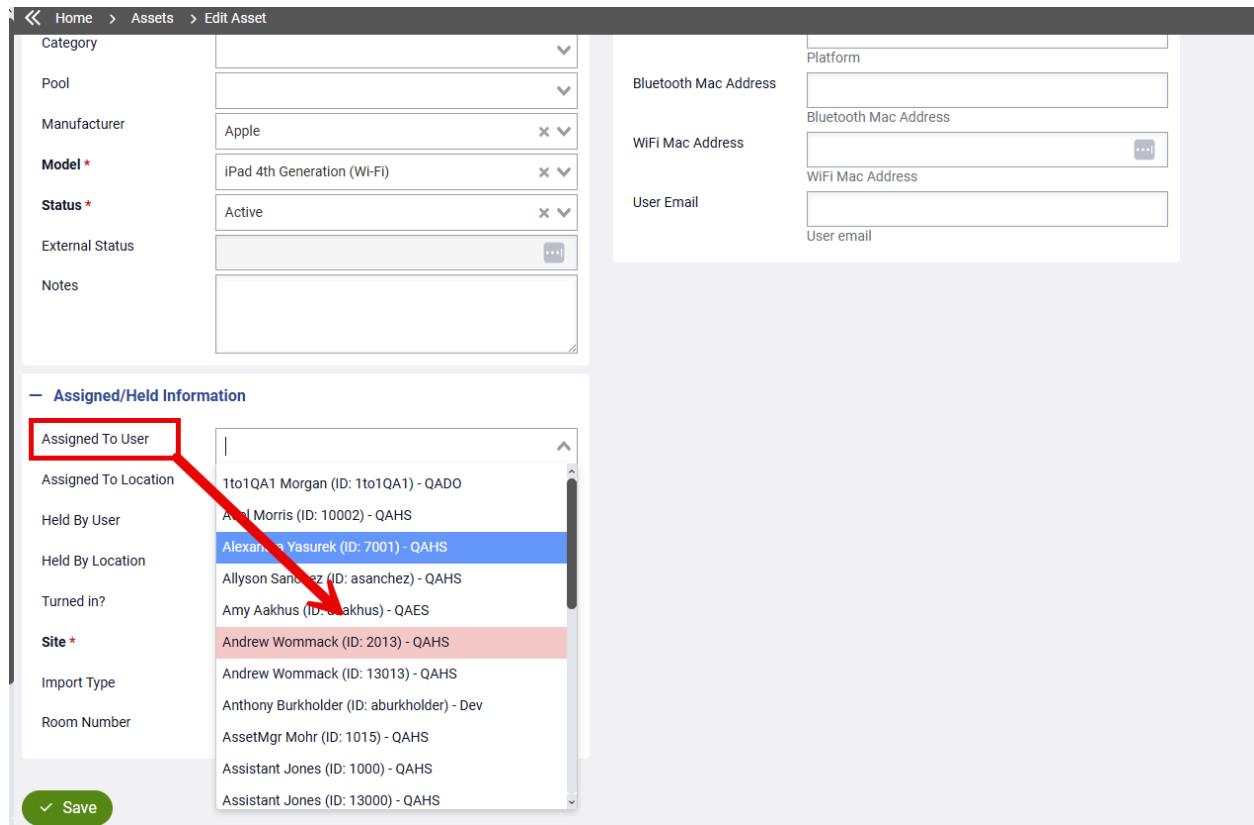


General

- “Assigned To User”, “Held by User” and “Technician” drop downs that have users that are **Inactive** will now be highlighted in **red**.



