Help Desk

- **Manage** The following changes have been made.
 - If the export button is clicked, the exported CSV was displaying blank. This has now been fixed.
 - The Tickets screen will now be sorted by created date.
 - The Related User Site has been added to the Help Desk Manage page. The column can be viewed by clicking on the Columns button and checking the box for "Related User Site"

Search Ticke	ts			After chan	ge	Columns T Fil	ter T My Filters	s E Ex
Ticket ID	Asset Serial	Number 🛊 🛛 Asset ID	🔷 Ticket Type	Ticket Type Category	Description	Queue	Related User	\$ Rel
			Select	Select		Asset Serial Number Asset ID		Sel
TSK-903272			Cracked Screen	Student Device	teset	☑ Ticket Type ☑ Ticket Type Category		
TSK-903271					Fwd: EDIT: ASDB - Tucson - Asset Loa Request - Brandon Decker	Description Site Site Site Category Related User Related User Site	1	
TSK-903270			Electrical	Maintenance	damaged cb	Related User Id	Jane Doe	DHS
FSK-903267			Keyboard	Student Device	Keyboard is broke	Related Location	Ashley Abbott	DHS
SK-903266	8989	8989	1st Offense-Cracked Screen			Technician Collaborators Created By	Jane Doe	DHS
TSK-903265					PDSD - Phoenix Campus - Proxy Ca Request - Ethan	Modified Date		DSD

 The Related User Site has been added to the Help Desk Edit Ticket page. It is also a view only field.

ONE TO ONE					DNE		Q Searc	h	
Cashboard	Home > My Tickets > Edit Tic	ket TSK-1732046		C Dashboard		Home > My Tickets > Edit Tic	ket TSK-1437656		1
🖪 Sites 📏				-		Closure Type		~	Ticket Conversion
🖵 Assets 🔹 🗲	Status	New Ticket	×v	Assets		Closure Notes			From: joey.cole@onetooneplus.co
-	Closure Type		\sim	L Assets	,				Ticket Conversion.
Students >	Closure Notes			Students		Type Categories		~	
≗ Staff >				🛓 Staff		Types		~	Joey Cole
☆ Locations >	Type Categories	× Laptop	~			Platform		~	Chief Technology Officer Cell: 1-828-289-7213
🛎 Help Desk 🗸 🗸	Types	× Laptop Cracked Screen	~	Help Desk	~	Technician		~	101 North Pine Street Spartanburg, SC 29302
Manage	Platform		~			Queue	DES Queue	×v	
	Technician	Karen Zuber	×v	Manage		Priority	Moderate	× v	
₩ Tickets	Queue		~	I My Tickets		Collaborators		~	
My Queues	Priority	Moderate	×v	My Queues		- User/Location	After change		[https://t.sidekickopen90.com/s3t/
👼 Email Tickets	Collaborators	× Karen Zuber (kzuber@onetooneplus.com)	~	👼 Email Tickets	5	Related User	Joey Cole (jcole2, DHS)	×v	More
E Add New	- User/Location	Before change		Add New		Related User Site	DHS	×v]
Submit Ticket	Related User	Lynea Alasdair (5755031)	×v	Submit Ticke	et	Grade Level			+ Invoicing
Bulk Update	Grade Level	6				Related Location		~	+ Dates
	Related Location	QAES-Depot	×v	Bulk Update		Site	DHS	×v	+ Files
	Site	OAHS	×v	Parts	>	Room Number			+ Parts

• When My Queues are added to My Filters and click to view, the filter My Queues dropdown will now select only one. This has also been fixed on My Queues page.



• My Queues – Users are now able to type in search box in the queue column and find results.

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C Dashboard	Home > My Queu	es											
🖪 Sites 🗲 🗲	My Que	ues (l	0 of 0)										
🖵 Assets 🔹 🗲	Q Search My	Queues										T Filter	T My F
Students >	Queue	¢	Ticket ID	¢	Asset Serial Number 🛊	Asset ID	¢	Ticket Type		Ticket Type Category	Description	¢	Site Catego
≜ Staff >			ſ	_	·]								
	TE Test Queue							Select	0	Select			Select
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Manage		_											
/ E My Tickets													
My Queues													
Email Tickets													

• Email Tickets – The external email address will now show on the Convert to Ticket screen.

