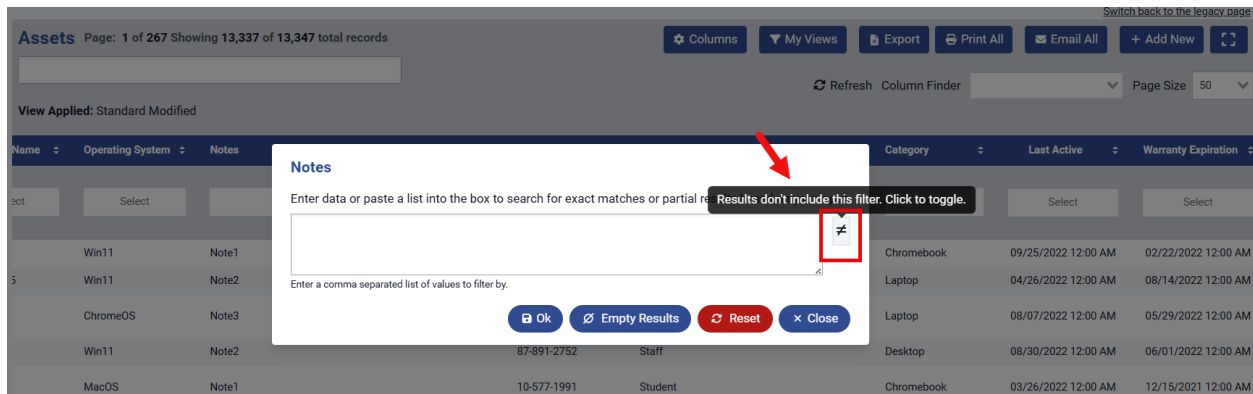


## General

- **Manage Pages (filters)** - A new option has been added to exclude specific results from the filtered results.



## Assets

- **Inventory Audit** - Selecting the “District Wide” audit level will now automatically disable the “Reconcile During Audit” option, as it is not applicable for this type of audit.

### Edit Inventory Audit

#### Details

**Audit Title \***

**Start Date \***  x

**End Date \***  x

**Assigned Users**  v

**Sites**  v All

**Audit Status**  x v

#### Filters

**Asset Disposition**  v

**Location Types**  v

**User Type**  v

**Asset Types**  v

**Asset Statuses**  v

#### Audit Settings

**Audit Settings**

☒ Assigned and Held by

☐ Assigned to

☐ Held by

**Do you want to reconcile during the audit?**

**Reconcile During Audit** ☐

**Audit Level**

**Audit Level**  x v

- **Add/Edit Staff** - When adding a new Staff record if a required field is missed on initial save, upon editing and resaving all information that had been previously entered will now save correctly, including custom fields.

### Student

- **Add/Edit Student** -When adding a new Student record if a required field is missed on initial save, upon editing and resaving all information that had been previously entered will now save correctly, including custom fields.

### Help Desk

- **Add/Edit/Submit Tickets** - Emails sent through correspondence will now include the ticket number as a clickable link. If the user is logged into the system, clicking the link will open the associated ticket.



Ticket Status: New Ticket

Priority - **Moderate**

Ticket ID	<a href="#">TSK-5010005</a>
Ticket Description	
Ticket Type	Chromebook Cracked Screen
Related User	Zoe (Student) Durham-Zuber
Technician	Ben Zuber
Site	QAHS
Created	7/16/25, 3:03 PM
Last Modified	7/16/25, 3:03 PM

### Imports

- **Jamf Pro Schools Device** - An error that occurred when mapping an integer to a string field has now been resolved.
- **Jamf Pro Mobile IOS** - Date information was previously being read into custom fields without proper formatting. This issue has now been resolved.

- **Google Staff** - Custom field of “Employee Number” can now be mapped and imported. The custom Category field in Google needs to be named “Employee Information”.

Employee Information

Category  
Employee Information

Description

Custom fields

Name	Info type	Visibility	No. of valu...
Employee Number	Text	Visible to u...	Single Value


Name

Info type

Visibility

No. of valu...

