

USER MANUAL FOR HELPDESK MODULE

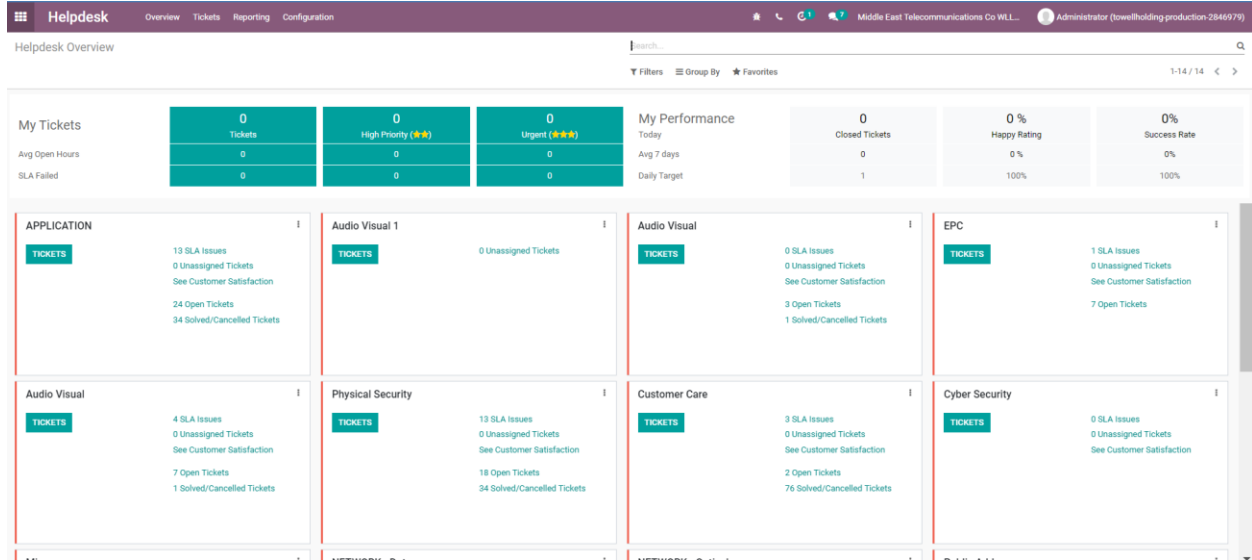
Management of time, no need to say, is a crucial element in any kind of business. The Helpdesk is the interface where the customer and the service or goods provider can interact. Helpdesk helps the customer service management wing of a firm to keep their customers happy. Odoo helpdesk helps to organize all support tickets at one place. This ensures that no ticket remains unaddressed and makes coordination effortless. Helpdesk helps to organize all tickets through a single channel. The customers can submit their tickets through email or using the fully customizable form available in your website.

For making use of this facility, you have to first install Odoo Helpdesk from Odoo Apps.

includes the details of non-billable tasks.

Helpdesk is the interface where the customer and the service or goods provider can interact. Odoo 14 helpdesk helps the customer service management wing of a firm to keep their customers happy. Odoo helpdesk helps to organize all support tickets at one place. This ensures that no ticket remains unaddressed and makes coordination effortless. Helpdesk helps to organize all tickets through a single channel. The customers can submit their tickets through email or using the fully customizable form available in your website.

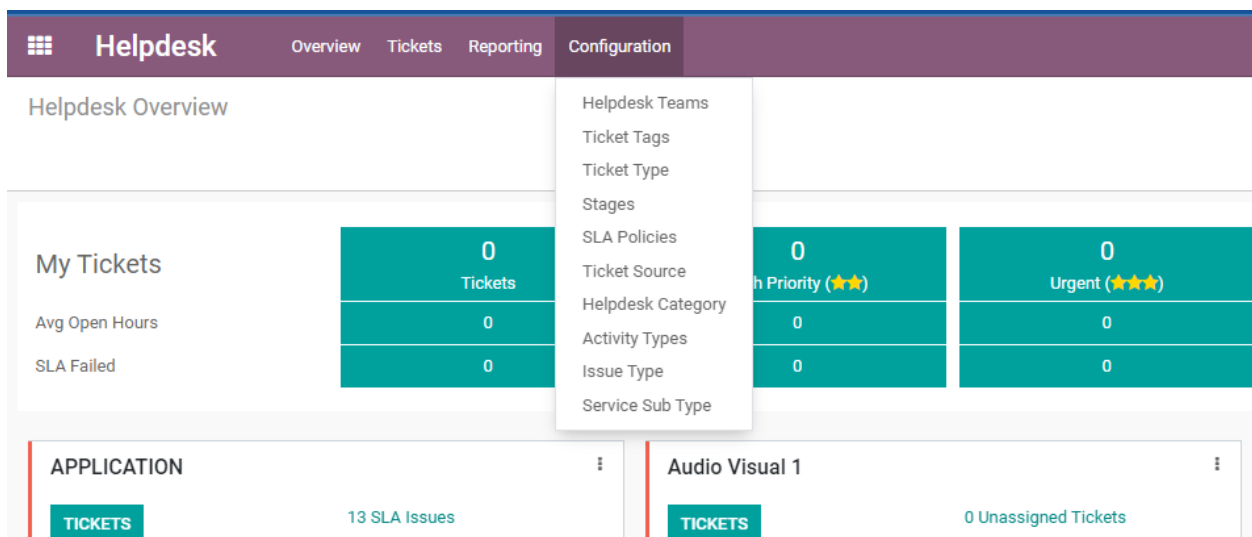
For making use of this facility, you have to first install Odoo Helpdesk from Odoo Apps.



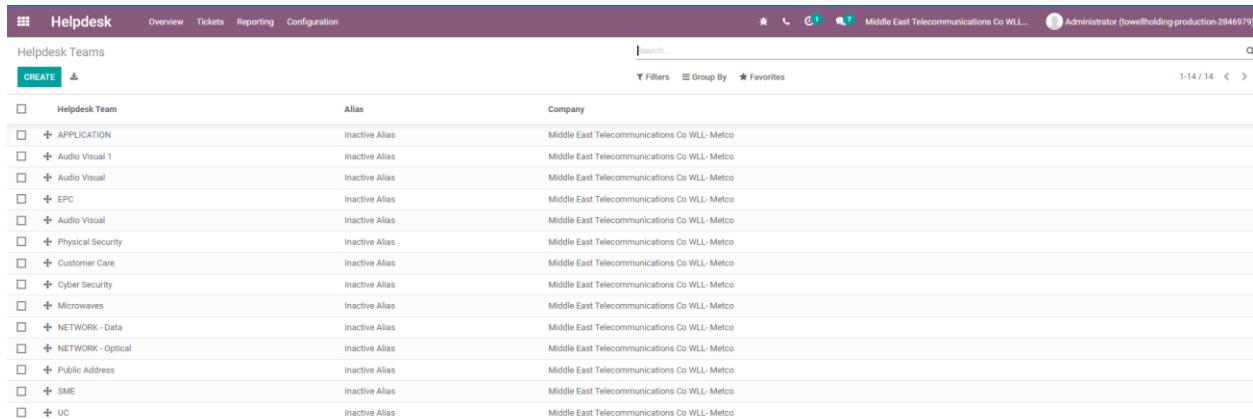
Now, go to the configuration menu of the Odoo Helpdesk. Here, the user can configure helpdesk teams, ticket tags, ticket types, stages, SLA Policies and Activity Types.

