

How Manager Manage New Ticket From User?

The manager will receive a notification of a new ticket assigned to their KCDIO.

The notification is shown below.



Dear Dato'/Prof./Assoc. Prof./Dr./Madam/Brother/Sister,

You have a request/report logged to your counter with the following details:

Ticket No : IIUM-0722-66F88
Request By : Adiba [REDACTED] (21 [REDACTED])
Department/Kulliyah : KULLIYAH OF ISLAMIC REVEALED KNOWLEDGE AND HUMAN SCIENCES
Description :

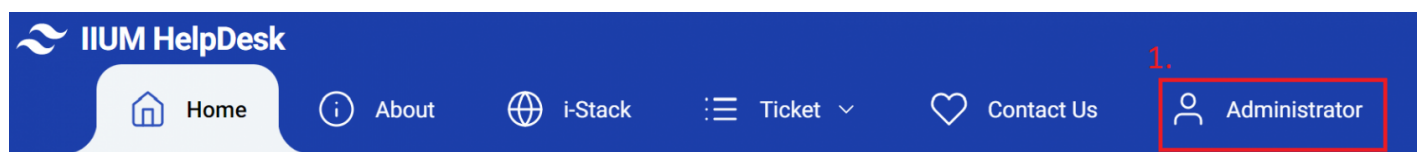
I had a problem to view result in the imaluum.

Please keep your ticket number. You will need it to check on the status of your request/report. To check
*Please take note that the time to resolve problems of our services is dependent on the Service Level A

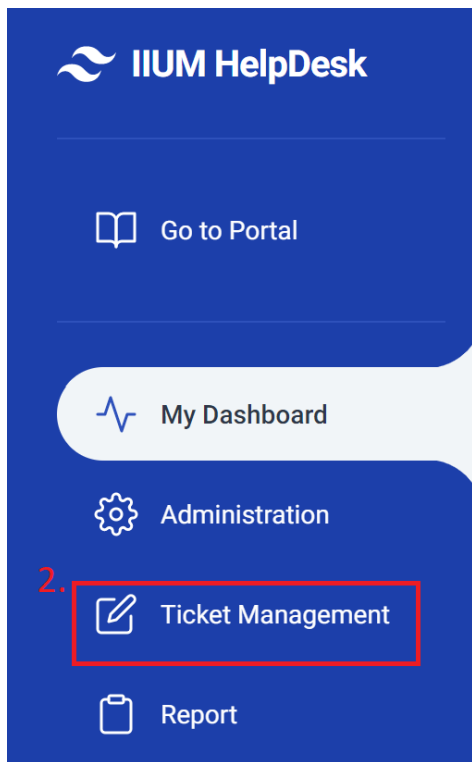
The manager logs in to the IIUM HelpDesk to view and manage the ticket.

Click Here

1. On top of the portal, click the menu **Administrator**

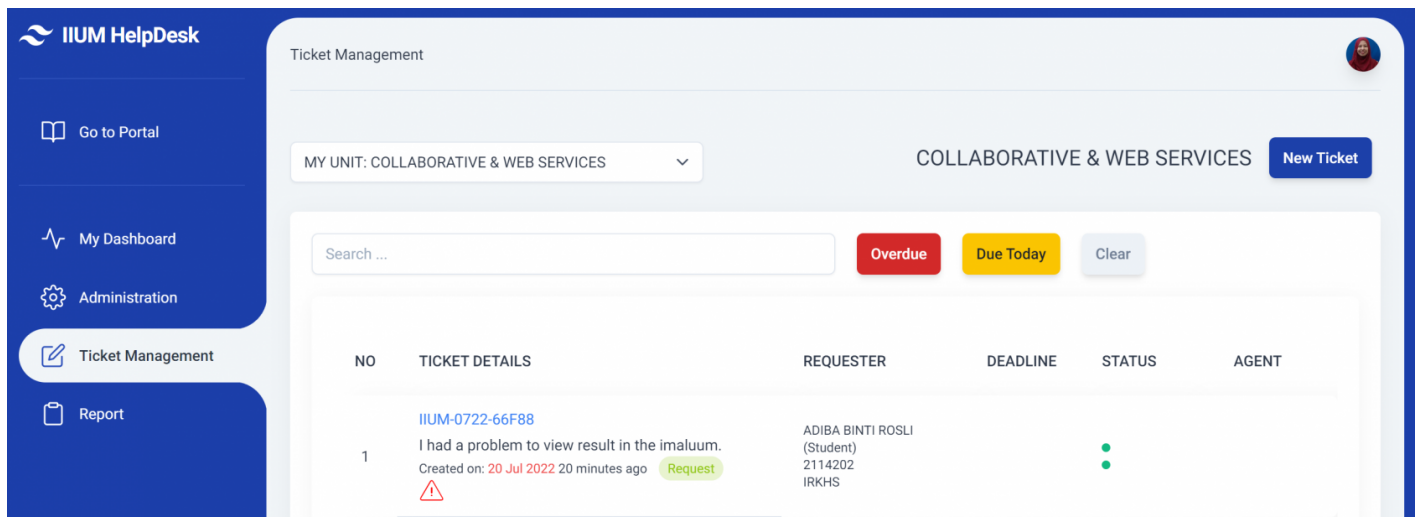


2. Click the menu **Ticket Management**



The view of ticket management is shown below.

The manager may click Ticket Listing for more details on ticket management.



