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.



2 Select "Manage" or "My Tickets".



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

ONE TO ONE				م	Search				
E Dashboard	Home > Ticket							E Q	IA1 💄 1to1 QA1 😝 🕞
Sites >	Ticket Page: 1	of 1 Showing 9 of 143 tota	al records				Columns Views	Switc	All + Add New
Assets >							C Defeate Column Finder		Dans Cine and Add
Students >	View Applied: Stand	lard					Column Finder	<u> </u>	Page Size 50 V
Staff >	Ticket ID 🗘	Asset Serial Number 🗘	Asset ID	Ticket Type	Ticket Type Category	Description	≎ Site Category ≎	Related User \$	Related User Site
Locations >	Select	Select	Select	Select	Select	Select	Select	Select	Select
🔎 Help Desk 🗸	TSK-5009108	1000 SNLCB	1000	Chromebook Cracked Screen	Chromebook	Crack screen due to drop	High School	Zac Cole	QAHS
🖽 Manage				Chromebook					
E My Tickets	<u>TSK-5009104</u>			Cracked Screen	Chromebook	keys missing	High School	Cristian Kagay	QAHS
TE My Queues	TSK-5009105			Chromebook Cracked Screen	Chromebook	need remote	High School	Jill Smith	QAHS
📥 Email Tickets	TSK-5009103	17369SN	17369	Chromebook missing keys	Chromebook	png	High School	Kimberly Morgan	QAHS
# Add New	TSK-5009102			Chromebook Cracked Screen	Chromebook	Chromebook missing keys	High School	Joey Cole	/User Departments/Manage
Bubmit Ticket	TSK-5009101			Chromebook Cracked Screen	Chromebook	test png	High School	Kimberly Morgan	QAHS
Selk Update	TSK-5009100			Chromebook Cracked Screen	Chromebook	test pdf		Kimberly Morgan	QAHS
Invoices >	TSK-5009099			Chromebook Cracked Screen	Chromebook	email ticket Joey	District 1	Joey Cole	/User Departments/Manage
Imports >	TSK-5009098			Chromebook	Chromebook	email ticket		Joey Cole	/User
Poporte >									

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

ONE TO ONE P L U S					۹ (Search					
🖶 Dashboard 📋	Home > Ticket									n QA	1 💄 1to1 QA1 🛛 🚱
Sites >	-									Switch	back to the legacy page
Assets >	IICKET Page: 1 or 1 Showing 9 of 143 total records							Columns	▼ My Views	Export 🖨 Print /	All + Add New
💌 Students >	View Applied: Stand	ard						2 Refresh C	Column Finder	~	Page Size 50 🗸
💄 Staff >	Ticket ID	Asset Serial Number 🄺	Accet ID	1 Tick	ket Tupe	Ticket Type Category	Description	•	Site Category	Peinted licer *	Peinted Licer Site
fm Locations >	Select	Select	Select		Select	Select	Select		Select	Select	Select
🚊 Help Desk 🗸				Chro	omebook			_			
🖽 Manage	TSK-5009108	1000SNLCB	1000	Crac	cked Screen	Chromebook	Crack screen due to drop		High School	Zac Cole	QAHS
¥Ξ My Tickets	TSK-5009104			Chro	omebook cked Screen	Chromebook	keys missing		High School	Cristian Kagay	QAHS
TE My Queues	TSK-5009105			Chro	omebook cked Screen	Chromebook	need remote		High School	Jill Smith	QAHS
🛓 Email Tickets	TSK-5009103	17369SN	17369	Chro miss	omebook sing keys	Chromebook	png		High School	Kimberly Morgan	QAHS
Add New	TSK-5009102			Chro	omebook cked Screen	Chromebook	Chromebook missing keys		High School	Joey Cole	/User Departments/Manage
Bubmit Ticket	TSK-5009101			Chro	omebook cked Screen	Chromebook	test png		High School	Kimberly Morgan	QAHS
Bulk Update	TSK-5009100			Chro	omebook cked Screen	Chromebook	test pdf			Kimberly Morgan	QAHS
Parts >	TSK-5009099			Chro	omebook cked Screen	Chromebook	email ticket Joey		District 1	Joey Cole	/User Departments/Manage
Jimports >	TSK-5009098			Chro	omebook	Chromebook	email ticket			Joey Cole	/User
Doporte >											,

