CATS Service Desk - User Guide

Introduction:

A fundamental part of the CATS Service desk is a support ticket system. In the ticket system users can submit questions and requests for support. Each request is automatically directed to the most appropriate person to answer and is assigned with a unique ticket number, which can be used to further track the progress or the request.

Requests are private and can be viewed only by the user that submitted them and the support staff. The complete request archive is also available to the user for future reference. The support ticket system can be accessed through the following URL

http://servicedesk.gitam.edu

Registration

The first step to using the support ticket system is to register for a new account. This can be done by clicking the "Sign In" link on the top right side of the screen and then clicking the "Create an account" link, or by following this URL

"http://servicedesk.gitam.edu/account.php?do=create" (See Figure)
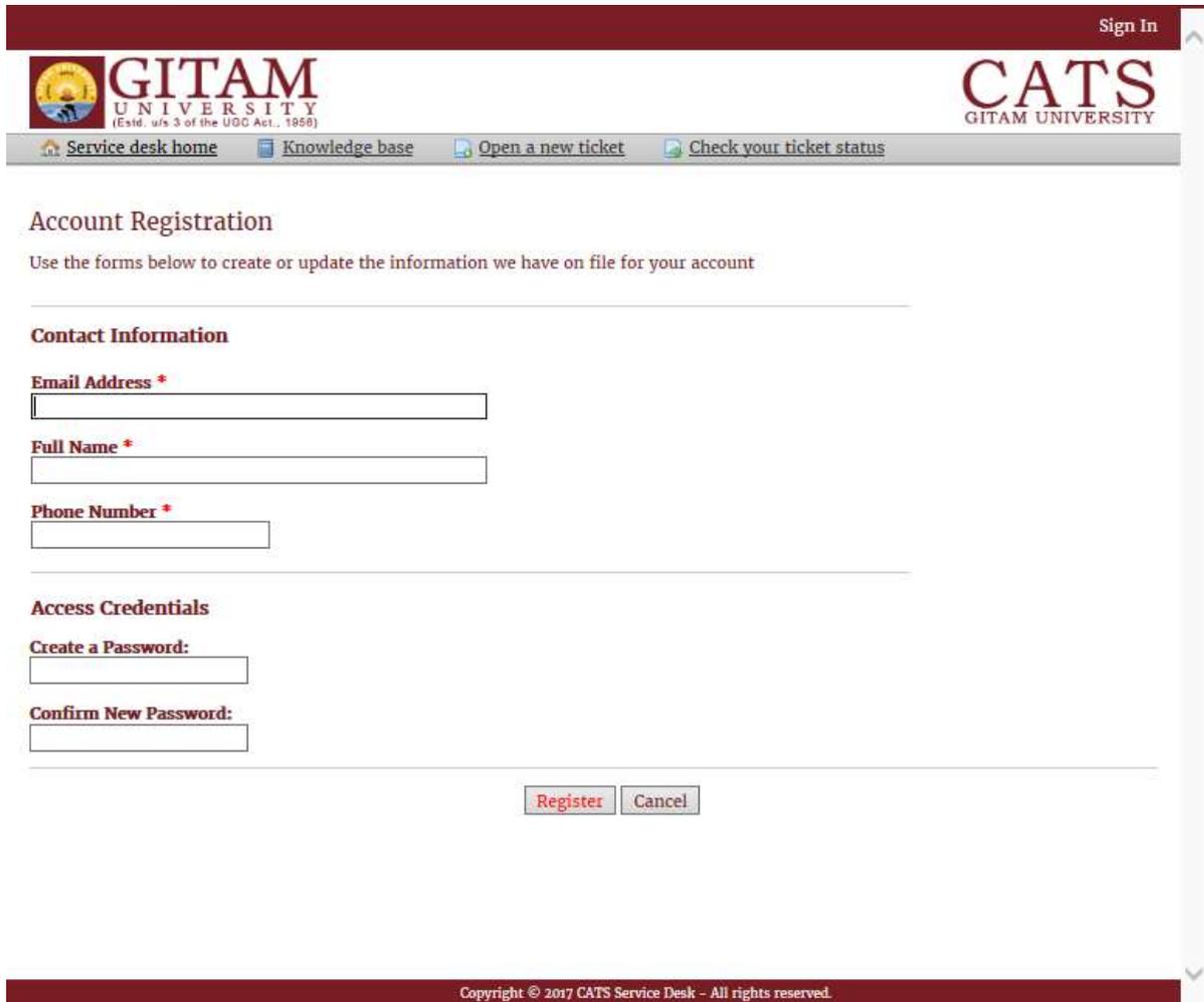
In the registration form the user must fill in a valid email address, state their full name, phone number and finally a password. A confirmation email is sent to the email address the user defined upon submission, containing a link to activate the new user account. As soon as the confirmation link is followed the user account is confirmed and activated and the user may start using the support ticket system. The end-user will receive a receipt by email whenever he or she submits a support ticket. Likewise, the user will receive an email whenever the status of the support ticket is updated and when a response is available.

Support Tickets

The main functionality a user can perform in the support ticket system is to create new tickets or view the development of older ones. There are two main actions a user can perform inside the support ticket system: (1) Open a new ticket and; (2) Check ticket status. The general workflow is the following:

1. A user creates a new ticket
2. The ticket is automatically assigned to a staff member
3. The staff member posts a reply
   a. If the reply is a request for more explanations regarding the issue the ticket remains open
   b. If the reply is addressing the issue and no further action is needed the staff member may close the ticket
4. All tickets are available to the user for future reference

In general a new ticket is a support request and contains a detailed description of a problem. This ticket is automatically assigned to a specific staff group or staff member that is appropriate to address it. A support request may be a thread of responses as the staff may need clarifications about the issue. The ticket remains open until the support request is successfully addressed.

Open a new ticket:

In order to open a new ticket the user may follow the "Open a new ticket" link from the support ticket system homepage or follow this URL "http://servicedesk.gitam.edu/open.php" after login. (See Figure)

In order to submit a new ticket the user must provide the following information:

Ticket category: In this field the user must choose from a drop down list of possible ticket categories. This selection is really important as based on it the ticket will be directed to the appropriate support staff.

Ticket Summary: Contains a short description about the support request.

Ticket Details: Contains the full description of the issue that lead to the support request. It is important to complete this field with as much and as clear information as possible, as this will help the support staff to address the user's issue better.

Attachments: A user may also upload an attachment (Max Size: 25MB) for this issue, e.g. a screenshot showing when the problem occurred.

When this form is submitted the new ticket is created and assigned to the appropriate staff member for review.

Check ticket status:
In order to check your ticket status the user may follow the "Tickets" link from the support ticket system homepage or follow this URL "http://servicedesk.gitam.edu/tickets.php" after login. (See Figure)

From the 'Tickets' page a user can

1. Can see all his/her open tickets by clicking 'Open' link (See above figure).
2. Can see all his/her closed tickets by clicking 'Closed' link (See above figure).
3. Check his/her ticket status by clicking 'ticket number' and post a reply to the tickets if needed (see above figure).
    Note: A user can re-open a closed ticket by clicking a ticket number and by 'posting a reply'.

- - - For any queries please contact CATS department - - -