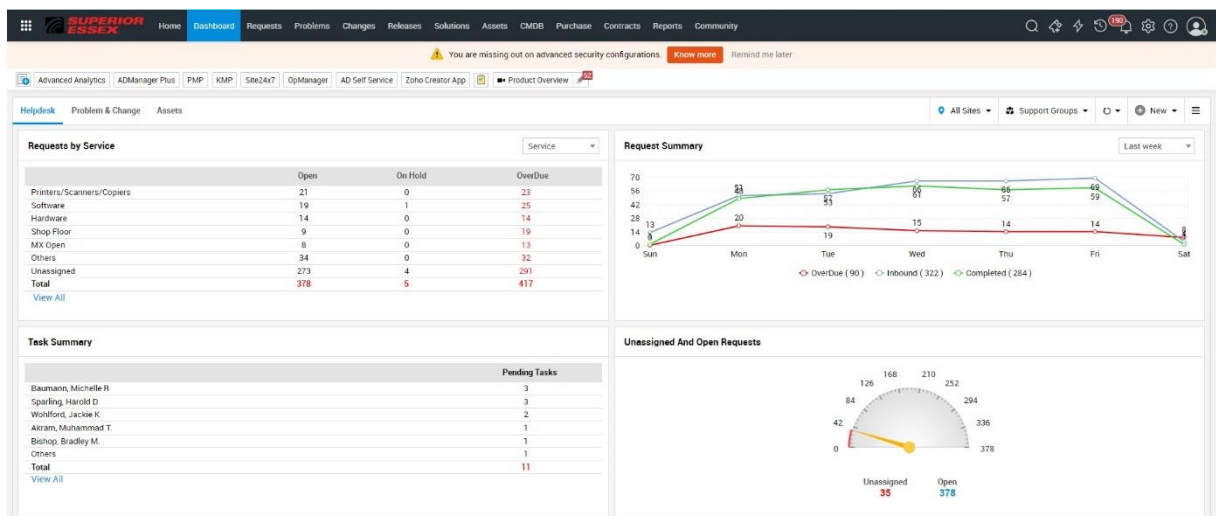


Home page for Technicians is a personal technician dashboard. It is customizable and it is completely different from the common user's Home page. There he can see things related to his work.

Dashboard

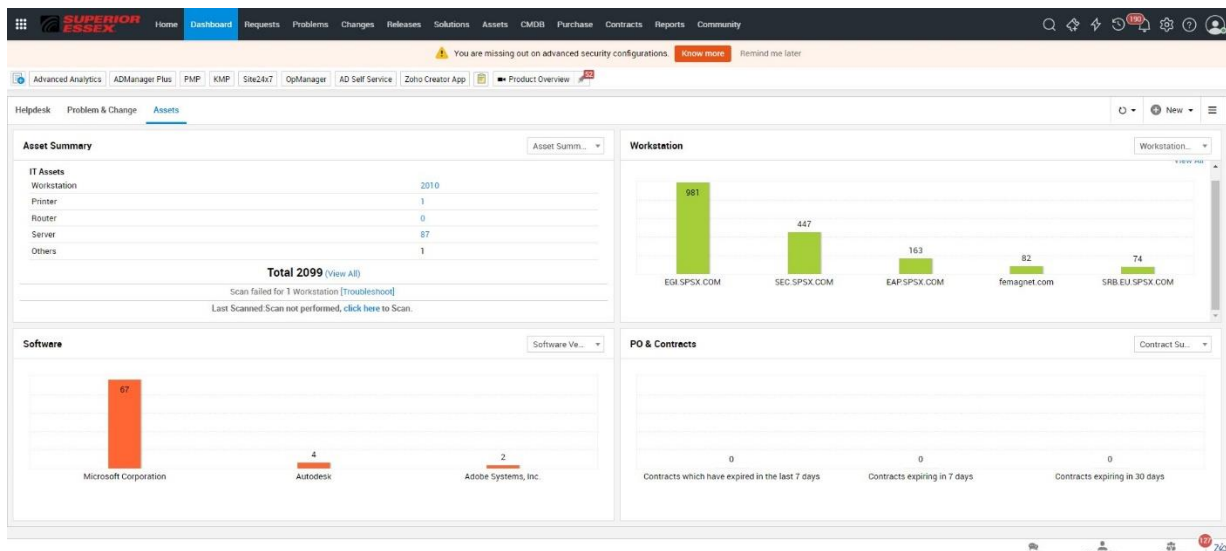
The second link in the top menu is the Dashboard page. On the Dashboard page, Technician can see the information on the ServiceDesk Plus statistic. This page has a submenu with links: Helpdesk, Problem & Change, and Assets.

The Helpdesk page is an overview of the Organization's Incidents and Requests



Problem & Change is an overview of the Organization's Problems & Changes

Assets is an overview of IT Helpdesk assets, software, purchase order, and contracts.



Requests

The third link in the top menu is the Requests page. It is the central page for Incident Management and the most important page for Technicians.

ID	Subject	Requester Name	Assigned To	Dueby	Status	Created Date	Site	Priority	Group	Category	Department
13860	Test QAD	Petkovic, Zivojin	Unassigned	10/02/2023 11:36	Open	08/02/2023 11:36	Zrenjanin	Normal	Applications Serbia	QAD	General
13859	Google authenticator	Grooves, Melanie	Unassigned	10/02/2023 12:00	Open	08/02/2023 09:54	Atlanta	Normal	SCG Support	-	Cust Ser
13858	e-mail not reached	Hotate, Akinobu	Unassigned	10/02/2023 12:00	Open	08/02/2023 06:02	-	Normal	SCG Support	-	-
13857	TOR:se congela pantalla de con...	Rivera Luna, Manuel	Unassigned	10/02/2023 01:00	Open	08/02/2023 05:27	Torreón	Normal	TOR	-	General
13856	Order Locked! Still not able to g...	Giron, Erick	Unassigned	10/02/2023 01:00	Open	08/02/2023 01:09	Tempe	Normal	SCG Support	-	Tempe

On this page, Technicians can see all tickets from the sites he has the right to see, and tickets not associated to any site.

