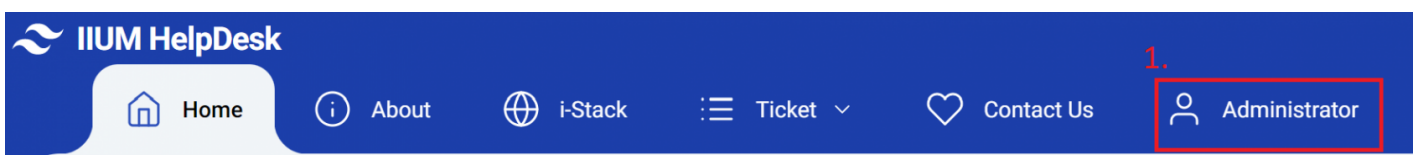


Person In Charge Job Done The Ticket

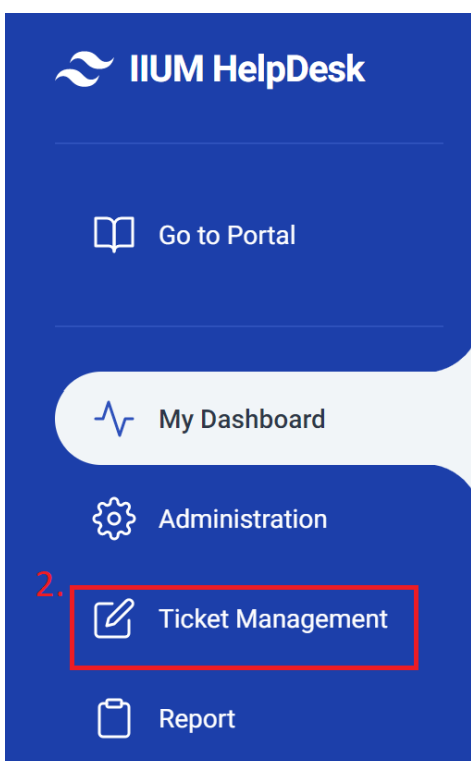
The person in charge logs in to the IIUM HelpDesk to view and manage the ticket.

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 person in charge may click Ticket Listing for more details on ticket management.

The screenshot shows the IIUM HelpDesk Ticket Management interface. On the left is a navigation menu with options: Go to Portal, My Dashboard, Administration, Ticket Management (selected), and Report. The main area is titled 'Ticket Management' and includes a dropdown for 'MY UNIT: COLLABORATIVE & WEB SERVICES', the unit name 'COLLABORATIVE & WEB SERVICES', and a 'New Ticket' button. Below this is a search bar with the text 'Search ...' and three buttons: 'Overdue' (red), 'Due Today' (yellow), and 'Clear' (grey). A table of tickets is displayed below:

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

3. The person in charge may filter or search the ticket by typing **their name** in the form. Click the new ticket to update the progress.

This screenshot shows the same IIUM HelpDesk interface, but with the search bar containing the name 'aiman'. The table below shows the results of this search, with the first ticket highlighted by a red border:

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 imalum.</p> <p>Created on: 20 Jul 2022 2 hours ago Request</p>	ADIBA BINTI ROSLI (Student) 2114202 IRKHS	25 Jul 2022	● ●	MUHAMMAD AIMAN HAKIM BIN JOHAR Unit: 4130 (aimanhakim)

The view of the ticket is shown below.

The person in charge 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.iiu.edu.my
0111111111

Created at: 20 Jul 2022
2 hours ago

Updated at: 20 Jul 2022
33 minutes ago



Post a comment...

Choose Files No file chosen
Drop file(s) here

Activities

Submit

Close Activity

MOHD. ZULKIFLI BIN NAWAWI Reassign
20 Jul 2022 10 seconds ago
updates ticket's details.

PIC MUHAMMAD AIMAN HAKIM BIN JOHAR

FITRATUL NOVIDA BINTI DASRIZAL Assign
20 Jul 2022 1 hour ago
updates ticket's details.

OPEN

Reassign

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/Repr

Assigned To
MUHAMMAD AIMAN HA

Extend Due Date
25 Jul, 2022

Current Due Date
25 Jul 2022

Root Cause (Optional)
-Please Select-

Last Updated
33 minutes ago

Opened since
2 hours ago

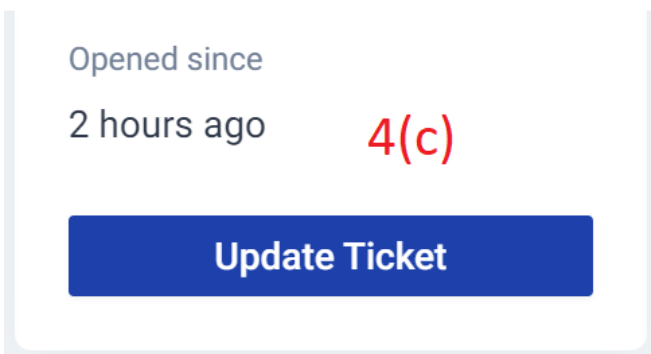
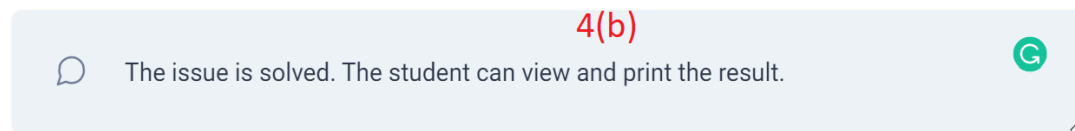
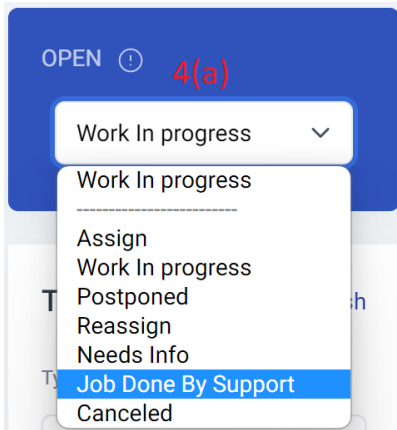
Update Ticket

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

a) Status of ticket: **Job Done**

b) Ticker Progress: For example, **The issue is solved. The student can view and print the result.**

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



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



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

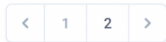
Close Activity

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



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



Revision #2

Created Wed, Jul 20, 2022 12:56 PM by FITRATUL NOVIDA BINTI DASRIZAL

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