

Utilize Email Correspondence

Author: Burt Lancaster

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Click on help desk

The dashboard displays several charts and a sidebar. The sidebar on the left contains the following menu items: Dashboard, Sites, Assets, Students, Staff, Locations, **Help Desk** (highlighted with a red box), Parts, Invoices, Imports, Reports, and Settings. The main content area includes:

- Open Tickets by Assigned Technician:** Pie chart showing tickets assigned to John Gordon (278), June Jackson (54), Tom Tech (2), Email Tech (1), Landon Jones (1), John Lee (1), and Mitzi Brown (124).
- Open Tickets by Site:** Pie chart showing tickets from DHS (345), DSD (65), Repair (1), EMS (4), DHS (17), and DMS (69).
- Open Tickets by Type:** Pie chart showing ticket types such as Cracked Screen (303), Broken Speaker (15), 1st Closure Cracked Screen (3), 1st Offense (1), Misc/Bananas (2), Lost Charger (1), Loaner Issued (3), Keyboard (172), Display Screen (5), Display Screen (1), Electrical (1), and Printer (1).
- Tickets by Status:** Pie chart showing ticket statuses: New Service Call (474), Waiting on Parts (1), Repair (16), Holding (1), and Device in Transit (7).
- Tickets by Closure Type:** Pie chart showing closure types: Repaired (345), Unresolved (1), User Error (2), Depot Repair (4), and Sweep-out (14).
- Outstanding Tickets by Time:** Bar chart showing the number of tickets outstanding for different time intervals: 0-1 day, 1-3 days, 3-5 days, 5-7 days, 7-30 days, and older than 30.
- Daily Ticket Status:** Bar chart showing the status of tickets for Depot Repair, New Service Call, and Repair.

Search for the ticket that you wish to use to correspond with someone

The screenshot shows the 'Tickets (501 of 2366)' page. A search bar at the top is highlighted with a red box, and a dropdown menu is open, listing search filters: ASSETS, ASSIGNEE, USERS, LOCATIONS, TICKETS, INVOICES, and INVOICE TASKS. Below the search bar, there are buttons for Columns, Filter, My Filters, Export, Print All, and Add. The main table displays a list of tickets with the following columns: Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, Site Category, Related User, Related Location, Technician, and Created By. The table contains 11 rows of ticket data. At the bottom, it shows 'Showing 1 to 50 of 501 entries (filtered from 2,366 total entries)' and a pagination control with 'Previous', '1', '2', '3', '4', '5', '...', '11', and 'Next'.

Initiate the correspondence by updating the information on the ticket and clicking the Save and Send button

The screenshot shows the 'Edit Ticket TSK-1459673' page in the One to One Plus system. The interface includes a sidebar with navigation options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports. The main content area is divided into sections: Details, Notes, and Emails. The Details section contains fields for Description, Status, Closure Type, Closure Notes, Type Categories, Types, Platform, Technician, Queue, Priority, and Collaborators. The Notes section shows a total time of 0 and an 'Add' button. The Emails section displays a list of correspondence with details like 'Re: TSK-1459673' and timestamps. At the top right, there are buttons for Actions, Unwatch, Activity Log, Save, and Save and Send. The 'Save and Send' button is highlighted with a red box.

The correspondence will be sent to the appropriate email addresses and the users can simply reply to the email

This screenshot shows the 'Edit Ticket TSK-1459673' page with the 'User/Location' section expanded. The 'User/Location' section includes fields for Related User, Grade Level, Related Location, Site, Room Number, Contact Phone Number, and Availability. The 'Emails' section is also visible, showing a list of correspondence. The 'Save and Send' button is still present at the top right.

The software then opens this new Email area and the reply to the email will be captured in this area

The screenshot shows the 'Edit Ticket TSK-1459673' page in the One to One Plus software. The interface includes a sidebar with navigation options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports. The main content area is divided into 'Details' and 'Notes' sections. The 'Details' section contains fields for Description, Status, Closure Type, Closure Notes, Type Categories, Types, Platform, Technician, Queue, Priority, and Collaborators. The 'Notes' section shows a 'Total Time: 0' and a '+ Add' button. Below the 'Notes' section, the 'Emails' section is highlighted with a red box, showing a list of correspondence entries with dates and times. The 'Emails' section also includes a 'Correspondence' dropdown and a 'Reply' button (indicated by a red box) for each entry.

When the reply email arrives, users can either reply to that email or they can respond using the Reply button in the software

The screenshot shows the 'Edit Ticket TSK-1459673' page in the One to One Plus software, similar to the previous screenshot. The 'Emails' section is highlighted with a red box, and a red box is also placed around the 'Reply' button (indicated by a red box) for the first email entry in the list. This button allows users to reply to the email directly from the software interface.

All back and forth email correspondence related to a particular ticket will be captured and included in the Email area of the ticket

The screenshot displays the One to One Plus web application interface. The top navigation bar includes the One to One Plus logo, a search bar, and the user's name 'Demo School District' and 'One to One Plus'. The left sidebar contains a navigation menu with options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, Bulk Update, Parts, Invoices, and Imports.

The main content area shows the 'Edit Ticket TSK-1459673' page. The ticket details are as follows:

- Closure Notes: [Empty text area]
- Type Categories: Student Device
- Types: Cracked Screen
- Platform: [Empty dropdown]
- Technician: John Gordon
- Queue: [Empty dropdown]
- Priority: Moderate
- Collaborators: [Empty dropdown]

The 'User/Location' section includes:

- Related User: One to One Plus (OnetoOnePlus)
- Grade Level: [Empty dropdown]
- Related Location: [Empty dropdown]
- Site: DHS
- Room Number: [Empty text field]
- Contact Phone Number: [Empty text field]
- Availability: From [Empty text field] To [Empty text field]

The 'Email' section shows a list of messages:

- Message 1: "Could I possibly get a loaner?" (8/10/2022, 5:41 PM)
- Message 2: "Re: TSK-1459673" (8/10/2022, 5:41 PM)
- Message 3: "Could I possibly get a loaner?"
- Message 4: "Re: I anticipate a couple of days." (8/10/2022, 5:40 PM)
- Message 5: "Re: Task TSK-1459673 - Priority Moderate - Repair" (8/10/2022, 5:40 PM)
- Message 6: "How long will it take to fix the computer?"

Below the email list are expandable sections for Invoicing, Dates, Files, and Parts.