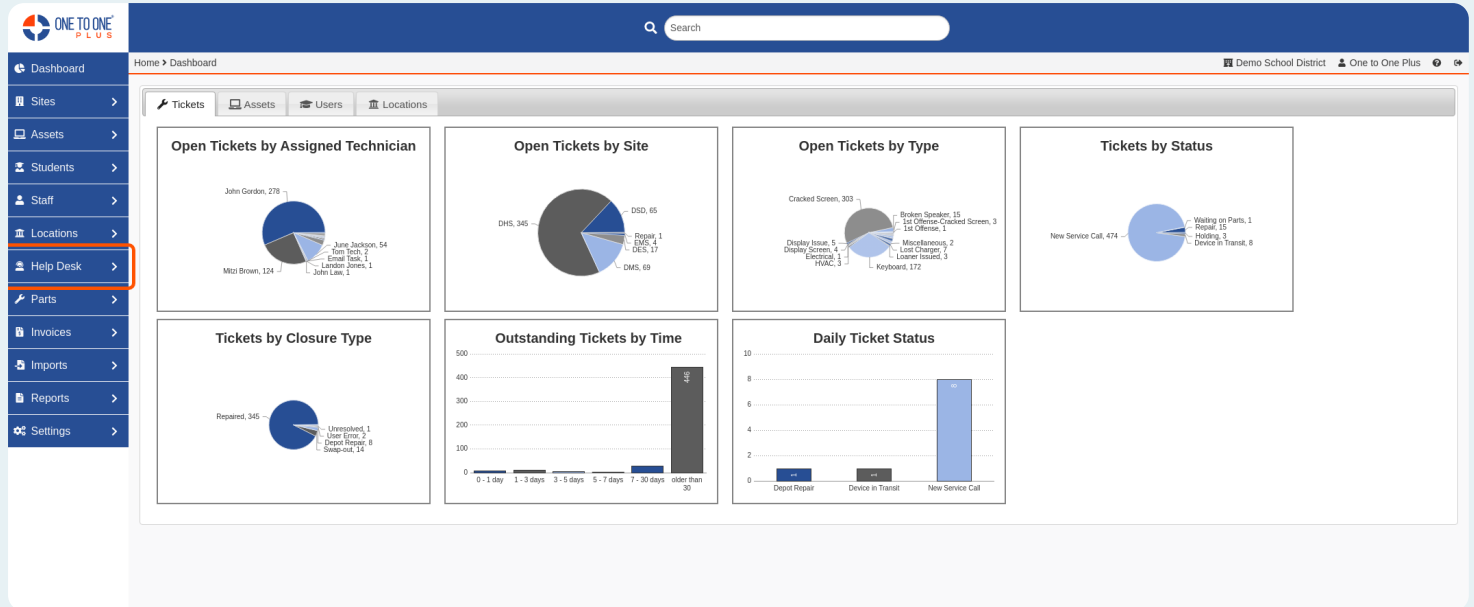


# Manage My Queues

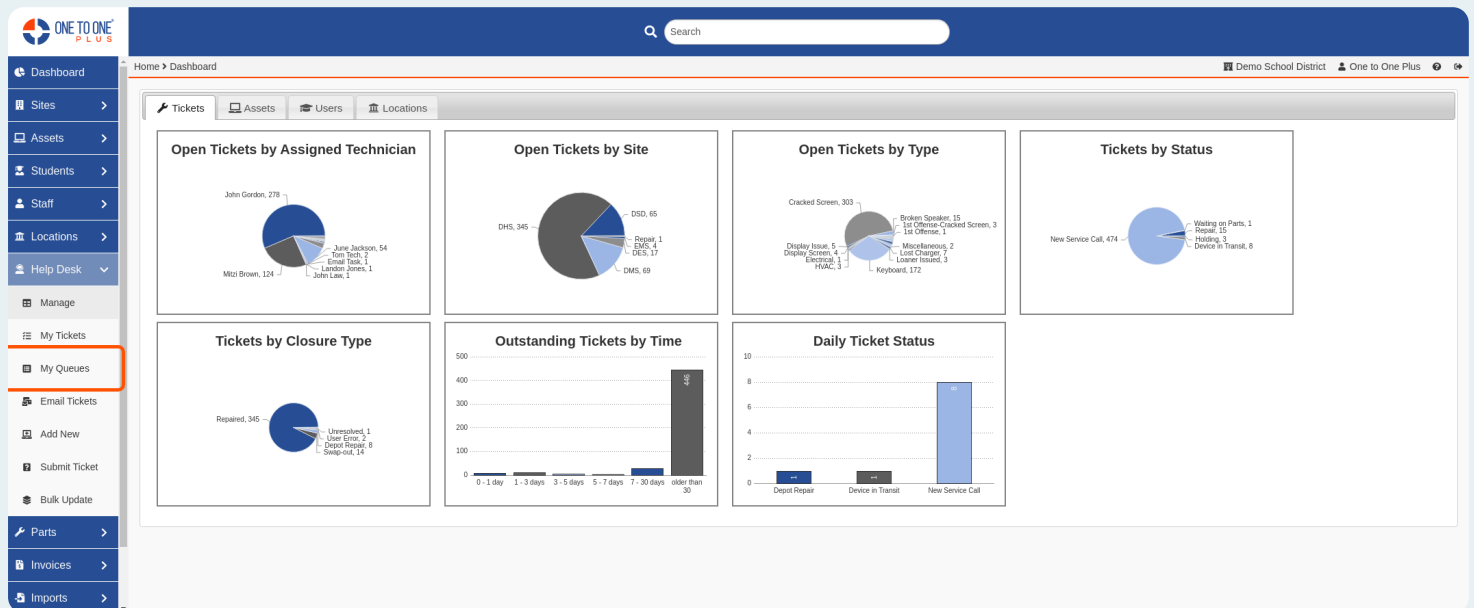
Author: Burt Lancaster

Updated: 2 years ago

## Click on Help Desk



## Click on My Queues



# You can click on Queue to filter the queues

ONE TO ONE PLUS

Home > My Queues

### My Queues (2 of 3)

Search My Queues

Columns Filter My Filters Export Print All + Add 50

Queue	Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related Location	Technician	Created B
Select				Select	Select		Select			Select	
Network Issue Queue	TSK-1460227					Network is down.	Administrative	One to One Plus		John Gordon	One to One
DSD Site Queue	TSK-1070277			SIS System	Software		Administrative	Guest Account		John Gordon	One to One

Showing 1 to 2 of 2 entries (filtered from 3 total entries)

Previous 1 Next

# To assign a technician to a ticket, click on the Ticket ID

ONE TO ONE PLUS

Home > My Queues

### My Queues (2 of 3)

Search My Queues

Columns Filter My Filters Export Print All + Add 50

Queue	Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related Location	Technician	Created B
Select				Select	Select		Select			Select	
Network Issue Queue	TSK-1460227					Network is down.	Administrative	One to One Plus		John Gordon	One to One
DSD Site Queue	TSK-1070277			SIS System	Software		Administrative	Guest Account		John Gordon	One to One

Showing 1 to 2 of 2 entries (filtered from 3 total entries)

Previous 1 Next

# Click on the Technician field and select the appropriate technician

The screenshot shows the 'Edit Ticket TSK-1460227' form in the One to One Plus system. The form is divided into several sections: 'Details', 'Notes', 'User/Location', and 'Parts'. 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. The 'User/Location' section includes fields for Related User, Grade Level, Related Location, Site, Room Number, Contact Phone Number, and Availability. The 'Parts' section is currently empty. The 'Technician' field in the 'Details' section is highlighted with a red box, indicating it is the field to be selected.

# Once a technician has been selected, the ticket will be removed from the queue and display on the technicians My Tickets

The screenshot shows the 'Edit Ticket TSK-1460227' form in the One to One Plus system, now with the 'Technician' field populated. The form is divided into several sections: 'Details', 'User/Location', and 'Parts'. The 'Details' section contains fields for Closure Notes, Type Categories, Types, Platform, Technician, Queue, Priority, and Collaborators. The 'User/Location' section includes fields for Related User, Grade Level, Related Location, Site, Room Number, Contact Phone Number, and Availability. The 'Parts' section is currently empty. The 'Technician' field in the 'Details' section is now populated with a name, indicating that a technician has been selected. The ticket is now displayed on the technician's 'My Tickets' view.