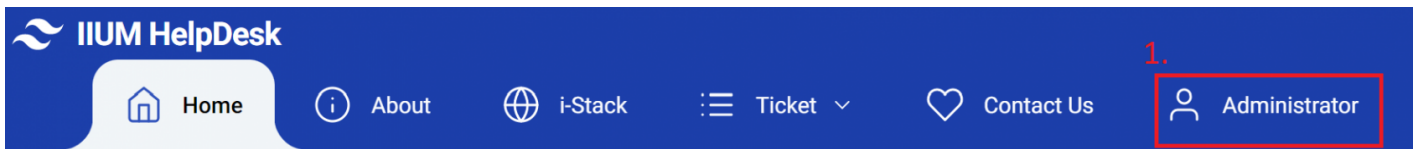


Manager Close The Ticket

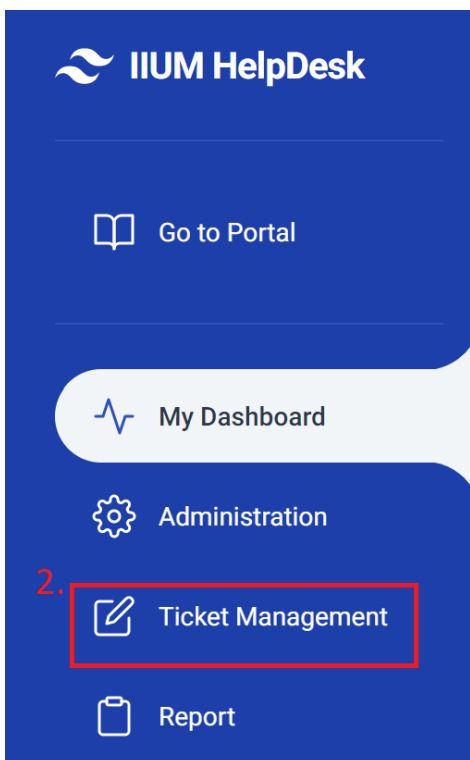
The manager logs in to the IIUM HelpDesk to view and manage the ticket.

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 manager 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 area is titled 'Ticket Management' and shows 'MY UNIT: COLLABORATIVE & WEB SERVICES'. There are buttons for 'Overdue', 'Due Today', and 'Clear'. A search bar contains 'jds'. Below is a table of tickets:

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. The manager may filter or search the ticket by typing **JDS** in the form. Click the ticket to close the ticket.

The screenshot shows the same IIUM HelpDesk interface, but the search bar now contains 'jds'. The table of tickets is updated:

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	IIUM-0722-66F88 : i-Ma'luum Student Portal - Application System/Reports/Statistics Problem I had a problem to view result in the imaluum. Created on: 20 Jul 2022 4 hours ago Request	ADIBA BINTI ROSLI (Student) 2114202 IRKHS	26 Jul 2022	● ●	MUHAMMAD AIMAN HAKIM BIN JOHAR Unit: 4130 (aimanhakim)

The view of the ticket is shown below.

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

[Go to Portal](#)[My Dashboard](#)[Administration](#)[Ticket Management](#)[Report](#)

IIUM-0722-66F88 : i-Ma'luum Student Portal - Application and System - Application System/Reports/Statistics Problem

#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
0111111111

Created at: 20 Jul 2022 3 hours ago
Updated at: 20 Jul 2022 29 seconds ago



Activities

[Close Activity](#)

MUHAMMAD AIMAN HAKIM BIN JOHAR [Job Done By Support](#)

20 Jul 2022 6 seconds ago

[updates](#) ticket's details.

The issue is solved. The student can view and print the result.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR



ADIBA BINTI ROSLI [Work In progress](#)

20 Jul 2022 29 minutes ago

[updates](#) ticket's details.

Can the issue solved quickly as I need to print the result for my application.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR



MUHAMMAD AIMAN HAKIM BIN JOHAR [Work In progress](#)

20 Jul 2022 48 minutes ago

[updates](#) ticket's details.

