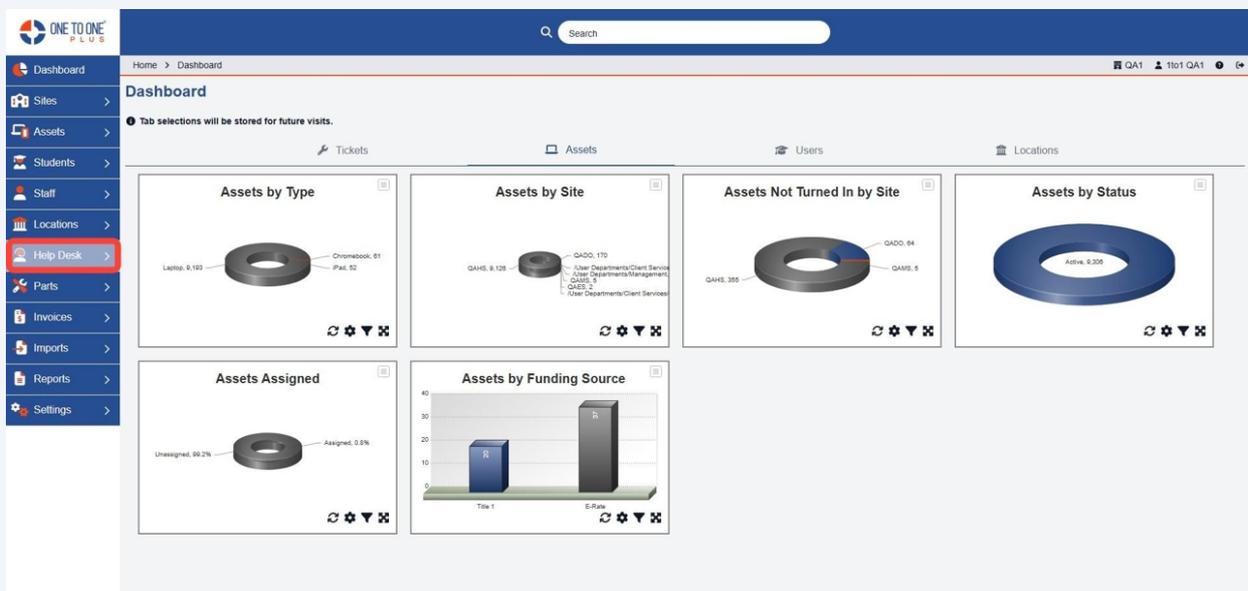


# Utilize Email Correspondence



This guide streamlines managing email in your help desk software, helping you track ticket-related discussions and keep communication organized for faster resolution and better collaboration.

1 Select "Help Desk".



## 2 Select "Manage" or "My Tickets".

The screenshot shows the ONE TO ONE PLUS Dashboard. On the left sidebar, the 'Manage' and 'My Tickets' options are highlighted with red boxes. The main dashboard area contains several charts: 'Assets by Type' (donut chart showing Laptop: 9, 10% and Chromebook: 61, 70%), 'Assets by Site' (donut chart showing QAHS: 9, 10% and QAHS: 170, 80%), 'Assets Not Turned In by Site' (donut chart showing QAHS: 54, 100%), 'Assets by Status' (donut chart showing Active: 9, 100%), 'Assets Assigned' (donut chart showing Unassigned: 99.2% and Assigned: 0.8%), and 'Assets by Funding Source' (bar chart showing Title I and E-Rate).

## 3 Search for the ticket that you wish to use to correspond with someone.

The screenshot shows the ONE TO ONE PLUS Ticket search results page. A search bar at the top is highlighted with a red box. Below the search bar, there are options for 'Columns', 'My Views', 'Export', 'Print All', and 'Add New'. The table below shows a list of tickets with columns for Ticket ID, Asset Serial Number, Asset ID, Ticket Type, Ticket Type Category, Description, Site Category, Related User, and Related User Site. The first row is highlighted with a red box.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related User Site
TSK-5009108	10003NLCB	1900	Chromebook Cracked Screen	Chromebook	Crack screen due to drop	High School	Zac Cole	QAHS
TSK-5009104			Chromebook Cracked Screen	Chromebook	keys missing	High School	Cristian Kagay	QAHS
TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote	High School	Jill Smith	QAHS
TSK-5009103	17369SN	17369	Chromebook missing keys	Chromebook	png	High School	Kimberly Morgan	QAHS
TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School	Joey Cole	/User Departments/Manage
TSK-5009101			Chromebook Cracked Screen	Chromebook	test png	High School	Kimberly Morgan	QAHS
TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf		Kimberly Morgan	QAHS
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1	Joey Cole	/User Departments/Manage
TSK-5009098			Chromebook Cracked Screen	Chromebook	email ticket		Joey Cole	/User Departments/Manage

