Release 5.1.0

Helpdesk

• Edit Ticket & Add Ticket-

• The date/time stamp on the replies were not displaying the correct information. This has now been fixed.

ONE TO ONE P L U S			Q Search
Contraction Contractica Con	Home > My Tickets > Edit Tick	et TSK-1792852	
🖪 Sites 🔉		6	Total Time: 0 + Add
🖵 Assets 🔹 🗲	Status	New Service Call X V	- Emails
Students >	Closure Type Closure Notes	~	Correspondence 🗸
La Staff →	Closure Notes		Re: From: kzuber@onetooneplus.com 2/16/2023, 7:20 PM
童 Locations >	Type Categories	× Student Device	This is the second email in response.
🙎 Help Desk 🗸 🗸	Types	× Cracked Screen	÷
Manage	Platform	~	Re: From: kzuber@onetooneplus.cor 2/16/2023, 7:10 PM
/≣ My Tickets	Technician	Brandon Lancaster 🛛 🗙 🗸	This is the first email sent from correspondence.
My Queues	Queue Priority	~	
🚮 Email Tickets	Collaborators	Moderate × V	Re: Fram: joey.cole@onelooneplus.com 2/16/2023, 7:23 PM
😐 Add New	- User/Location		This is Joey's response to see if his shows different
Submit Ticket	Related User	~	4
Bulk Update	Related User Job Title		+ Invoicing
	Related User Site	×	

• The "from" email will now be displayed on any of the correspondences.

ONE TO ONE P L U S				Q Search
Contraction of the second s	Home > My Tickets > Edit T	icket TSK-1792852		
🛛 Sites 🔉			6	Total Time: 0 + Add
🖵 Assets 🔹 🗲	Status	New Service Call	×v	- Emails
Students >	Closure Type Closure Notes		~	Correspondence ~
La Staff →	of our of the of			Re: From: kzuber@onetooneplus.com 2/16/2023, 7:20 PM
	Type Categories	× Student Device	*	This is the second email in response.
🙎 Help Desk 🗸 🗸	Types	× Cracked Screen	~	4
Manage	Platform		~	Re: From: kzuber@onelooneplus.com 2/16/2023, 7:10 PM
/≡ My Tickets	Technician	Brandon Lancaster	×v	This is the first email sent from correspondence.
My Queues	Queue		~	5
	Priority	Moderate	×v	Re:
Email Tickets	Collaborators		~	From: joey.cole@onetooneplus.com 2/16/2023, 7:23 PM
Add New	- User/Location			This is Joey's response to see if his shows different
Submit Ticket	Related User		~	م

o Google Info button will now work for Asset Manager Role

ONE TO ONE			Q Search			
C Dashboard	Home > Assets > Edit "gsuiteas	set2"				🕎 Demo School District
🛛 Sites 💙	Edit Asset		9 G	oogle Info 📔 Print Label	🗲 Tickets (262) 🛯 💄 Users	\$ Invoices (\$3,165.00) 🖱 Activ
🖵 Assets 🗸 🗸	Created by Admin Admin on 10	0/3/18, 1:42 PM Modified by on 2/16/23, 10:22 PM				
Manage	- Asset Information		+ Purchasing Informat	ion		
🛗 Assign	Asset ID	gsuiteasset2	+ Device Information			
🏭 Turn In	Description		+ Related Files			
Print Labels	Serial Number *	5CD4394CK1	Status *	Active	X v	
Bulk Update	Туре *	Computer × +	External Status	Inactive		
Fi Bulk Assign	Class	Class I × •	Notes			
FE DUIK ASSIGN	Category	2 ·				

Settings/General

- System User Roles -
 - A user with Tech Champion Role now has the ability to print individual labels on each of the edit screens.

ONE TO ONE			Q Search		
🖵 Assets 🗸	Home > Assets > View "113	5"			🖬 Demo School District 🔹 Karen Zuber 😐 I
Manage	View Asset				Print Label 🌶 Tickets (0) 🚨 Users 🕻 Invoices (\$0.00)
🔡 Assign	Created by on 1/19/23, 3:2	13 PM Modified by Joey Cole on 1/23/23, 9:54 AM			
Turn In	- Asset Information	- Asset Information		mation	
Print Labels	Asset ID	1135	+ Device Informati	ion	
Students	Description	Karen's 2nd Bulk Update	State *	Active	
Staff →	Serial Number*	1102	External Status	1 1	
	Type *	Laptop	Notes		
Locations	Class				
🚊 Help Desk 🔷 🗲	Category				4
Parts >>	Pool				

• The Master Search will now work for Tech Champion Role

