

Ticket Listing

- This is the main list of currently available tickets for the **agents/support**. From here on, an **agent** is a synonym to **support**.
- The tickets are listed based on the **agent's unit**; 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**

The screenshot shows the IIUM HelpDesk interface. The main content area is titled "Ticket Management" and "Research Management Services". It features a search bar and buttons for "Overdue", "Due Today", and "Clear". Below this is a table of tickets with the following columns: NO, TICKET DETAILS, REQUESTER, DEADLINE, STATUS, and AGENT. The table contains five rows of ticket data.

[1] NO	[2] TICKET DETAILS	[3] REQUESTER	[4] DEADLINE	[5] STATUS	[5] AGENT
1	IIUM-0322-0F19D - ITD-RMSV2 - Kulliyah Monitoring [1.a] got some error Created on : 16 Mar 2022 11 hours ago Issue	RAJA NUR SABRINA BINTI RAJA AHMAD SHAH (Staff) 9767 RESEARCH MANAGEMENT CENTRE			
2	IIUM-0322-20593 - ITD-RMSV2 - Research Applications - [1.b] Application/Reports/Statistics Problem Kindly look into the error of the extension letter and do the needful. Created on : 15 Mar 2022 1 day ago Incident	SUZANAH BINTI UMAR (Staff) 1446 RESEARCH MANAGEMENT CENTRE	[3.a] 18 Mar 2022		FATHUL ARIF BIN KAMARUDIN (fathularif)
3	IIUM-0322-79388 - ITD-RMSV2 - Research Applications Kindly look into the error of the extension letter and do the needful. Created on : 15 Mar 2022 1 day ago Incident	SUZANAH BINTI UMAR (Staff) 1446 RESEARCH MANAGEMENT CENTRE			
4	IIUM-0322-0786F - ITD-RMSV2 - Research Applications - Application/Reports/Statistics Problem 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 1 week ago Issue	SHAHRUL NAIM BIN SIDEK (Staff) 3028 KULLIYAH OF ENGINEERING	10 Mar 2022	[4.a] [4.b]	FATHUL ARIF BIN KAMARUDIN (fathularif)
5	IIUM-0322-D6189 - MyRepository System (MyRepo) - Minor Enhancement 1.To have the MyRA Glossary on the menu (left side) instead in the Manual 2. Pop up glossary for ea... Created on : 04 Mar 2022 1 week ago Request	SALINA BT. SA-IDLUL HAJ (Staff) 4611 OFFICE OF THE DEPUTY RECTOR (RESPONSIBLE RESEARCH AND INNOVATION)	16 Mar 2022		FATHUL ARIF BIN KAMARUDIN (fathularif)

Ticket Table

Ticket Details [1]

- 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 include only **Service Name [1. a]** and some will include both **Service Name - Service Details [1. b]**. The **Service Details** will only appear once an agent has been assigned to the ticket. As such, a **Due Date / Deadline [3]** 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 [2]

- Shows the **Name, Staff/Student Number, and KCDIO** of the requester
- For more details on the requester, click on the **Ticket ID [1. a]**

Deadline [3]

- 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 **[3. 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 [4]

- Shows the **Ticket Status and Ticket Priority**
- The **top-colored dot [4. a]** represents **Ticket Status** whereas the **bottom-colored dot [4. 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 [1]**
- 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 [5]

- Shows the **Agent's Name and UserId**
- The details will only be displayed once the ticket has been assigned to an agent

Ticket Search

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

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Created Wed, Mar 16, 2022 10:49 AM by FATHUL ARIF KAMARUDIN

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