#### 4 Select the ticket you with which you would like to correspond.

Ticket ID	Asset Serial Number	Asset ID	Ticket Type	Ticket Type Category	Description	Site Category	Related User	Related User Site
TSK-5009108	1000SNLCB	1000	Chromebook Cracked Screen	Chromebook	Crack screen due to drop	High School	Zac Cole	QAHS
TSK-5009104			Chromebook Cracked Screen	Chromebook	keys missing	High School	Cristian Kagay	QAHS
TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote	High School	Jill Smith	QAHS
<b>TSK-5009103</b>	<b>173693N</b>	<b>17369</b>	Chromebook missing keys	Chromebook	png	High School	Kimberly Morgan	QAHS
TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School	Joey Cole	/User Departments/Manage
TSK-5009101			Chromebook Cracked Screen	Chromebook	test png	High School	Kimberly Morgan	QAHS
TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf		Kimberly Morgan	QAHS
TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1	Joey Cole	/User Departments/Manage
TSK-5009098			Chromebook	Chromebook	email ticket		Joey Cole	/User

#### 5 Initiate the correspondence by updating the information on the ticket and selecting "Save and Send".

**Edit Ticket TSK-5009103**  
Created by 1101 QA1 1/8/2025, 10:27 AM Modified by 1101 QA1 1/8/2025, 10:27 AM

**Details**

Description: png

Status: New Ticket

Closure Type: [Dropdown]

Closure Notes: [Text Area]

**Filter Ticket Types by selecting Ticket Categories**

Type Categories: [X] Chromebook

Types: [X] Chromebook missing keys

Platform: [Dropdown]

Technician: Kimberly Morgan

Queue: [Dropdown]

Priority: High

Collaborators: [X] Tammy Edmunds (tedmunds@onetooneplus.onmicrosoft.com) [X] Rhea Marshalls (matthewcox@gmail.com)

**Files**

**Notes**

Total Time: 0 + Add

Public [X] 1101 QA1 History 1/8/2025, 10:27 AM

test note

Time Spent: 0

**Email Correspondence (1)**

png

From: kmorgan@onetooneplus.com 1/8/2025, 10:18 AM

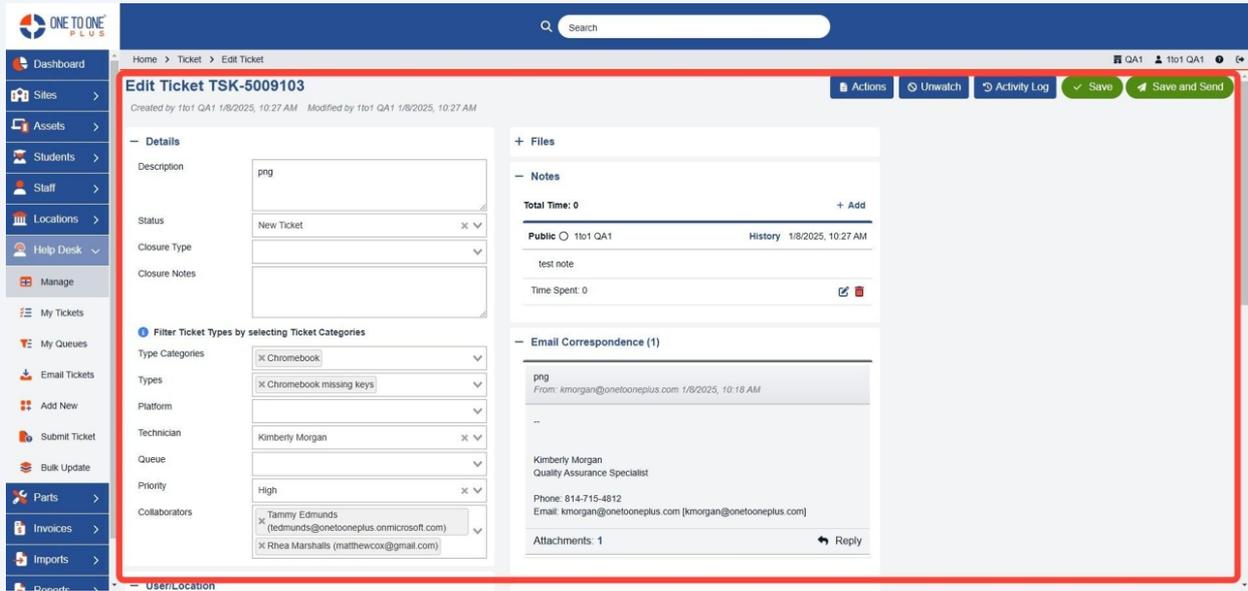
Kimberly Morgan  
Quality Assurance Specialist  
Phone: 814-715-4812  
Email: kmorgan@onetooneplus.com (kmorgan@onetooneplus.com)

