

Ticket Management For ServiceDesk Manager

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How To Login

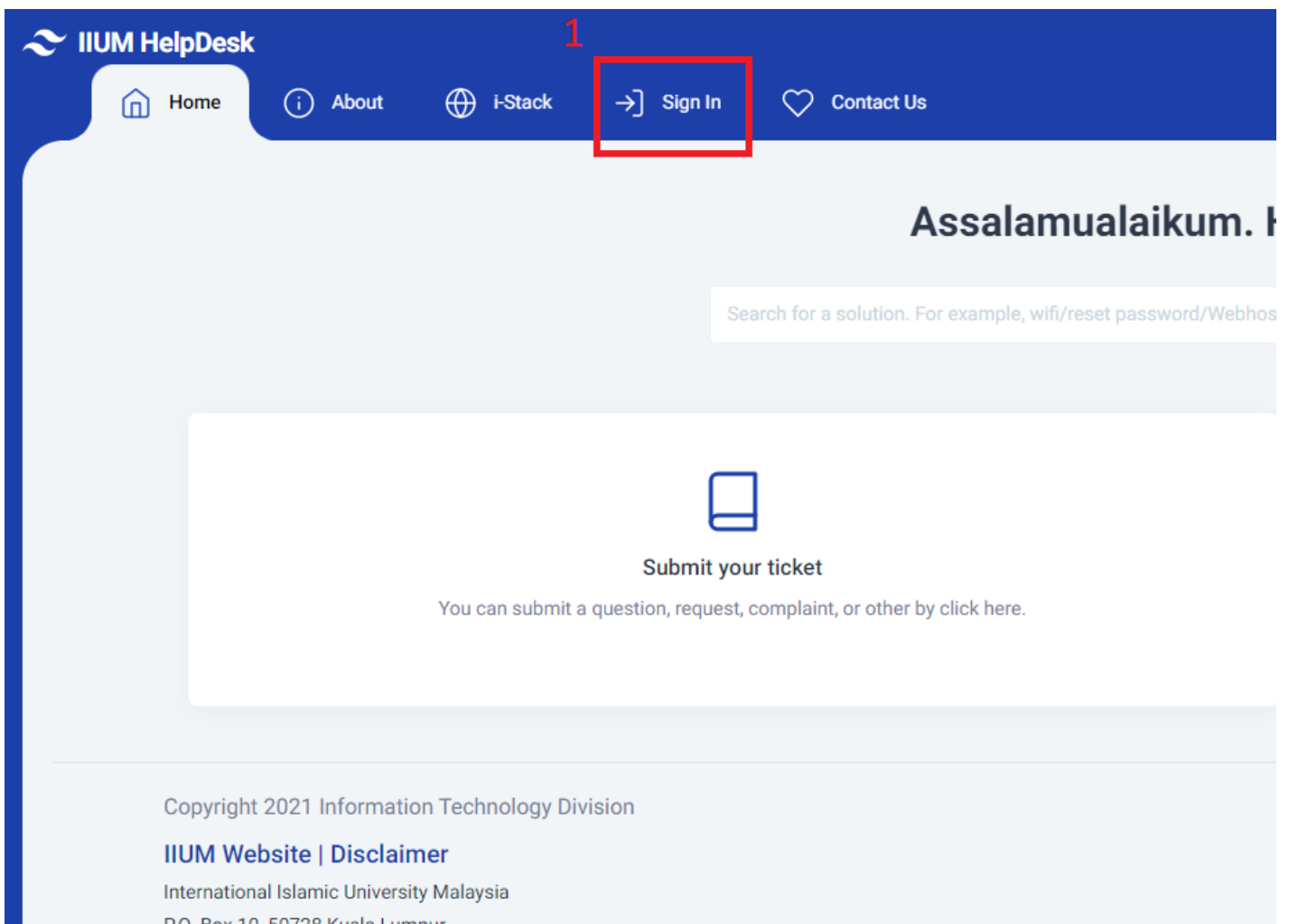
Two Ways

1) Click on this link: Ticket Listing (iium.edu.my)