Configure Helpdesk Team

Go to Helpdesk > Configuration > Helpdesk Teams.

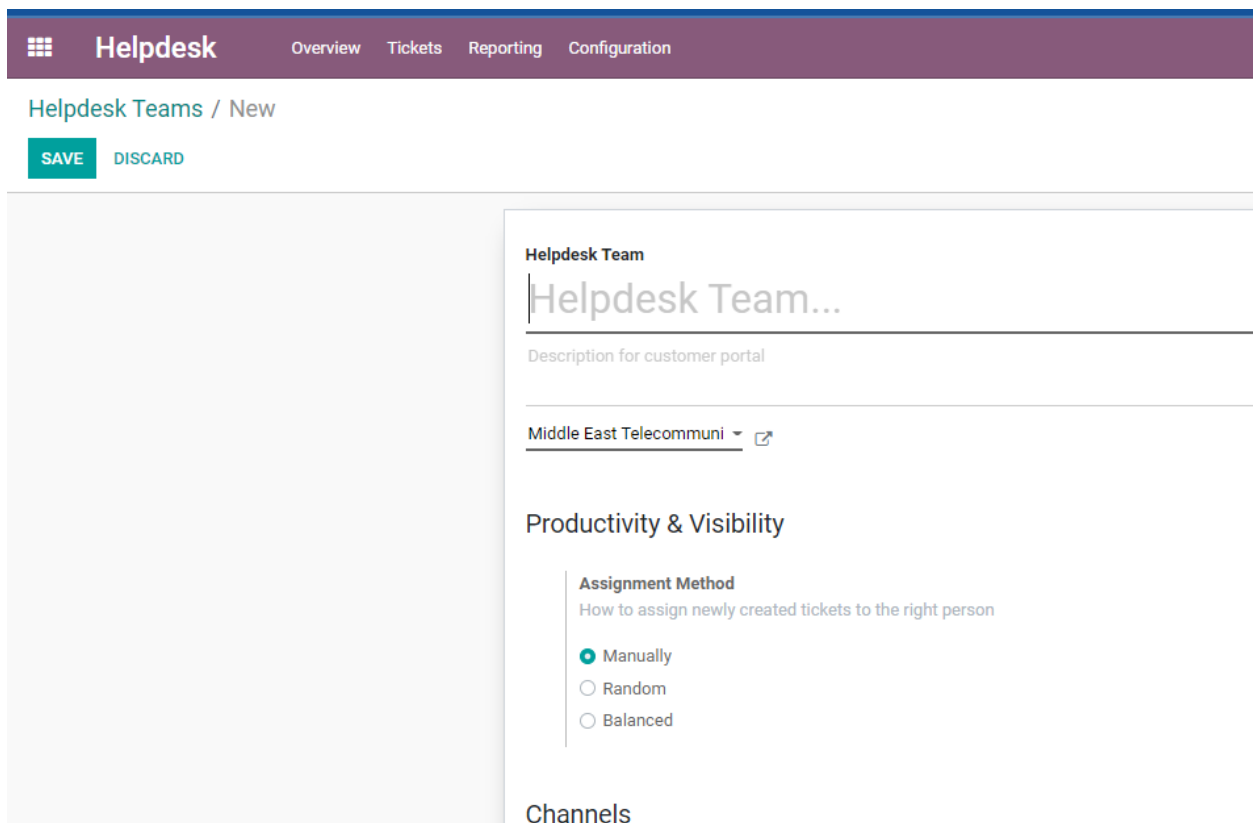


Here, the user can add the team name and description for customer portal and team members. Team members are those whom tickets will be assigned. You have to keep the field empty for everyone to be a part of the team.



Helpdesk Team	Alias	Company
<input type="checkbox"/> + APPLICATION	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Audio Visual 1	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Audio Visual	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + EPC	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Audio Visual	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Physical Security	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Customer Care	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Cyber Security	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Microwaves	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + NETWORK - Data	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + NETWORK - Optical	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + Public Address	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + SME	Inactive Alias	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/> + UC	Inactive Alias	Middle East Telecommunications Co WLL- Metco

Assignment Method: Defines how to assign newly created tickets to the right person



Helpdesk Overview Tickets Reporting Configuration

Helpdesk Teams / New

SAVE DISCARD

Helpdesk Team

Helpdesk Team...

Description for customer portal

Middle East Telecommuni

Productivity & Visibility

Assignment Method
How to assign newly created tickets to the right person

Manually
 Random
 Balanced

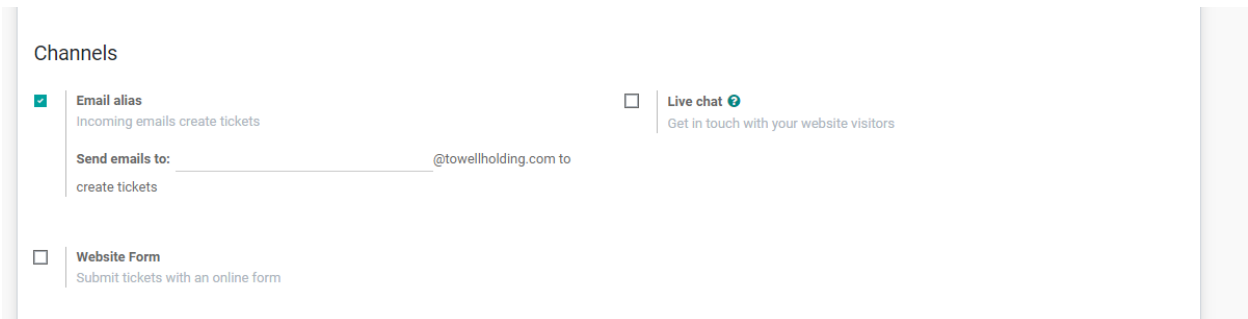
Channels

Manually: Assign Tickets Manually

Random: With random assignation all users get the same number of tickets. This ensures equal distribution of work.

Balanced: On choosing this option tickets will be assigned to the user with the least amount of open tickets.

Channels: Channels can be described as the means for customers to create tickets. Your customers can submit tickets by emails, or through a fully customizable form on your website. Tickets can even be created manually with a phone call, or with the help of live chat.



Channels

Email alias
Incoming emails create tickets

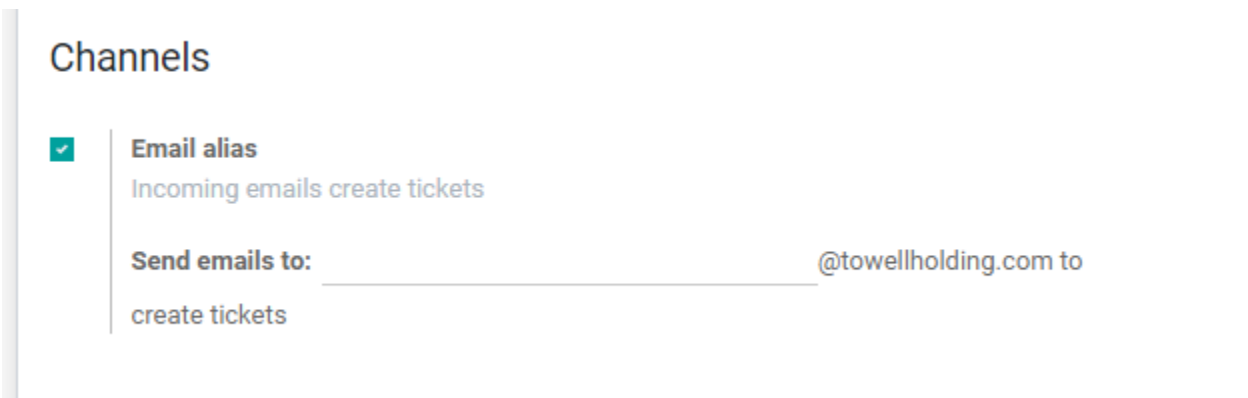
Send emails to: _____ @towellholding.com to create tickets

Live chat ⓘ
Get in touch with your website visitors

Website Form
Submit tickets with an online form

To do this, you have to activate the following features.