Associated Sites

Zrenjanin

Not associated to any site

Associated Groups

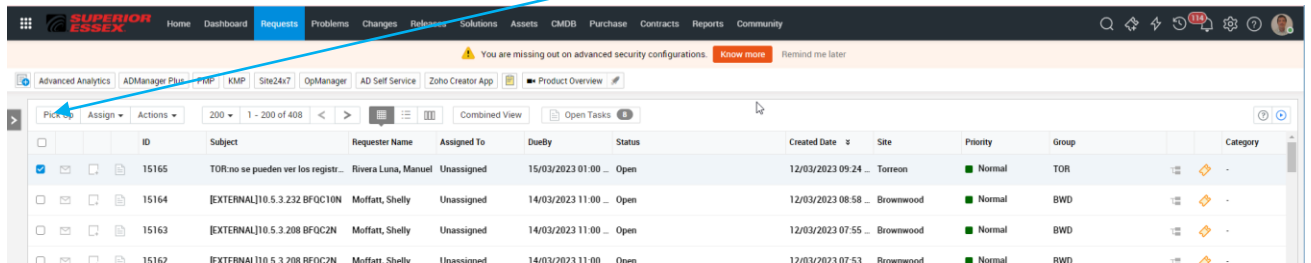
Applications Serbia (Zrenjanin) Italy

Operations Serbia (Zrenjanin)

For now, Technicians can see all tickets from NA because their system is not yet organized by sites, and their tickets are in the default site (meaning not associated to any site). Technicians from Europe should only respond to requests from users from European sites. In case that users want to send requests to NA global support, Technician must reroute the request. The technician must change the value for a site to Not associated to any site and to change the value for the group to Not Assigned. After that NA support can handle requests from EU users.

All requests which are marked in bold are Unassigned requests.

If the technician checks the checkbox beside the requests, he can pick -up the request.



	ID	Subject	Requester Name	Assigned To	Dueby	Status	Created Date	Site	Priority	Group	Category
<input checked="" type="checkbox"/>	15165	TOR.no se pueden ver los registros...	Rivera Luna, Manuel	Unassigned	15/03/2023 01:00	Open	12/03/2023 09:24	Torreón	Normal	TOR	-
<input type="checkbox"/>	15164	[EXTERNAL]10.5.3.232 BFOC10N	Moffatt, Shelly	Unassigned	14/03/2023 11:00	Open	12/03/2023 08:58	Brownwood	Normal	BWD	-
<input type="checkbox"/>	15163	[EXTERNAL]10.5.3.208 BFOC2N	Moffatt, Shelly	Unassigned	14/03/2023 11:00	Open	12/03/2023 07:55	Brownwood	Normal	BWD	-
<input type="checkbox"/>	15162	[EXTERNAL]10.5.3.208 BFOC2N	Moffatt, Shelly	Unassigned	14/03/2023 11:00	Open	12/03/2023 07:53	Brownwood	Normal	BWD	-

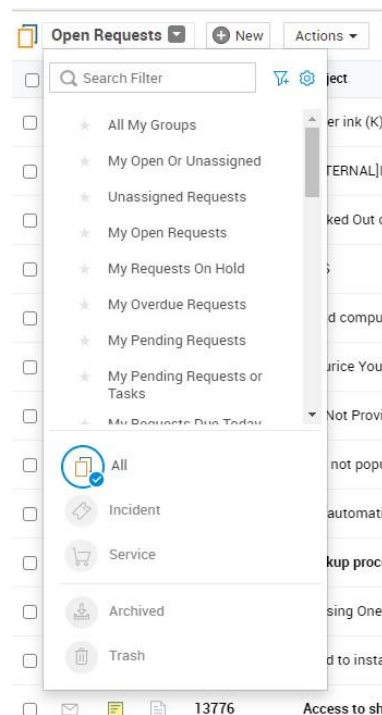
Toolbar



The toolbar offers Technician the ability to filter tickets, to raise the request, search tickets, change the view (add columns, change colors, show more tickets on the page), take action, help videos, and legend.

1. Filtering tool

Technicians can filter what tickets they want to see: All open Requests, and Completed Requests, or create their own custom filters.



2. New request creation tool

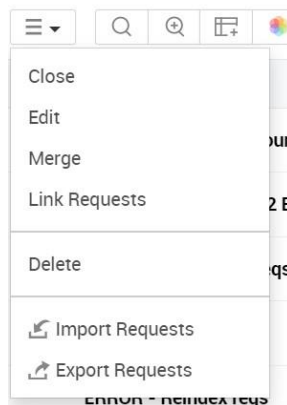
Technicians can create requests for themselves or on behalf of some users.

The screenshot shows the 'Add request' form in the SUPERSON ESSEN application. The form is divided into several sections:

- Requester:** A dropdown menu for 'Requester' and a text field for 'Asset'.
- Status and Request Type:** Two dropdown menus for 'Status' (set to 'Open') and 'Request Type' (set to 'Incident').
- Mode and Priority:** Two dropdown menus for 'Mode' (set to 'E-Mail') and 'Priority' (set to 'Normal').
- Service Category, Category, and Subcategory:** Three dropdown menus for 'Service Category', 'Category', and 'Subcategory', all set to 'Not Specified'.
- Group and Technician:** Two dropdown menus for 'Group' (set to 'SCS Support') and 'Technician' (set to 'Not Specified').
- Request:** A section with a 'Subject' field.
- Additional Information:** A section with a 'Description' field and an 'Attachments' section.

3. Action tool

Technicians can perform different actions with this tool: Close a request, edit a request, to link a request to another request, and merge requests.



4. Search tool

Technician can search request by ID, Subject, Requester Name, Assigned To, Status, Site, Priority, Group, Category, and Department.

The screenshot shows the 'Open Requests' table in the SUPERSON ESSEN application. The table has the following columns: ID, Subject, Requester Name, Assigned To, DueBy, Status, Created Date, and Site. The table contains two rows of data:

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site
12506	Promote CQ "mfg_oeo_wo"	Bozovic, Radomir	Hartman, An...	07/01/2023 12:00 ...	Open	05/01/2023 01:18 ...	-
11830	scheduled job: CQ "mfg_oeo_sipl...	Bozovic, Radomir	Eke, Giles C.	14/12/2022 12:00 ...	Open	12/12/2022 09:02 ...	-

5. Refresh button

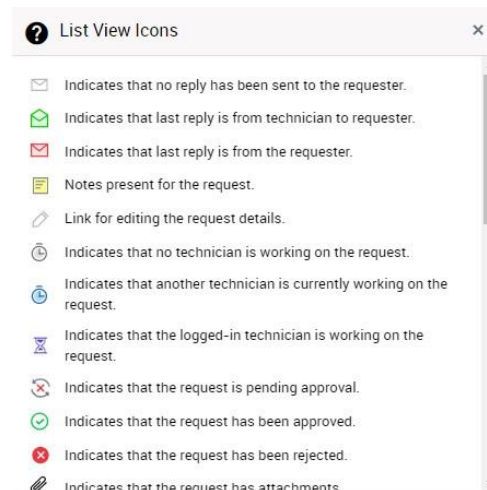
Used to refresh the page to see newly received requests.

6. Open Tasks button

The technicians can see all open tasks.

7. Legends

The legends button shows to technicians the meaning of all signs that they see on the page.