Or

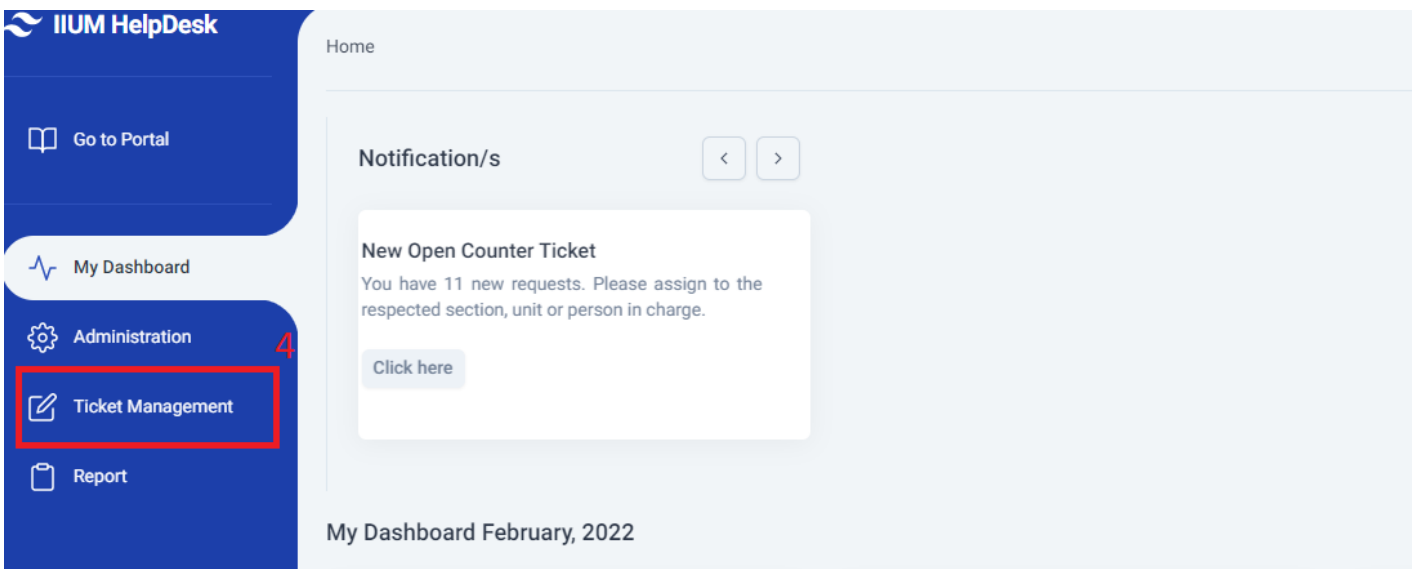
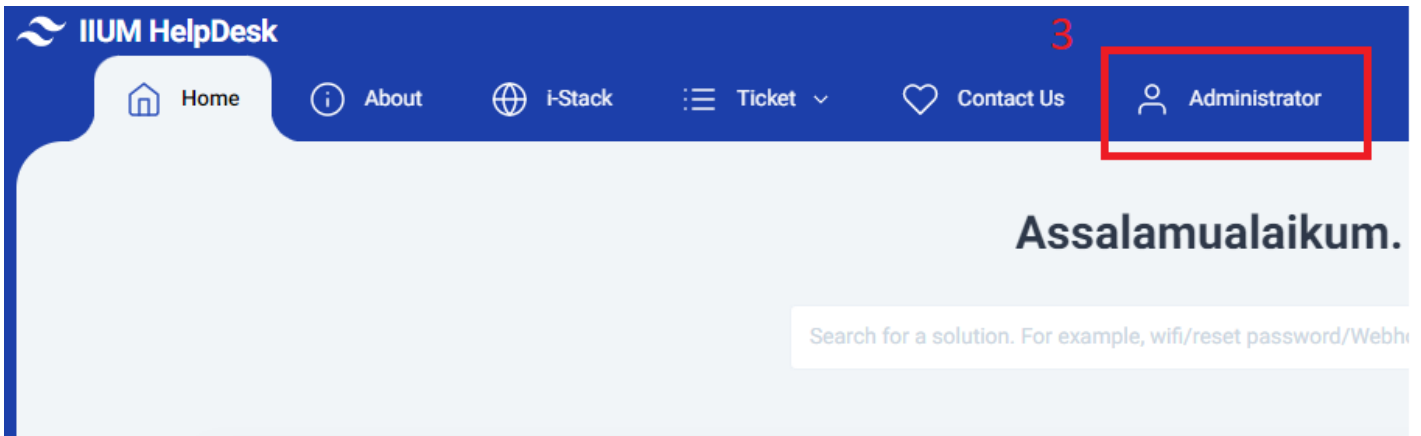
2) Click on the **Sign In [1]**, then click on **IIUM Community [2]**. Click on the **Administrator [3]** and then click on **Ticket Management [4]**.

Notes: Login is using CAS credentials.



