

Release 5.1.0

Helpdesk

- **Edit Ticket & Add Ticket-**

- The date/time stamp on the replies were not displaying the correct information. This has now been fixed.

The screenshot displays the 'Edit Ticket' interface for ticket TSK-1792852. The ticket details are as follows:

- Status: New Service Call
- Closure Type: [Dropdown]
- Closure Notes: [Text Area]
- Type Categories: Student Device
- Types: Cracked Screen
- Platform: [Dropdown]
- Technician: Brandon Lancaster
- Queue: [Dropdown]
- Priority: Moderate
- Collaborators: [Dropdown]

The 'User/Location' section includes:

- Related User: [Dropdown]
- Related User Job Title: [Text Field]
- Related User Site: [Dropdown]

The 'Emails' section shows a 'Correspondence' list with three items:

- Re: [Red Box] 2/16/2023, 7:20 PM
- This is the second email in response.
- Re: [Red Box] 2/16/2023, 7:10 PM
- This is the first email sent from correspondence.
- Re: [Red Box] 2/16/2023, 7:23 PM
- This is Joey's response to see if his shows different

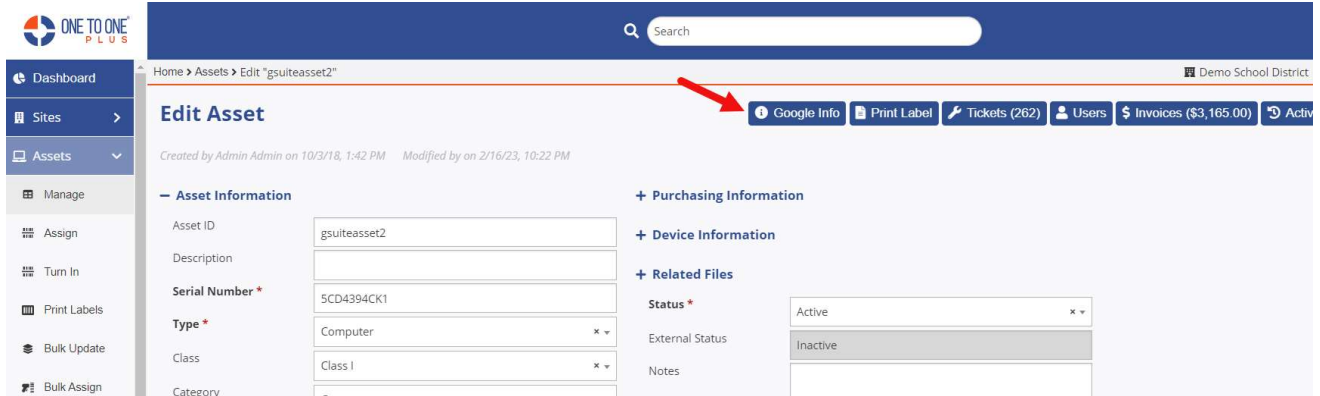
- The "from" email will now be displayed on any of the correspondences.

This screenshot shows the same 'Edit Ticket' interface as the previous one, but with the 'From:' field now visible for each correspondence item in the 'Emails' section:

- Re: [Red Box] 2/16/2023, 7:20 PM
- From: kzuber@onetooneplus.com
- This is the second email in response.
- Re: [Red Box] 2/16/2023, 7:10 PM
- From: kzuber@onetooneplus.com
- This is the first email sent from correspondence.
- Re: [Red Box] 2/16/2023, 7:23 PM
- From: joey.cole@onetooneplus.com
- This is Joey's response to see if his shows different

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- Google Info button will now work for Asset Manager Role



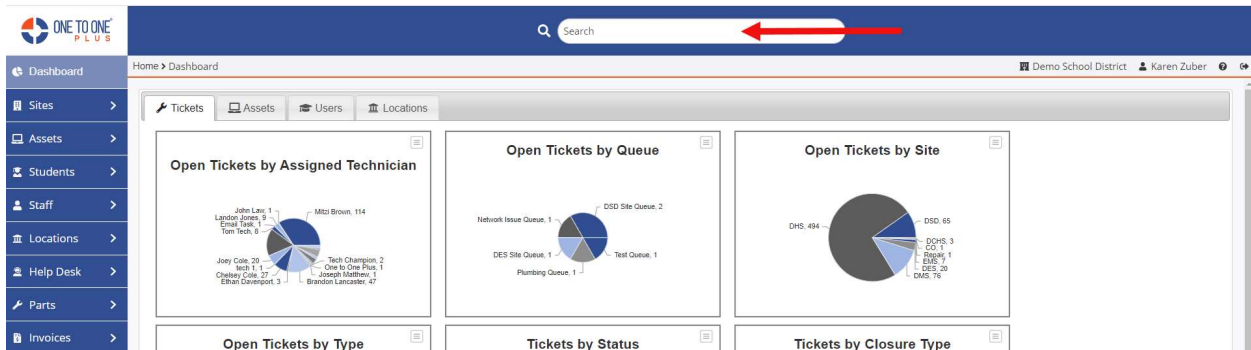
Settings/General

- System - User Roles –

- A user with Tech Champion Role now has the ability to print individual labels on each of the edit screens.



- The Master Search will now work for Tech Champion Role



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