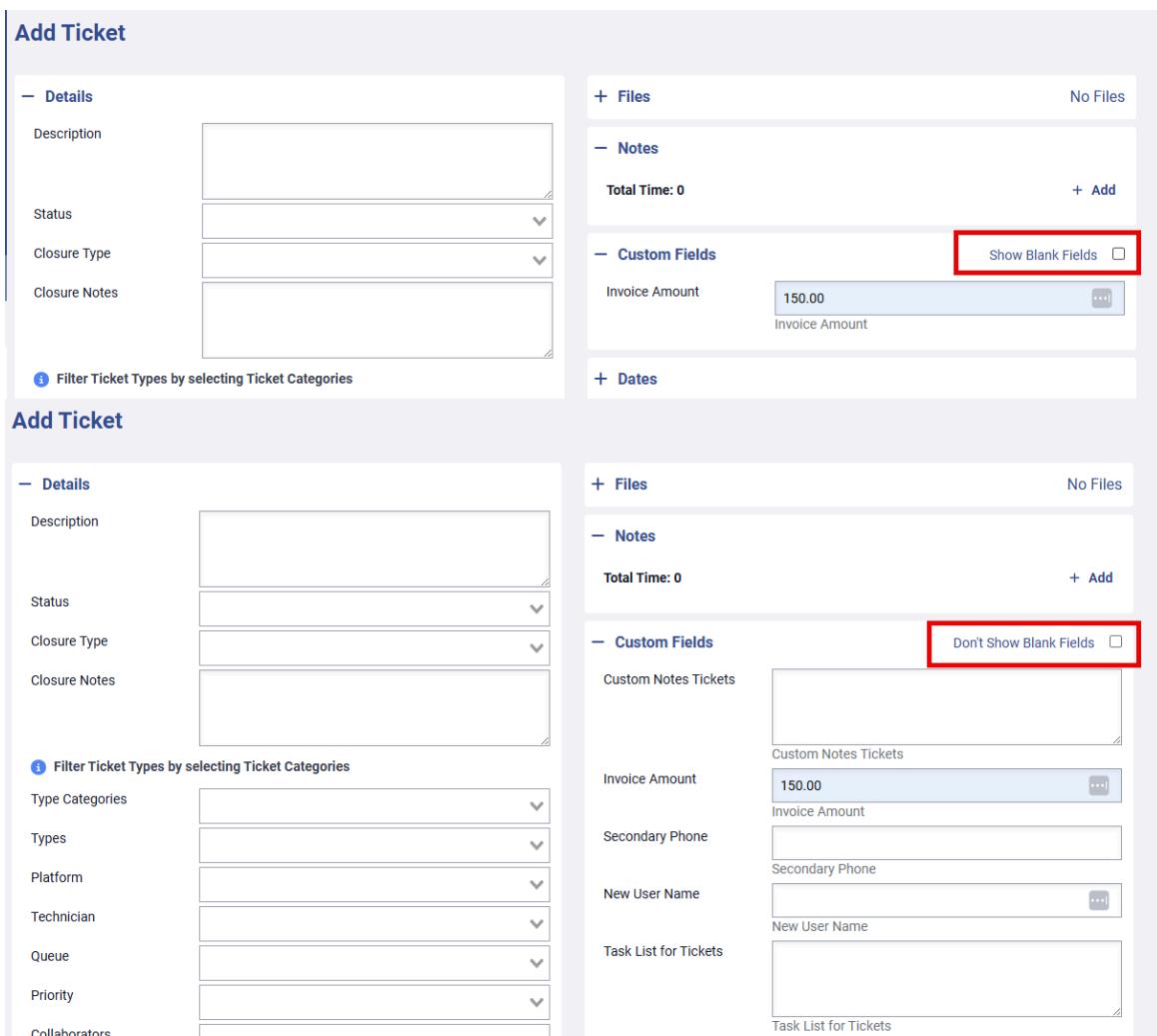
The screenshot shows the 'Edit Asset' form with the 'Assigned/Held Information' section expanded. The 'Assigned To User' dropdown is highlighted with a red box and a red arrow points to the list item 'Andrew Wommack (ID: 2013) - QAHS' which is highlighted with a pink background. Other items in the list include '1to1QA1 Morgan (ID: 1to1QA1) - QADO', 'Angel Morris (ID: 10002) - QAHS', 'Alexander Yasurek (ID: 7001) - QAHS', 'Allyson Sanchez (ID: asanchez) - QAHS', 'Amy Aakhus (ID: aakhus) - QAES', 'Andrew Wommack (ID: 2013) - QAHS', 'Andrew Wommack (ID: 13013) - QAHS', 'Anthony Burkholder (ID: aburkholder) - Dev', 'AssetMgr Mohr (ID: 1015) - QAHS', 'Assistant Jones (ID: 1000) - QAHS', and 'Assistant Jones (ID: 13000) - QAHS'. A green 'Save' button is at the bottom left.

Assets

- Bulk Assign-** A previously reported issue during bulk asset updates has been fixed. When no value is chosen for the Turned In field, the current status will be retained. Selecting Yes or No from the dropdown will still update the Turned In status as expected.