ADMIN

 **Joey Cole**  
joey.cole@onetooneplus.com  
Active  
Last sign in: About an hour ago  
Created: Mar 23, 2018

Organizational unit  
onetooneplus.com > User  
Departments > **Management**

RESET PASSWORD

UPDATE USER

ADD ALTERNATE EMAILS

ADD TO GROUPS

*Add a manager email*

Department  
DHS

Cost center  
*Add a cost center*

Building id  
DHS

Floor name  
*Add floor name*

Floor section  
*Add floor section*

Employee Information	Employee Number E00099
----------------------	---------------------------

Directory sharing **On** | Directory sharing is enabled for your organization. [Learn more.](#)

### Google Staff Import Settings

Created by 1to1 QA 10/30/2024, 4:20 PM Modified by 1to1 QA 7/16/2025, 10:56 AM

Standard Settings

Enable Import ☒

OU Scoping

OU's Included

Service Settings

Default User Status \*

Default User Type \*

Default User Group \*

Permissions \*

Admin Email \*

Json Credential \*

Data Syncing Options

Field Mappings

Choose Source

Choose Destination

+

Source	Destination	Preserve	Remove
▶ First Name	First Name	<input type="checkbox"/>	×
▶ Last Name	Last Name	<input type="checkbox"/>	×
▶ Primary Email	Email Address	<input type="checkbox"/>	×
▶ OU Path	Site	<input type="checkbox"/>	×
▶ Job Title	Job Title	<input type="checkbox"/>	×
▶ Building ID	Building ID Custom F...	<input type="checkbox"/>	×
▶ Employee Number	Staff ID	<input type="checkbox"/>	×

## Reports

- **Quick Reports:** The Asset Quick report 'Assets including Assigned to/Held' by has been removed from the Quick Report options. This report is no longer available.

## Settings

- **System> Custom Fields-** previously gave a generic save message, now upon saving validates field name being saved.

## Surveys

A new feature has been introduced in the Help Desk section to track surveys sent when a ticket is marked as "closed" for users with a staff or support-related role. The ticket must be closed by a technician for the survey to be triggered.

Use the instructions below to configure this new feature.

## Setup

- **Survey Forms** - To use this feature, a survey form must be set up. You can create or manage survey forms by navigating to **Settings > Tickets > Survey Forms**..

The screenshot shows the ONE TO ONE PLUS interface. On the left sidebar, the 'Tickets' menu item is highlighted with a red box. The main content area displays 'Ticket Properties' with various configuration options. The 'Survey Forms' option, labeled 'Manage Survey Forms', is highlighted with a red box.

Below the first screenshot, the 'Survey Forms' configuration page is shown. The breadcrumb trail is 'Home > Ticket Properties > Survey Forms'. The page title is 'Survey Forms' with a subtitle 'Showing all 2 records'. There are buttons for 'Columns', 'My Views', 'Add New', and 'Refresh'. A red arrow points to the 'Add New' button. Below the buttons is a table with the following data:

Survey Form	Description	Created By	Created Date	Modified By	Modified Date	Actions
Customer Satisfaction - Teachers	Customer Satisfaction for Teachers	1to1 QA (1to1QA)	7/16/2025, 3:20 PM	1to1 QA (1to1QA)	7/21/2025, 3:25 PM	[Edit] [Delete]
Customer Satisfaction - Media Specialist	How would you rate your overall service experience with us - response may include technician initial response time or length of time to fix the issue.	1to1 QA (1to1QA)	7/15/2025, 4:50 PM	1to1 QA (1to1QA)	7/23/2025, 3:18 PM	[Edit] [Delete]

**ONE TO ONE PLUS**

Search

1to1QA

Home > Ticket Properties > Survey Forms > Edit Survey Form

1to1QA

Reset Delete Cancel Clone Save

**Edit Survey Form**

Created by 1to1 QA 7/15/2025, 4:50 PM Modified by 1to1 QA 7/31/2025, 12:23 PM

**Survey Settings**

**Title \*** Customer Satisfaction Survey

**Description** How would you rate your overall service experience with us - response may include technician initial response time or length of time to fix the issue. Please rate your technician with 1-5 stars and add any additional comments or concerns.

Save

**Customer Satisfaction Survey**

1 How would you rate your overall service experience with us - response may include technician initial response time or length of time to fix the issue. Please rate your technician with 1-5 stars and add any additional comments or concerns.

