

# Ticket Management For ServiceDesk Manager

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# How To Login

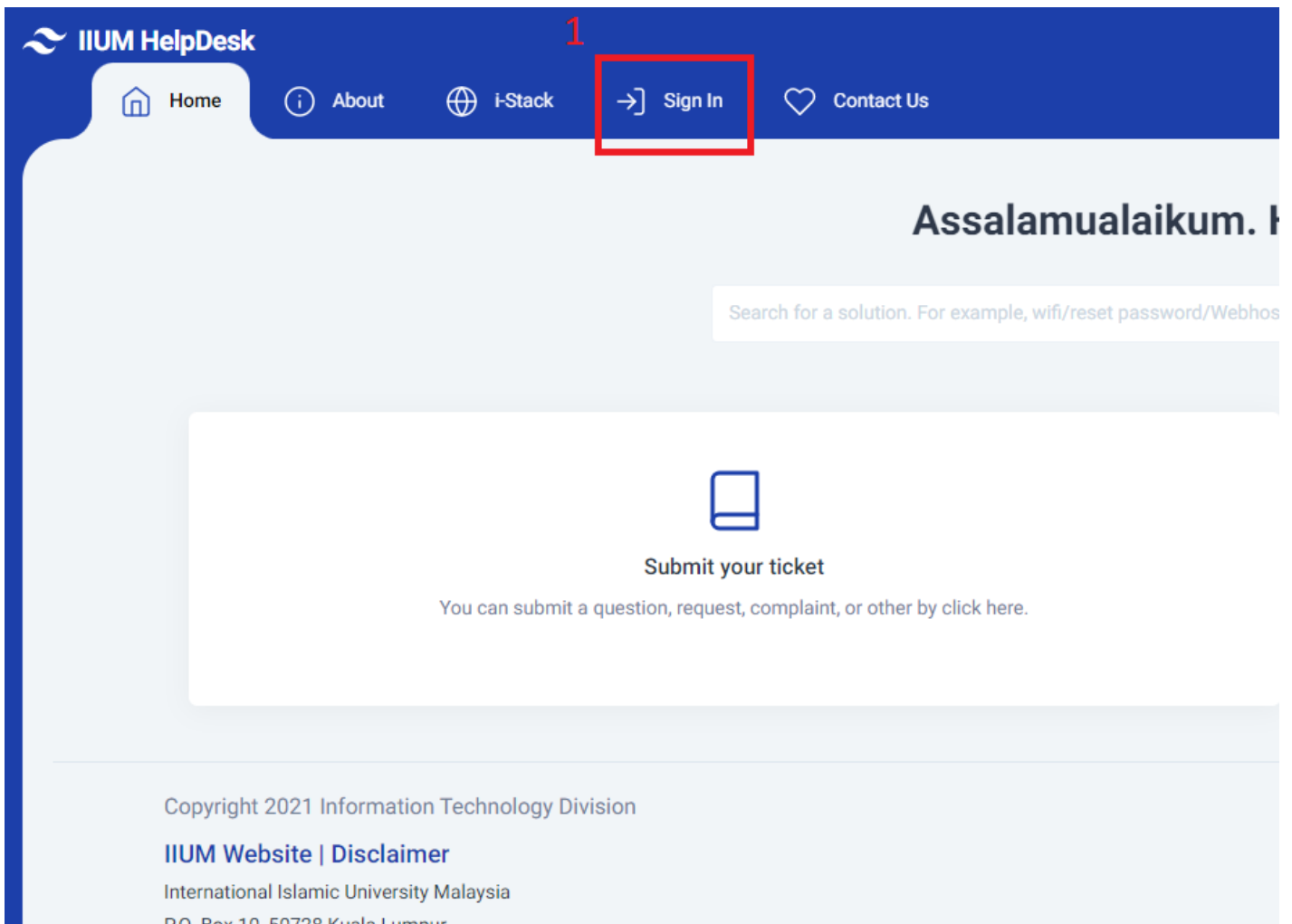
## Two Ways

1) Click on this link: Ticket Listing (iium.edu.my)

Or

2) Click on the **Sign In [1]**, then click on **IIUM Community [2]**. Click on the **Administrator [3]** and then click on **Ticket Management [4]**.

