

Manage My Queues



This guide helps you efficiently manage help desk queues by filtering and assigning tickets. Follow these steps to streamline task tracking and boost team productivity.

1 Select "Help Desk".

The screenshot displays the ONE TO ONE PLUS Help Desk dashboard. On the left is a vertical sidebar menu with the following items: Dashboard, Sites, Assets, Students, Staff, Locations, **Help Desk** (highlighted with a red box), Parts, Invoices, Imports, Reports, and Settings. The main dashboard area features a search bar at the top and a navigation bar with tabs for Tickets, Assets, Users, and Locations. Below this are six data visualization widgets:

- Open Tickets by Assigned Technician:** A pie chart showing ticket distribution among technicians like Mitch Brown (255), Joey Cole (39), and others.
- Open Tickets by Queue:** A pie chart showing ticket counts across various queues such as DES Site Queue (37) and Technology Team Queue (75).
- Open Tickets by Site:** A pie chart showing ticket counts for different sites, including DHS (559) and D41 (4).
- Open Tickets by Type:** A pie chart showing ticket counts by category, such as Password Reset (4) and Keyboard (231).
- Tickets by Status:** A pie chart showing ticket counts by status, including Not Repairable (5) and Depot Repair (410).
- Tickets by Closure Type:** A pie chart showing ticket counts by closure type, such as Repaired (365) and Swap-out (10).

At the bottom of the dashboard are two bar charts: **Outstanding Tickets by Time** and **Daily Ticket Status**.

2 Select "My Queues".

The screenshot shows the ONE TO ONE PLUS dashboard. The sidebar menu on the left has 'My Queues' highlighted with a red box. The main dashboard area contains several charts:

- Open Tickets by Assigned Technician:** A pie chart showing ticket counts for technicians like Tech Champion (9), Jane Jackson (55), and Mitch Brown (355).
- Open Tickets by Queue:** A pie chart showing ticket counts for queues like DSD Site Queue (39), DHS Queue (37), and Technology Team Queue (75).
- Open Tickets by Site:** A pie chart showing ticket counts for sites like DHS 669, DHS 821, and 414 Technology Warehouse (1).
- Open Tickets by Type:** A pie chart showing ticket counts for types like Password Reset (4), Keyboard (231), and Transportation Request (1).
- Tickets by Status:** A pie chart showing ticket counts for statuses like Not Repairable (5), Depot Repair (418), and In Progress (2).
- Tickets by Closure Type:** A pie chart showing ticket counts for closure types like Repaired (365), Swap-out (10), and Replaced Cracked Screen (4).
- Outstanding Tickets by Time:** A bar chart showing the number of outstanding tickets over time.
- Daily Ticket Status:** A bar chart showing the daily status of tickets.

3 Select "Queue Name" to filter the queues.

The screenshot shows the 'My Queues' page in ONE TO ONE PLUS. The page displays a table of tickets with the following columns: Queue Name, Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, and Site Code. The 'Queue Name' column has a dropdown menu with 'Select' highlighted in red. The table contains several rows of ticket data, including Network Issue Queue, DHS Queue, and DSD Site Queue.

Queue Name	Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Code
Network Issue Queue	TSK-5351009	99119911	87651293	Terminate	Staff Request	Testing	High S
DHS Queue	TSK-4274177			Recalibrate	Interactive Display	Microsoft SSO Login Issue on One to One Plus	High S
DHS Queue	TSK-4211430	5CD41322411	987654321	Broken Speaker, Fan Not Working, Internet Connection, and Cracked Screen	Student Device	The screen is broken.	High S
DSD Site Queue	TSK-3721883	1119	1152	Password Reset	Student Device	I need my Password reset!	High S
DSD Site Queue	TSK-3699501	8989	8989	Email Ticket Default		Broken in the left hand corner.	High S
DSD Site Queue	TSK-3194567			Email Ticket Default			Elemen
DSD Site Queue	TSK-3194566	8989	8989	Email Ticket Default			Elemen
DSD Site Queue	TSK-2992661			Email Ticket Default		testing	High S
DSD Site Queue	TSK-2834310	68499nu483jf32	100a			Cracked	Admini
DSD Site Queue	TSK-2834217	68499nu483jf32	100a			Cracked	Admini
DSD Site Queue	TSK-2710486	68499nu483jf32	100a	Teacher Assistance		Device has a cracked screen.	Admini
Email Notification Test	TSK-2672056			Teacher Assistance		Ask One to One Plus	High S
DSD Site Queue	TSK-2634515	68499nu483jf32	100a				High S

