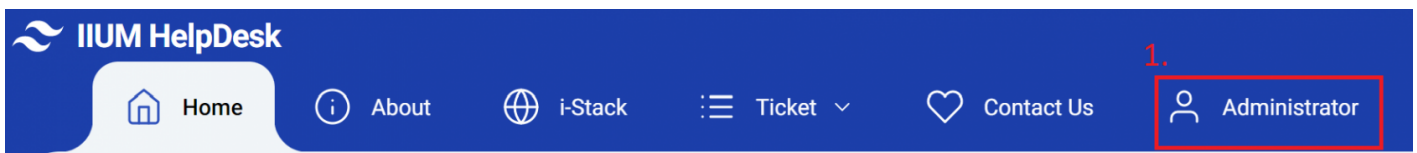


How Supervisor Assign The Ticket to PIC?

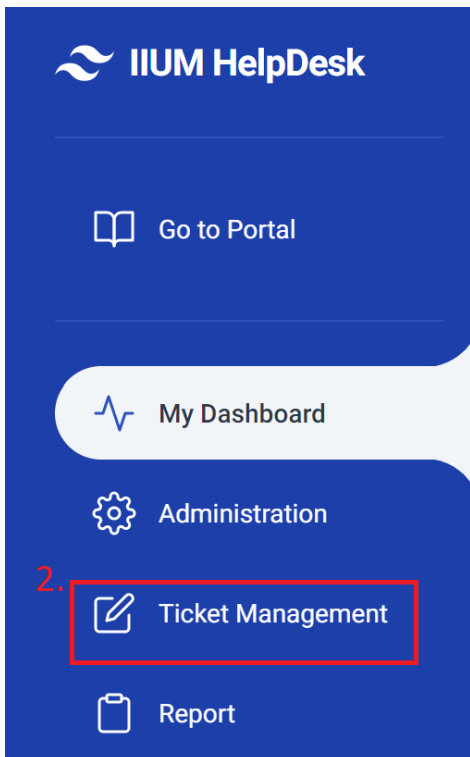
The supervisor logs in to the IIUM HelpDesk to view and manage the ticket.

Click Here

1. On top of the portal, click the menu **Administrator**



2. Click the menu **Ticket Management**



The view of ticket management is shown below.

The supervisor may click Ticket Listing for more details on ticket management.

The screenshot shows the IIUM HelpDesk interface. On the left is a blue sidebar with navigation links: Go to Portal, My Dashboard, Administration, Ticket Management (selected), and Report. The main content area is titled 'Ticket Management' and includes a dropdown for 'MY UNIT: COLLABORATIVE & WEB SERVICES' and a 'New Ticket' button. Below this is a search bar and three filter buttons: 'Overdue' (red), 'Due Today' (yellow), and 'Clear' (grey). A table displays ticket information:

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	IIUM-0722-66F88 I had a problem to view result in the imaluum. Created on: 20 Jul 2022 20 minutes ago Request	ADIBA BINTI ROSLI (Student) 2114202 IRKHS			

3. A new ticket will have the **warning triangle icon**. Click the new ticket to manage and assign it to the person in charge.

This screenshot shows the same IIUM HelpDesk interface but with two tickets listed. The first ticket is identical to the one in the previous screenshot. The second ticket is new and includes a warning triangle icon.

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	IIUM-0722-66F88 I had a problem to view result in the imaluum. Created on: 20 Jul 2022 1 hour ago Request	ADIBA BINTI ROSLI (Student) 2114202 IRKHS			Unit: 4130
2	IIUM-0422-1B587 : i-Ma'luum Student Portal - Application System/Reports/Statistics Problem Cannot access imaluum from my room in mahallah Created on: 14 Apr 2022 3 months ago Request	ARSITO HEFZY RAFDANDITO (Student) 1923139 IRKHS	24 May 2022		FITRATUL NOVIDA BINTI DASRIZAL Unit: 4130 (fitratul_novida)

The view of the ticket is shown below.

The supervisor may click Ticket View for more details on the ticket description.

Go to Portal

My Dashboard

Administration

Ticket Management

Report

Ticket Management > Edit

IIUM-0722-66F88 : - -

#IIUM Gombak Campus

#Kulliyah of Islamic Revealed Knowledge and Human Sciences

#Kulliyah

Description

I had a problem to view result in the imaluum.

Specific Location

Level 2 IRKHS

Requester:

ADIBA BINTI ROSLI

2114202

IRKHS

Student

adiba.ar@live.iium.edu.my

011111111

Created at:

20 Jul 2022

1 hour ago

Updated at:

20 Jul 2022

28 minutes ago

Post a comment...

Choose Files

No file chosen

Drop file(s) here

Submit

Activities

Close Activity

FITRATUL NOVIDA BINTI DASRIZAL

Assign

20 Jul 2022

28 minutes ago

updates

ticket's details.

OPEN

Reassign

Ticket's De...

Refresh

Type

Request

Priority

Normal

Helpdesk

ICT Services Help Desk - ITD

Workgroup

Collaborative & Web Service

Service Name

-Please Select-

Service Spec

-Please Select-

Assigned To

-Please Select-

Root Cause (Optional)

-Please Select-

Last Updated

28 minutes ago

Opened since

1 hour ago

Update Ticket

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International Islamic University Malaysia

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4. There are some items to be selected by the supervisor to update the ticket

a) Service Name: For example i-Ma'luum Student Portal

b) Service Spec: For example Application System/Reports/Statistics Problem

c) Assigned To: For example Muhammad Aiman Hakim

c) Click the button **Update Ticket**.

Service Name **4(a)**

-Please Select- ▼

--Current Service--
-Please Select-

--Available Service--
-Please Select-
ICOS - Compoundable Offence System : Application and System
e-Meeting System : Application and System
Venue Management System : Application and System
Upgraded Works System : Application and System
i-Ma'luum Student Portal : Application and System
General : Residential
Food : Residential

Service Spec **4(b)**

-Please Select- ▼

-Please Select-
--Available ServiceSpec--
-Please Select-
Application System/Reports/Statistics Problem

Assigned To **4(c)**

-Please Select- ▼

-Please Select-
--Team Members--
MOHD. ZULKIFLI BIN NAWAWI Collaborative & Web Services
MUHAMMAD AIMAN HAKIM BIN JOHAR Collaborative & Web Services
FITRATUL NOVIDA BINTI DASRIZAL Collaborative & Web Services

Opened since

1 hour ago

4(d)

Update Ticket

Once update, there will be a **success alert pop up** in the ticket management



Ticket update for IIUM-0722-66F88 was successful!

5. Next, the person in charge will update and manage the ticket

[Click Here](#)

Revision #2

Created Wed, Jul 20, 2022 10:23 AM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Wed, Jul 20, 2022 10:53 AM by FITRATUL NOVIDA BINTI DASRIZAL