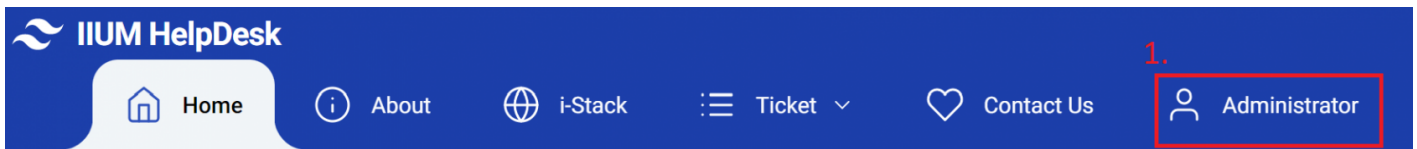


Manager Close The Ticket

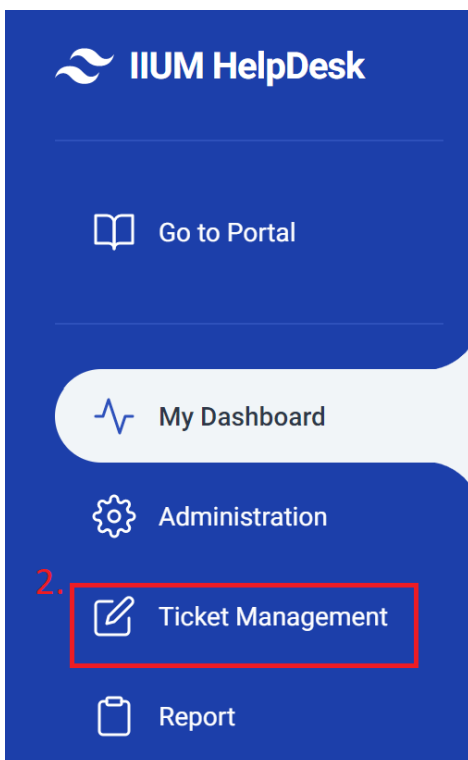
The manager logs in to the IIUM HelpDesk to view and manage the ticket.

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.

The screenshot shows the IIUM HelpDesk interface. On the left is a navigation menu with options: Go to Portal, My Dashboard, Administration, Ticket Management (highlighted), and Report. The main area is titled 'Ticket Management' and shows 'MY UNIT: COLLABORATIVE & WEB SERVICES' and 'COLLABORATIVE & WEB SERVICES' with a 'New Ticket' button. A search bar contains 'Search ...' with buttons for 'Overdue', 'Due Today', and 'Clear'. Below is a table of tickets:

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

3. The manager may filter or search the ticket by typing **JDS** in the form. Click the ticket to close the ticket.

The screenshot shows the same IIUM HelpDesk interface, but the search bar now contains 'jds'. The search results are filtered to show one ticket:

NO	TICKET DETAILS	REQUESTER	DEADLINE	STATUS	AGENT
1	<p>IIUM-0722-66F88 : i-Ma'luum Student Portal - Application System/Reports/Statistics Problem</p> <p>I had a problem to view result in the imaluum.</p> <p>Created on: 20 Jul 2022 4 hours ago Request</p>	ADIBA BINTI ROSLI (Student) 2114202 IRKHS	26 Jul 2022	●	MUHAMMAD AIMAN HAKIM BIN JOHAR Unit: 4130 (aimanhakim)

The view of the ticket is shown below.

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



Go to Portal

My Dashboard

Administration

Ticket Management

Report

IIUM-0722-66F88 : i-Ma'luum Student Portal - Application and System - Application System/Reports/Statistics Problem

#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:

ADIBA BINTI ROSLI
2114202
IRKHS
Student
adiba.ar@live.iium.edu.my
0111111111

Created at: 20 Jul 2022 3 hours ago
Updated at: 20 Jul 2022 29 seconds ago



Activities

Close Activity



MUHAMMAD AIMAN HAKIM BIN JOHAR Job Done By Support

20 Jul 2022 6 seconds ago

updates ticket's details.

The issue is solved. The student can view and print the result.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR



ADIBA BINTI ROSLI Work In progress

20 Jul 2022 29 minutes ago

updates ticket's details.

Can the issue solved quickly as I need to print the result for my application.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR



MUHAMMAD AIMAN HAKIM BIN JOHAR Work In progress

20 Jul 2022 48 minutes ago

updates ticket's details.