8. Help Videos

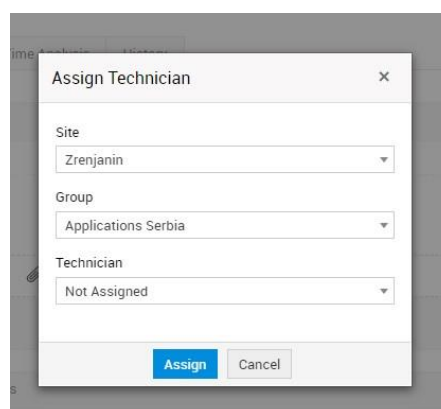
There Technicians can find all video tutorials.

The technician can perform basic actions on requests in the table of requests.

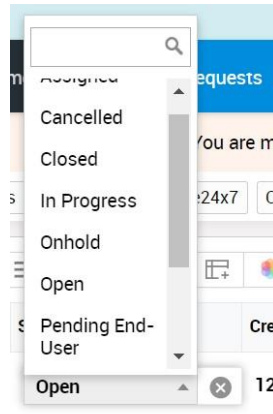
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	Priority	Group	Category	Department
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13860	Test QAD	Petkovic, Zivojin	Unassigned	10/02/2023 11:36 ...	Open	08/02/2023 11:36 ...	Zrenjanin	Normal	Applications Serbia	QAD	General

Values in the fields for columns Assign to, Status, and Group can be changed by pressing an arrow in the fields.

By clicking on the arrow in the fields Assigned to, and Group technician can change the value for the site, Group, and assign the request to the technician.



By clicking on the arrow in the field Status technicians can change the status of the request



By clicking on the field Subject Technician is entering the Request page where he can see request details and manage request

Request page

The request page is the main place to manage individual requests

A screenshot of the Superior Essex Request page. The page displays a list of open requests on the left, with details for request #13860 'Test QAD' selected in the center. The right sidebar shows the status and technician information for the selected request.

Open Requests (386)

- #13860 Test QAD
DueBy Date : 10/02/2023 11:36 AM
Requester : Petkovic, Zivojin
- #13859 Google authenticator
DueBy Date : 10/02/2023 12:00 PM
Requester : Groover, Melanie
- #13858 e-mail not reached
DueBy Date : 10/02/2023 12:00 PM
Requester : Hotate, Akinobu
- #13857 TOR:se congelé pent...
DueBy Date : 10/02/2023 01:00 PM
Requester : Rivera Luna, Ma...
- #13856 Order Locked | Still n...
DueBy Date : 10/02/2023 01:00 PM
Requester : Giron, Erick
- #13855 Fwd: Cell phone ques...
DueBy Date : 10/02/2023 12:00 PM
Requester : Wood, Becky
- #13854 Can't merge/PS23...
DueBy Date : 09/02/2023 10:00 AM
Requester : Safer, Norlene
- #13853 [EXTERNAL]IT Reque...
DueBy Date : 09/02/2023 10:00 AM
Requester : Ramirez, Felix R

#13860 Test QAD
by Petkovic, Zivojin on 08/02/2023 11:36 AM | DueBy : 10/02/2023 11:36 AM

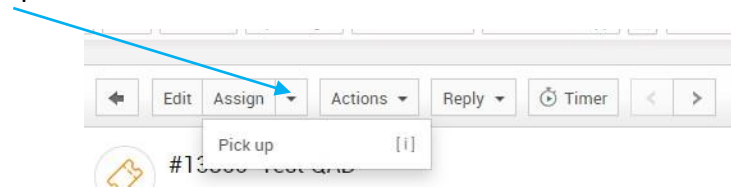
Description
To: superhelp@spss.com
Please Test this information about QAD User review.

Properties

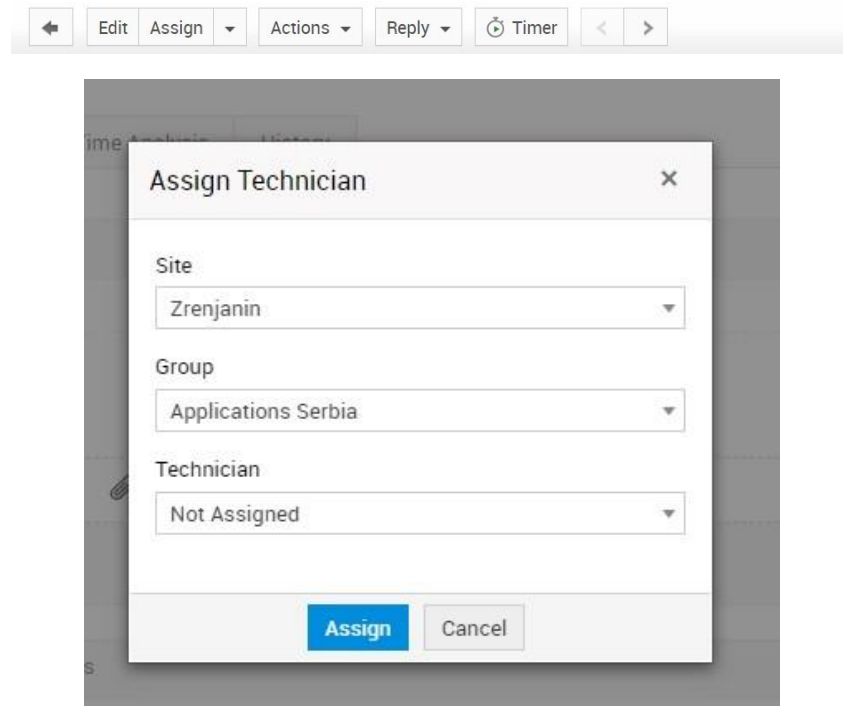
Status	Open	Request Type	Incident
Mode	E-Mail	Service Category	Not Assigned
Priority	Normal	Category	QAD
Group	Applications Serbia	Subcategory	Not Assigned
Site	Zrenjanin	Technician	Not Assigned
Asset(s)	zrol-epetkoz.srb.eu.spss.com	Created By	System
Department	General	SLA	Normal SLA
Template	Default Request	Created Date	08/02/2023 11:36 AM
Scheduled Start Time	-	Scheduled End Time	-
DueBy Date	10/02/2023 11:36 AM	Response DueBy Time	08/02/2023 03:36 PM
Last Update Time	-		

Status ☒ Open
Priority ☒ Normal
Response DueBy Time : 08/02/2023 03:36 PM
Technician : Not Assigned
Group : Applications Serbia
Site : Zrenjanin
Assets : zrol-epetkoz.srb.eu.spss.com
More Properties : zrol-epetkoz.srb.eu.spss.com
Share : Share Request
Tags : No tags added
Associate Problem
Associate Change
Change initiated due to this Request
Request caused by Change
Employee ID : -
Department Name : General, Zrenjanin
Phone : -
Business Impact : -
Job title : -
Reporting To : -
Mobile : -

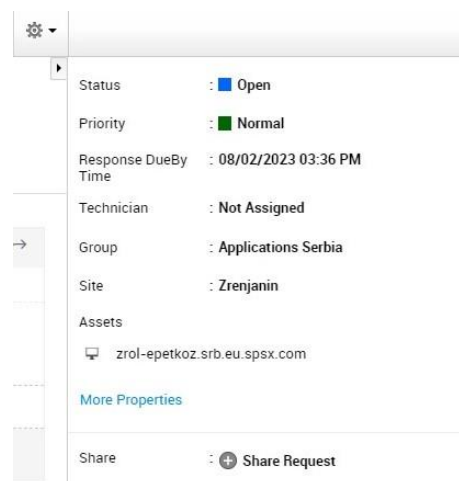
Technicians can assign requests to themselves by clicking on the arrow right from the Assign button and choosing Pick up.