Email Alias: This helps the incoming emails to create tickets. Here the subject line of the email and ticket will remain the same.



Channels

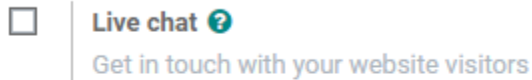
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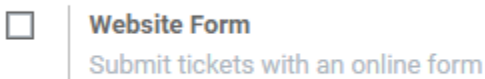
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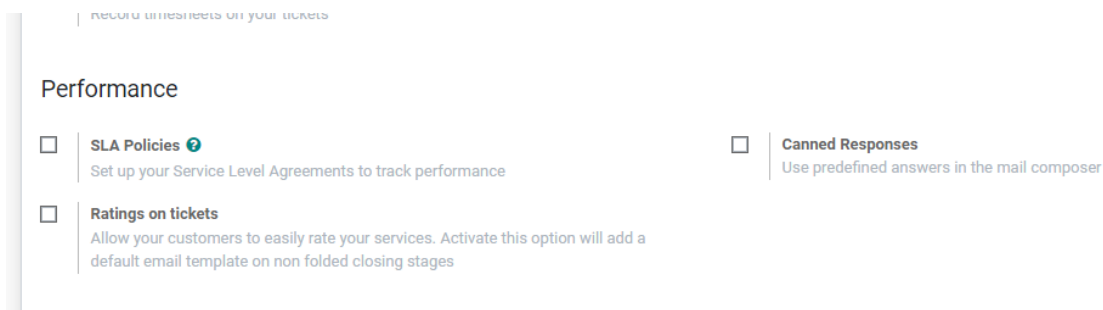
Live Chat: By enabling this option the customers will be able to submit tickets through the live chat option. Customers can use the live chat option and seek the assistance of a live chat operator to create the ticket.



Website Form: The website form helps customers submit a ticket by visiting the website

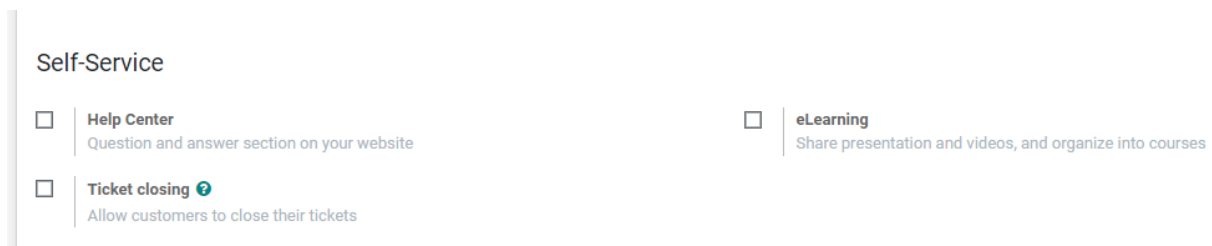


Performances: In the Performances menu, a user can set up the Service Level Agreements to track performance and Canned responses (predefined answers in the mail composer). It also helps to rate tickets (Allow your customers to rate services). Activating this option will add a default email template on non-folded closing stages.



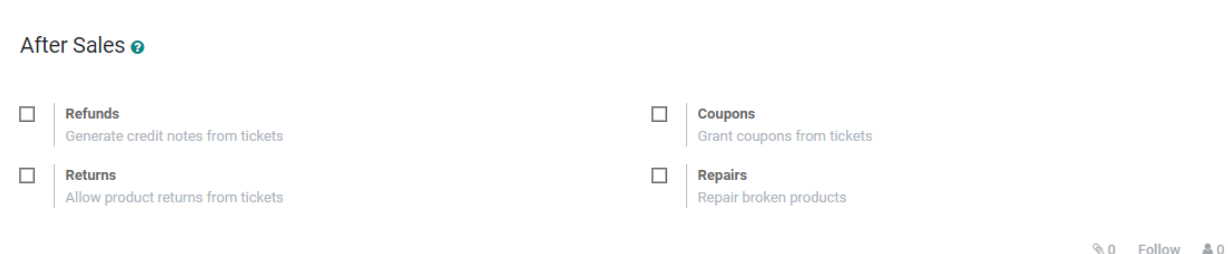
Self-Service

This menu gives the option to set a help centre (A question and answer section on your website), eLearning (This enables to share presentations and videos) and Ticket Closing facility(This feature allows customers to close their tickets when the ticket is solved).



After Sales

After sales give you options like Refunds –This helps to Generate credit notes from tickets, Coupons- Generate coupons from tickets, Returns- Allow product returns from tickets and Repairs-Repair broken products



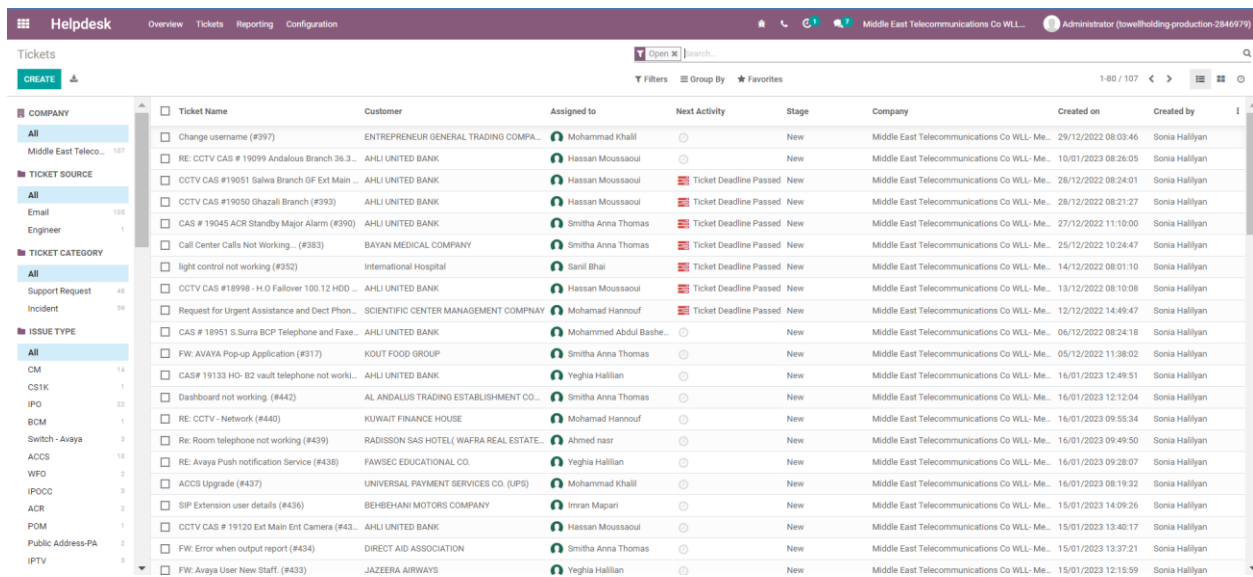
Tickets

A customer can submit tickets by emails, or through a fully customizable form that is available on your website. All these tickets end up in support pipeline of the

company where you can drag and drop them from stage to stage to track the progress of the ticket.

