

# Bulk Update Tickets



This guide streamlines managing multiple help desk tickets, enabling quick updates and reducing errors. It boosts productivity and organization for any support team.

## 1 Select "Help Desk".

The screenshot shows the ONE TO ONE PLUS dashboard interface. On the left, a vertical navigation menu lists various sections: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk (highlighted with a red box), Parts, Invoices, Imports, Reports, and Settings. The main content area displays a 'Dashboard' header with a search bar and a notification: 'Tab selections will be stored for future visits.' Below this, there are tabs for Tickets, Assets, Users, and Locations. The dashboard features six data visualization widgets: 'Assets by Type' (donut chart showing Laptop: 9,193, Chromebook: 61, iPad: 52); 'Assets by Site' (donut chart showing QAHS: 9,126, QAADO: 170, and a list of departments); 'Assets Not Turned In by Site' (donut chart showing QAHS: 355, QAADO: 64, QAAMS: 5); 'Assets by Status' (donut chart showing Active: 9,308); 'Assets Assigned' (donut chart showing Unassigned: 99.21%, Assigned: 0.6%); and 'Assets by Funding Source' (bar chart comparing Title 1 and E-Rate).

## 2 Select "Bulk Update".

The screenshot shows the ONE TO ONE PLUS dashboard. The left sidebar contains a menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Manage, My Tickets, My Queues, Email Tickets, Add New, Submit Ticket, **Bulk Update** (highlighted with a red box), Parts, Invoices, Imports, and Reports. The main content area displays a dashboard with six charts: Assets by Type (Laptop: 9,193; Chromebook: 61; iPad: 52), Assets by Site (QAHS: 9,126; QADO: 170; /User Departments/Client Services: /User Departments/Management: /QAHS: 5; /User Departments/Client Services), Assets Not Turned In by Site (QAHS: 355; QADO: 64; QAHS: 5), Assets by Status (Active: 9,309), Assets Assigned (Unassigned: 99.2%; Assigned: 0.8%), and Assets by Funding Source (Title 1: 15; E-Rate: 35). The 'Bulk Update' option in the sidebar is highlighted with a red box.

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

The screenshot shows the ONE TO ONE PLUS 'Bulk Update Tickets' form. The form is titled 'Bulk Update Tickets' and is located at 'Home > Tickets > Bulk Update'. The form contains the following fields: Ticket Status: Select, Ticket Type: Select, Closure Type: Select, Technician: Select An Option, Queue: Select An Option, and Ticket IDs: \* (a text area). A green 'Submit' button is located at the bottom left of the form. The form is highlighted with a red box.

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

The screenshot shows the 'Bulk Update Tickets' interface. On the left is a navigation menu with 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, Imports, and Reports. The main content area has a search bar at the top and a breadcrumb trail: Home > Tickets > Bulk Update. The form includes several dropdown menus: Ticket Status (Select), Ticket Type (Select), Closure Type (Select), Technician (Select An Option), and Queue (Select An Option). Below these is a text input field labeled 'Ticket IDs: \*' which is highlighted with a red rectangular box. A green 'Submit' button is located below the text field.

5 Select "Submit" to bulk update the tickets.

This screenshot is identical to the one above, showing the 'Bulk Update Tickets' form. The 'Ticket IDs' field is now empty. The green 'Submit' button is highlighted with a red rectangular box, indicating the next step in the process.