[View Ticket](#)

2 How do you rate your overall experience with your technician and was the issue resolved in a timely manner? \*

☆☆☆☆☆

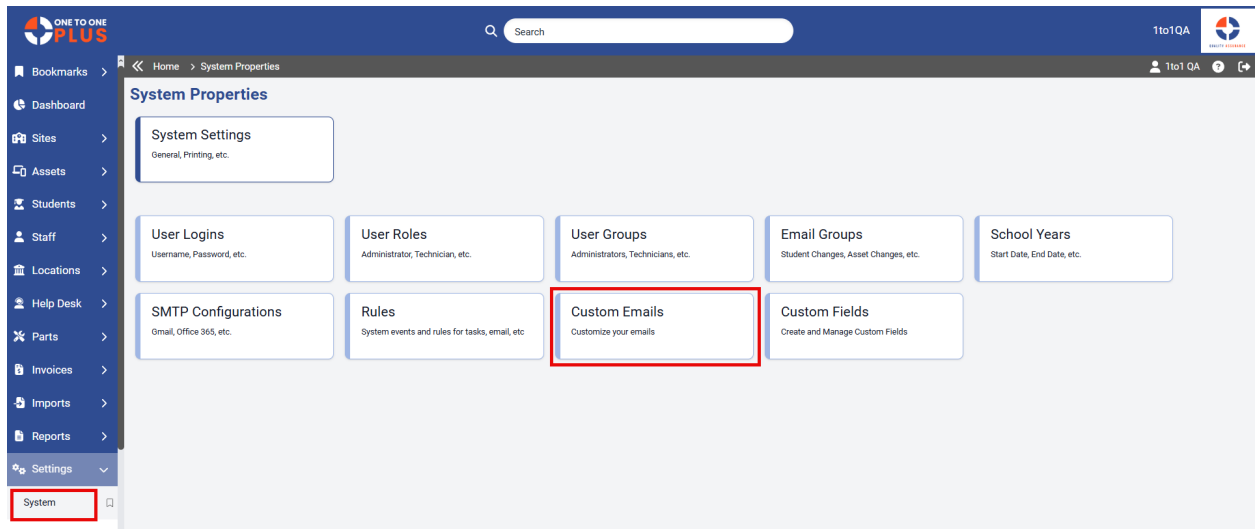
3 Comments and Concerns \*

Submit Survey

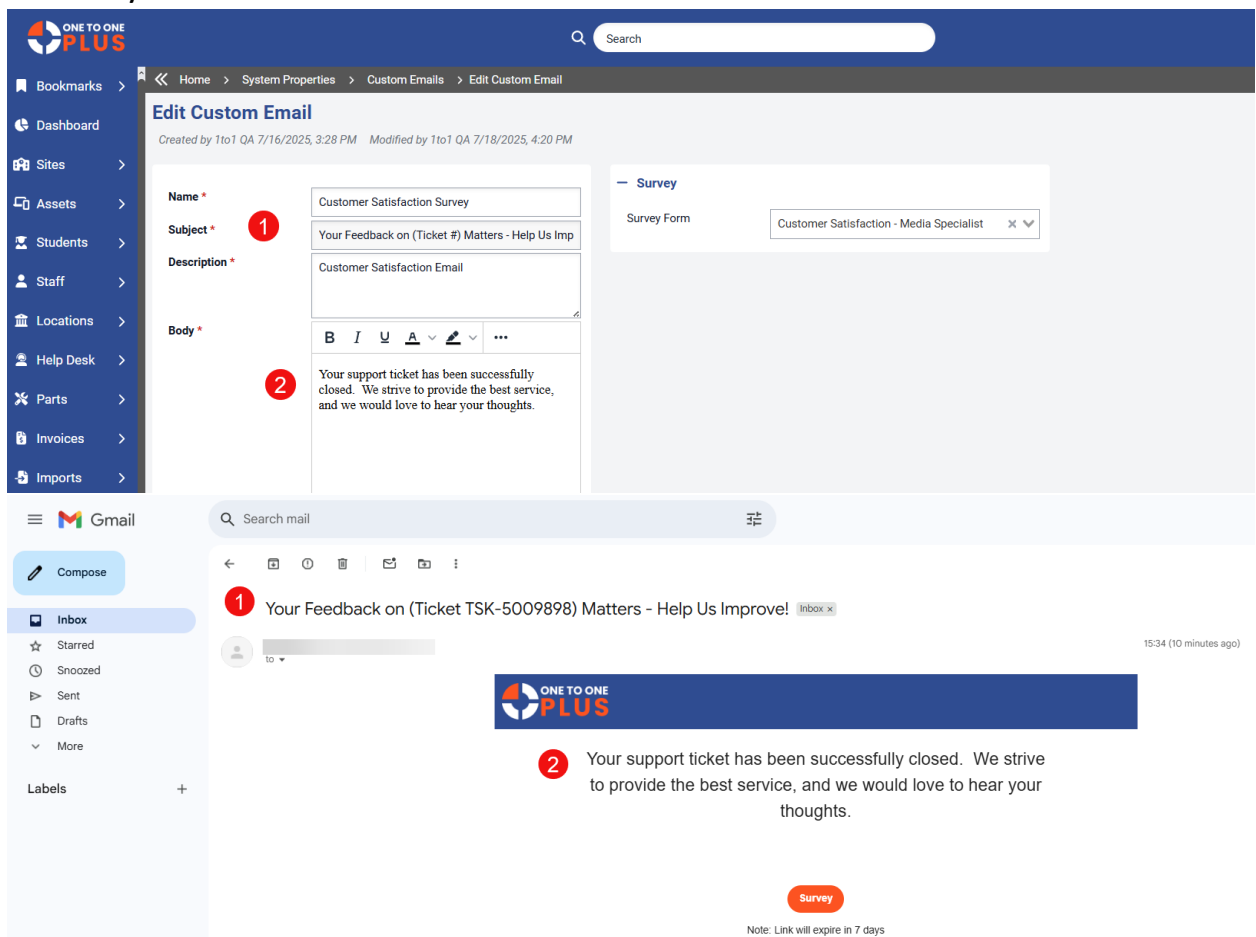
**Title** can be a generic name of the type of survey form. **Description** will print on the survey that is sent to the related user. This can be a detailed explanation of the type of responses you are looking for.

The section on the right hand side can be customized with your question that will be displayed beside the star rating. The comments question will display a box beside the question for users to provide additional comments.

- **Custom Emails** - A custom email will need to be created for the survey form and link the form to the email.



The **subject** line will automatically be populated when a survey form is selected with text that will identify a survey email. The **body** will display in the body of the email.



- **Rules** - A rule will need to be set up to trigger the custom email to be sent at the time a ticket is closed.

There are four key things that must be set in the rule.

1. **Event** must be set to “ticket is updated”
2. **Condition** must contain “status is one of closed”
3. **Notification** must contain action of “send survey email to related user” and survey email template must be survey form name.