Configuration

Helpdesk > All Tickets



Ticket Name	Customer	Assigned to	Next Activity	Stage	Company	Created on	Created by
Change username (#397)	ENTREPRENEUR GENERAL TRADING COMPAL...	Mohammad Khalil		New	Middle East Telecommunications Co WLL- Me...	29/12/2022 08:03:46	Sonia Hallyjan
RE: CCTV CAS # 19099 Andalous Branch 36.3...	AHLI UNITED BANK	Hassan Moussaoui		New	Middle East Telecommunications Co WLL- Me...	10/01/2023 08:26:05	Sonia Hallyjan
CCTV CAS #19051 Salwa Branch OF Ext Main...	AHLI UNITED BANK	Hassan Moussaoui	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	28/12/2022 08:24:01	Sonia Hallyjan
CCTV CAS #19050 Ohazali Branch (#393)	AHLI UNITED BANK	Hassan Moussaoui	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	28/12/2022 08:21:27	Sonia Hallyjan
CAS # 19045 ACR Standby Major Alarm (#390)	AHLI UNITED BANK	Smitha Anna Thomas	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	27/12/2022 11:10:00	Sonia Hallyjan
Call Center Calls Not Working... (#383)	BAYAN MEDICAL COMPANY	Smitha Anna Thomas	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	25/12/2022 10:24:47	Sonia Hallyjan
light control not working (#352)	International Hospital	Sanil Bhai	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	14/12/2022 08:01:10	Sonia Hallyjan
CCTV CAS #18998 - H O Fallover 100.12 HDD ...	AHLI UNITED BANK	Hassan Moussaoui	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	13/12/2022 08:10:08	Sonia Hallyjan
Request for Urgent Assistance and Decl Phon...	SCIENTIFIC CENTER MANAGEMENT COMPNAY	Mohamad Hannouf	Ticket Deadline Passed	New	Middle East Telecommunications Co WLL- Me...	12/12/2022 14:49:47	Sonia Hallyjan
CAS # 18951 S.Surra BCP Telephone and Fax...	AHLI UNITED BANK	Mohammed Abdul Bashe...		New	Middle East Telecommunications Co WLL- Me...	06/12/2022 08:24:18	Sonia Hallyjan
FW: AVAYA Pop-up Application (#317)	KOUT FOOD GROUP	Smitha Anna Thomas		New	Middle East Telecommunications Co WLL- Me...	05/12/2022 11:38:02	Sonia Hallyjan
CAS# 19133 HD- B2 vault telephone not work...	AHLI UNITED BANK	Yeghia Hallian		New	Middle East Telecommunications Co WLL- Me...	16/01/2023 12:49:51	Sonia Hallyjan
Dashboard not working (#442)	AL ANDALUS TRADING ESTABLISHMENT CO...	Smitha Anna Thomas		New	Middle East Telecommunications Co WLL- Me...	16/01/2023 12:12:04	Sonia Hallyjan
RE: CCTV - Network (#440)	KUWAIT FINANCE HOUSE	Mohamad Hannouf		New	Middle East Telecommunications Co WLL- Me...	16/01/2023 09:55:34	Sonia Hallyjan
Re: Room telephone not working (#439)	RADISSON SAS HOTEL (WAFRA REAL ESTATE...	Ahmed nazr		New	Middle East Telecommunications Co WLL- Me...	16/01/2023 09:49:50	Sonia Hallyjan
RE: Avaya Push notification Service (#438)	FAWSEC EDUCATIONAL CO.	Yeghia Hallian		New	Middle East Telecommunications Co WLL- Me...	16/01/2023 09:28:07	Sonia Hallyjan
ACCES Upgrade (#437)	UNIVERSAL PAYMENT SERVICES CO. (UPS)	Mohammad Khalil		New	Middle East Telecommunications Co WLL- Me...	16/01/2023 08:19:32	Sonia Hallyjan
SIP Extension user details (#436)	BEHBEHANI MOTORS COMPANY	Imran Mapari		New	Middle East Telecommunications Co WLL- Me...	15/01/2023 14:09:26	Sonia Hallyjan
CCTV CAS # 19120 Ext Main Ent Camera (#43...	AHLI UNITED BANK	Hassan Moussaoui		New	Middle East Telecommunications Co WLL- Me...	15/01/2023 13:40:17	Sonia Hallyjan
FW: Error when output report (#434)	DIRECT AID ASSOCIATION	Smitha Anna Thomas		New	Middle East Telecommunications Co WLL- Me...	15/01/2023 13:37:21	Sonia Hallyjan
FW: Avaya User New Staff. (#433)	JAZEERA AIRWAYS	Yeghia Hallian		New	Middle East Telecommunications Co WLL- Me...	15/01/2023 12:15:59	Sonia Hallyjan

To create new ticket, click CREATE button

Helpdesk Overview Tickets Reporting Configuration

Tickets / New

SAVE DISCARD

ASSIGN TO ME

NEW ACKNOWLEDGE IN PROGRESS PAUSE WAITING FOR CUSTOMER SOLVED CANCELLED

0 Other Tickets

Subject...

Ticket ID #

Helpdesk Team **Customer Care**

Assigned to

Ticket Type

Ticket Category

Issue Type

Priority ☆☆☆

Tags

Company **Middle East Telecommunications Co WLL- Metco**

Created on

Created by

Reporting Date

Ticket Source

Customer

Customer Name

Customer Email

Email cc

Mobile

Phone

Resident Engineer

Ticket Time

Start Date (Timesheet)

Contract Details

Sale Order

Project **[Oracle Ref: C/22/00079] - Customer**

SLA is not configured in project.
To Configure : Open Individual Project -> Settings (Tab) -> Helpdesk SLA

Customer Category

Service Type

Sub Service Type

Maintenance Start

Maintenance End

Warranty Start Date

Warranty End Date

Arrival Time

Vendor Tracking ID

In this form the user can select the Helpdesk Team, Assigned To, Ticket Type, Set the priority, and other details.

The user can also categorize tags and assign them.

Fields

Ticket ID # : Ticket Number

Helpdesk Team: Configure the team created from the helpdesk team.

Assigned to: Can assign ticket to the username.

Ticket Type: Can select the ticket type.

Ticket Category: Can select the ticket category.

Issue Type: Can select the issue type.

Priority: Can select the priority.

Tags: Can select the tags.

Company: Can select the company.

Created on: Created on date.

Created by: Created by user.

Reporting Date: Date of reporting.

Ticket Source: Source of the ticket.

Customer: Name of the customer.

Customer Email: Email of the customer.

