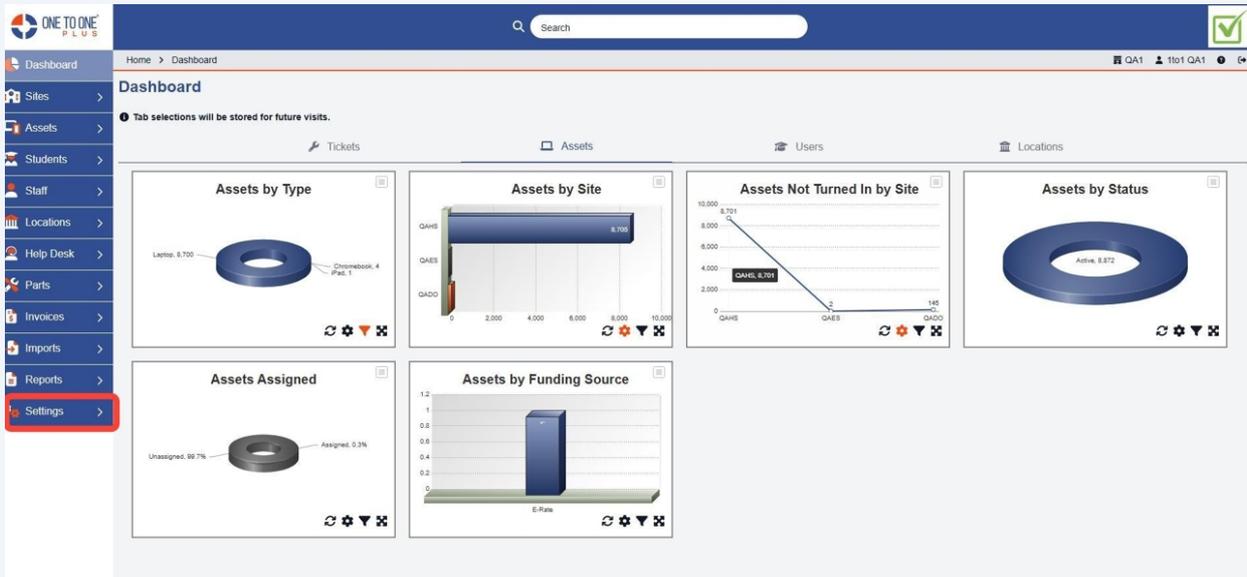


Setup Queues



This guide offers a simple process for setting up and managing queues, helping users customize workflows, boost collaboration, and improve service efficiency.

1 Select "Settings".



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 displays several charts and data points:

- Assets by Type:** A donut chart showing Laptop (8,700) and Chromebook, 4 (Pad, 1).
- Assets by Site:** A bar chart showing assets for sites QAHS (8,708), QAES, and QADO.
- Assets Not Turned In by Site:** A line chart showing values for 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 bar chart showing E-Rate.

3 Select "Queues".

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 main content area displays a grid of settings options:

- 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.)
- Queues (Manage List of My Queues) - This option is highlighted with a red box.

4 Select the "Edit" button to edit an existing queue.

The screenshot shows the 'Queues' management interface. The breadcrumb trail is 'Home > Ticket Properties > Queues'. The page title is 'Queues' and it shows 'Showing all 5 records'. There are buttons for 'Columns', 'My Views', and '+ Add New'. A search bar is at the top right. Below the search bar, there are filters for 'Queue', 'Created Date', and 'Modified Date', each with a 'Select' dropdown and a 'Clear' button. The table below has the following data:

Queue	Created Date	Modified Date	Actions
Waiting on Parts	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	[Edit] [Delete]
Tech Department	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	[Edit] [Delete]
MS Queue	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	[Edit] [Delete]
HS Queue	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	[Edit] [Delete]
ES Queue	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	[Edit] [Delete]

The 'Edit' button for the 'HS Queue' is circled in red.

5 Select the information you wish to edit.

The screenshot shows the 'Edit Queue' form. The breadcrumb trail is 'Home > Ticket Properties > Queues > Edit'. The page title is 'Edit Queue' and there is a 'Save' button at the top right. The form has the following fields:

- Queue * (highlighted with a red box): HS Queue
- Description: HS Queue
- Technicians: [Dropdown menu]

There is a 'Save' button at the bottom left of the form.

