

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 - Kulliyah Monitoring 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 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	SHAHRL NAIM 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

[1]

[2]

Overdue

[3]

Due Today

[4]

Clear

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

Revision #5

Created Tue, Mar 22, 2022 3:56 PM by FATHUL ARIF KAMARUDIN

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