For students and staff of IIUM, please log in using IIUM ID by clicking the button IIUM Community.

2



Ticket Listing

- This is the main list of currently available tickets for the **ServiceDesk Manager**. From here on, an **Agent** is a synonym to **Support**.
- The tickets are listed based on the selected **Unit of ServiceDesk Manager's KCDIO [1]**; either the ones that had been **assigned to an agent** or **not yet been assigned to any agent**.
- **Canceled or Closed** tickets are not shown. However, it can be searched based on its **Ticket's Status Code**

Ticket Management

-- All Units --

[1]

Research Management Services

New Ticket

Search ...

Overdue

Due Today

Clear

NO	TICKET DETAILS [2]	REQUESTER [3]	[4]	DEADLINE	STATUS [5]	AGENT [6]
1	IIUM-0322-0F19D : ITD-RMSV2 - Kuliyah Monitoring [2.a] got some error Created on : 16 Mar 2022 6 days ago Issue	RAJA NUR SABRINA BINTI RAJA AHMAD SHAH (Staff) 9767 RESEARCH MANAGEMENT CENTRE				
2	IIUM-0322-20593 : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem [2.b] Kindly look into the error of the extension letter and do the needful. Created on : 15 Mar 2022 1 week ago Incident	SUZANAH BINTI UMAR (Staff) 1446 RESEARCH MANAGEMENT CENTRE	[4.a]	22 Mar 2022		FATHUL ARIF BIN KAMARUDIN (fathularif)
3	IIUM-0322-321AE : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem Kindly look into the error of the extension letter and do the needful. Created on : 15 Mar 2022 1 week ago Incident	SUZANAH BINTI UMAR (Staff) 1446 RESEARCH MANAGEMENT CENTRE		28 Mar 2022		ABU HURAIRAH BIN A. MANAF (hurairah)
4	IIUM-0322-B5143 vc Created on : 07 Mar 2022 2 weeks ago Complaint	ARSITO HEFZY RAFDANDITO (Student) 1923139 IRKHS				
5	IIUM-0322-0786F : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem Hope this email reach you well. I just want to update on the closing report of one of my grants. The... Created on : 07 Mar 2022 2 weeks ago Issue	SHAHRLU NA'IM BIN SIDEK (Staff) 3028 KULLIYAH OF ENGINEERING		10 Mar 2022		FATHUL ARIF BIN KAMARUDIN (fathularif)

Ticket Table

Unit/Workgroup [1]

- Shows the selected **Unit available under ServiceDesk Manager's KCDIO**. The **Unit** is also known as **Workgroup**

- By default, **--All Unit --** is selected which listed out all of the tickets under **different Units**
- The tickets are listed based on the **Unit Name**. Selecting different **Unit Name** will list out tickets of that particular **Unit**

Ticket Details [2]

- Shows the **Ticket ID, Service Name, Service Details, Description, Date of Creation, and Ticket Type**
- Click on the cell listed under the **TICKET DETAILS** column **to update or view more info** on the ticket
- A ticket will have its **ticket's ID e.g IIUM-0322-Y782**. The number on the middle of the dash **-0322-** represents the **month and year** the ticket was created at. **-MMYY-**
- Some tickets will only include only **Service Name [2. a]** and some will include both **Service Name - Service Details [2 b]**. The **Service Details** will only appear once an agent has been assigned to the ticket. As such, a **Due Date / Deadline [4]** will also appear. For more info on how to assign a ticket to an agent, please visit the **Ticket View Page**
- A snippet of the **ticket's description** is shown under the **Services**. **Click on the description** to view more.
- The **green-colored badge** shows the **ticket's type**. Details on the left of it show **the date** of the **ticket's creation**
- The available **types and its code** are as follow
 - Complaint - **COM**
 - Incident - **INC**
 - Inquiry - **INQ**
 - Issue - **ISU**
 - Request - **REQ**
 - Standard Change - **STC**
 - Suggestion - **SUG**

Requester [3]

- Shows the **Name, Staff/Student Number, and KCDIO** of the requester
- For more details on the requester, click on the **Ticket ID [2. a]**

Deadline [4]

- Shows the **Due Date** of the ticket

- An unassigned ticket does not have a **Due Date**. It will appear once the ticket has been assigned to an agent **[4. a]**
- The **black-colored Due Date** shows a ticket that has **not yet reached** the due
- The **red-colored Due Date** shows a ticket that has **exceeded** the due
- The **yellow-colored Due Date** shows a ticket that **has reached** the due

