

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

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