Email cc: Email cc if needed

Mobile: Mobile of the customer

Phone: Phone of the customer

Resident Engineer :Resident engineer

Ticket Time

Start Date (Timesheet) :Start date of the ticket.

Contract Details

Sale Order:Sale order number.

Project: Select the project.

Customer Category: Select the customer category

Service Type: Select the service type.

Sub Service Type:Select the sub service type.

Maintenance Start:Select the maintenance start date.

Maintenance End: Select the maintenance end date.

Warranty Start Date: Select the warranty Start date.

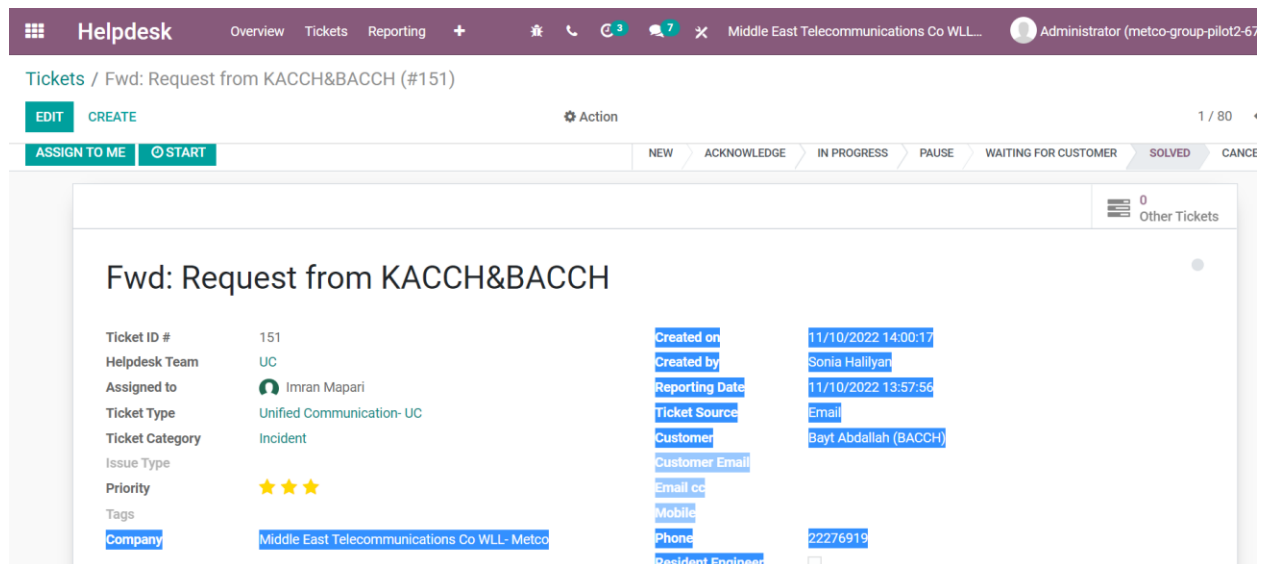
Warranty End Date: Select the warranty End date.

Arrival Time: Select the arrival time.

Vendor Tracking ID: Enter the vendor tracking id.

After finishing the process Click SAVE to mark changes.

Once the ticket is solved, then status automatically changes to solved.



Helpdesk Overview Tickets Reporting + 查 3 7 x Middle East Telecommunications Co WLL... Administrator (metco-group-pilot2-67)

Tickets / Fwd: Request from KACCH&BACCH (#151)

EDIT CREATE Action 1 / 80

ASSIGN TO ME START NEW ACKNOWLEDGE IN PROGRESS PAUSE WAITING FOR CUSTOMER SOLVED CANCEL

0 Other Tickets

Fwd: Request from KACCH&BACCH

Ticket ID #	151	Created on	11/10/2022 14:00:17
Helpdesk Team	UC	Created by	Sonia Halilyan
Assigned to	Imran Mapari	Reporting Date	11/10/2022 13:57:56
Ticket Type	Unified Communication- UC	Ticket Source	Email
Ticket Category	Incident	Customer	Bayt Abdallah (BACCH)
Issue Type		Customer Email	
Priority	★★★	Email cc	
Tags		Mobile	
Company	Middle East Telecommunications Co WLL- Metco	Phone	22276919
		Resident Engineer	<input type="checkbox"/>

Enhanced Communication

In Odoo Helpdesk all communication is centralized in chatter where whole message history is recorded. So the user need not take much effort to find out what has been said and done.

Tickets / Fwd: Request from KACCH&BACCH (#151)

EDIT CREATE

Action

1 / 80 < >

Administrator - 14 days ago
Dear METCO Support Team,

We hope you liked our service. How would you rate it? Your feedback will help us improve our service. We appreciate your feedback. It helps us to improve continuously.
This customer survey has been sent because your ticket has been moved to the stage **Solved**

Administrator - 14 days ago
Stage Changed

- Stage: Waiting for Customer → Solved

Administrator - 14 days ago
Stage Changed

- Stage: Solved → Waiting for Customer

Administrator - 14 days ago
Hello Bayt Abdallah (BACCH),
Please take a moment to rate our services related to the ticket "Fwd: Request from KACCH&BACCH" assigned to **Imran Mapari**. We appreciate your feedback. It helps us to improve continuously.

One can also add a log note, schedule activity to the customer from the help desk.

Ticket Types

The user can also configure Ticket Type with the help of Odoo Helpdesk module.

For this, go to Helpdesk > Configuration > Ticket Type

The user can view the already created tickets here.

Helpdesk Overview Tickets Reporting + Middle East Telecommunications Co WLL... Administrator (metco-group-pilot2-6760490)

Ticket Type Search...