By choosing the Assign button technician can change Site, Group, and Technician for the request.



Or to change values in the fields on the right side of the request page.



Technicians can also change those values in the Properties part of the Request page.

Properties [Edit](#)

Status	Open	Request Type	Incident
Mode	E-Mail	Service Category	Not Assigned
Priority	Normal	Category	QAD
		Subcategory	Not Assigned
Group	Applications Serbia	Technician	Not Assigned
Site	Zrenjanin		
Asset(s)	zrol-epetkoz.srb.eu.spsx.com	Created By	System
Department	General	SLA	Normal SLA
Template	Default Request	Created Date	08/02/2023 11:36 AM
Scheduled Start Time	-	Scheduled End Time	-
DueBy Date	10/02/2023 11:36 AM	Response DueBy Time	08/02/2023 03:36 PM
Last Update Time	-		

Technicians can also take other actions by clicking on the Action button

Actions [Reply](#) [Timer](#) [<](#) [>](#)

Add Task [n t]	Submit for Approval	Search Problems
Add Task(s) from Template	Stop Timer	Associate Change
Add Notes [n n]	View Task(s)	Search Solutions
Enter Resolution	View Reminder(s)	Share Request
Add Attachment	View Requester Details	Add Tags
Add Reminder	View Requests by Requester (3)	Associate Checklist(s)
Add Work Log [n w]	View Assets belonging to User	
Add Dependency	Print Preview [shift + p]	
Merge Request	Duplicate Request	
Link Requests [l]	Cancel Request	
Create Service Request	Delete	
Recommended Template		

Through this page, Technician can communicate with the requester. By Clicking on the button reply technician can send a message to the requester.

#13860 Test QAD
by Petkovic, Zivojin on 08/02/2023 11:36 AM | DueBy: 10/02/2023 11:36 AM

Details Resolution Tasks Checklist Work Logs Time Analysis History

Description

To: superhelp@spsx.com

Please Test this information about QAD User review.

[Browse Files](#) or Drag files here [Max size: 10 MB]

[Reply](#) [Forward](#) [Recommended Template](#)

Status: ☒ Open
Priority: ☒ Normal
Response DueBy Time: 08/02/2023 03:36 PM
Technician: Not Assigned
Group: Applications Serbia
Site: Zrenjanin
Assets: zrol-epetkoz.srb.eu.spsx.com
[More Properties](#)
Share: [Share Request](#)

When the requester replies on mail from the technician little red letter sign will be created on the request.

Home Dashboard **Requests** Problems Changes Releases Solutions Assets CMDB Purchase Contracts Reports Community

You are missing out on advanced security configurations. [Know more](#) [Remind me later](#)

Advanced Analytics ADManager Plus PMP KMP Site24x7 OpManager AD Self Service Zoho Creator App Product Overview

Open Requests [New](#) [Actions](#) [Search](#) [Filter](#) [Sort](#) [View](#) [Open Tasks](#)

ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date	Site	Priority	Group	Category	Department
13860	Test QAD	Petkovic, Zivojin	Lazovic, Ca...	10/02/2023 11:36 ...	Open	08/02/2023 11:36 ...	Zrenjanin	Normal	Applications Serbia	QAD	General
13859	Google authenticator	Grooves, Melanie	Unassigned	10/02/2023 12:00 ...	Open	08/02/2023 09:54 ...	Atlanta	Normal	SO's Support	-	Cust Sen

Technicians can read and reply to this message from users on the request page. After that, this letter sign will become green.

The screenshot shows a request detail page. On the left, there's a list of requests. The main area displays an email thread between 'Petkovic, Zvezin' and 'Lazovic, Caslav'. The email content includes a greeting, a request for information, and a signature. On the right, there's a profile card for 'Petkovic, Zvezin' with fields for Employee ID, Department Name, Phone, Business Impact, Job title, and Reporting To.

ID	Subject	Requester Name	Assigned To	Dueby	Status	Created Date	Site	Priority	Group	Category	Department
13860	Test QAD	Petkovic, Zvezin	Lazovic, Cas...	10/02/2023 11:36 ...	Open	08/02/2023 11:36 ...	Zrenjanin	Normal	Applications Serbia	QAD	General
13859	Google authenticator	Grooves, Melanie	Unassigned	10/02/2023 12:00 ...	Open	08/02/2023 09:54 ...	Atlanta	Normal	SCG Support	-	Cust Serv
13858	e-mail not reached	Hotate, Akinobu	Unassigned	10/02/2023 12:00 ...	Open	08/02/2023 06:02 ...	-	Normal	SCG Support	-	-
13857	TOR:se congela pantalla de con...	Rivera Luna, Manuel	Unassigned	10/02/2023 01:00 ...	Open	08/02/2023 05:27 ...	Torreón	Normal	TOR	-	General

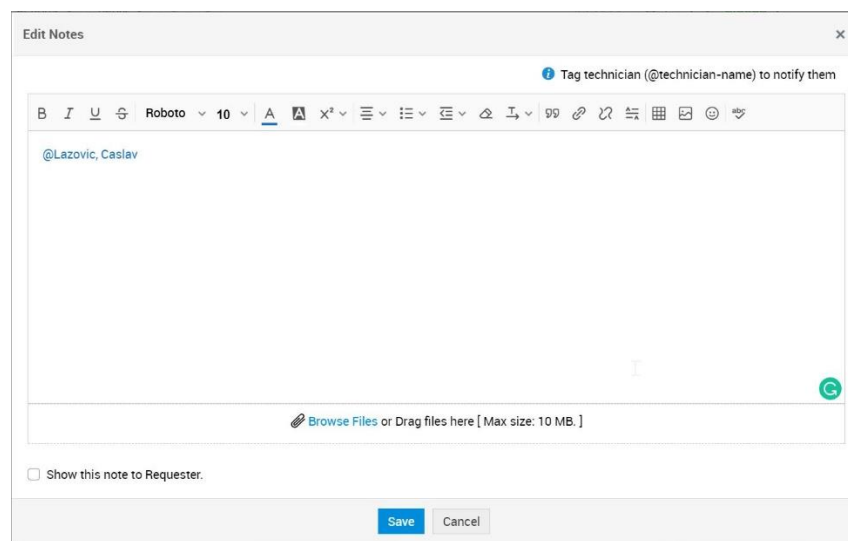
Also, in situations when technicians need consultation or help from other technicians or outside support, he can forward the requester's mail to them. Technicians or supervisors can create a note about requests.