Dashboard	Home > System Properties > Email T	inckets				🕎 Demo School District 🔹 Karen Zu
Sites >	Email Tickets	TO CNE	Q	Search		
🛛 Assets 🔹 🔉		Home > System Properties > Email Tickets				Demo School District & Karen Zuber
Students	From ¢					
Staff >	messages@evoice.com	Email Tickets				
t Locations >			Convert to Ticket			50
🛓 Help Desk 🗸 🗸		> From ¢ Subject	a -•	Before change	ed User 🔶	Created Date
Manage		<u> </u>	Status	Related User	~	
⊞ My Tickets		→	Type Categories	Related Location		
My Queues		C 🕶		Site	×	
n Email Tickets			Types	Sile ▼	~	
FI Add New	l					
Dashboard	 Home > System Properties > Email 1 	I Tickets				🕎 Demo School District 🛔 Karen
Sites >	Email Tickets					
01105	Email HCKets	TOONE	۹ 🖪	arch		
						Demo School District 🛔 Karen Zuber 🛛
⊒ Assets >		d Home > System Properties > Email Tickets				🖬 Demo School District 📓 Karen Zuber 😈 i
Students >	From ¢	Home > System Properties > Email Tickets Email Tickets				
Students >	From ¢ messages@evoice.com		Convert to Ticket			
Students >				After change	ed User 🗢	
Students >		Email Tickets		After change	ad User t	50 ~ *
Students > Staff > t Locations >		Email Tickets	● From: messages@evalue.com	Related User	~	50 ~ *
Students Staff Locations Help Desk		Email Tickets	€ From: messages@evoice.com Status	Related User		50 ~ *

Settings

- Ticket Settings The following email changes were made:
 - The following items were removed
 - Contact
 - Contact Email
 - Contact Phone
 - Closure Type and Closure Notes were moved to top. This will display only if closer type and notes exist.
 - \circ $\;$ Ticket status was moved up above the Priority. Font was increased and bolded.
 - Added a section for ticket Queue.

Release 4.6.0



The following task was updated. <u>1to1plus Ticket TSK-1703808</u>

Before	Priority - Moderate	
Ticket ID	TSK-1703808	
Ticket Description	reset	
Related User	Joey Cole	
Technician	Sara Holland	
Contact	Jaey Cole	
Contact Email	joey.cole@onetooneplus.com	
Contact Phone	18282897213	
Site	DHS	
Created	9/29/22, 9:29 AM	
Last Modified	9/29/22, 9:29 AM	

CONE TO ONE

			ik was updated. t TSK-903264	
ftor	Tie	cket Stat	us: Closed	
fter	-	Priority -	loderate	
		Closure	Notes	
Closure Type		Repaired		
Closure Notes		null Chan	ged	
-		Task I	lotes	
Note	Creat	ted By	Created	
test	Joey Cole		10/7/22, 2:27 PM	
Ticket ID		TSK-90	3264	
Ticket Descripti	on	Re: Forn	i – Joey Cole	
Related User		Joey Co	le	
Technician				
Queue		DSD Qu	sne	
Site		DHS		
Created		9/8/22, 1	1:09 AM	
Last Modified		10/7/22.	2:28 PM	

All Multi-Column Grid Screens

• Headers will now freeze (stay in place) while scrolling through the list on any multi-column screen.

ONE TO ONE				Q (se	earch					€
Dashboard	Home > My Tickets								Ħ	1to1QA 💄 Karen Zube
Sites >	My Tickets	(17 of 19)								
Assets >			Headers will re	main in p nrough th	place while sc					
Students >	Q Search My Ticket	5	<u>u</u>	noughtu			🖽 Columns 🔪 🍸 Fil	ter 🔪 🍸 My	Filters 🚺 🖹 Export 🚺 🖨 P	rint All 🔶 🕇 Add 🔵
	Ticket ID	\$ Ticket Priority	Asset Serial Number \$	Asset ID	ticket Type	Ticket Type Category	Description	Site	Site Category	Related User
Staff 🗸 🗸		Select			Select	Select		Select	Select	[
🖽 Manage		Select			select	select		Select	Uselect	
Print Labels	TSK-1752405	Moderate			Laptop Missing Keys	Laptop		QAHS		
Locations	TSK-1752397	Moderate			Printer	Hardware		QAES		
Help Desk >	TSK-1752390	Low			Financial Secretary	Front Office		QADO		
	TSK-1752381	Moderate						QADO		
Parts >	TSK-1752371	Moderate			Need Toner	Printer		QAHS		Leona Abrahamsson
Invoices >	TSK-1752360	Low			Financial Secretary	Front Office		QADO		
i Imports >	TSK-1752348	Low			HVAC Issue	Maintenance		QADO		
Reports	TSK-1752325	Moderate			Chromebook Missin Keys	Chromebook		QADO		
Settings >	TSK-1752312	Moderate			Electrical Problem	Maintenance		QADO		
9	TSK-1752304	Moderate						QADO		
	TSK-1752296	Moderate						QADO		
	TSK-1752286	High			Chromebook Cracke Screen	d Chromebook	Broken screen	QAHS		Kayla Abell
	TSK-1734530	Critical					test	QADO		
	TSK-1732046	Moderate	5WD890E485	13857684	Laptop Cracked Screen	Laptop	screen is cracked in upper right corner	QAHS		Lynea Alasdair
	TSK-1731330	Moderate			Password Reset	Software	Reset Password	QADO		