Help Desk

- **Manage > Add/Edit** - A new field was added to the Add/Edit Ticket screen. Checking the 'Show Blank Fields' or 'Don't Show Blank Fields' box will result in the displaying of all custom fields **OR** showing only the Custom Fields that contain data in the ticket.



The image displays two side-by-side screenshots of the 'Add Ticket' screen. Both screenshots show the 'Custom Fields' section, which includes a checkbox labeled 'Show Blank Fields' or 'Don't Show Blank Fields'. In the top screenshot, the 'Show Blank Fields' checkbox is checked and highlighted with a red box. In the bottom screenshot, the 'Don't Show Blank Fields' checkbox is checked and highlighted with a red box. The rest of the screen, including other sections like 'Details', 'Files', 'Notes', and 'Dates', remains consistent between the two versions.

- **Ticket Emails -**

- A previously reported issue that caused company logos in email bodies to appear incorrectly has now been resolved and resolved improper formatting in the body of emails.
- There was an issue with emails that were tied to rules, that caused them not to show up under the correspondence area of the ticket, and that has been resolved.

Edit Ticket TSK-5011112

Created by 1to1 QA2 @ joey.cole@onetooneplus.com 12/12/2025, 10:09 AM Modified by 1to1 QA2 12/15/2025, 12:14 PM Closed by 1to1 QA2 on 12/15/2025, 12:14 PM

Details

Description	Custom email w/rules
Status	Closed
Closure Type	Closed
Closure Notes	Ticket is resolved and closed

Notes

Total Time: 0

Email Correspondence (1)

Re: TSK-5011112 - New Ticket - Junction Middle School - Laptop Cracked S...
From: mballantyne@onetooneplus.com 12/12/2025, 10:11 AM

Equipment type: CUSTOM EMAIL WITH RULES

Answer: HP Laptop

Brand of Equipment:

Answer: HP

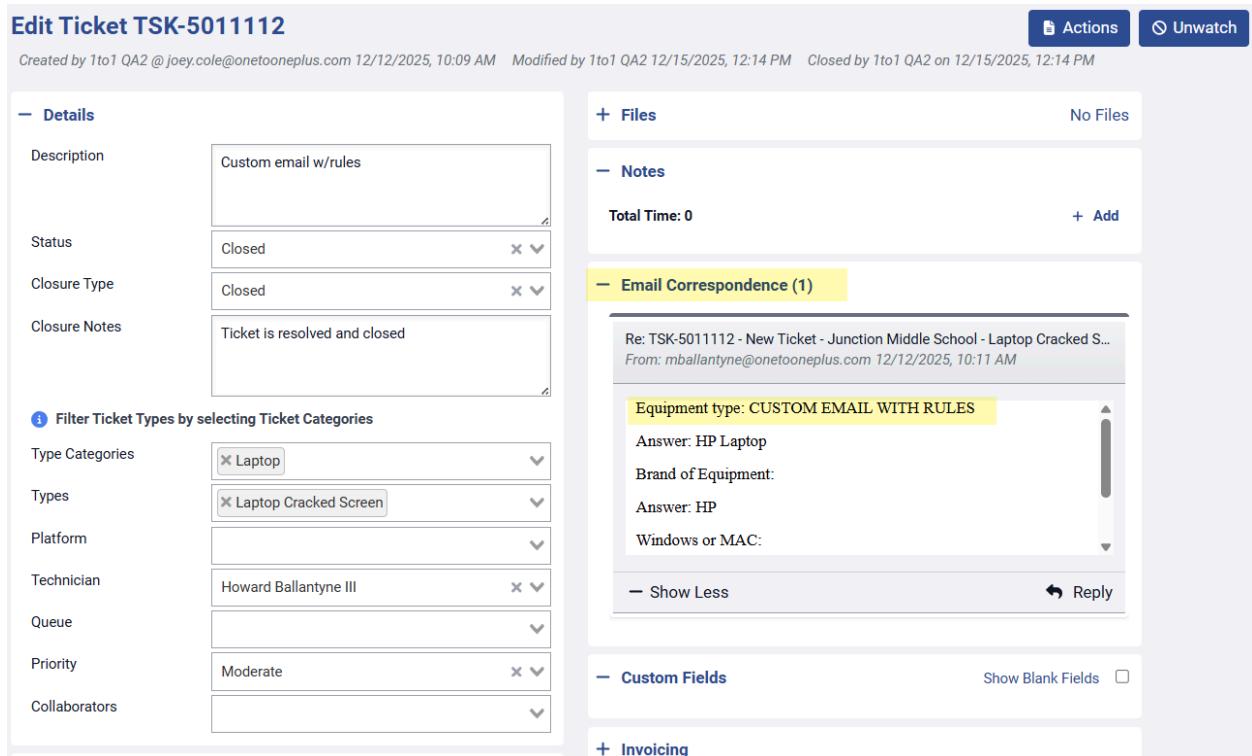
Windows or MAC:

Show Less

Custom Fields

Show Blank Fields

Invoicing



- **Emails** - Spacing issues in the body of new inbound emails have been resolved.
- **Email Correspondence** - Custom Email replies were not updating back to the email correspondence on the ticket. This has now been resolved.

- Route email tickets based on SMTP set up (**Settings > System > SMTP Configuration**) - This feature allows you to add multiple SMTP's to your settings and route tickets based on the SMTP selected. For instance, if you had an SMTP: 'xyzschool@yourschool.com', as long as that SMTP address is created in the SMTP configuration (shown below), when placed in the Rule Configuration, then it will route it accordingly.

SMTP Configuration Showing all 2 records

When using the option to route email tickets based on SMTP setup, the SMTP's must be created here first before creating the rule.

Name	Host	Email Address	Port	Transport Protocol	User Name	Created By	Created Date
Select	Select	Select	Select	Select	Select	Select	Select
Survey Email	smtp.gmail.com	qa	587	TLS	qa	1to1 QA2 (1to1QA2)	12/12/2025, 11:34
SMTP QA 2	SMTP.gmail.com	en	587	TLS	en	1to1 QA2 (1to1QA2)	4/7/2025, 12:14 P

Below is a sample of a rule set up using 2 different SMTP addresses. (you can do more than two)

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

Module * Tickets

Rule Name * Multi SMTP options

Description Try and create with 2 different SMTP's

Event * Ticket is Created

Priority * 1

Enabled

Conditions

Or

And

Condition Field

Field * SMTP Configuration

Operator * One Of

SMTP Config * SMTP QA 2 (email.ticketqa2@onetoonoplus.com) Survey Email (qa2survey@onetoonoplus.com)

Modifications

Action * Set Ticket Status

Ticket Status * In Process

Select your preferred Priority

Action * Set Ticket Priority

Ticket Priority * Critical

Notifications

Action * Send Update Email to User(s)

User(s) * Lily McCullers (MB3500) Lynn Westall (99)

- **Enabling “No-Reply” Emails to Automatically Create Tickets** - You can configure your help desk to automatically create tickets from voicemail messages by using a designated **no-reply email address**.

How It Works

1. Voicemail to Email Forwarding

Configure your helpdesk or tech-line voicemail system to forward messages to a designated SMTP email address (for example: no_reply@oona.com).

2. System User Setup (Required for Auto-Routing)

Create a user in the system with the email address no_reply@oona.com. This user **does not need to be a real or active technician account**. Its purpose is simply to give the system a known user reference so that **automatic routing rules can be applied**.

3. Ticket Creation Behavior

- **If Route Ticket Emails is enabled:**

Incoming voicemail emails sent to no_reply@oona.com will **automatically create tickets** in the system. Tickets will be routed according to your existing email routing rules.

- **If Route Ticket Emails is disabled:**

Incoming emails will be placed in the **Email Ticket Queue**. These entries can later be reviewed and manually converted into tickets.

Key Notes

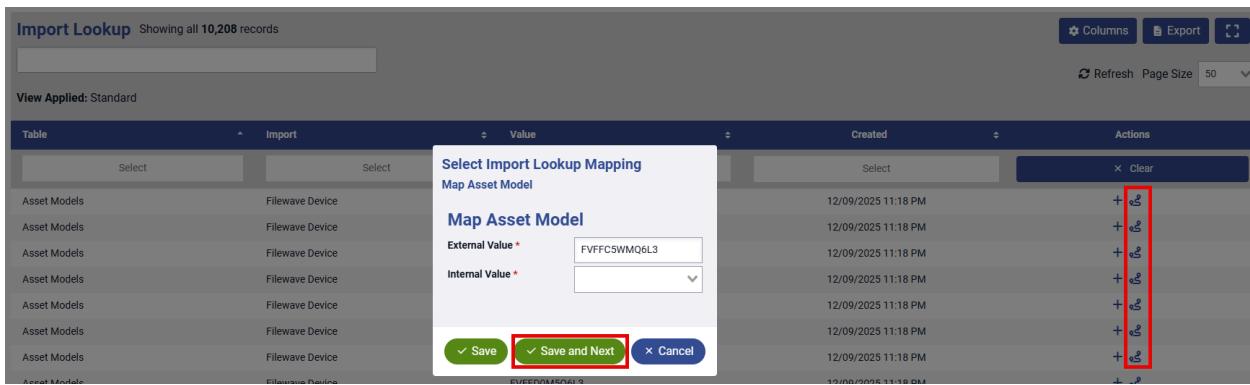
The no_reply user account is only required to enable **auto-routing**.