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	14476	RV: [EXTERNAL]Batch Sales Ord...	de Leon, Valeria	Unassigned	27/02/2023 04:07 ...	Open	23/02/2023 04:07 ...	Torreón
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	14475	Issue with accessing to the Frsh...	Aldoori, Mohammed	Krumnow, C...	27/02/2023 04:04 ...	Open	23/02/2023 04:04 ...	Franklin

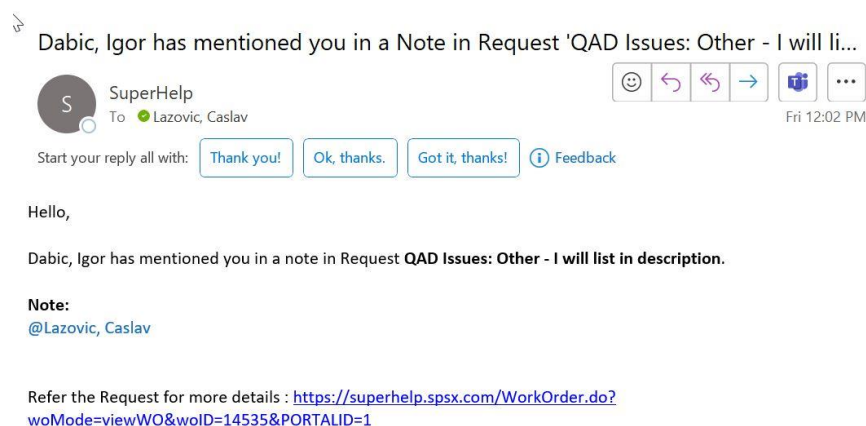
It is sometimes very useful to write some notes about your work or about the work of other technicians.

The screenshot shows a dialog box titled '#14525 - Add Notes'. It has a rich text editor with a toolbar containing various formatting options. Below the editor, there are two checkboxes: 'Show this note to Requester.' and 'Consider notes addition as first response'. At the bottom, there are 'Save' and 'Cancel' buttons. A green circular icon with a plus sign is visible in the bottom right corner of the text area.

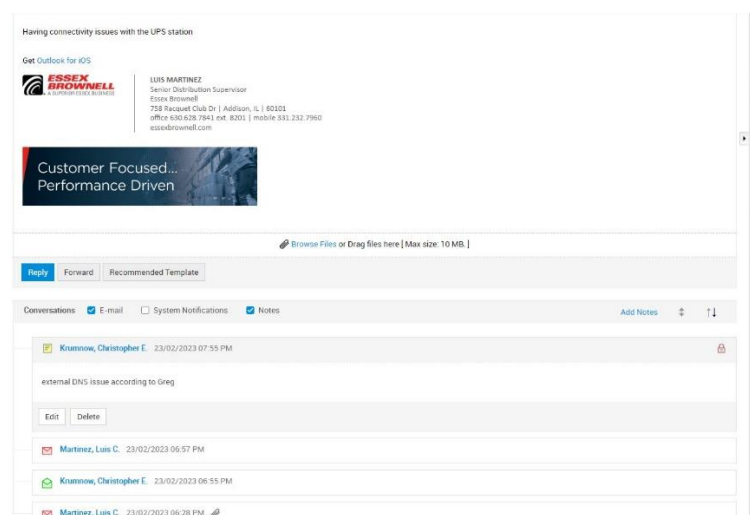
The technician or supervisor can send a message to the other technicians by tagging them (@tecnicina_name) in the notes.



The technician tagged in the note will receive mail about that.



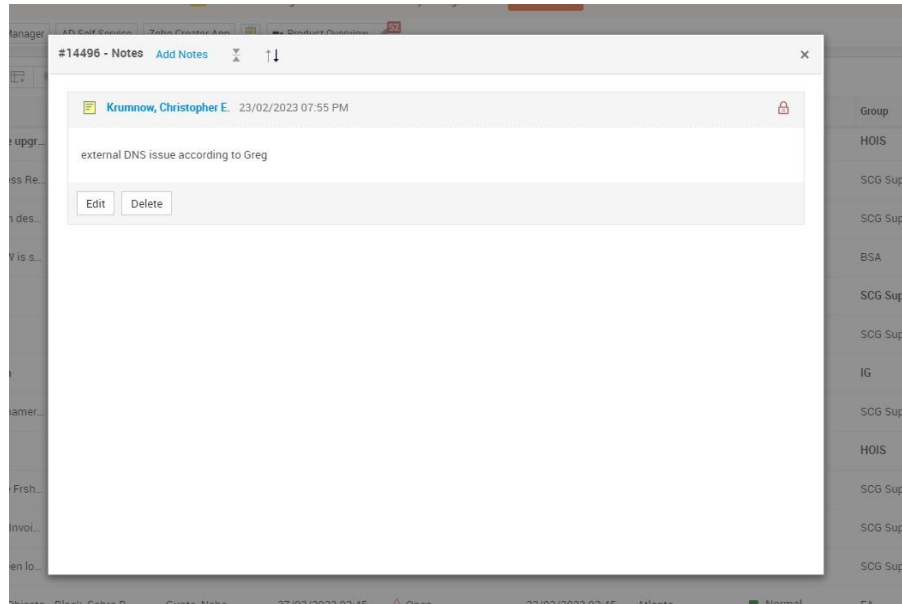
If the technician checks the option Show this note to Requester status of the note will change from private to public. When the status of the note is public technicians and requesters can see the note, otherwise, if the status is private, only technicians can read the note.



When the note is created yellow paper sign will be created on the request.

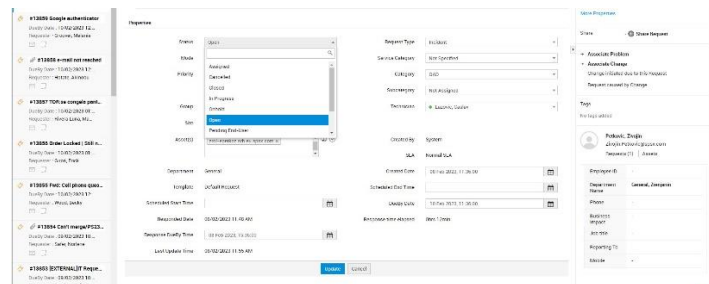


When the technician clicks on that sign, he can read the note.