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

ONE TO ONE P L U S			Q. Search
🕒 Dashboard	Home > Ticket > Edit 1	Ticket	륨 QA1 🌲 1101 QA1 🔮 (+
Sites >	Edit Ticket TSK-	-5009103 125, 10:27 AM Modified by 1to1 QA1 1/8/2025, 10:27 AM	🛔 Actions 🛇 Unwatch 🕤 Activity Log 🗸 Save and Send
Assets >	- Details		+ Files
Students >	Description	png	- Notes
Locations → Align Desk → Manage Manage	Status Closure Type Closure Notes	New Ticket X V	Total Time: 0 + Add Public O 1101 QA1 History 1/0/2025, 10:27 AM test note Time Spent. 0 EX* E
E My Tickets	6 Filter Ticket Types by	y selecting Ticket Categories	- Email Correspondence (1)
My Queues	Type Categories	× Chromebook	
📥 Email Tickets	Types	K Chromebook missing keys	png From: kmorgan@onetooneplus.com 1/8/2025, 10:18 AM
Add New	Platform	~	
Submit Ticket	Technician	Kimberly Morgan 🛛 🗙 🗸	
📚 Bulk Update	Queue	×	Kimberly Morgan Quality Assurance Specialist
🇏 Parts >	Priority	High × V	Phone: 814-715-4812
s Invoices >	Collaborators	XTammy Edmunds (tedmunds@onetooneplus.onmicrosoft.com)	Email: kmorgan@onelooneplus.com (kmorgan@onelooneplus.com)
Imports >		× Rhea Marshalls (matthewcox@gmail.com)	Attachments: 1 • Reply
Perorte >	- User/Location		

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

6

		Q Search							
🖶 Dashboard	Home > Ticket > Edit Ti	Home > Ticket > Edit Ticket @ @							
😭 Sites 🖒	Edit Ticket TSK-S Created by 1to1 QA1 1/8/202	5009103 5, 10:27 AM Modified by 1to1 QA1 1/8/2025, 10:27 AM		Actions O Unwatch O Activity Log 🗸 Save A Save and Send					
Assets >	- Details		+ Files						
Students > Staff >	Description	png	- Notes						
m Locations >	Status	New Ticket X V	Total Time: 0 Public () 11o1 QA1 History 1/8/202	+ Add 5. 10:27 AM					
Pelp Desk V	Closure Notes		test note Time Spent: 0	C B					
₹Ξ My Tickets ₹Ξ My Queues	6 Filter Ticket Types by Type Categories	selecting Ticket Categories	- Email Correspondence (1)						
Email Tickets	Types	× Chromebook missing keys	png From: kmorgan@onetooneplus.com 1/8/2025, 10:18 AM						
Submit Ticket	Technician	Kimberly Morgan ×	-						
😂 Bulk Update	Queue	~	Kimberly Morgan Quality Assurance Specialist						
Note:	Collaborators	High × V	Phone: 814-715-4812 Email: kmorgan@onetooneplus.com [kmorgan@onetooneplus.com]						
Imports >		Khea Marshalls (matthewcox@gmail.com)	Attachments: 1	n Repiy					
Poporte >	- User/Location			*					