Attachments: 1 Reply

Buttons: Actions, Unwatch, Activity Log, Save, **Save and Send**

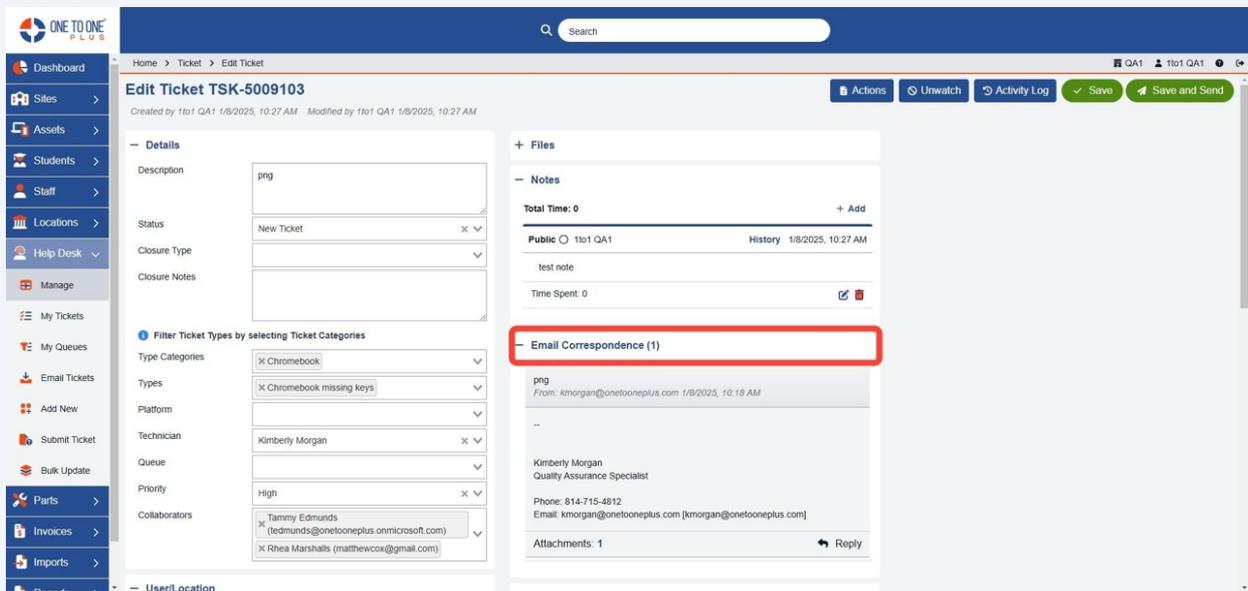
6

The correspondence will be sent to the appropriate email addresses and the users can simply reply to the email.



7

The software then opens this new email area and the reply to the email will be captured in this area.



8

When the reply email arrives, users can either reply to that email or they can respond using the "Reply" button in the software.

The screenshot shows the 'Edit Ticket TSK-5009103' page. The interface includes a sidebar with navigation options like Dashboard, Sites, Assets, Students, Staff, Locations, Help Desk, and Manage. The main content area is divided into several sections: 'Details' (Description: png, Status: New Ticket, Closure Type, Closure Notes), 'Filter Ticket Types by selecting Ticket Categories' (Type Categories: Chromebook, Types: Chromebook missing keys, Platform, Technician: Kimberly Morgan, Queue, Priority: High, Collaborators: Tammy Edmunds, Rhea Marshalls), 'Files', 'Notes' (Total Time: 0, Public: 1101 QA1, History: 1/8/2025, 10:27 AM, test note, Time Spent: 0), and 'Email Correspondence (1)'. The 'Email Correspondence' section is highlighted with a red box and shows an email from kmorgan@onetooneplus.com with a 'Reply' button.

9

All back and forth email correspondence related to a particular ticket will be captured and included in the Email area of the ticket.

This screenshot is identical to the one above, showing the 'Edit Ticket TSK-5009103' page. The 'Email Correspondence (1)' section is highlighted with a red box, showing an email from kmorgan@onetooneplus.com with a 'Reply' button.