There is a problem with the package. We will check the package with the team database.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

Showing 1 to 3 of 5 results

< 1 2 >

OPEN

Job Done By Support

Ticket's De... Refresh

Type

Request

Priority

Normal

Helpdesk

ICT Services Help Desk - ITD

Workgroup

Collaborative & Web Service

Service Category

Application and System

Service Name

i-Ma'luum Student Portal

Service Spec

Application System/Reports

Assigned To

MUHAMMAD AIMAN HAKIM

Root Cause (Optional)

-Please Select-

Last Updated

30 seconds ago

Opened since

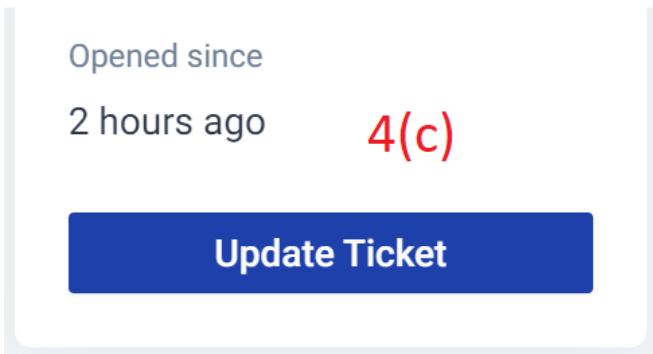
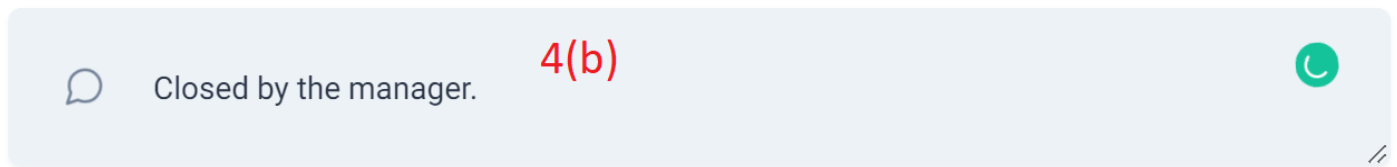
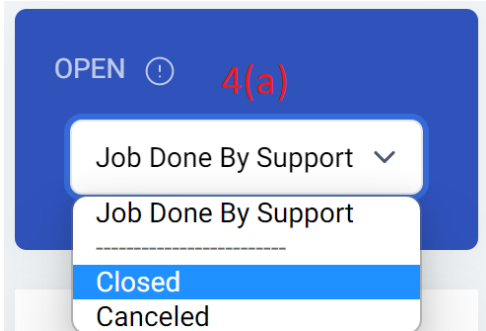
3 hours ago

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

a) Status of ticket: **Close**

b) Ticker Progress: For example, **Closed by the manager.**

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



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



Ticket update for IIUM-0722-66F88 was successful!

Go to Portal

My Dashboard

Administration

Ticket Management

Report

IIUM-0722-66F88 : i-Ma'luum Student Portal - Application and System - Application System/Reports/Statistics Problem

#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:
ADIBA BINTI ROSLI
2114202
IRKHS
Student
adiba.ar@live.iium.edu.my
0111111111

Created at: 20 Jul 2022 4 hours ago
Updated at: 20 Jul 2022 1 second ago



Activities

Close Activity

FITRATUL NOVIDA BINTI DASRIZAL Closed
20 Jul 2022 1 second ago
updates ticket's details.
Closed by the manager.
PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

MUHAMMAD AIMAN HAKIM BIN JOHAR Job Done By Support
20 Jul 2022 21 minutes ago
updates ticket's details.
The issue is solved. The student can view and print the result.
PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

ADIBA BINTI ROSLI Work In progress
20 Jul 2022 50 minutes ago
updates ticket's details.
Can the issue solved quickly as I need to print the result for my application.
PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

Showing 1 to 3 of 6 results

CLOSED
Closed

Ticket's De... Refresh

Type: Request

Priority: Normal

Report To: ICT Services Help Desk - ITD

Workgroup: Collaborative & Web Service

Service Category: Application and System

Service Name: i-Ma'luum Student Portal

Service Spec: Application System/Reports

Assigned To: MUHAMMAD AIMAN HAKIM

Root Cause (Optional):

Last Updated: 2 seconds ago

Due Date: 26 Jul 2022

Closed On: 20 Jul 2022 (2 seconds ago)



Revision #2

Created Wed, Jul 20, 2022 1:06 PM by FITRATUL NOVIDA BINTI DASRIZAL

Updated Wed, Jul 20, 2022 1:29 PM by FITRATUL NOVIDA BINTI DASRIZAL