**ONE TO ONE PLUS**

Search

Home > System Properties > Rules > Edit

### Edit Rule

Created by 1to1 QA 10/24/2023, 7:56 PM Modified by 1to1 QA 7/21/2025, 3:01 PM

Changes to this section will reset conditions, modifications, and other actions

**Module \*** Tickets

**Rule Name \*** Customer Satisfaction Survey

**Description** This rule will trigger a survey

**Event \*** 1 Ticket is Updated

**Priority \*** 1

**Enabled** ☒

#### Conditions

Or And Condition Field

- and -

**Field \*** Status

**Operator \*** One Of

**Ticket Status(s) \*** 2 ☒ Closed

Delete

#### Actions

##### Modifications

**Action**

##### Notifications

**Action \*** 3 Send Survey Email to Related User

**Survey Email Template \*** 4 Customer Satisfaction Survey

Delete



## Process

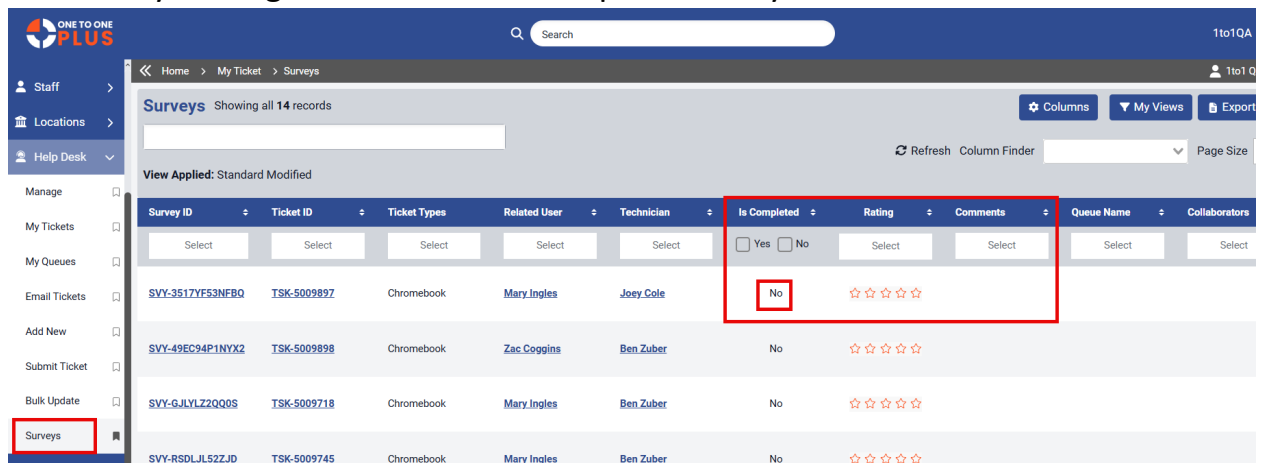
- **Edit/Add Staff** - A Survey will be sent to staff with Type set to “Employee” or “Support” only.

The screenshot shows the 'Edit Staff' interface. On the left is a sidebar with navigation links: Bookmarks, Dashboard, Sites, Assets, Students, Staff (selected), Manage, Print Labels, Locations, and Help Desk. The main content area has a breadcrumb trail: Home > Staff > Edit "Mary Ingles". Below this is the 'Edit Staff' title and a row of action buttons: Quick Ticket, Credentials, Print Label, Tickets, Assets, Invoices, and Locations. A note indicates the staff member was created by Madison Aakhus on 4/15/25 and modified by 1to1 QA on 7/18/25. The form is divided into sections: Personal Information (Staff ID: MI123, First Name: Mary, Middle Name, Last Name: Ingles), Policies (Staff, SIGN), System Information (Import Type, Status: Active, Type: Employee - highlighted with a red box, User Group, Restrict to Sites), and Related Assets (Asset Accessories). A 'SIGN' button is visible in the Policies section.

- **Edit Ticket** - When a ticket that meets the rule criteria and is closed by a technician, it will then automatically send a survey email to the related user when the ticket is saved.

The screenshot shows the 'Edit Ticket' interface for ticket TSK-5009897. The breadcrumb trail is Home > Tickets > Edit Ticket. The title is 'Edit Ticket TSK-5009897'. A row of buttons includes Actions, Watch, Activity Log, and a green checkmark. A note indicates the ticket was created by Api User Api User on 6/5/2025, modified by Karen Zuber on 7/24/2025, and closed by Karen Zuber on 7/24/2025. The form has two main sections: Details and Files. The Details section includes Description (Cracked Screen), Status (Closed - highlighted with a red box), Closure Type, Closure Notes, and Filter Ticket Types by selecting Ticket Categories (Type Categories: Hardware, Types: Chromebook). The Files section shows 'No Files'. The Notes section shows 'Total Time: 0' and an 'Add' button. The Email Correspondence section shows one email with the subject 'Re: TSK-5009897 - New Ticket - QADO - New Student' and a 'Show More' button. The bottom right shows 'Attachments: 1' and a 'Reply' button.

- **Survey Email** - Once the survey email is sent, it will immediately update the Survey Manage screen as an incomplete survey.



