

Release 4.13.0

Helpdesk

- **Edit Ticket & Add Ticket-**

- Related User Job Title has been added to the Add, Edit and Manage screen. This will display based on the job title that is saved on the Edit Staff screen.

Home > Staff > Edit "Chelsey Cole"

Created by Joey Cole on 9/21/18, 11:39 AM Modified by One to One Plus on 12/21/22, 1:28 PM

Personal Information

Staff ID * 0123456789

First Name * Chelsey

Middle Name

Last Name * Cole

Contact Information

Address Line 1 203 Providence Road

Address Line 2

City, State Forest City NC

Zip 28043

Email Address joey.cole@eduteksolutions.com

Policies

System Information

Import Type None

Status * Active

Type * Technician

User Groups Asset Manager

Restrict to Sites Select Some Options

Job Title **Elementary School Teacher**

Job Description Math Teacher

Grade Taught 2

Related Files

Home > My Tickets > Edit Ticket TSK-1125762

Technician John Gordon

Queue

Priority Moderate

Collaborators

User/Location

Related User Chelsey Cole (0123456789, DES)

Related User Job Title Elementary School Teacher

Related User Site DES

Grade Level 2

Related Location

Site DES

In order for this to show on the Help Desk – Manage page, you will need to select to display it from the Columns button.

Home > Tickets

Tickets (617 of 2499)

Search Tickets

Columns Filter My Filters Export Print All Add 50

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Related User	Rela	Location	Related User Job Title	Closed Date	Im
TSK-1792777			Select	One to One Plus	DHS				
TSK-1792776									
TSK-1789514	fjerleff4304	8540r433495	Rule Test	Brian Gooch	CO				
TSK-1789487	fjerleff4304	8540r433495	Motherboard	Brian Gooch	CO				
TSK-1780061				Ashley Abbott	DHS				
TSK-1775122	8989	8989	Cracked Screen	Bradley Smith	DHS				INV.
TSK-1775101	8989	8989	Cracked Screen	Bradley Smith	DHS				
TSK-1774961	8989	8989	Printer Issue	Brandon Lancaster	DHS		Nurse		INV.

Columns menu items: Ticket ID, Queue, Ticket Priority, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, Site, Site Category, Related User, Related User Site, Related User Id, Related User Grade, Related Location, **Related User Job Title**, Technician, Collaborators, Created By

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- If the ticket has Parts associated with it, the quantity on hand in the Edit Parts component was decreasing each time you clicked the Save button. This has now been fixed.

Home > My Tickets > Edit Ticket TSK-1792776

Created by One to One Plus @ kcruber@oneoneplus.com 12/16/2022, 3:32 PM Modified by One to One Plus 12/16/2022, 2:06 PM

Details

Description: TEST

Status: Repair

Closure Type: Replaced Cracked Screen

Closure Notes: null
Replaced the screen on the student device.

Type Categories: [Empty]

Types: [Empty]

Platform: [Empty]

Technician: Sharon Anderson

Queue: [Empty]

Priority: Moderate

Collaborators: [Empty]

Files

Notes

Total Time: 0

Emails

Correspondence: [Empty]

Invoicing

Dates

Parts

Part Name	Price	Quantity	Actions
300e-Case	25	1	[Trash]

Home > Parts > Edit

Information

Number: 300e-Case

Name: 300e-Case

Type: Screens

Model: 300e Chargers

Price: 25

Quantities

Minimum: 10

On Hand: 6

Ordered: 0

Used Year To Date: 4

Vendor Information

Vendor: Ace Hardware

Address: 111 Main St.

City: Anywhere

State: Alabama

Zip: 13213

Contact: [Empty]

Contact Email: owner@acehardware.com

Contact Phone: 8888888888

Website: [Empty]

Part Notes

[Empty]

Part Site Inventory

Site	On Hand	Minimum Quantity	On Order	Actions
DES	3	10	0	[+][=][−][↻]
DMS	1	1	0	[+][=][−][↻]
DHS	2	1	0	[+][=][−][↻]

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- Parts has been added to the Help Desk – Manage page. This will be displayed by selecting to display it from the Columns button.

The screenshot shows the 'Tickets (617 of 2501)' page in the One to One Plus system. The interface includes a search bar, navigation menu, and a table of tickets. The 'Parts' column is highlighted in yellow, indicating it is active. The table contains the following data:

Ticket ID	Asset Serial Number	Asset ID	Invoice	System Status	Parts	Status	Actions
TSK-1792779				Active		New Service Call	
TSK-1792777				Active		New Service Call	
TSK-1792776				Active	500e-CH, 300e-Case	Repair	
TSK-1789514	fyjerfelj43o4	8540r433495		Active		New Service Call	
TSK-1789487	fyjerfelj43o4	8540r433495		Active		New Service Call	
TSK-1780061				Active		To Be Delivered	
TSK-1775122	8989	8989	INV-0000535180	Active		Holding	
TSK-1775101	8989	8989		Active		New Service Call	
TSK-1774961	8989	8989	INV-0000535054	Active		New Service Call	
TSK-1774801	8989	8989		Active	300e-SC	New Service Call	

The screenshot shows the 'Columns' dropdown menu open in the 'Tickets (617 of 2501)' page. The 'Parts' option is selected and highlighted in blue. The menu lists various columns that can be displayed in the table, including:

- Collaborators
- Created By
- Modified Date
- Due Date
- Start Date
- End Date
- Closure Type
- Closed by User
- Time Spent
- Asset Type
- Asset Model
- Asset Funding Source
- New Asset ID
- New Asset SN
- Closed Date
- Invoice
- Created Date
- Closure Notes
- Room Number
- Funding Type
- System Status
- Parts
- Status

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Settings

- **Imports – Staff Settings-** Job Description field has been added to the column headers drop down list.

The screenshot displays the 'Staff Import Settings' page. On the left is a navigation menu with 'Imports' selected. The main content area shows 'Enable Staff Imports' checked. Under 'Column Headers', there is a yellow notice: 'Notice: The following fields are required. Please make sure they are in import header.' Below this, there are 13 column header settings. Column Header No. 6 is expanded to show a dropdown menu with the following options: Full Name, Gender, Job Description (highlighted with a red arrow), Job Title, Last Name, Middle Name, and Job Description. Other column headers are set to 'Select An Option'.

Column Header No.	Field
Column Header No. 1	External Id
Column Header No. 2	First Name
Column Header No. 3	Last Name
Column Header No. 4	
Column Header No. 5	Full Name Gender
Column Header No. 6	Job Description Job Title Last Name Middle Name Job Description
Column Header No. 7	Job Title
Column Header No. 8	Last Name
Column Header No. 9	Middle Name
Column Header No. 10	Job Description
Column Header No. 10	Select An Option
Column Header No. 11	Select An Option
Column Header No. 12	Select An Option
Column Header No. 13	Select An Option