Status **[5]**

- Shows the **Ticket Status and Ticket Priority**
- The **top-colored dot [5. a]** represents **Ticket Status** whereas the **bottom-colored dot [5. b]** represents **Ticket Priority**
- **Hover** the colored-dot will show the description of each status and priority
- If the ticket's **Due Date** has been reached or exceeded, the current status displayed will be replaced with **Due and Overdue** respectively. The real status can be viewed by clicking on the **ticket details [2]**
- For **Ticket Status**,
 - the **green-colored dot** shows the status **New**
 - the **blue-colored dot** shows the status **Assign, Reassign, Work In Progress, Job Done By Support, Ready to Test, and Needs Info**
 - the **red-colored dot** shows the status either **Canceled or Overdue**
 - the **yellow-colored dot** shows the status **Due**
 - the **gray-colored dot** shows the status **Closed**
- For **Ticket Priority**,
 - the **green-colored dot** shows the status **Normal**
 - the **red-colored dot** shows the status **Higher**
 - the **yellow-colored dot** shows the status **Medium**
- The available **statuses and its code** are as follow
 - Assign - **ASG**
 - Canceled - **CCL**
 - Closed - **CLO**
 - Job Done By Support- **JDS**
 - New - **NEW**
 - Needs Info - **NIF**
 - Postponed - **POS**
 - Reassign - **RSG**

- Work In progress - **WIP**
- The available **priorities and its code** are as follow
 - Higher - **H**
 - Medium - **M**
 - Normal - **N**

Agent [6]

- Shows the **Agent's Name and UserId**
- The details will only be displayed once the ticket has been assigned to an agent

Ticket Search



A UI mockup for a ticket search interface. It features a search bar with the placeholder text "Search ..." and a red "[1]" label. To the right of the search bar are three buttons: "Overdue" (red, labeled [2]), "Due Today" (yellow, labeled [3]), and "Clear" (light blue, labeled [4]).

Search [1]

- Shows the input field for querying ticket's information
- Below shows the list of available terms that can be searched within the search field
 - **Ticket Id**
 - **Ticket Type**
 - **Ticket Status Code, Name**
 - **Ticket's Description**
 - **Requester's Name, Email, Staff Number, UserId**
- A ticket with **Closed or Canceled** status can be searched here; e.g **CLO** or **CCL**

Overdue [2]

- Shows the button that querying **tickets that have exceeded** their **Due Date**
- Once clicked, only **Overdue** tickets will be displayed

Due Today [3]

- Shows the button that querying **tickets that have reached** their **Due Date**
- Once clicked, only tickets that are **Due** today will be displayed

Clear [4]

- Shows the button that **Reset/Clear** the **Search, Overdue, and Due Today** value
- Once clicked, the tickets list will be returned to its default state

Ticket View

IIUM-0322-0786F : ITD-RMSV2 - Research Applications - Application and System - Application/Reports/Statistics Problem [1]

#IIUM Gombak Campus #Kulliyyah [2]

Description [3]

Hope this email reach you well. I just want to update on the closing report of one of my grants. The following and the second-3rd reminder triggered from the system for me to respond.

I have attempted several times to close but the system keeps giving me this error:

Specific Location [4]

rmsv2

Requester: [5]
SHAHRUL NA'IM BIN SIDEK
3028
KULLIYAH OF ENGINEERING
Staff
snaim@iium.edu.my

[6]
Created at: Updated at:
07 Mar 2022 16 Mar 2022
1 week ago 4 hours ago

 Post a comment... [7]

Choose Files No file chosen

[8]

Drop file(s) here

Activities [10]

[9]

 Toggle Activities

Ticket Info

- [1] shows the **Ticket ID, Service Name, Service Category, and Service Details**
 - **Ticket ID** is always available. However, **Service Name** only appeared if it has been

set by **Supervisor or ServiceDesk Manager**

- **Service Detail** only appeared if both an **Agent** and **Service Specification** has been assigned. Assigning an **Agent and Service Specification** can be performed by an **Agent, Supervisor or ServiceDesk Manager**.
- **[2]** shows the **Campus and Location** of the ticket
- **[3]** shows the **Description** of the ticket. Clicking on the header can toggle open and close
- **[4]** shows the **Specific Location** of the ticket. Clicking on the header can toggle open and close
- **[5]** shows the **Requester's Detail** of the ticket.
- **[6]** shows the **Date Created and Date Updated** of the ticket.
 - **Attachment** may be included by requester which appears below **[5]** and **[6]**.
Clicking on the attachment will open a new window to view the attachment
- **[7]** shows an input field **to provide progress, comment, or info** for the ticket
- **[8]** shows an input field **to upload attachments** when **providing progress, comment, or info** for the ticket
- **[9]** shows the **Submit** button to submit the **progress, comment, info, or attachments** for the ticket. This button can be used alongside with **Update Ticket** button to update the ticket
- **[10]** shows the **Activities** of the ticket. Clicking the **Toggle Activities** button will open or close the **Activities**

Ticket Activities



FATHUL ARIF BIN KAMARUDIN Assign

07 Mar 2022 1 week ago

updates ticket's details.