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

			Q Search
🖶 Dashboard	Home > Ticket > Edit	Ticket	≣ QA1 1 1to1 QA1 9 (+
<pre> Sites → </pre>	Edit Ticket TSK Created by 1to1 QA1 1/8/2	C-5009103 2025, 10:27 AM Modified by 1to1 QA1 1/8/2025, 10:27 AM	Actions S Unwatch S Activity Log Save and Send
Assets >	- Details		+ Files
Students >	Description	png	- Notes
💼 Locations 🖒 🖲 Help Desk 🗸	Status Closure Type	New Ticket × V	Total Time: 0 + Add Public () 1101 QA1 History 1/8/2025, 10.27 AM
Manage	Closure Notes		test note Time Spent: 0 & C
E My Tickets	Filter Ticket Types to Tupe Categories	by selecting Ticket Categories	- Email Correspondence (1)
🛓 Email Tickets	Types	Chromebook V Chromebook V	png From: Amorgan@coneplus.com f/8/2025, 10:18 AM
📫 Add New	Platform	Kimberly Morgan x v	-
😂 Bulk Update	Queue	×	Kimberly Morgan Quality Assurance Specialist
Yearts	Priority	High × V	Phone: 814-715-4812
Invoices >	Collaborators	Tammy Edmunds (tedmunds@onetooneplus.onmicrosoft.com)	Emait kmorgangsonetoonepus com (umorgangsonetoonepus com) Attachments: 1 • Reply
Reports >	- User/Location		

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

8

9

ONE TO ONE PLUS			Q Search	
🖶 Dashboard 🍵	Home > Ticket > Edit Ti	cket		買 QA1 💄 1101 QA1 🌒 🔅
Sites >	Edit Ticket TSK-	5009103 55, 10:27 AM Modified by 1to1 QA1 1/8/2025, 10:27 AM		Actions O Unwatch S Activity Log V Save Save Save and Send
Students >	- Details		+ Files	
≜ Staff >	Description	png	- Notes	+ 644
m Locations → A Help Desk →	Status Closure Type	New Ticket X V	Public O 11o1 QA1 History 1/8/2	025, 10:27 AM
Manage	Closure Notes		test note Time Spent: 0	Ø
Y My Tickets	Filter Ticket Types by Type Categories	selecting Ticket Categories	- Email Correspondence (1)	
📥 Email Tickets	Types	× Chromebook missing keys	png From: kmorgan@onetooneplus.com 1/8/2025, 10:18 AM	
Add New	Platform	×	-	
 Submit licket Bulk Update 	Queue	Kimbeny Morgan X V	Kimberly Morgan Quality Assurance Specialist	
۶ Parts >	Priority Collaborators	High × V	Phone: 814-715-4812 Email: kmorgan@onetooneplus.com [kmorgan@onetooneplus.com]	
Invoices > Imports >		(tedmunds@onetooneplus.onmicrosoft.com) KRea Marshalls (matthewcox@gmail.com)	Attachments: 1	A Reply
Paparte >	- User/Location			

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

ONE TO ONE			Q Search
E Dashboard	Home > Ticket > Edit 1	licket	Ē QA1 1101 QA1 ● €
Sites >	Edit Ticket TSK-	5009103 125, 10:27 AM Modified by 11o1 QA1 1/8/2025, 10:27 AM	Actions O Unwatch S Activity Log Save and Send
Assets >	- Details		+ Files
Students >	Description	png	- Notes
Locations > Help Desk >	Status Closure Type	New Ticket X V	Total Time: 0 + Add Public () 11o1 QA1 History 1/8/2025, 10.27 AM
Manage	Closure Notes		test note Time Spent. 0 C a
E My Tickets			
TE My Queues	Type Categories	y selecting Ticket Categories	Email Correspondence (1)
🛓 Email Tickets	Types	Chromebook	png From: kmorgan@onebioneplus.com 1/8/2025, 10:18 AM
Add New	Platform	~	
b Submit Ticket	Technician	Kimberly Morgan 🛛 🗙 🗸	
😂 Bulk Update	Queue	~	Kimberly Morgan Quality Assurance Specialist
۶ Parts 🖒	Priority	High × V	Phone: 814-715-4812
s Invoices >	Collaborators	X Tammy Edmunds (tedmunds@onetooneplus.onmicrosoft.com) ✓	Email: kmorgan@onetooneplus.com [kmorgan@onetooneplus.com]
♣ Imports >		× Rhea Marshalls (matthewcox@gmail.com)	Attachments: 1 Reply
Paparte >	- User/Location		