

Release 4.7.0

Assets

- **Turn In** – Emails were not automatically generating when assets are being submitted through the “Turn in Asset” screen. This has now been fixed.

Help Desk

- **Manage** –
 - **Edit Ticket & Add Ticket**- The “Files” section has now been moved above the “Notes” section. It will also display the number of attached files if section is collapsed.

The screenshot shows the 'Edit Ticket' page for TSK-1754397. The left sidebar contains navigation options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, and Add New. The main content area is titled 'Edit Ticket TSK-1754397' and includes a search bar and an 'Actions' button. The ticket details are shown in a table format:

Description	The disk drive is no longer working
Status	New Ticket
Closure Type	
Closure Notes	
Type Categories	
Types	
Platform	

On the right side, there are sections for Notes, Emails, Invoicing, Dates, Files, and Parts. The 'Files' section is highlighted with a red box, indicating its position below the 'Notes' and 'Emails' sections.

The screenshot shows the 'Edit Ticket' page for TSK-1437658. The layout is similar to the 'Before' state, but the 'Files' section is now positioned above the 'Notes' and 'Emails' sections, as indicated by the red box and the word 'After' in red text.

Description	This is a test
Status	Repair
Closure Type	Replaced Cracked Screen

Home > My Tickets > Edit Ticket TSK-1437659

Edit Ticket TSK-1437659

Created by Karen Zuber @ kzuber@onetooneplus.com 10/12/2022, 3:54 PM Modified by Karen Zuber 10/12/2022, 4:09 PM

Also displays the number of attached files

Actions Watch

- Details

Description

Status Waiting on Parts x v

Closure Type

+ Files (2)

- Notes

Total Time: 30 Min + Add

Public Karen Zuber History 10/12/2022, 3:55 PM

Release 4.7.0

- **Edit Tickets** – The following changes relates to the Edit Tickets screen.
 - “To Guardian” has been added to Email Ticket screen. This can be accessed by clicking on Actions button and then Email.

The screenshot shows the 'Edit Ticket TSK-1752409' interface. On the left, there is a sidebar with a 'Details' section containing fields for Description, Status (New Ticket), Closure Type, Closure Notes, Type Categories (Chromebook), Types (Chromebook C), Platform, Technician (Karen Zuber), and Queue. The main content area displays ticket details such as Date Create, Status: New, Type: Chrom, Type Categ, Invoice Am, Description, Related Loc, Related Use, Related Use, Room Num, Site: QADC, Asset ID, Serial Num, and Asset Type. An 'Email Ticket' modal is overlaid on the right, featuring a 'Before' label in red. The modal includes a 'To Staff *' dropdown, a 'To Student' dropdown, 'Cc' and 'Bcc' buttons, a 'Subject' field with the text 'Ticket Attached - TSK-1752409', a 'Message' field with the text 'Please see attached Ticket.', and a download button for 'TSK_1752409.pdf'.

Email Ticket After

To Staff

To Student

To Guardian

joey.cole@onetooneplus.com

Cc Bcc

Subject:

Ticket Attached - TSK-1757387

Message:

Please see attached Ticket.

TSK_1757387.pdf

ONE TO ONE PLUS

Send Cancel

ONE TO ONE PLUS

Email Download Print Print Label Cancel

Date Created: [blank]
 Status: New
 Type: Crack
 Type Category: [blank]
 Invoice Amount: [blank]
 Description: [blank]
 Related Location: [blank]
 Related User: [blank]
 Related User: [blank]
 Room Number: [blank]
 Site: DHS
 Asset ID: 8
 Serial Number: 0000
 Asset Type: Chromebook
 Asset Model: HP Chromebook 11 G5

- If a person was added to the “Edit Queue” under Settings and a ticket was edited, the new person was not receiving the email when changes were saved on the ticket.
- **Email Tickets and Submit Ticket** – If the “Default?” flag was set on the Ticket Types, it was not actually auto filling the Types and Categories on the ticket creation. This has now been fixed.



Search

Home > Ticket Properties > Types > Edit

Edit Ticket Type

Created by Burt Lancaster on 2/25/16, 3:01 PM Modified by Karen Zuber on 10/14/22, 9:52 AM

Short Name *	<input type="text" value="Cracked Screen"/>
Description	<input type="text" value="Cracked Screen"/>
Task Type Category	<input type="text" value="Student Device"/>
Billable Amount	<input type="text" value="50"/>
Email Group	<input type="text" value="Select An Option"/>
Default Technician	<input type="text" value="John Gordon"/>

Default?

Submit Ticket?

Turn In?

Save

- Dashboard
- Sites
- Assets
- Students
- Staff
- Locations
- Help Desk
- Parts
- Invoices
- Imports
- Reports
- Settings
- System
- Assets
- Users
- Sites
- Parts
- Tickets