After the technician fulfills requests from users, he can close the request (ticket).

To close the request, the technician must change the Status of the request from Open to Close.



#13860- Request Properties

Request Properties

Please fill the mandatory fields - Resolution, Service Category

Status

Closed

Mode

E-Mail

Priority

Normal

Group

Applications Serbia

Site

Zrenjanin

Asset(s)

zrol-epetkoz.srb.eu.spsx.com

Department

General

Template

Default Request

Scheduled Start Time

Responded Date

08/02/2023 11:48 AM

Response DueBy Time

08 Feb 2023, 15:36:00

Last Update Time

08/02/2023 11:55 AM

Request Type

Incident

Service Category

Not Specified

Category

QAD

Subcategory

Not Assigned

Technician

Lazovic, Caslav

Created By

System

SLA

Normal SLA

Created Date

08 Feb 2023, 11:36:00

Scheduled End Time

DueBy Date

10 Feb 2023, 11:36:00

Response time elapsed

0hrs 12min

Close Request

Cancel

The screenshot shows the Google Cloud IAM console's 'Open Requests' tab. The main content area displays a request card for '#13058 Test OAuth'. The request is made by 'Shady' on '10/02/2023 11:34 AM'. The request is for the 'roles/iam.viewer' role on the 'iam.googleapis.com' resource. The 'Details' tab is active, showing the request description and a list of associated users. On the right, a sidebar shows the 'Response Details' for the request, including the response ID, role, and status.

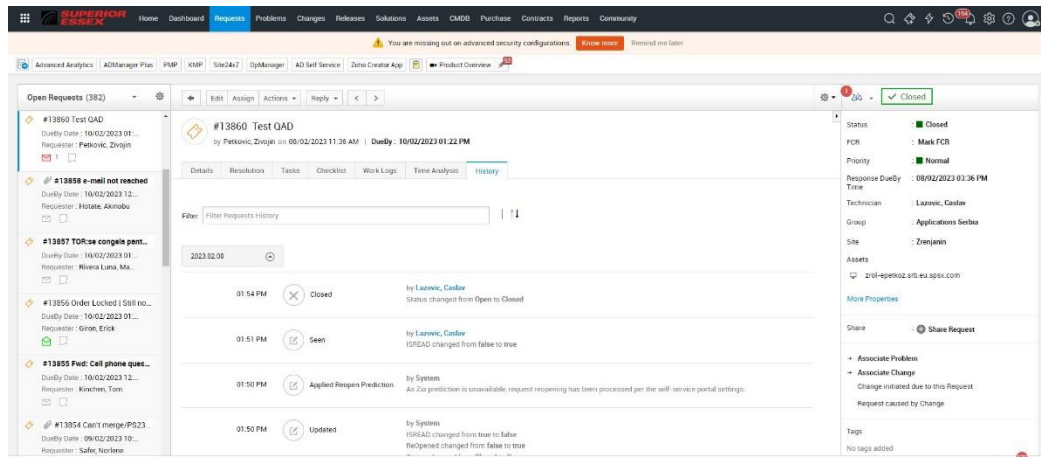
The screenshot displays the ServiceNow Request Management application. The top navigation bar includes links for Home, Dashboard, Requests, Problems, Changes, Releases, Solutions, Assets, CMDB, Purchases, Contracts, Reports, and Community. A notification banner states: "You are missing out on advanced security configurations. [Click here](#) to learn more later."

The main content area is divided into two sections:

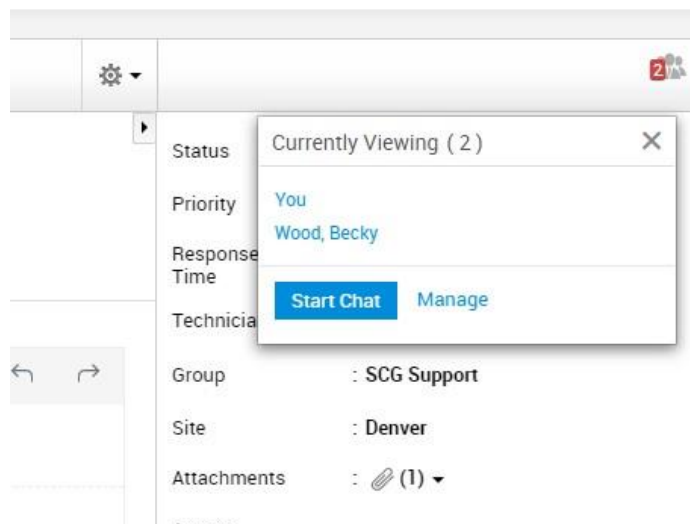
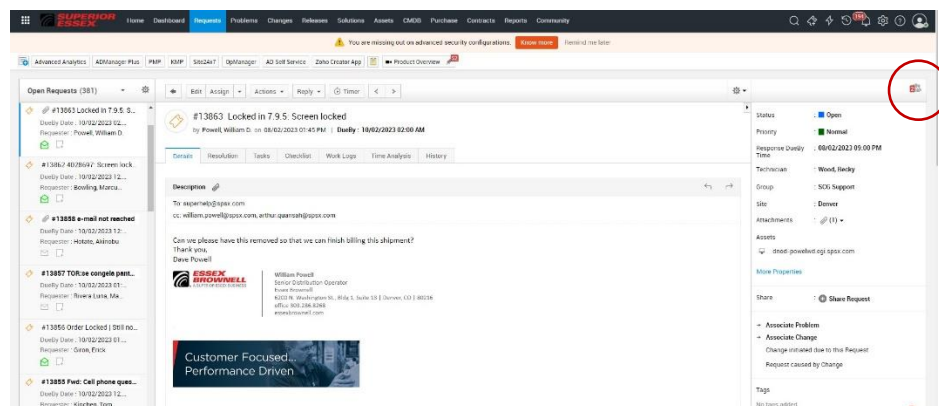
- Open Requests (382)**: A list of recent requests on the left sidebar.
 - #13860 Test QAD (Duedly Date: 10/02/2023 01:12, Requester: Pekovic, Zorin)
 - #13858 e-mail not reached (Duedly Date: 10/02/2023 12:12, Requester: Mohan, Adarsh)
 - #13857 TOR-as conglia pmt... (Duedly Date: 10/02/2023 01:11, Requester: Rivera Luna, Ma...)
 - #13856 Order/Locked / Still no... (Duedly Date: 10/02/2023 01:11, Requester: Girish, Nikh...)
 - #13855 Fwd: Call phone ques... (Duedly Date: 10/02/2023 12:12, Requester: Kitcher, Tom)
- #13860 Test QAD**: Detailed view of the selected request.
 - Details**: Shows the request title, requester (Pekovic, Zorin), and due date (10/02/2023 01:22 PM).
 - Resolution**: Includes tabs for Details, Resolution, Tasks, Checklist, Work Logs, Time Analysis, and History.
 - Resolution submitted by**: LAGOVIC, Cesar. Submitted on: 06/02/2023 12:05 PM.
 - Everything is OK**.
 - Attachments**: States "There are no files attached".
 - Status**: Closed.
 - Priority**: Normal.
 - Response Duedly Time**: 08/02/2023 03:36 PM.
 - Technician**: LAGOVIC, Cesar.
 - Assets**: 2f01-hydrkx.wfo.mn.spss.com.