The account does **not** need login access, mailbox access, or technician permissions.

This setup allows voicemail messages to flow seamlessly into your ticketing system with minimal manual intervention.

Imports

- **Import Lookup - A Save and Next button has been added to the Import Lookup Mapping window.** This enhancement allows you to move through the missing lookup list more efficiently, saving each mapping and advancing to the next record automatically—without needing to select the Mapping icon each time.



- **Imports > Google Staff** - Staff information imported from the Google Console will now include only active staff members.
- **Imports > Microsoft Staff** - Staff information imported from Microsoft will now include only active staff members.
- **Imports > Locations (Lookups)** - This import page has now been converted to the manage page look and feel. The location's import template has also been updated.

Settings

- **Tickets >**

- **Ticket Settings** - The default SMTP setting for Tickets can now be selected in the Ticket Settings screen. If nothing is set in this field, the system will use the default setting in System Settings.

Ticket Settings

General Settings

Banner Message	This Banner is setup in the Ticket Settings. It can be used for alerting a user of any important information. This is a test to see how this works.
Email Update Format	Both <input type="checkbox"/>
Email Update Staff	<input checked="" type="checkbox"/>
Email Update Students	<input checked="" type="checkbox"/>
Route Ticket Emails	<input type="checkbox"/>
User Groups	<input type="checkbox"/> Tech Champion
Enable 'Add New Ticket'	<input checked="" type="checkbox"/>

These users in these groups can see private notes on tasks

On status closed require

Closure notes	<input checked="" type="checkbox"/>
Time	<input checked="" type="checkbox"/>
Technician	<input type="checkbox"/>

Ticket Email Settings

New Email Ticket Notification	Waiting on Parts <input type="checkbox"/>
New Email Ticket Email Group	<input type="checkbox"/>
Default SMTP Configuration	SMTP QA1 <input type="checkbox"/>

Ticket Notes Default Settings

Private	<input type="checkbox"/>
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Save

- **Ticket Settings** - A new “Technician” checkbox has been added to the Ticket Settings screen, allowing you to require a technician to be assigned before a ticket can be closed.

Ticket Settings

General Settings

Banner Message	This Banner is setup in the Ticket Settings. It can be used for alerting a user of any important information. This is a test to see how this works.
Email Update Format	Both <input type="checkbox"/>
Email Update Staff	<input checked="" type="checkbox"/>
Email Update Students	<input checked="" type="checkbox"/>
Route Ticket Emails	<input type="checkbox"/>
User Groups	<input type="checkbox"/> Tech Champion
Enable 'Add New Ticket'	<input checked="" type="checkbox"/>

These users in these groups can see private notes on tasks

On status closed require

Closure notes	<input checked="" type="checkbox"/>
Time	<input checked="" type="checkbox"/>
Technician	<input checked="" type="checkbox"/>

Ticket Email Settings

New Email Ticket Notification	Waiting on Parts <input type="checkbox"/>
New Email Ticket Email Group	<input type="checkbox"/>
Default SMTP Configuration	<input type="checkbox"/>

Ticket Notes Default Settings

Private	<input type="checkbox"/>
---------	--------------------------

Save

- **Survey Forms** - The default SMTP setting for a survey can now be selected in each Survey Form. If nothing is set in this field, the system will use the default setting in System Settings.

Edit Survey Form

Created by 1to1QA1 Morgan 9/26/2025, 2:42 PM Modified by 1to1QA1 Morgan 9/26/2025, 2:42 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.

— Email Settings

SMTP Configuration

SMTP QA1

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

Comments and Concerns

Save