3. The manager may filter or search the new ticket by typing **new** in the form. A new ticket will have the **warning triangle icon**. Click the new ticket to manage and assign it to the workgroup or unit.

IIUM HelpDesk

Ticket Management

MY UNIT: COLLABORATIVE & WEB SERVICES

COLLABORATIVE & WEB SERVICES [New Ticket](#)

3(a)

new Overdue Due Today Clear

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	IIUM-0722-66F88 I had a problem to view result in the imaluum. 3(b) Created on: 20 Jul 2022 27 minutes ago Request ⚠	ADIBA BINTI ROSLI (Student) 2114202 IRKHS		⋮	

The view of the ticket is shown below.

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

IIUM HelpDesk

Ticket Management > Edit

IIUM-0722-66F88 : - -

#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:
AD [redacted]
211 [redacted]
IRKHS
Student
[redacted]@live.iium.edu.my
0111111111

Created at:
20 Jul 2022
36 minutes ago

OPEN

New

Ticket's De... Refresh

Type
Request

Priority
Normal

Report To
ICT Services Help Desk -

Workgroup
-Please Select-

Service Name
-Please Select-

Service Spec
-Please Select-

Assigned To
-Please Select-

Root Cause (Optional)
-Please Select-

Last Updated
36 minutes ago

Opened since
36 minutes ago

Update Ticket

Post a comment...

Choose Files | No file chosen

Drop file(s) here

Submit

Close Activity

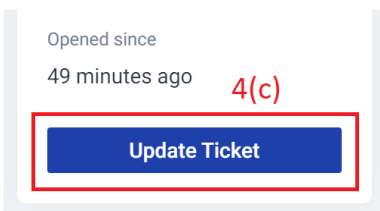
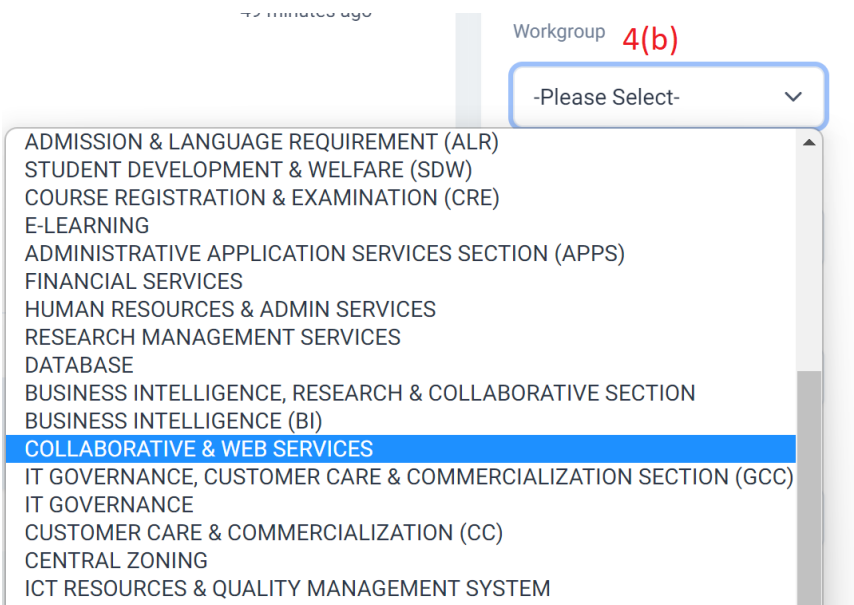
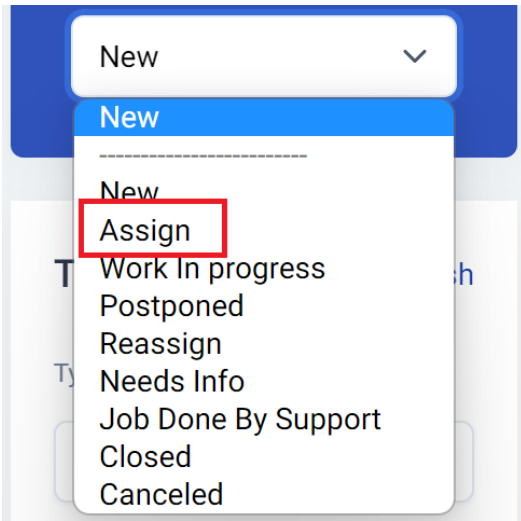
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4. There are some items to be selected by the manager to update the ticket

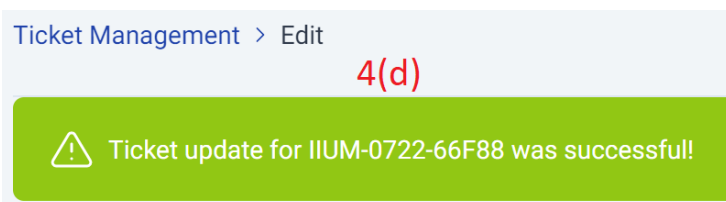
a) Status of ticket: **Assign**

b) Workgroup or unit: For example **Collaborative & Web Services**

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



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



5. Next, the ticket will assign to the person in charge

a) The team leader or supervisor may assign the ticket to the person in charge

OR

b) The person in charge may pick up the ticket in the ticket management

[Click Here](#)

Revision #5

Created Wed, Jul 20, 2022 9:00 AM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Wed, Jul 20, 2022 10:22 AM by FITRATUL NOVIDA BINTI DASRIZAL