Need to test email queue

PIC FATHUL ARIF BIN KAMARUDIN



FATHUL ARIF BIN KAMARUDIN Assign

07 Mar 2022 1 week ago

updates ticket's details.

Oke😊

PIC FATHUL ARIF BIN KAMARUDIN



HASLINA BINTI SHAMSUDDIN Assign [1]

07 Mar 2022 1 week ago

updates ticket's details.

Could you please check the appointment of the following GRAs? For your information the status of the project is completed (15-11-2019).

The appointment of the GRAs are as follows:

1. Husna Amira Binti Hassan (1st January 2021 - 28th February 2021)

2. Salmah Bt Ahmad (1st December 2020 - 31st January 2021)

Attached are the appointment letters for your reference. Thank you.

PIC FATHUL ARIF BIN KAMARUDIN [3]

 [4]

- [1] shows the **Agent's/Requester's Name and Ticket Status** of the ticket
- [2] shows the **description, progress, comment, or info** of the ticket
- [3] shows the **PIC** of the ticket
- [4] shows the **Attachments** of the ticket

Ticket Details

OPEN ⓘ [1]

[2] DUE

Work In progress [3] ▼

Ticket's Details [4] [Refresh](#)

Type

Incident ▼

Priority

Normal ▼

Report To

ICT Services Help Desk - ITD ▼

Workgroup

Research Management Services ▼

Service Category

Application and System

Service Name

ITD-RMSV2 - Research Applications : Applic ▼

- [1] shows the ticket's **State**. It will show **Open** until the ticket's status is changed to **Canceled** or **Closed**. The ticket's **State** then will reflect a similar status
- [2] shows the status of **Due** or **Overdue** if the **Due Date** has been reached or exceeded respectively
- [3] shows the current **Ticket Status**. **Agent, Supervisor, and ServiceDesk Manager** can change its status

- **[4]** shows the overall ticket's details which can be changed by **ServiceDesk Manager**.
 - All details can be changed by **ServiceDesk Manager**
 - Since an **Agent** cannot change the details of the **Ticket Type, Priority, and Service Name**, it is the responsibility of the **Supervisor** to help make those changes on **Agent's** behalf.
 - However, **Supervisor** cannot change the **Report To and Workgroup**. **ServiceDesk Manager** is responsible to help make those changes (**Report To and Workgroup**) on **Supervisor's and Agent's** behalf

The screenshot shows a ticket details form with the following elements and annotations:

- Service Spec** [5]: A dropdown menu showing "Application/Reports/Statistics Problem".
- Assigned To** [6]: A dropdown menu showing "FATHUL ARIF BIN KAMARUDIN".
- Extend Due Date** [7]: A date input field showing "10 Mar, 2022". Below it is a red text prompt: "[PLEASE EXTEND DUE DATE]".
- Current Due Date**: A date label showing "10 Mar 2022" [8].
- Last Updated**: A text label showing "6 hours ago".
- Opened since**: A text label showing "1 week ago" [9].
- Update Ticket**: A blue button at the bottom of the form.

- **[5]** shows the **Service Specification** of the ticket. If selected, the **PIC** must also be selected
 - The **Service Specification list** is dependent on the **Service Name**
 - As such, if the **Service Name** is **not specified**, the **Service Specification list** will **show empty**

- If that is the case, the **Supervisor** can help to specify the **Service Name only** or **Service Name, Service Specification, and PIC** altogether
- **[6]** shows the **PIC** of the ticket. If selected, the **Service Specification** must also be selected
 - The list shows the **Unit Members, Unit Supervisor, and ServiceDesk Manager** of the same **KCDIO**
 - If the ticket is **wrongly assigned** to the **Unit or KCDIO**, an **Agent or Supervisor** can assign the ticket to **the ServiceDesk Manager**. Providing justification via the comment section is recommended
- **[7]** shows **Extend Due Date** field.
 - An **Agent, Supervisor, or ServiceDesk Manager** is allowed to extend the due date if the **Due Date** has been reached or exceeded or the **Current Due Date** needs to be extended for any particular reason
 - **[PLEASE EXTEND DUE DATE]** will be shown if the **Due Date** has been reached or exceeded
- **[8]** shows the **Current Due Date**. The default color is **yellow** and will change to **red** if the **Due Date** has been reached or exceeded
- **[9]** shows **Update Ticket** button. This button can be used alongside with **Submit** button to update the ticket