On the tab Tasks, we can see if there were some tasks that the technician must fulfill before he closes the ticket.

On the History tab, we can follow the life cycle of the request.

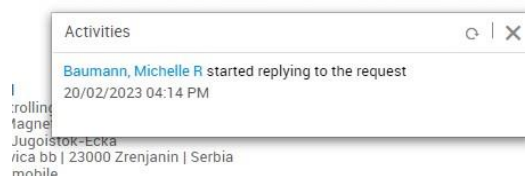


Also, the technician can see if someone is viewing the request at the same time.



If a technician is working on a request, other technicians viewing that request will receive notifications.

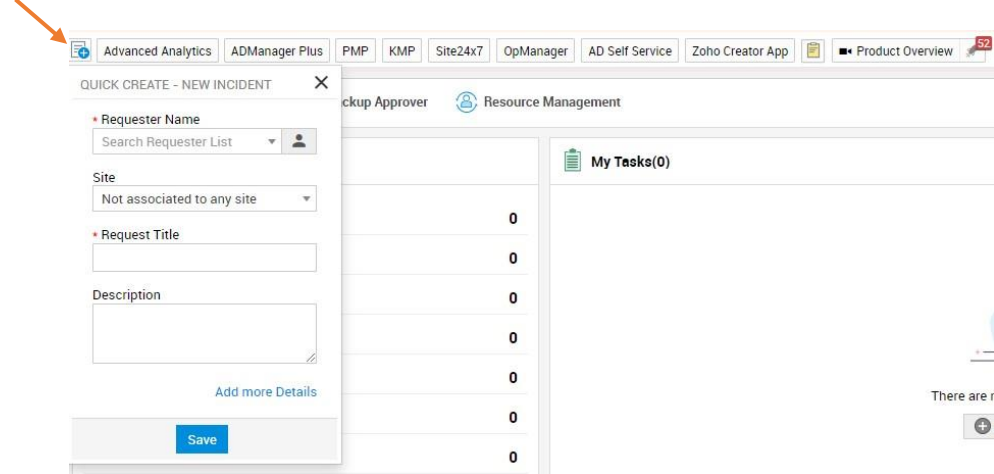
only to send this mail/report - with the possibility to change or add recipients - also manually.



Creating Requests

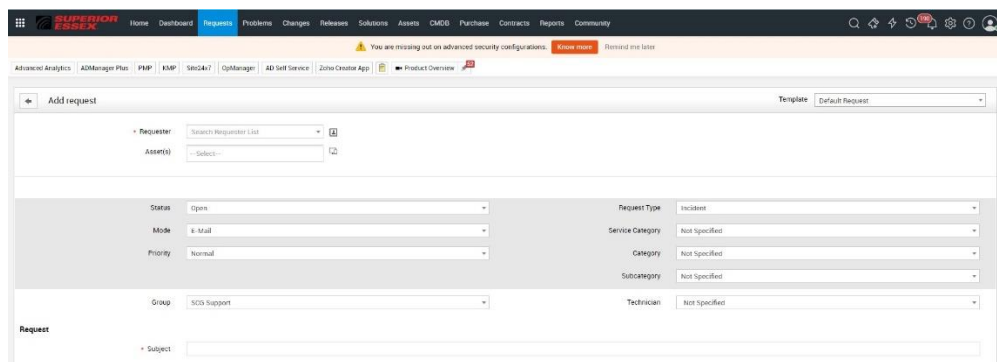
In several ways, technicians can create requests.

On every page from the Widgets zone technician can create a request by pressing the button Quick Create – New Incident



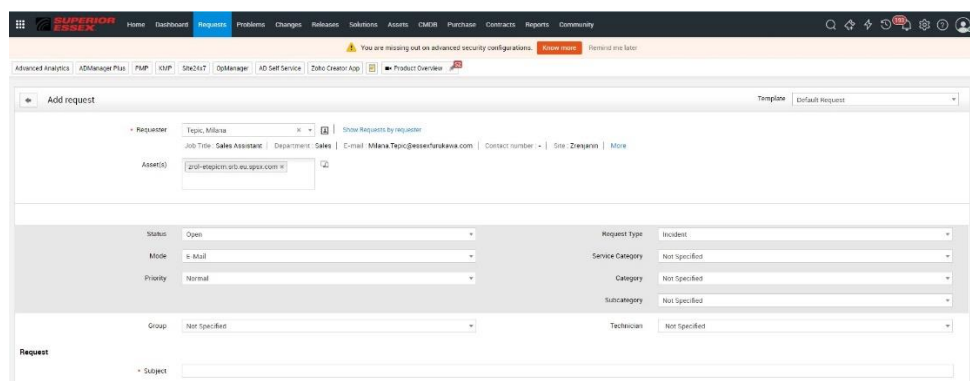
After entering Requester Name, the field Site will be automatically populated.

Technicians can also create requests from the Requesters page, by pressing the button New.



Here technician can choose also which template he wants to use. For now, we suggest using the Default template.

After entering Requester Name, technicians can see information about the user, and the field Site will be automatically populated. Technicians then choose a value for the Group field and assign the request to the appropriate technician.

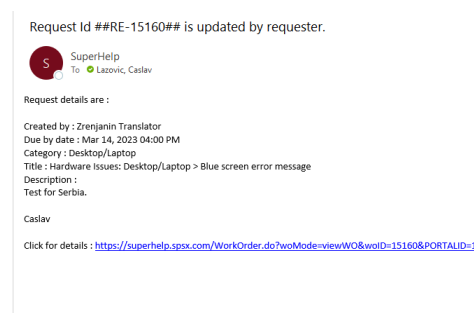


There are other ways to create a request from the top menu tools. By choosing tools New Request or Quick Actions