ONE TO ONE PLUS

Home > My Ticket > Surveys

Search

11to1QA

Staff >

Locations >

Help Desk >

Manage

My Tickets

My Queues

Email Tickets

Add New

Submit Ticket

Bulk Update

Surveys

Surveys Showing all 14 records

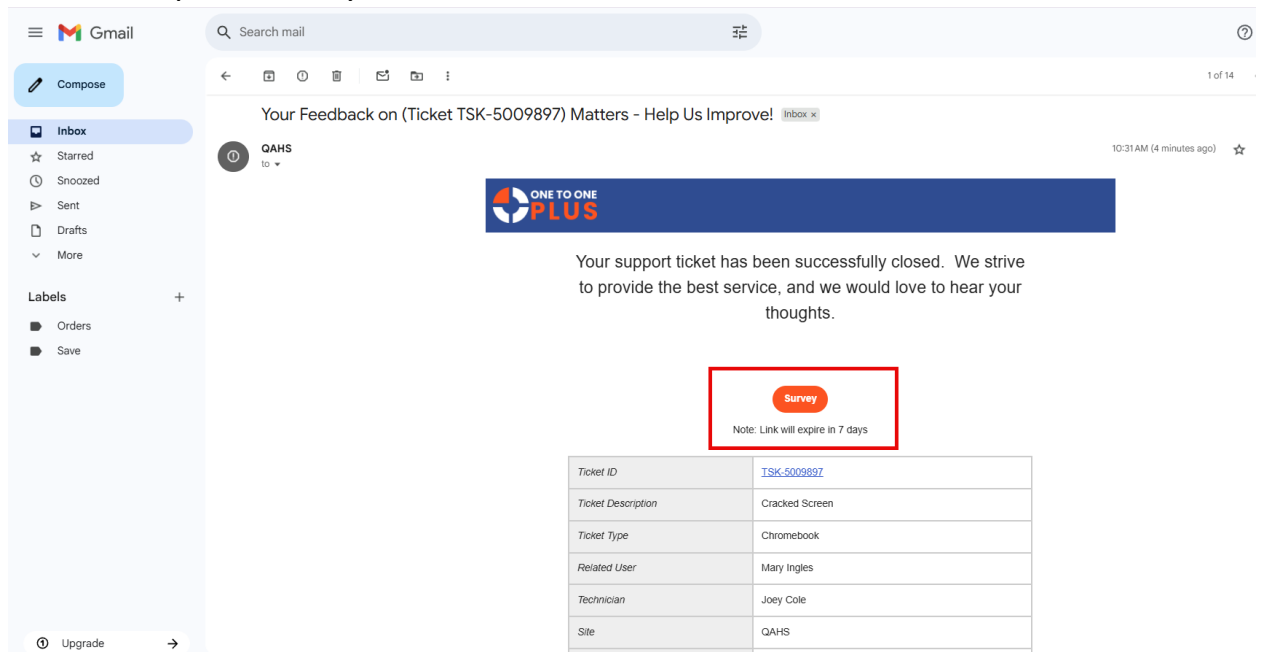
Columns My Views Export

Refresh Column Finder Page Size

View Applied: Standard Modified

Survey ID	Ticket ID	Ticket Types	Related User	Technician	Is Completed	Rating	Comments	Queue Name	Collaborators
Select	Select	Select	Select	Select	<input type="checkbox"/> Yes <input type="checkbox"/> No	Select	Select	Select	Select
SVY-3517YF53NFBQ	TSK-5009897	Chromebook	Mary Ingles	Joey Cole	No	☆☆☆☆☆			
SVY-49EC94P1NYX2	TSK-5009898	Chromebook	Zac Coggins	Ben Zuber	No	☆☆☆☆☆			
SVY-GJVLZ2Q0Q5	TSK-5009718	Chromebook	Mary Ingles	Ben Zuber	No	☆☆☆☆☆			
SVY-RSDLJL52ZJD	TSK-5009745	Chromebook	Mary Ingles	Ben Zuber	No	☆☆☆☆☆			

The survey email will contain a “Survey” button that the related user can click on to take them to the survey questions. This link is a token based link that will expire in 7 days.



Compose

Inbox

Starred

Snoozed

Sent

Drafts

More

Labels

Orders

Save

Upgrade

Search mail

1 of 14

Your Feedback on (Ticket TSK-5009897) Matters - Help Us Improve! Inbox

QAHS

10:31 AM (4 minutes ago)

ONE TO ONE PLUS

Your support ticket has been successfully closed. We strive to provide the best service, and we would love to hear your thoughts.

