Setup Queues

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🕐 Updated: 2 years ago

Select Settings

Select Queues

Select the Edit button to edit an existing queue

ONE TO ONE PLUS

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- 🕐 Dashboard
- 🖥 Sites >
- 🖥 Assets >
- 🎓 Students >
- 👤 Staff >
- 🏛 Locations >
- 🎧 Help Desk >
- 🔧 Parts >
- 📄 Invoices >
- 📥 Imports >
- 📄 Reports >
- ⚙ Settings ⌄
  - ⚙ System
  - 🖥 Assets
  - 👥 Users
  - 🖥 Sites
  - 🔧 Parts

Manage Queues

+ Add New

50 ⌄

Queue	Description	Created	Modified	Created By User	Created By User	Actions
DSD Site Queue	This queue contains technicians for site DSD	8/6/2022, 9:16 PM	8/10/2022, 2:00 PM	One to One Plus	One to One Plus	✏ 🗑
Network Issue Queue	This queue contains technicians that are assigned network issues.	8/10/2022, 2:00 PM	8/10/2022, 2:00 PM	One to One Plus	One to One Plus	✏ 🗑
Audio/Visual Ticket Queue	This queue contains technicians that are assigned audio/visual tickets.	8/10/2022, 2:02 PM	8/10/2022, 2:02 PM	One to One Plus	One to One Plus	✏ 🗑

Select the information you wish to edit

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- 🕐 Dashboard
- 🖥 Sites >
- 🖥 Assets >
- 🎓 Students >
- 👤 Staff >
- 🏛 Locations >
- 🎧 Help Desk >
- 🔧 Parts >
- 📄 Invoices >
- 📥 Imports >
- 📄 Reports >
- ⚙ Settings ⌄
  - ⚙ System
  - 🖥 Assets
  - 👥 Users
  - 🖥 Sites
  - 🔧 Parts

Edit Queue

Queue *	DSD Site Queue
Description	This queue contains technicians for site DSD
Technicians	✕ One to One Plus ✕ Landon Jones ✕ Joey Cole ⌄

✓ Save

Click Save

Click Add New to add a new queue

Add the queue name

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Search

Demo School District   One to One Plus

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

Add Queue

Queue *

Description

✔ Save

Add a description of the queue

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Search

Demo School District   One to One Plus

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

Add Queue

Queue *

Description

✔ Save

Click the Save button

Home > Ticket Properties > Queues > Add Queue

Add Queue

| Queue * | |
| Description | |

✔ Save

Add the users that you wish to be a part of the queue

Home > Ticket Properties > Queues > Edit Queue

Edit Queue

Queue *	DES Site Queue
Description	DES
Technicians	

✔ Save

Click Save

Home > Ticket Properties > Queues > Edit Queue

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Edit Queue

Queue *	DES Site Queue
Description	DES
Technicians	

Save

Navigation

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