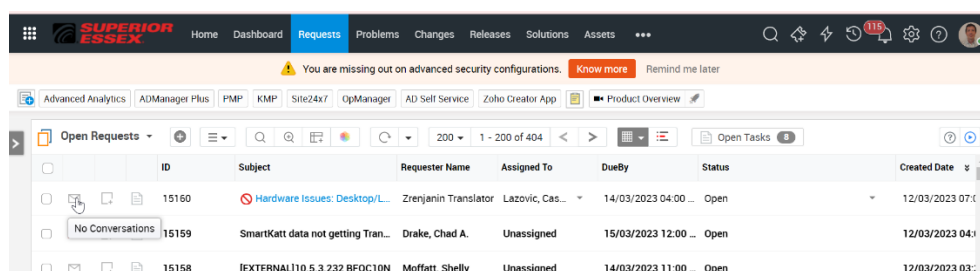


Request cancellation

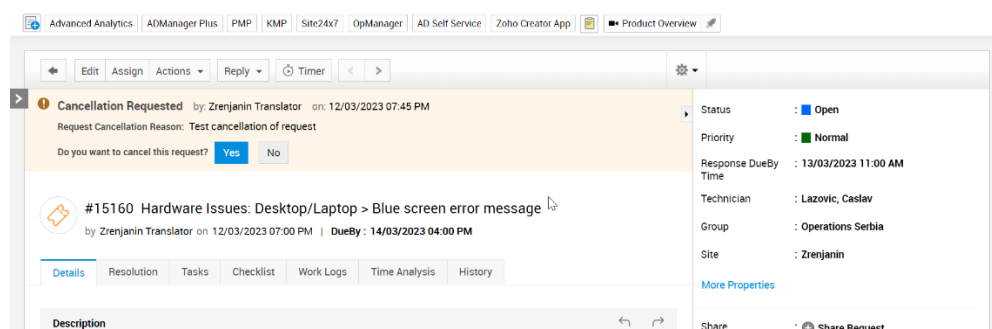
The user has the possibility to cancel his request. He can send a cancellation request for approval to the technician. The Technician will get a mail notification.



On the Requests page, the technicians will see the user's request marked with a cancellation mark.



On the request detail page, the technician has the option to approve or reject a cancellation request.

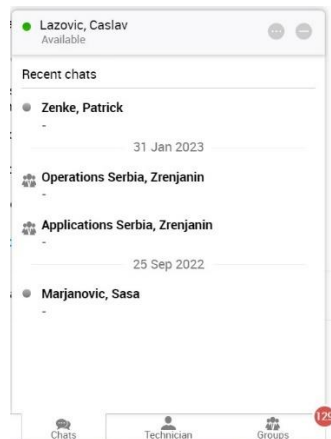


Footer

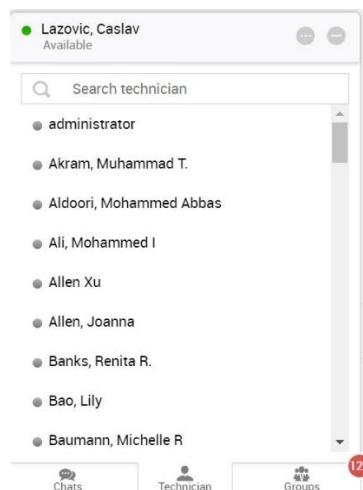
In the footer, there are tools for communication between Technicians.



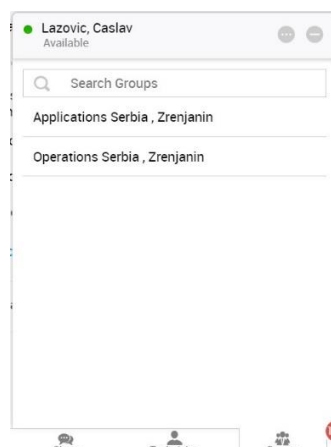
In the chat tool, the technician can see his chat history.



In the Technician tool, the technician can search for other technicians, see their online status and send them messages.




In Groups tool, the technician can search his group and send messages to all members of the group.









E-mail notifications

When the user or technician creates a request, the user will get a mail notification.

Your request has been logged with request id ##RE-12896##

 SuperHelp
To Lazovic, Caslav

 Reply Reply All Forward

If there are problems with how this message is displayed, click here to view it in a web browser.

Acknowledgment Mail For You!

Dear Lazovic, Caslav,
Your request has been created with id 12896. The title of the request is :
Test-problem


[View Request](#)







Please get back to us for any further clarifications.

Mon 1/16/2023 9:35 AM


At the same time, all technicians belonging to the support group assigned to the request will receive an email.

[Request ID :##RE-13860##] : Added to group Applications Serbia

 SuperHelp
To Lazovic, Caslav



2/8/2023

Start your reply all with: [Thank you!](#) [Completed.](#) [Got it, thanks!](#)  Feedback

Requester : Petkovic, Zivojin
Due by time : Feb 10, 2023 05:36 AM
Category : QAD
Description :



Please Test this information about QAD User review.

Click for details : <https://superhelp.spsx.com/WorkOrder.do?woMode=viewWO&woID=13860&PORTALID=1>

If the request is not assigned to any support group, the requester and technicians will not receive notification mail.

When a request is assigned to the technician, he will receive notification mail.

Request Id ##RE-14535## has been assigned to you

 SuperHelp
To  Lazovic, Caslav

Start your reply all with: [Thank you!](#) [Got it, thanks!](#) [Received, thank you.](#) [Feedback](#)



Request details are :

Requested by : Zrenjanin Translator
Created by : Zrenjanin Translator
Due by date : Feb 28, 2023 11:16 AM
Category : QAD
Title : QAD Issues: Other - I will list in description
Description :
This is the test. QAD

Caslav

Click for details : <https://superhelp.spsx.com/WorkOrder.do?woMode=viewWO&woID=14535&PORTALID=1>

When someone tags the technician in a note, the technician will receive mail:

 SuperHelp
To  Lazovic, Caslav

Start your reply all with: [Thank you!](#) [Ok, thanks.](#) [Got it, thanks!](#) [Feedback](#)

Hello,



Dabic, Igor has mentioned you in a Note in Request **QAD Issues: Other - I will list in description.**

Note:
[@Lazovic, Caslav](#)

Refer the Request for more details : <https://superhelp.spsx.com/WorkOrder.do?woMode=viewWO&woID=14535&PORTALID=1>

When a requester replies to the technician's mail, the technician receives this mail:

Request Id ##RE-13860## is appended with requester reply.

 SuperHelp
To  Lazovic, Caslav

Request details are :


Created by : Petkovic, Zivojin
Due by date : Feb 10, 2023 05:36 AM
Category : QAD
Title : RE: [Request ID :##RE-13860##] : Test QAD
Description :
I need to Sasa get this

If the requester re-opens the request, the technician will receive a notification.

Request ID :##RE-13860## has been Re-Opened by the user.



SuperHelp

To  Lazovic, Caslav



2/8/2023

Start your reply all with:

[Thank you!](#)

[I confirm.](#)

[It works! Thank you!](#)

[Feedback](#)

Request [ID:13860] has been Re-Opened by the user.

Title : Test QAD

Description :

Please Test this information about QAD User review.

Resolution is :

Everything is OK