4 To assign a technician to a ticket, select a Ticket ID.

The screenshot shows the 'My Queues' interface. At the top, there's a search bar and navigation options like 'Columns', 'My Views', 'Export', 'Print All', and 'Add New'. Below that, a table lists tickets. The first row has 'TSK-5351009' highlighted in red. Other rows include tickets for 'DHS Queue', 'DSD Site Queue', and 'Email Notification Test'.

Queue Name	Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Code
Network Issue Queue	TSK-5351009	99119911	87651293	Terminate	Staff Request	Testing	High S
DHS Queue	TSK-4274177			Recalibrate	Interactive Display	Microsoft SSO Login Issue on One to One Plus	High S
DHS Queue	TSK-4211430	5C041322411	987654321	Broken Speaker, Fan Not Working, Internet Connection, and Cracked Screen	Student Device	The screen is broken.	High S
DSD Site Queue	TSK-3721883	1119	1152	Password Reset	Student Device	I need my Password reset!	High S
DSD Site Queue	TSK-3699501	8989	8989	Email Ticket Default		Broken in the left hand corner.	High S
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DSD Site Queue	TSK-2710486	68499nu483jf32	100a	Teacher Assistance		Device has a cracked screen.	Admini
Email Notification Test	TSK-2672056			Teacher Assistance		Ask One to One Plus	High S
DSD Site Queue	TSK-2634515	68499nu483jf32	100a				High S

5 Select the Technician Field and choose the appropriate technician. Once a technician has been selected, the ticket will be removed from the queue and will display on the technicians My Tickets.

The screenshot shows the 'Edit Ticket TSK-5351009' form. It has a left sidebar with navigation options and a main content area with several sections: 'Details', 'Filter Ticket Types by selecting Ticket Categories', 'User/Location', 'Files', 'Notes', 'Email Correspondence', and 'Custom Fields'. The 'Technician' dropdown menu is highlighted with a red box.

Details

- Description: Testing
- Status: New Service Call
- Closure Type: [Dropdown]
- Closure Notes: [Text Area]

Filter Ticket Types by selecting Ticket Categories

- Type Categories: [x] Staff Request
- Types: [x] Terminate
- Platform: [Dropdown]
- Technician: [Dropdown] (highlighted with red box)
- Queue: Network Issue Queue
- Priority: Moderate
- Collaborators: [Dropdown]

User/Location

- Related User: Joey Cole (jcole2, DHS)
- Related User Job Title: Director of Customer Success
- Related User Site: DHS

Files

- Notes: Total Time: 0 + Add
- Email Correspondence: + Add
- Custom Fields: Return Time, Date Needed, Describe in Detail, Quote Required Yes or No, Fund To Bill, Return Date, Special Needs Accommodation, Denature Time

6 Select "Save".

The screenshot displays the 'Edit Ticket TSK-5351009' page in the One to One Plus system. The interface includes a left-hand 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, Reports, and Settings. The main content area is divided into several sections:

- Details:** Fields for Description (Testing), Status (New Service Call), Closure Type, and Closure Notes.
- Filter Ticket Types by selecting Ticket Categories:** A section with dropdown menus for Type Categories (Staff Request), Types (Terminate), Platform, Technician (John Law), Queue, Priority (Moderate), and Collaborators.
- User/Location:** Fields for Related User (Joey Cole), Related User Job Title (Director of Customer Success), and Related User Site (DHS).
- Files:** A section for uploading files.
- Notes:** A section for adding notes, showing a total time of 0.
- Email Correspondence:** A section for adding email correspondence.
- Custom Fields:** A section for defining custom fields with labels like Return Time, Date Needed, Describe In Detail, Quote Required Yes or No, Fund To Bill, Return Date, Special Needs Accommodation, and Departure Time.

At the top right of the main content area, there are several action buttons: Actions, Watch, Activity Log, Save, and Save and Send. The 'Save' button is highlighted with a red box, indicating the step to be performed.