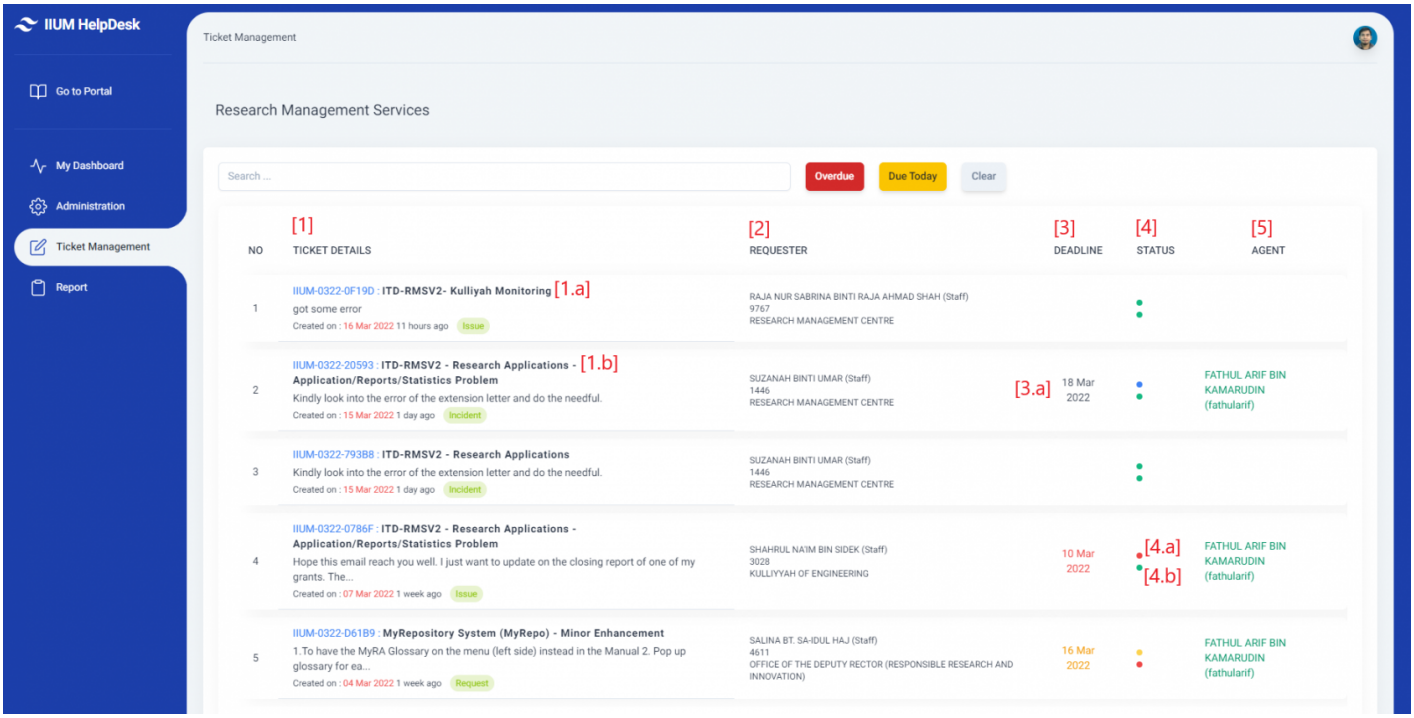
Ticket Listing

- 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**



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]

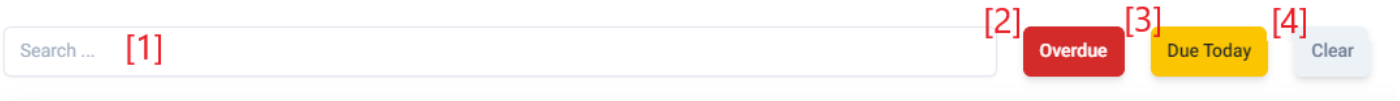
- Shows the **Ticket Status and Ticket Priority**
- The **top-colored dot [4. a]** represents **Ticket Status** whereas the **bottom-colored dot [4. b]** represents **Ticket Priority**
- **Hover** the colored-dot will show the description of each status and priority
- If the ticket's **Due Date** has 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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