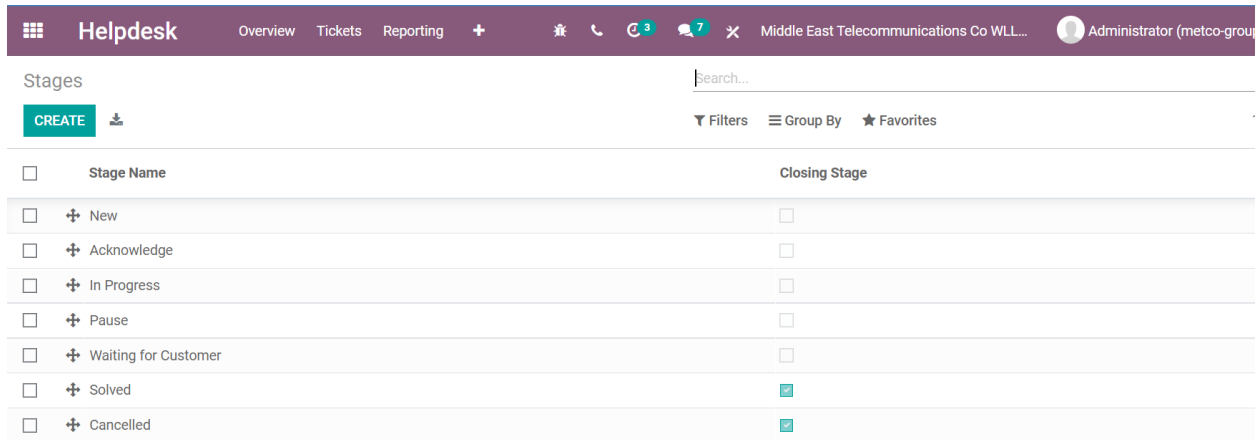
CREATE

Filters Group By Favorites 1-18 / 18 < >

<input type="checkbox"/>	Complete Name	Type	Parent Category
<input type="checkbox"/>	+ Application- AP	Application- AP	
<input type="checkbox"/>	+ Application/Remote Support	Application/Remote Support	
<input type="checkbox"/>	+ Audio Visual- AV	Audio Visual- AV	
<input type="checkbox"/>	+ Cyber Security- CS	Cyber Security- CS	
<input type="checkbox"/>	+ EPC	EPC	
<input type="checkbox"/>	+ IP TV	IP TV	
<input type="checkbox"/>	+ Manage Services- MS	Manage Services- MS	
<input type="checkbox"/>	+ Physical Security	Physical Security	
<input type="checkbox"/>	+ Program and Project Management- PM	Program and Project Management- PM	
<input type="checkbox"/>	+ Public Address	Public Address	
<input type="checkbox"/>	+ ROTA Engineer	ROTA Engineer	
<input type="checkbox"/>	+ SME/Remote Support	SME/Remote Support	

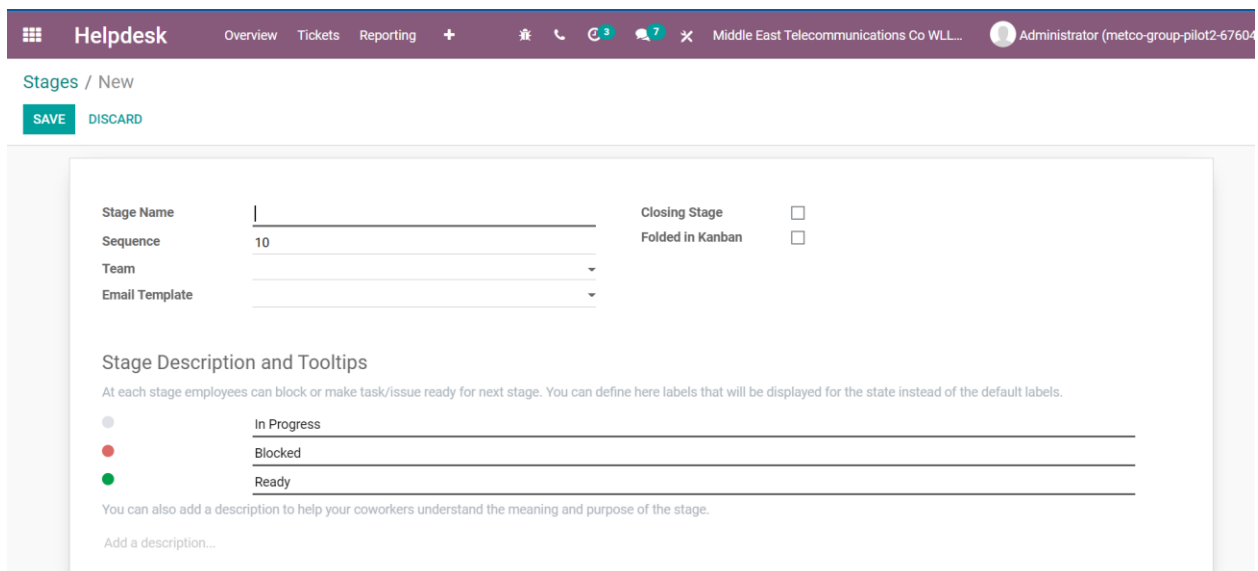
Stages

Stages indicates the status of a ticket. With the help of stages, a user can find if the ticket is new, is it in progress or has been solved. To configure stages, go to Helpdesk> Configuration>Stages



<input type="checkbox"/>	Stage Name	Closing Stage
<input type="checkbox"/>	+ New	<input type="checkbox"/>
<input type="checkbox"/>	+ Acknowledge	<input type="checkbox"/>
<input type="checkbox"/>	+ In Progress	<input type="checkbox"/>
<input type="checkbox"/>	+ Pause	<input type="checkbox"/>
<input type="checkbox"/>	+ Waiting for Customer	<input type="checkbox"/>
<input type="checkbox"/>	+ Solved	<input checked="" type="checkbox"/>
<input type="checkbox"/>	+ Cancelled	<input checked="" type="checkbox"/>

Already created stages are listed in the above given image. To create a new Stage, click the Create button.



Stages / New

SAVE **DISCARD**

Stage Name	<input type="text"/>	Closing Stage	<input type="checkbox"/>
Sequence	10	Folded in Kanban	<input type="checkbox"/>
Team	<input type="text"/>		
Email Template	<input type="text"/>		

Stage Description and Tooltips

At each stage employees can block or make task/issue ready for next stage. You can define here labels that will be displayed for the state instead of the default labels.

- In Progress
- Blocked
- Ready

You can also add a description to help your coworkers understand the meaning and purpose of the stage.

Add a description...

Here, many fields are there.

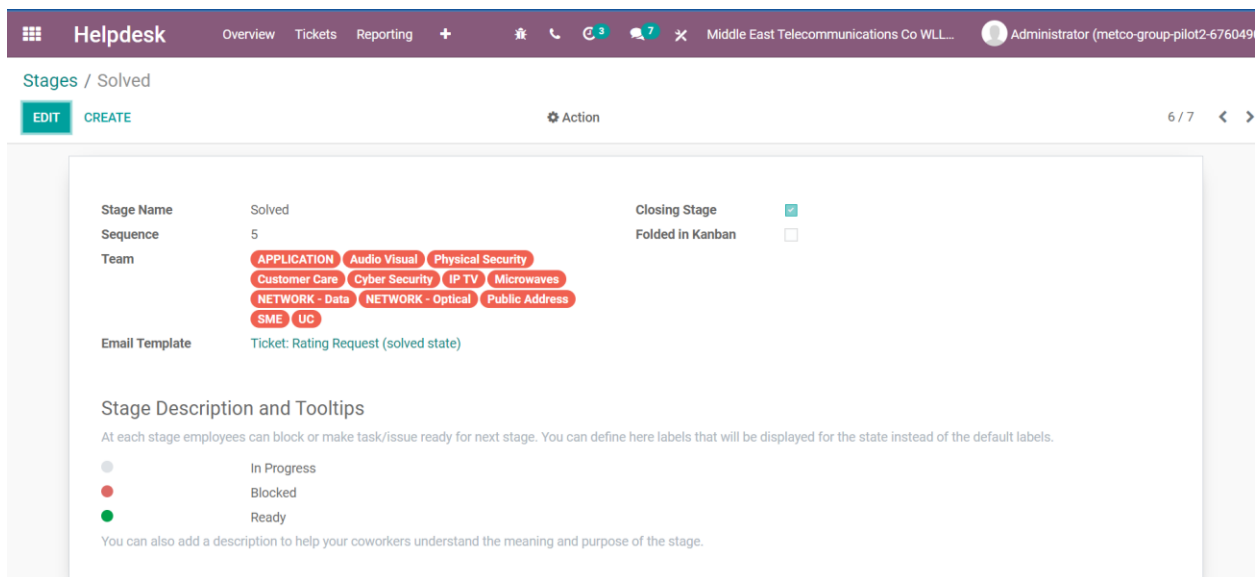
Stage Name: Name of the stage

Team: The team responsible for handling the ticket

Email Template: Select template

Closing Stage: Enable the stage

The employee can block or make a task at any stage.