Ticket Create

Create A Ticket

-- All Units --

Research Management Services

New Ticket

- Navigate to **Ticket Management** and click on the **New Ticket button**.

Describe the Ticket

Submit Ticket

Ticket Type * [1]
-Please Select-

User Type * [2]
-Please Select-

Requester Email * [3]
User email
The requesterid field is required.
Name Email [3.a] Staff / Student ID

Report To * [4]
-Please Select-

Workgroup * [5]
-Please Select-

Service Name [6]
-Please Select-

Service Spec [7]
-Please Select-
If selected, PIC must be selected. Else leave it empty or select -Please Select-

Assigned To [8]
-Please Select-
If selected, Service Spec must be selected. Else leave it empty or select -Please Select-

Priority [9]
-Please Select-

Campus * [10]
-Please Select-

Location * [11]
-Please Select-

Location Specified * [12]
Mahallah Name/Block/Room No/Cafe Name/Floor/Level/Others.
You must specified the exact location. [13]
Message *
Incident/Issue/Complaint
You must specify the issue/reason for this ticket.
Choose Files No file chosen
[14] Drop file(s) here
Video URL [15]
Provide link for video. For example https://youtu.be/YftYwHSoLDs

[16] Submit Cancel

- [1] shows the list of available **Ticket Type** to be selected
 - This is **Required**
- [2] shows the **User Type** to be selected; **Staff or Student**
 - This is **Required**.

- Selecting the **User Type** must be done first before specifying the **Email [3]**
- **[3]** shows the **Requester Email**, either the **Staff or Student**
 - This is **Required**
 - The input accepts **Staff's email and Students' live email**. However, **Staff No** can be used as well if needed
 - **[3. a]** shows the basic info of **Staff or Students**. If the **Email** input is valid and the staff or student was found based on the **Requester Email**, the basic info field **[3. a]** will be filled in automatically
- **[4]** shows the **Report To** which contains the list of **available ServiceDesk Counters** for the ticket to be reported to
 - This is **Required**
 - Selecting the **Report To** must be done first before specifying the **Workgroup** on **[5]**
- **[5]** shows the **Workgroup** which contains the list of **Units available** under the **selected ServiceDesk Counters [4]**
 - This is **Required**
 - Selecting the **Workgroup** must be done first before specifying the **Service Name [6] or Assigned To [8]**
- **[6]** shows the **Service Name** which contains the list of **Services available** under the **selected Workgroup [5]**
 - This is **Optional**
 - Selecting the **Service Name** must be done first before specifying the **Service Spec [7]**
- **[7]** shows the **Service Spec** which contains the list of **Service Specifications available** when selecting **Service Name [6]**
 - This is **Optional**
 - **Service Spec** must be selected if the **Assigned To [8]** is **selected**
- **[8]** shows the **Assigned To** which contains the list of **Agents available** based on the **selected Workgroup [6]**
 - This is **Optional**
 - **Assigned To** must be selected if the **Service Spec [7]** is **selected**
 - If selected, the **Ticket Status** will be set to **Assign**. If not selected, the **Ticket Status** will be set to **New**
- **[9]** shows the **Ticket Priority** to be selected
 - This is **Optional**

- If not selected, the **Ticket Status** will be set to **Normal**
- **[10]** shows the list of available **Campuses** to specify the campus, based on the requester's location or ticket description
 - This is **Required**
- **[11]** shows the list of available **Locations** to pinpoint the location, based on the requester's location or ticket description
 - This is **Required**
- **[12]** shows the **Locations Specified** to further specified the exact location, based on the requester's location or ticket description
 - This is **Required**
- **[13]** shows the **Message** to describe the ticket, based on the requester's provided description
 - This is **Required**
- **[14]** shows the **Attachment** to be included if provided by the requester
 - This is **Optional**
- **[15]** shows the **Video URL** to be included if provided by the requester
 - This is **Optional**
- **[16]** shows the **Submit Button** to create the ticket and **Cancel Button** to discard the ticket creation