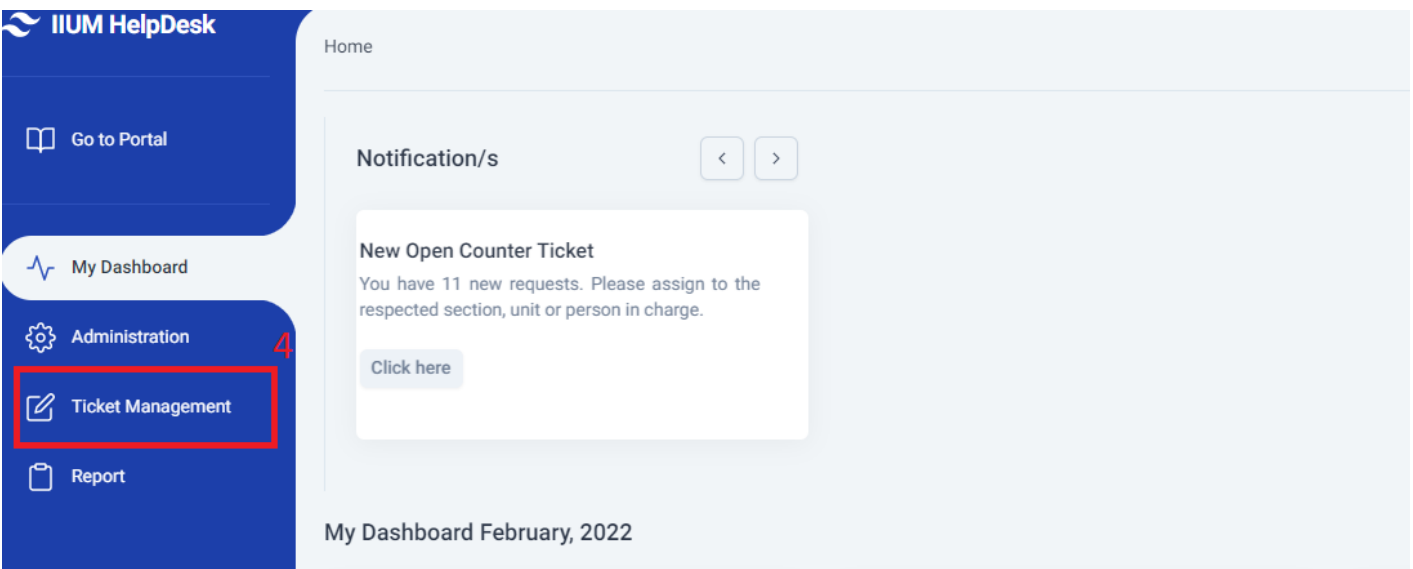
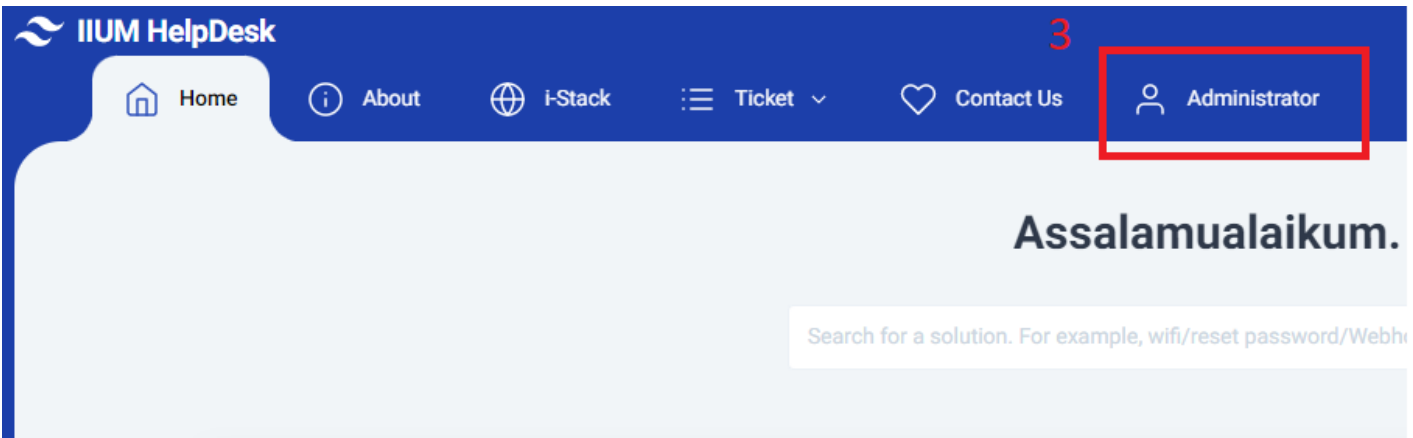
**Notes: Login is using CAS credentials.**