The screenshot shows the configuration page for a stage named 'Solved' in the SISMATIX Helpdesk. The page includes a navigation bar with 'Helpdesk' and various menu items. The main content area displays the following configuration details:

- Stage Name:** Solved
- Sequence:** 5
- Team:** A collection of red tags representing different departments: APPLICATION, Audio Visual, Physical Security, Customer Care, Cyber Security, IP TV, Microwaves, NETWORK - Data, NETWORK - Optical, Public Address, SME, and UC.
- Email Template:** Ticket: Rating Request (solved state)
- Closing Stage:** Enabled (checkbox checked)
- Folded in Kanban:** Disabled (checkbox unchecked)

Below the configuration details, there is a section titled 'Stage Description and Tooltips'. It explains that at each stage, employees can block or make a task/issue ready for the next stage. It lists three status options with corresponding colored dots:

- In Progress:** Represented by a grey dot.
- Blocked:** Represented by a red dot.
- Ready:** Represented by a green dot.

A note at the bottom of this section states: 'You can also add a description to help your coworkers understand the meaning and purpose of the stage.'

SLA policies

Go to Helpdesk> Configuration> SLA Policies

You will get a window on doing this

<input type="checkbox"/>	SLA Policy Name	Team	Active	Company
<input type="checkbox"/>	Gold (Critical) INC - Application	APPLICATION	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Audio	AUDIO	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Audio Visual	Audio Visual	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Customer Care	Customer Care	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Cyber Security	Cyber Security	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - EPC	EPC1	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - IP TV	IP TV	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Microwaves	Microwaves	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Network - Data	NETWORK - Data	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Network - Optical	NETWORK - Optical	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Physical Security	Physical Security	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco
<input type="checkbox"/>	Gold (Critical) INC - Public Address	Public Address	<input checked="" type="checkbox"/>	Middle East Telecommunications Co WLL- Metco

Here, you can find already created policies. If you want, you can also create new SLA policies. For this, click the Create Button.

SLA Policy Name
 e.g. Close urgent tickets within 36 hours

Apply on

Team: _____

Minimum Priority: ☆☆☆

Ticket Category: _____

Assigned Condition

Assign: Ignore

Working Schedule: _____

Target Stage: _____

0 days 0 hours 0 minutes

Response Condition

Response: Ignore

Working Schedule: _____

Target Stage: _____

0 days 0 hours 0 minutes

Resolution Condition

Reach Stage: _____

Resolution: Ignore

Working Schedule: _____

Policy Name: A name to indicates the time frame to address the ticket

Apply On

Team: The team responsible to handle the ticket

Minimum Priority: the priority with which the ticket has to be addressed

Ticket stage: The stage of the ticket. It indicates whether the ticket is about a question or an issue.

Assigned Condition: SLA Policy for assigning the ticket.

Response Condition: SLA Policy for responding the ticket.

Resolution Condition: SLA Policy for solving the ticket.

Assign: Ignore Working Schedule: set it true, if needed to ignore working schedule.

Target stage: It can either be reaching stage or assigning ticket

Reach in: the number of days or hours that will be taken to reach the ticket

Helpdesk Overview Tickets Reporting + Middle East Telecommunications Co WLL... Administrator (metco-group-pilot2-676049)

SLA Policies / Gold (Critical) INC - Application

EDIT CREATE Action 1 / 80 < >

Gold (Critical) INC - Application

Apply on

Team APPLICATION
 Minimum Priority ★★★★★
 Ticket Category Incident

Assigned Condition

Assign: Ignore
 Working Schedule
 Target Stage New
 0 days
 0 hours
 15 minutes

Response Condition

Response: Ignore
 Working Schedule
 Target Stage Acknowledge
 0 days
 2 hours
 0 minutes

Resolution Condition

Reach Stage Solved
 Resolution: Ignore
 Working Schedule

Ticket Source

Ticket source Can be created from here.

Helpdesk Overview Tickets Reporting + Middle East Telecommunications Co WLL... Administrator (metco-group-pilot2-676049)

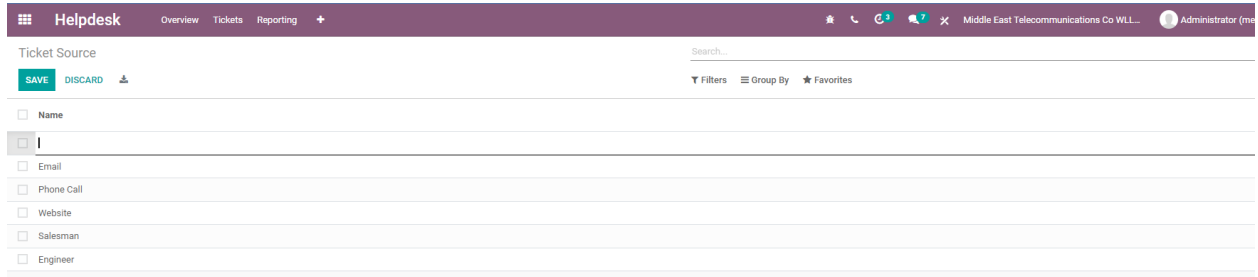
Ticket Source

CREATE + Search... 1-5 / 5 < >

Filters Group By Favorites

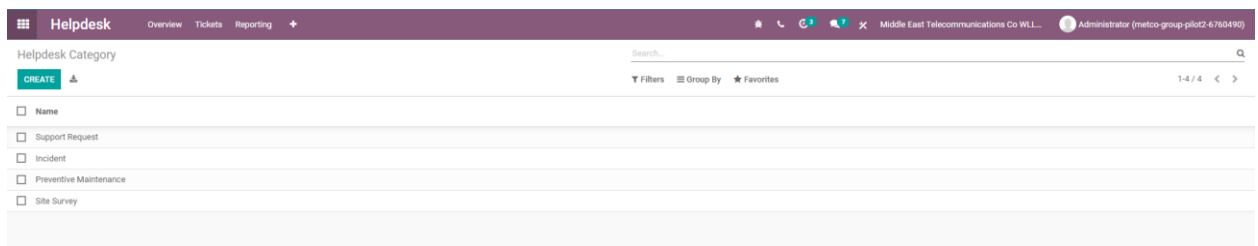
- Name
- Email
- Phone Call
- Website
- Salesman
- Engineer

Click on create and you can add sources.

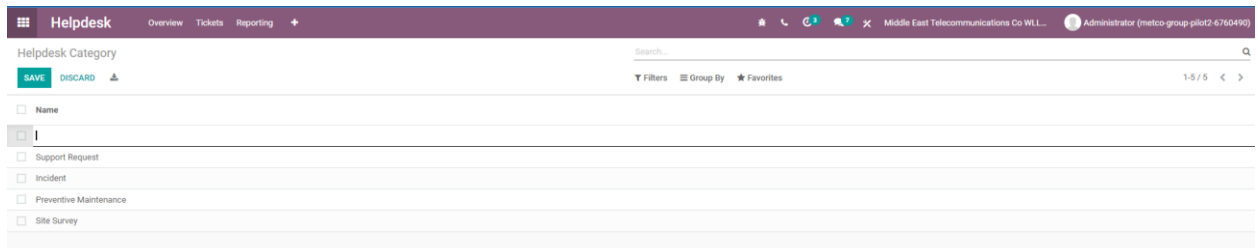


Helpdesk Category

Helpdesk Category Can be created from here.