6 Select "Save".

The screenshot shows the 'Edit Queue' interface. The breadcrumb trail is 'Home > Ticket Properties > Queues > Edit'. The form fields are: Queue (HS Queue), Description (HS Queue), and Technicians (empty dropdown). A green 'Save' button with a checkmark is highlighted with a red box. The left sidebar contains navigation options: Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, Parts, Invoices, Imports, Reports, and Settings (System, Assets, Users, Sites, Parts).

7 Select "Add New" to add a new queue.

The screenshot shows the 'Queues' list view. The breadcrumb trail is 'Home > Ticket Properties > Queues'. The page shows 'Showing all 5 records'. A red box highlights the '+ Add New' button. The table below lists the existing queues:

Queue	Created Date	Modified Date	Actions
Select	Select	Select	Clear
Waiting on Parts	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	Edit Delete
Tech Department	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	Edit Delete
MS Queue	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	Edit Delete
HS Queue	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	Edit Delete
ES Queue	10/31/2024, 2:10 PM	10/31/2024, 2:10 PM	Edit Delete

The left sidebar is the same as in the previous screenshot. The right sidebar contains 'Columns', 'My Views', and '+ Add New' (highlighted). Below the table, there are 'Refresh' and 'Page Size 50' options.

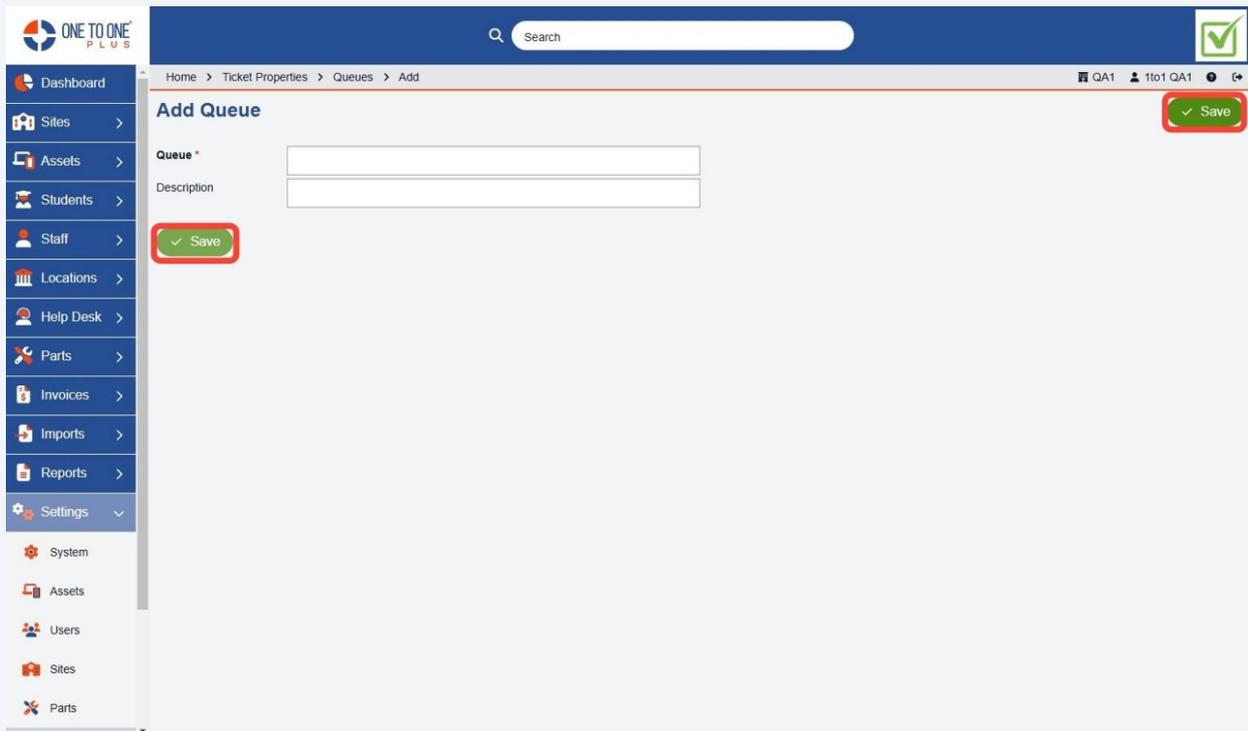
8 Add the "Queue" name.

The screenshot shows the 'Add Queue' form in the ONE TO ONE PLUS system. The breadcrumb trail is 'Home > Ticket Properties > Queues > Add'. The form has two input fields: 'Queue *' and 'Description'. The 'Queue *' field is highlighted with a red border. There is a green 'Save' button with a checkmark icon. 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 header includes the ONE TO ONE PLUS logo, a search bar, and a green checkmark icon.