The screenshot shows the IIUM HelpDesk website interface. The top navigation bar is dark blue and contains the following elements from left to right: the IIUM logo, the text "IIUM HelpDesk", a "Home" button with a house icon, an "About" button with an information icon, an "i-Stack" button with a globe icon, a "Sign In" button with a right-pointing arrow icon (highlighted with a red box and a red number "1" above it), and a "Contact Us" button with a heart icon. Below the navigation bar, the main content area is light blue and features the greeting "Assalamualaikum. B" on the right. A search bar is present with the placeholder text "Search for a solution. For example, wifi/reset password/Webhos". In the center, there is a white box containing a blue icon of a document with a checkmark, the text "Submit your ticket", and a link: "You can submit a question, request, complaint, or other by click here." The footer at the bottom contains the text: "Copyright 2021 Information Technology Division", "IIUM Website | Disclaimer", "International Islamic University Malaysia", and "P.O. Box 10, 50728 Kuala Lumpur".

For students and staff of IIUM, please log in using IIUM ID by clicking the button IIUM Community.

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# 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**

NO	TICKET DETAILS [2]	REQUESTER [3]	[4] DEADLINE	STATUS [5]	AGENT [6]
1	<b>IIUM-0322-0F19D : ITD-RMSV2 - Kulliyah Monitoring</b> [2.a] got some error Created on : 16 Mar 2022 6 days ago <span>Issue</span>	RAJA NUR SABRINA BINTI RAJA AHMAD SHAH (Staff) 9767 RESEARCH MANAGEMENT CENTRE		<span>●</span> <span>●</span>	
2	<b>IIUM-0322-20593 : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem</b> [2.b] Kindly look into the error of the extension letter and do the needful. Created on : 15 Mar 2022 1 week ago <span>Incident</span>	SUZANAH BINTI UMAR (Staff) 1446 RESEARCH MANAGEMENT CENTRE	<b>[4.a]</b> 22 Mar 2022	<span>●</span> <span>●</span>	FATHUL ARIF BIN KAMARUDIN (fathularif)
3	<b>IIUM-0322-321AE : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem</b> Kindly look into the error of the extension letter and do the needful. Created on : 15 Mar 2022 1 week ago <span>Incident</span>	SUZANAH BINTI UMAR (Staff) 1446 RESEARCH MANAGEMENT CENTRE	28 Mar 2022	<span>●</span> <span>●</span>	ABU HURAIRAH BIN A. MANAF (hurairah)
4	<b>IIUM-0322-B5143</b> vc Created on : 07 Mar 2022 2 weeks ago <span>Complaint</span>	ARSITO HEFZY RAFDANDITO (Student) 1923139 IRKHS		<span>●</span> <span>●</span>	
5	<b>IIUM-0322-0786F : ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem</b> 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 <span>Issue</span>	SHAHRLU NA'IM BIN SIDEK (Staff) 3028 KULLIYAH OF ENGINEERING	10 Mar 2022	<span>●</span> <span>●</span>	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

The screenshot shows a search interface with a search input field labeled 'Search...' and a red '[1]' next to it. To the right of the input field are three buttons: a red 'Overdue' button with a red '[2]' above it, a yellow 'Due Today' button with a red '[3]' above it, and a light blue 'Clear' button with a red '[4]' above it.

