

How to Bulk Update Tickets

Author: Trey Burnett

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Select Help Desk.

The screenshot displays the ONE TO ONE PLUS Help Desk dashboard. The interface includes a top navigation bar with a search field and user information for 'Demo School District' and 'Burt Lancaster'. A left sidebar contains navigation options, with 'Help Desk' highlighted in orange. The main content area features several analytics charts:

- Open Tickets by Assigned Technician:** A pie chart showing ticket distribution by technician. Burt Lancaster has 34 tickets, John Gordon has 3, and other technicians have 1 or 2 tickets each.
- Open Tickets by Site:** A pie chart showing ticket distribution by site. DHS has 36 tickets, DMS has 7, and DES has 3.
- Open Tickets by Type:** A pie chart showing ticket distribution by type. Cracked Screen has 39 tickets, Keyboard has 13, and other types have 1 or 2 tickets each.
- Tickets by Status:** A pie chart showing ticket distribution by status. New Service Call has 39 tickets, Depot Repair has 6, and Device in Transit has 1.
- Tickets by Closure Type:** A partially visible chart at the bottom left.
- Outstanding Tickets by Time:** A partially visible chart at the bottom right.

Select Bulk Update.

The screenshot displays the ONE TO ONE PLUS dashboard interface. The top navigation bar includes the logo, a search bar, and user information for Demo School District and Burt Lancaster. The left sidebar contains a menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update (highlighted with an orange box), Invoices, Imports, and Reports. The main content area features a tabs menu with Tickets, Assets, Users, and Locations. Below this are six dashboard widgets, each with a pie chart:

- Open Tickets by Assigned Technician:** A pie chart showing ticket distribution by technician. Burt Lancaster has 34 tickets, John Gordon has 3, Landon Jones has 2, and Tom Tech, Mike Lewis, Mitzi Brown, and John Gordon each have 1 ticket.
- Open Tickets by Site:** A pie chart showing ticket distribution by site. DHS has 36 tickets, DMS has 7, and DES has 3.
- Open Tickets by Type:** A pie chart showing ticket distribution by type. Cracked Screen has 39 tickets, Keyboard has 13, Network Issue has 2, Recalibrate has 2, and Multiple Issues has 1.
- Tickets by Status:** A pie chart showing ticket distribution by status. New Service Call has 39 tickets, Depot Repair has 6, and Device in Transit has 1.
- Tickets by Closure Type:** A partially visible pie chart.
- Outstanding Tickets by Time:** A partially visible pie chart.

Select the information that you wish to bulk update such as Ticket Status/Type, Assigned User, etc.

The screenshot shows the 'Bulk Update Tickets' page in the ONE TO ONE PLUS system. The interface includes a top navigation bar with the logo, a search bar, and user information. A left sidebar contains a menu with options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area is titled 'Bulk Update Tickets' and contains a form with the following fields:

- Ticket Status: Select
- Ticket Type: Select
- Closure Type: Select
- Assigned to User: Select An Option
- Ticket IDs: * (text input area)

A green 'Submit' button is located at the bottom left of the form area.

Copy and paste or type in the Ticket ID's that you wish to update.

The screenshot shows the 'Bulk Update Tickets' interface. At the top left is the 'ONE TO ONE PLUS' logo. A search bar is located at the top right. The breadcrumb trail reads 'Home > Tickets > Bulk Update'. The user is identified as 'Burt Lancaster' from 'Demo School District'. The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, Add New, Submit Ticket, Bulk Update, Invoices, Imports, and Reports. The main content area is titled 'Bulk Update Tickets' and contains the following form fields:

- Ticket Status: Select
- Ticket Type: Select
- Closure Type: Select
- Assigned to User: Select An Option
- Ticket IDs: * (This field is highlighted with an orange border)

A green 'Submit' button is located below the Ticket IDs field.

Click Submit to bulk update the tickets.

ONE TO ONE PLUS

Search

Home > Tickets > Bulk Update

Demo School District | Burt Lancaster

Bulk Update Tickets

Ticket Status:

Ticket Type:

Closure Type:

Assigned to User:

Ticket IDs: *

[Submit](#)

- Dashboard
- Sites >
- Assets >
- Students >
- Staff >
- Locations >
- Help Desk ▾
- Manage
- My Tickets
- Add New
- Submit Ticket
- Bulk Update
- Invoices >
- Imports >
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