#### **Dashboard**

- The following changes have been made to all the tabs on the Dashboard
  - A new chart was added for Open Tickets by Queue. In order for the drill down to work, you must have the column checked on the Tickets screen

ome > Tickets										<b>m</b> d
r <mark>ickets (</mark> 2	269 of 2084	l)								
Search Ticke							Columns	<b>T</b> Filter	T My Filte	ers 📑 Expor
C Search Ticke	ts <b>‡</b> Queue	\$	Asset Serial Number	Asset ID	\$ Ticket Type	Ticket Type Cat <mark>:</mark> g	Ticket ID	<b>T</b> Filter	Y My Filte	



 Each chart on the Dashboard now has the ability to be exported to PDF, JPG, PNG, SVG or XLS format.



# Release 4.8.0

## <u>Help Desk</u>

• Add Ticket – When the Platform option is selected and saved, the list box was creating a duplicate record. This has now been fixed.

			Q Search
Cashboard	Home > My Tickets > Add		🕎 Demo School District
🛾 Sites 🔉 🗲	Add Ticket		✓ Save
😐 Assets 🔹 💙			
🗷 Students 🔉	- Details		+ Files
≗ Staff >	Description		- Notes
			Total Time: 0 + Add
	Status	~	+ Dates
🖻 Help Desk 🗸	Closure Type	~	+ Parts
Manage	Closure Notes		
f≣ My Tickets		li.	
My Queues	Type Categories	~	
Se Email Tickets	Types	~	
	Platform		
Add New	Technician	LastPass	
Submit Ticket	Queue	LastPass	
Bulk Update	Priority	LastPass	
	Collaborators	LastPass TEST1	
🔓 Invoices 🗲	- User/Location	TEST1	
-🖀 Imports 🔉	Related User	TEST1 Test2	

## Release 4.8.0

### <u>Parts</u>

• Manage – A notes section has been added to the Edit and Add Part screen.

	DNE <sup>°</sup> us	Q Search								
🚱 Dashboard	]	Home > Parts > Add								
👖 Sites	>	Add Part								
🖵 Assets	>	- Information			- Vendor Information					
Students	>	Number *			Vendor *					
Staff	>	Name *			+ Notification Settings					
Locations		Type *		~	- Part Notes					
🛓 Help Desk	>	Model *		~						
≁ Parts	~	Price *		0						
Manage		- Quantities				lle.				
Order		Minimum	0	0						
and the second	100	On Hand	0	0						
Invoices	>	Ordered	0	0						
Imports	>	Used Year To Date	0	0						
Reports										
😂 Settings	>	✓ Save								

The note can also be viewed on the Manage Parts screen by checking the box for notes in the Columns selections.

	ONE									Q Search	8									
Dashboard		Home > F	arts															🕎 Demo School	District	🛓 Karen Zuber
🗒 Sites	>	Par	ts (4 of 4	)																
🖵 Assets	>	Q SE														Columns	Filter	My Filters 📔 🖹	Export	+ Add
🙁 Students			Part Type	¢	Part Model	¢	Part Vendor	¢	Price	¢	Quan	tity On Hand 🖨	Min Qua	ntity	\$Qu	☑ Part Number ant ☑ Name	tity Used	) Notes	+	Actions
💄 Staff			Select		Select		Select			0		0		0	Ē	Part Type	0	1		Clear Filters
Locations				0		U		0								Part Vendor	-			
🙎 Help Desk	>		Motherboard		MSI-Z490		New Egg		\$150.00		16		10			Quantity On Hand Min Quantity Quantity On Order		The Manage Site screen is where can view and add	you d	C i
														_		Quantity Used		sites within your school district.		
🖽 Manage			Chromebook	Battery	300e Battery		New Egg		\$19.00		10					Notes				C i
			Chargers		300e-Charger		CDW		\$25.00		84		75			5				ß
Order	_	r 15E	Chargers		300e-Screen		New Egg		\$100.00		51									21
Invoices																				

# Release 4.8.0

## Manage Screens

• **Related Files** – All screens that contain an option to upload related files will now allow up to 10mb file sizes.

ONE TO ONE			Q Search			
Cashboard	Home > Assets > Edit "100ab"					P
I Sites	Edit Asset				🖺 Print Label 🛛 🖋 Tickets (23)	Sinvoices
🖵 Assets 🗸 🗸	Created by Landon Jones on 1	0/17/16, 9:51 AM Modified by One to One Plus on 8/5/22, 3:	50 PM			
🖽 Manage	- Asset Information		+ Purchasing Informat	tion		
tta Assign	Asset ID	100ab	+ Device Information			
🏭 Turn In	Description	Chromebook11E	— Related Files			
Print Labels	Serial Number *	38833E82O1	Asset Files	Browse No file selected.	1 Upload	
Bulk Update	Type *	Charger × 👻	INC 2200 ince		T Delete	
Source Durk opdate	Class	Select An Option 👻	IMG_2360.jpeg		Delete	
FI Bulk Assign	Category	Select An Option 👻	Status *	Active	X v	
Quick Add	Pool	Select An Option	External Status			
Inventory Audit	Manufacturer *	Lenovo × •	Notes			
🖀 Students 🔉 🗲	Model	Chromebook 11 E × +				
€ Staff >	- Assigned/Held Inform	nation			li.	