## 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

# Ticket View

**IIUM-0322-0786F** : ITD-RMSV2 - Research Applications - Application and System - Application/Reports/Statistics Problem [1]

#IIUM Gombak Campus #Kulliyah [2]

## Description [3]

Hope this email reach you well. I just want to update on the closing report of one of my grants. The following and the second-3rd reminder triggered from the system for me to respond.

I have attempted several times to close but the system keeps giving me this error:

## Specific Location [4]

rmsv2

Requester: [5]  
SHAHRUL NA'IM BIN SIDEK  
3028  
KULLIYAH OF ENGINEERING  
Staff  
snaim@iium.edu.my

[6]  
Created at: 07 Mar 2022  
Updated at: 16 Mar 2022  
1 week ago 4 hours ago

Post a comment... [7]

Choose Files No file chosen

[8]

Drop file(s) here

Activities [10]

[9]

## Ticket Info

- [1] shows the **Ticket ID, Service Name, Service Category, and Service Details**
  - **Ticket ID** is always available. However, **Service Name** only appeared if it has been

set by **Supervisor or ServiceDesk Manager**

- **Service Detail** only appeared if both an **Agent** and **Service Specification** has been assigned. Assigning an **Agent and Service Specification** can be performed by an **Agent, Supervisor or ServiceDesk Manager.**
- **[2]** shows the **Campus and Location** of the ticket
- **[3]** shows the **Description** of the ticket. Clicking on the header can toggle open and close
- **[4]** shows the **Specific Location** of the ticket. Clicking on the header can toggle open and close
- **[5]** shows the **Requester's Detail** of the ticket.
- **[6]** shows the **Date Created and Date Updated** of the ticket.
  - **Attachment** may be included by requester which appears below **[5]** and **[6]**.  
Clicking on the attachment will open a new window to view the attachment
- **[7]** shows an input field **to provide progress, comment, or info** for the ticket
- **[8]** shows an input field **to upload attachments** when **providing progress, comment, or info** for the ticket
- **[9]** shows the **Submit** button to submit the **progress, comment, info, or attachments** for the ticket. This button can be used alongside with **Update Ticket** button to update the ticket
- **[10]** shows the **Activities** of the ticket. Clicking the **Toggle Activities** button will open or close the **Activities**

## Ticket Activities



FATHUL ARIF BIN KAMARUDIN Assign

07 Mar 2022 1 week ago

updates ticket's details.

Need to test email queue

PIC FATHUL ARIF BIN KAMARUDIN



FATHUL ARIF BIN KAMARUDIN Assign

07 Mar 2022 1 week ago

updates ticket's details.

Oke 😊

PIC FATHUL ARIF BIN KAMARUDIN



HASLINA BINTI SHAMSUDDIN Assign [1]

07 Mar 2022 1 week ago

updates ticket's details.

Could you please check the appointment of the following GRAs? For your information the status of the project is completed (15-11-2019).

The appointment of the GRAs are as follows:

1. Husna Amira Binti Hassan (1st January 2021 - 28th February 2021) [2]
2. Salmah Bt Ahmad (1st December 2020 - 31st January 2021)

Attached are the appointment letters for your reference. Thank you.

PIC FATHUL ARIF BIN KAMARUDIN [3]



- [1] shows the **Agent's/Requester's Name and Ticket Status** of the ticket
- [2] shows the **description, progress, comment, or info** of the ticket
- [3] shows the **PIC** of the ticket
- [4] shows the **Attachments** of the ticket

## Ticket Details

The screenshot shows a ticket management interface. At the top, there is a blue header bar with the text 'OPEN [1]' on the left and '[2] DUE' on the right. Below this, a white dropdown menu displays 'Work In progress [3]' with a downward arrow. The main content area is titled 'Ticket's Details [4]' and includes a 'Refresh' button. Below the title, there are several dropdown menus for 'Type' (Incident), 'Priority' (Normal), 'Report To' (ICT Services Help Desk - ITD), and 'Workgroup' (Research Management Services). At the bottom, there are two text labels: 'Service Category' (Application and System) and 'Service Name' (ITD-RMSV2 - Research Applications : Applic).

