

Setup Email to Ticket Notification Groups



This guide offers a simple process to set up email notifications for ticketing systems, helping teams stay informed, improve response times, and enhance customer service.

1 Select "Settings".

The screenshot displays the ONE TO ONE PLUS dashboard interface. The left sidebar contains a navigation menu with the following 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 dashboard area shows a search bar at the top right, a breadcrumb trail 'Home > Dashboard', 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: 8,700 and Chromebook, iPad: 4), 'Assets by Site' (horizontal bar chart showing QAHS: 8,708, QAES, and QADO), 'Assets Not Turned In by Site' (line chart showing QAHS: 8,701, QAES: 2, and QADO: 145), 'Assets by Status' (donut chart showing Active: 8,872), 'Assets Assigned' (donut chart showing Unassigned: 99.7% and Assigned: 0.3%), and 'Assets by Funding Source' (bar chart showing E-Rate).

2 Select "Tickets".

The screenshot shows the ONE TO ONE PLUS Dashboard. The sidebar on the left contains a menu with the following items: Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, Sites, Parts, Tickets (highlighted with a red box), Invoices, Insurance, and Imports. The main dashboard area is titled "Dashboard" and includes a search bar and a navigation bar with "Tickets", "Assets", "Users", and "Locations". Below the navigation bar are six charts:

- Assets by Type:** A donut chart showing Laptop (8,700) and Chromebook, 4 (Pad, 1).
- Assets by Site:** A horizontal bar chart showing QAHS (8,708), QAES, and QADO.
- Assets Not Turned In by Site:** A line chart showing QAHS (8,701), QAES (2), and QADO (145).
- Assets by Status:** A donut chart showing Active (8,872).
- Assets Assigned:** A donut chart showing Unassigned (99.7%) and Assigned (0.3%).
- Assets by Funding Source:** A 3D bar chart showing E-Rate.

3 Select "Ticket Settings".

The screenshot shows the ONE TO ONE PLUS Ticket Properties page. The sidebar on the left contains a menu with the following 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 "Ticket Settings" is highlighted with a red box. The main content area is titled "Ticket Properties" and includes a search bar and a navigation bar with "Ticket Properties". Below the navigation bar are several buttons and settings:

- Ticket Settings:** Email Update (highlighted with a red box).
- 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.
- Queues:** Manage List of My Queues.

4 Select a "Ticket Notification" from the list.

The screenshot shows the 'Ticket Settings' page. The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, Sites, and Parts. The main content area is titled 'Ticket Settings' and includes a search bar and a 'Save' button. The 'General Settings' section includes fields for Banner Message, Email Update Format (Both), Email Update Staff (checked), Email Update Students (checked), Route Ticket Emails (unchecked), User Groups (Tech Champion), and Enable 'Add New Ticket' (checked). The 'On status closed require' section includes Closure notes (checked) and Time (checked). The 'Ticket Email Settings' section is highlighted with a red box and shows 'New Email Ticket Notification' set to 'New Email Ticket Created' and 'New Email Ticket Email Group' set to 'New Email Ticket'. The 'Ticket Notes Default Settings' section includes a Private checkbox (unchecked).

5 Select an "Email Group" that you wish to receive the notification of a new email ticket submitted.

The screenshot shows the 'Ticket Settings' page. The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, Settings, System, Assets, Users, Sites, and Parts. The main content area is titled 'Ticket Settings' and includes a search bar and a 'Save' button. The 'General Settings' section includes fields for Banner Message, Email Update Format (Both), Email Update Staff (checked), Email Update Students (checked), Route Ticket Emails (unchecked), User Groups (Tech Champion), and Enable 'Add New Ticket' (checked). The 'On status closed require' section includes Closure notes (checked) and Time (checked). The 'Ticket Email Settings' section is highlighted with a red box and shows 'New Email Ticket Notification' set to 'New Email Ticket Created' and 'New Email Ticket Email Group' set to 'New Email Ticket'. The 'Ticket Notes Default Settings' section includes a Private checkbox (unchecked).

6 Select "Save".

The screenshot shows the 'Ticket Settings' page in the ONE TO ONE PLUS system. The page is divided into several sections:

- General Settings:** Includes fields for Banner Message, Email Update Format (set to 'Both'), Email Update Staff (checked), Email Update Students (checked), Route Ticket Emails (unchecked), User Groups (set to 'Tech Champion'), and Enable 'Add New Ticket' (checked).
- On status closed require:** Includes Closure notes (checked) and Time (checked).
- Ticket Email Settings:** Includes New Email Ticket Notification (set to 'New Email Ticket Created') and New Email Ticket Email Group (set to 'New Email Ticket').
- Ticket Notes Default Settings:** Includes Private (unchecked).

Two 'Save' buttons are highlighted with red boxes: one in the top right corner of the settings area and one in the bottom left corner of the settings area.