

Setup Queues

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Select Settings

The screenshot shows the 'Select Settings' page in the ONE TO ONE PLUS system. The left sidebar contains a list of menu items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The 'Settings' item is highlighted with a red box. The main content area is titled 'Ticket Properties' and contains several configuration cards: Ticket Settings (Email Update), Submit Ticket Settings (Fields, Behavior, etc.), Status (Active, Repair, etc.), Types (Physical, Software, etc.), Type Categories (Chromebook, Network, etc.), Closure Types (Repaired, Resolved, etc.), Note Templates (Screen Replacement, Software Update, etc.), Funding Types (Title VI, CATE FY18, etc.), Platform Configuration (Configure Platforms used by your team), and Queues (Manage List of My Queues).

Select Queues

The screenshot shows the 'Select Queues' page in the ONE TO ONE PLUS system. The left sidebar contains a list of menu items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, Sites, and Parts. The 'Settings' item is expanded, and the 'Queues' sub-item is highlighted with a red box. The main content area is titled 'Ticket Properties' and contains the same configuration cards as the previous screenshot, but the 'Queues' card is highlighted with a red box.







Select the Edit button to edit an existing queue

Home > Ticket Properties > Queues

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

Home > Ticket Properties > Queues > Edit Queue

Edit Queue

Queue *

Description

Technicians

Click Save

ONE TO ONE PLUS

Home > Ticket Properties > Queues > Edit Queue

Demo School District One to One Plus

Edit Queue

Queue * DSD Site Queue

Description This queue contains technicians for site DSD

Technicians X One to One Plus X Landon Jones X Joey Cole

Save

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

Click Add New to add a new queue

ONE TO ONE PLUS

Home > Ticket Properties > Queues

Demo School District One to One Plus

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	
AudioVisual Ticket Queue	This queue contains technicians that are assigned audiovisual tickets.	8/10/2022, 2:02 PM	8/10/2022, 2:02 PM	One to One Plus	One to One Plus	

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

Add the queue name

The screenshot shows the 'Add Queue' form 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, Parts, Invoices, Imports, Reports, and Settings. The main content area is titled 'Add Queue' and features a form with two input fields: 'Queue' and 'Description'. The 'Queue' field is highlighted with an orange border, indicating it is the current focus for adding the queue name. A green 'Save' button is located below the form.

Add a description of the queue

The screenshot shows the 'Add Queue' form in the ONE TO ONE PLUS system. The interface is identical to the previous screenshot, but the 'Description' field is now highlighted with an orange border, indicating it is the current focus for adding the queue description. The 'Queue' field is now empty. The 'Save' button remains visible below the form.

Click the Save button

The screenshot shows the 'Add Queue' form in the One to One Plus software. The breadcrumb trail is 'Home > Ticket Properties > Queues > Add Queue'. The form has two input fields: 'Queue *' and 'Description'. A green 'Save' button with a checkmark icon is highlighted with a red rectangle. The left sidebar contains a navigation menu with items like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings. The top right corner shows 'Demo School District' and 'One to One Plus'.

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

The screenshot shows the 'Edit Queue' form in the One to One Plus software. The breadcrumb trail is 'Home > Ticket Properties > Queues > Edit Queue'. The form has three input fields: 'Queue *' (containing 'DES Site Queue'), 'Description' (containing 'DES'), and 'Technicians' (which is empty and highlighted with a red rectangle). A green 'Save' button with a checkmark icon is visible. The left sidebar and top navigation are identical to the previous screenshot.

Click Save



Search

Home > Ticket Properties > Queues > Edit Queue

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

Edit Queue

Queue *
Description
Technicians

DES Site Queue
DES
▼

Save