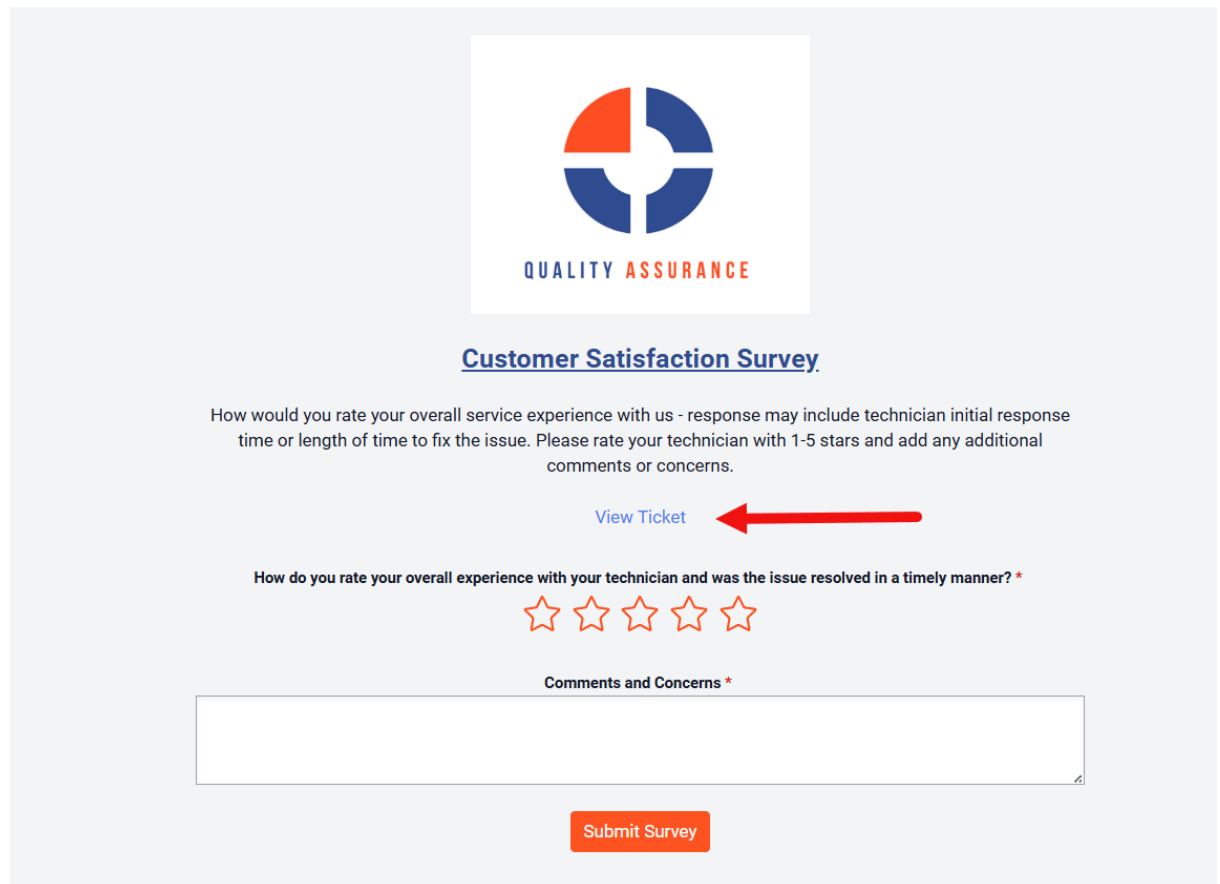
Survey

Note: Link will expire in 7 days

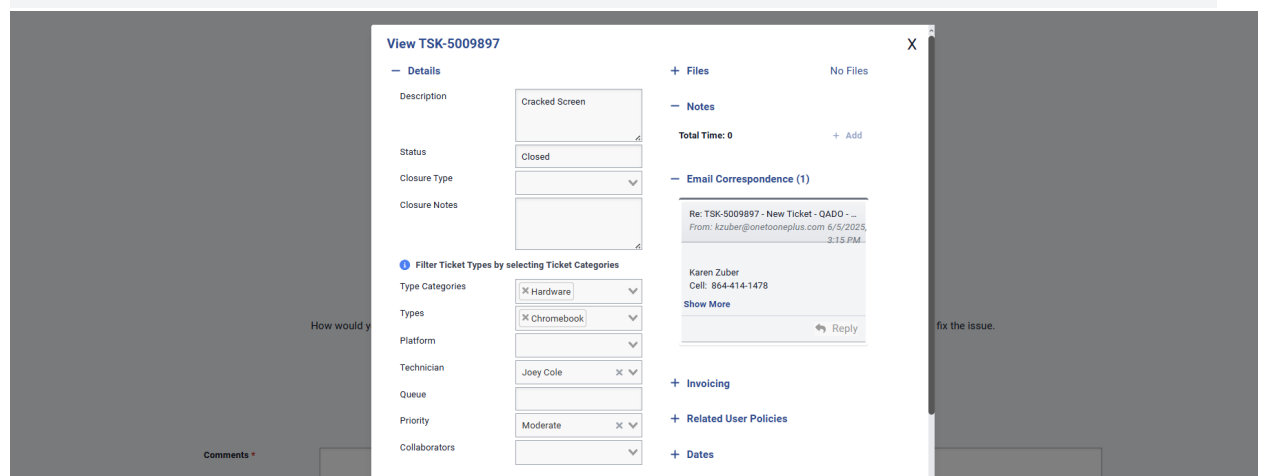
Ticket ID	TSK-5009897
Ticket Description	Cracked Screen
Ticket Type	Chromebook
Related User	Mary Ingles
Technician	Joey Cole
Site	QAHS

Survey links can also be opened on a phone or ipad.

When the related user clicks the survey link, a new tab will appear with the survey instructions, view ticket option, survey question, 5 star rating, and comment section. The view ticket option will display a view only version of the ticket that was closed.



The image shows a "Customer Satisfaction Survey" form. At the top is a logo with a circular design in red and blue, with the text "QUALITY ASSURANCE" below it. The title "Customer Satisfaction Survey" is underlined. The instructions read: "How would you rate your overall service experience with us - response may include technician initial response time or length of time to fix the issue. Please rate your technician with 1-5 stars and add any additional comments or concerns." Below this is a "View Ticket" link with a red arrow pointing to it. The next question is "How do you rate your overall experience with your technician and was the issue resolved in a timely manner? \*" followed by five empty star icons. Below the stars is a text area labeled "Comments and Concerns \*". At the bottom is an orange "Submit Survey" button.



The image shows a "View TSK-5009897" ticket details window. The "Details" section includes fields for Description ("Cracked Screen"), Status ("Closed"), Closure Type (dropdown), and Closure Notes. Below this is a "Filter Ticket Types by selecting Ticket Categories" section with checkboxes