- **[1]** shows the ticket's **State**. It will show **Open** until the ticket's status is changed to **Canceled** or **Closed**. The ticket's **State** then will reflect a similar status
- **[2]** shows the status of **Due** or **Overdue** if the **Due Date** has been reached or exceeded respectively
- **[3]** shows the current **Ticket Status**. **Agent, Supervisor, and ServiceDesk Manager** can change its status

- **[4]** shows the overall ticket's details which can be changed by **ServiceDesk Manager**.
  - All details can be changed by **ServiceDesk Manager**
  - Since an **Agent** cannot change the details of the **Ticket Type, Priority, and Service Name**, it is the responsibility of the **Supervisor** to help make those changes on **Agent's** behalf.
  - However, **Supervisor** cannot change the **Report To and Workgroup**. **ServiceDesk Manager** is responsible to help make those changes (**Report To and Workgroup**) on **Supervisor's and Agent's** behalf

The screenshot shows a ticket details form with the following fields and annotations:

- Service Spec** [5]: A dropdown menu showing "Application/Reports/Statistics Problem".
- Assigned To** [6]: A dropdown menu showing "FATHUL ARIF BIN KAMARUDIN".
- Extend Due Date** [7]: A date input field showing "10 Mar, 2022" with a red note "[PLEASE EXTEND DUE DATE]" below it.
- Current Due Date** [8]: A date input field showing "10 Mar 2022".
- Last Updated**: A text field showing "6 hours ago".
- Opened since** [9]: A text field showing "1 week ago".
- Update Ticket**: A blue button at the bottom of the form.

- **[5]** shows the **Service Specification** of the ticket. If selected, the **PIC** must also be selected
  - The **Service Specification list** is dependent on the **Service Name**
  - As such, if the **Service Name** is **not specified**, the **Service Specification list** will **show empty**

- If that is the case, the **Supervisor** can help to specify the **Service Name only** or **Service Name, Service Specification, and PIC** altogether
- **[6]** shows the **PIC** of the ticket. If selected, the **Service Specification** must also be selected
  - The list shows the **Unit Members, Unit Supervisor, and ServiceDesk Manager** of the same **KCDIO**
  - If the ticket is **wrongly assigned** to the **Unit or KCDIO**, an **Agent or Supervisor** can assign the ticket to **the ServiceDesk Manager**. Providing justification via the comment section is recommended
- **[7]** shows **Extend Due Date** field.
  - An **Agent, Supervisor, or ServiceDesk Manager** is allowed to extend the due date if the **Due Date** has been reached or exceeded or the **Current Due Date** needs to be extended for any particular reason
  - **[PLEASE EXTEND DUE DATE]** will be shown if the **Due Date** has been reached or exceeded
- **[8]** shows the **Current Due Date**. The default color is **yellow** and will change to **red** if the **Due Date** has been reached or exceeded
- **[9]** shows **Update Ticket** button. This button can be used alongside with **Submit** button to update the ticket

# Ticket Create

## Create A Ticket

-- All Units -- [1] Research Management Services [New Ticket](#)

- Navigate to **Ticket Management** and click on the **New Ticket button**.

## Describe the Ticket

Submit Ticket

Ticket Type \* [1]

User Type \* [2]

Requester Email \* [3]   
The requesterid field is required.

[3.a]

Report To \* [4]

Workgroup \* [5]

Service Name [6]

Service Spec [7]   
If selected, PIC must be selected. Else leave it empty or select -Please Select-

Assigned To [8]   
If selected, Service Spec must be selected. Else leave it empty or select -Please Select-

Priority [9]

Campus \* [10]

Location \* [11]

Location Specified \* [12]

You must specified the exact location. [13]

Message \*   
You must specify the issue/reason for this ticket.

No file chosen

[14]

Video URL [15]

[16]

- [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