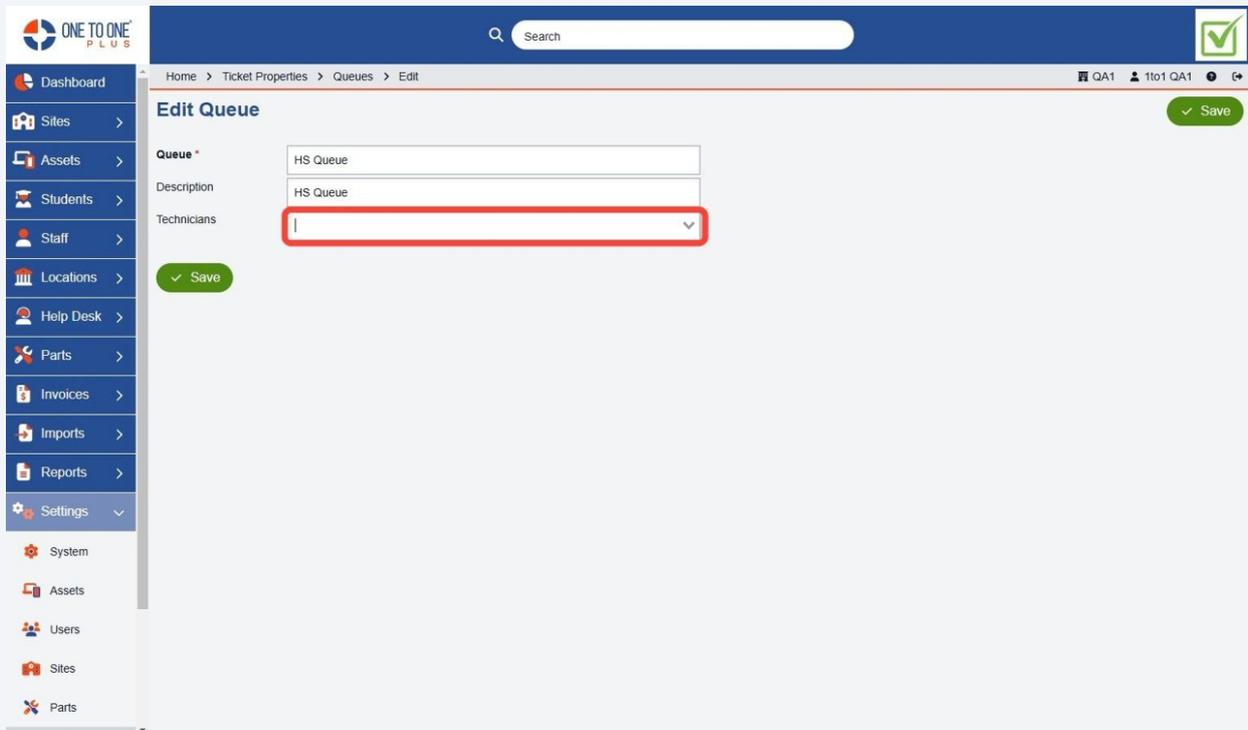
9 Add a "Description" of the queue.

The screenshot shows the 'Add Queue' form in the ONE TO ONE PLUS system. The breadcrumb trail is 'Home > Ticket Properties > Queues > Add'. The form has two input fields: 'Queue *' and 'Description'. The 'Description' field is highlighted with a red border. There is a green 'Save' button with a checkmark icon. 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 header includes the ONE TO ONE PLUS logo, a search bar, and a green checkmark icon.

10 Select the "Save" button.



11 Add the "Technicians" that you wish to be a part of the queue.



12 Select "Save".

The screenshot displays the 'ONE TO ONE PLUS' software interface. The top navigation bar includes a search field and a checkmark icon. The breadcrumb trail reads 'Home > Ticket Properties > Queues > Edit'. The main content area is titled 'Edit Queue' and contains a form with the following fields:

- Queue ***: HS Queue
- Description**: HS Queue
- Technicians**: (empty dropdown menu)

Two 'Save' buttons are visible, both highlighted with a red box. One is located in the top right corner of the form area, and the other is located in the left sidebar below the 'Locations' menu item. The sidebar also contains menu items for Dashboard, Sites, Assets, Students, Staff, Help Desk, Parts, Invoices, Imports, Reports, and Settings (with sub-items for System, Assets, Users, Sites, and Parts).