for "Hardware" and "Chromebook", and dropdowns for Types, Platform, Technician ("Joey Cole"), Queue, Priority ("Moderate"), and Collaborators. The right side of the window shows "Files" (No Files), "Notes" (Total Time: 0), and "Email Correspondence (1)" with a message from Karen Zuber. At the bottom are links for "Invoicing", "Related User Policies", and "Dates".

Once the submit survey is selected, a success message will be displayed.



Your survey has been successfully submitted. We appreciate your feedback!

- **Surveys Manage** - The Surveys manage page is located under Help Desk in a new section called “Surveys”. This option is visible only to Admin users.

The “completed” surveys will be displayed by default.

ONE TO ONE PLUS

Home > My Ticket > Surveys

Surveys Page: 1 of 1 Showing 5 of 14 total records

Columns My Views Export

Refresh Column Finder Page Size 50

View Applied: Standard Modified

Survey ID	Ticket ID	Ticket Types	Related User	Technician	Is Completed	Rating	Comments	Queue Name	Collaborators
Select	Select	Select	Select	Select	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Select	Select	Select	Select
SVY-351ZYF53NFBQ	TSK-5009897	Chromebook	Mary Ingles	Joey Cole	Yes	★★★★★	Great experience with this technician.		07
SVY-49EC94P1NYX2	TSK-5009898	Chromebook	Zac Coggins	Ben Zuber	Yes	★★★★★	Test mobile		07
SVY-6JVLZ2QQ0S	TSK-5009718	Chromebook	Mary Ingles	Ben Zuber	Yes	★★★☆☆	Response time was slow		07
SVY-3GW80KYAZD2U	TSK-5009942	Chromebook	Mary Ingles		Yes	★★★★★	Great experience	QAHS Queue	Eli (Staff) Durham 07
SVY-1M1JJVXHCVLC	TSK-5009967	Laptop Missing Keys	Zac Coggins	Amy Askhus	Yes	★★★★☆	Response time was longer than expected.		07

Surveys