There is a problem with the package. We will check the package with the team database.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

Showing 1 to 3 of 5 results

< 1 2 >

[OPEN](#)[Job Done By Support](#)[Ticket's De...](#) [Refresh](#)

Type

[Request](#)

Priority

[Normal](#)

Helpdesk

[ICT Services Help Desk - ITD](#)

Workgroup

[Collaborative & Web Service](#)

Service Category

[Application and System](#)

Service Name

[i-Ma'luum Student Portal](#)

Service Spec

[Application System/Reports](#)

Assigned To

[MUHAMMAD AIMAN HAKIM](#)

Root Cause (Optional)

[-Please Select-](#)

Last Updated

30 seconds ago

Opened since

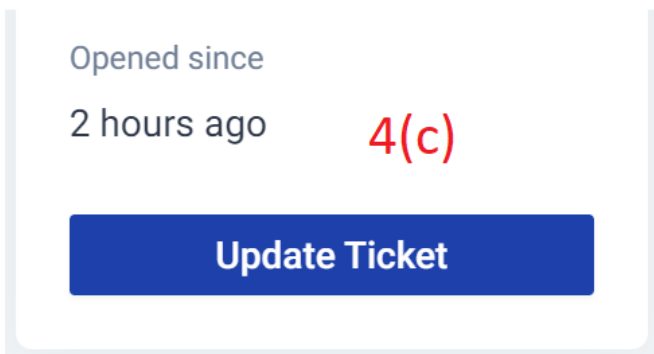
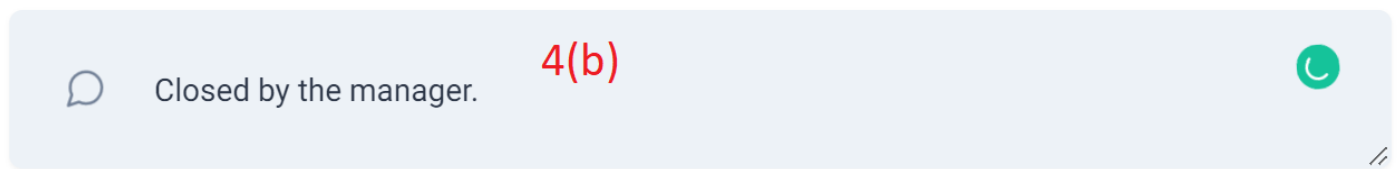
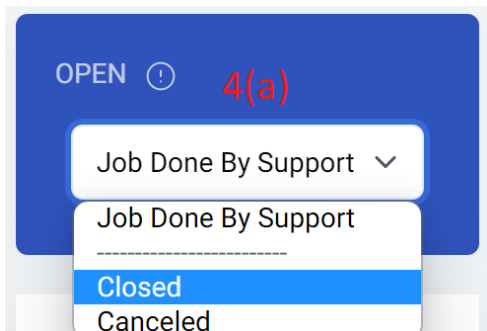
3 hours ago

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

a) Status of ticket: **Close**

b) Ticker Progress: For example, **Closed by the manager.**

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



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

[Go to Portal](#)[My Dashboard](#)[Administration](#)[Ticket Management](#)[Report](#)

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

IIUM-0722-66F88 : i-Ma'luum Student Portal - Application and System - Application System/Reports/Statistics Problem

#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
0111111111

Created at: 20 Jul 2022
4 hours ago

Updated at: 20 Jul 2022
1 second ago



Activities

[Close Activity](#)

FITRATUL NOVIDA BINTI DASRIZAL Closed

20 Jul 2022 1 second ago

[updates](#) ticket's details.

[Closed by the manager.](#)

[PIC](#) MUHAMMAD AIMAN HAKIM BIN JOHAR



MUHAMMAD AIMAN HAKIM BIN JOHAR Job Done By Support

20 Jul 2022 21 minutes ago

[updates](#) ticket's details.

[The issue is solved. The student can view and print the result.](#)

[PIC](#) MUHAMMAD AIMAN HAKIM BIN JOHAR



ADIBA BINTI ROSLI Work In progress

20 Jul 2022 50 minutes ago

[updates](#) ticket's details.

[Can the issue solved quickly as I need to print the result for my application.](#)

[PIC](#) MUHAMMAD AIMAN HAKIM BIN JOHAR

Showing 1 to 3 of 6 results

< 1 2 >

CLOSED[Closed](#)[Ticket's De...](#) [Refresh](#)

Type

[Request](#)

Priority

[Normal](#)

Report To

[ICT Services Help Desk - ITD](#)

Workgroup

[Collaborative & Web Service](#)

Service Category

[Application and System](#)

Service Name

[i-Ma'luum Student Portal](#)

Service Spec

[Application System/Reports](#)

Assigned To

[MUHAMMAD AIMAN HAKIM](#)

Root Cause (Optional)

Last Updated

2 seconds ago

Due Date

26 Jul 2022

Closed On

20 Jul 2022 (2 seconds ago)

Revision #2

Created Wed, Jul 20, 2022 1:06 PM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Wed, Jul 20, 2022 1:29 PM by FITRATUL NOVIDA BINTI DASRIZAL