Click on create and you can add Helpdesk Category.



Helpdesk Issue Type

Helpdesk issue type can be created from here.

Helpdesk Overview Tickets Reporting +

Helpdesk Issue Type

CREATE

Filters Group By Favorites

1-30 / 30

Name
<input type="checkbox"/> CM
<input type="checkbox"/> CS1K
<input type="checkbox"/> Cisco
<input type="checkbox"/> IPO
<input type="checkbox"/> Nonstar
<input type="checkbox"/> BCM
<input type="checkbox"/> Protues
<input type="checkbox"/> Switch - Extreme
<input type="checkbox"/> Switch - Cisco
<input type="checkbox"/> Switch - Aruba
<input type="checkbox"/> Switch - Avaya
<input type="checkbox"/> Security - Check Point
<input type="checkbox"/> Security - Firewall
<input type="checkbox"/> Security - Fortinet
<input type="checkbox"/> Security - SD1
<input type="checkbox"/> AADC
<input type="checkbox"/> IVR
<input type="checkbox"/> ACCS
<input type="checkbox"/> Telestrat
<input type="checkbox"/> WFO

Service Sub Type

Service sub type can be created from here.

Helpdesk Overview Tickets Reporting +

Service Sub Type

CREATE

Filters Group By Favorites

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Name	Service Sub Type
<input type="checkbox"/> Protues	Unified Communication (UC)- enterprise1
<input type="checkbox"/> Cisco	Unified Communication (UC)- enterprise1
<input type="checkbox"/> CS1K	Unified Communication (UC)- enterprise1
<input type="checkbox"/> CM	Unified Communication (UC)- enterprise1
<input type="checkbox"/> Security - SD1	Network
<input type="checkbox"/> Security - Fortinet	Network
<input type="checkbox"/> Security - Firewall	Network
<input type="checkbox"/> Security - Check Point	Network
<input type="checkbox"/> Switch - Avaya	Network
<input type="checkbox"/> Switch - Aruba	Network
<input type="checkbox"/> Switch - Cisco	Network
<input type="checkbox"/> Switch - Extreme	Network
<input type="checkbox"/> CBA	Application
<input type="checkbox"/> POM	Application
<input type="checkbox"/> CMS	Application
<input type="checkbox"/> Elite	Application
<input type="checkbox"/> ACR	Application
<input type="checkbox"/> IPOCC	Application
<input type="checkbox"/> Teleopti	Application
<input type="checkbox"/> WFO	Application
<input type="checkbox"/> Telestrat	Application

Click on create and you can add name and service sub type.

Service Sub Type	
Name	Service Sub Type
<input type="checkbox"/>	
<input type="checkbox"/> Protues	Unified Communication (UC)-enterprise1
<input type="checkbox"/> Cisco	Unified Communication (UC)-enterprise1
<input type="checkbox"/> CS1K	Unified Communication (UC)-enterprise1
<input type="checkbox"/> CM	Unified Communication (UC)-enterprise1
<input type="checkbox"/> Security - SD1	Network
<input type="checkbox"/> Security - Fortinet	Network
<input type="checkbox"/> Security - Firewall	Network
<input type="checkbox"/> Security - Check Point	Network
<input type="checkbox"/> Switch - Avaya	Network
<input type="checkbox"/> Switch - Aruba	Network
<input type="checkbox"/> Switch - Cisco	Network
<input type="checkbox"/> Switch - Extreme	Network
<input type="checkbox"/> CBA	Application
<input type="checkbox"/> PCM	Application
<input type="checkbox"/> CMS	Application

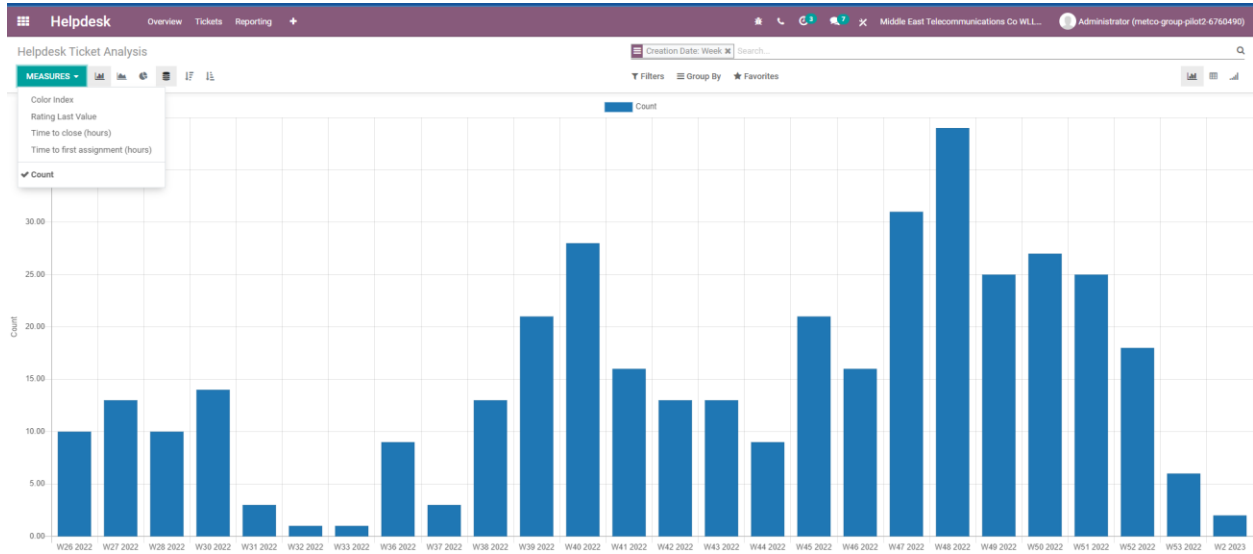
Reporting

Helpdesk module helps to generate reports in an easy to understand manner. This module helps to generate two types of reports.

Ticket Analysis

This feature can be utilised by going to Helpdesk> Reporting> Ticket Analysis.

We can set different measures for ticket analysis. The measures are Colour Index, Rating Last Value, Time to Close, Time to first assignment and count



SLA Status Analysis

This helps the user to analyse the SLA or Service Level Agreement Analysis. These can be analysed in spreadsheet format. The report for a particular period can be accessed easily. The tickets failed and SLA status failed can be viewed for each helpdesk team. Various measures including Day to reach SLA, Open Time, Time to close and Time to first assignment and count can be viewed.

SLA Status Analysis

MEASURES ▾
INSERT IN SPREADSHEET
⇌
+
↓

	- Total						
	+ June 2022		+ July 2022		+ August 2022		+ S
	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Ticket Failed	SLA Status Failed	Tick
- Total	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
+ APPLICATION			<input type="checkbox"/>	<input type="checkbox"/>			
+ EPC1							
+ Audio Visual							
+ Physical Security	<input type="checkbox"/>	<input type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
+ Customer Care	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
+ IP TV							
+ Microwaves							
+ NETWORK - Data							
+ Public Address							
+ SME	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
+ UC			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	