# HelpDesk Add-In (User manual)



Ву



For further information, visit us at <u>www.ignatiuz.com</u> For support, contact us at <u>support@ignatiuz.com</u>

Version 1.6.0.0 | Created: 7/12/2019

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# 1. Welcome to HelpDesk add-in

We are pleased that you decided to try HelpDesk add-in by Ignatiuz. Ignatiuz is a leading IT solutions provider providing custom SharePoint development solutions.

HelpDesk add-in build by Ignatiuz is a place that a user of information technology can call to get help with a problem. Typically, the term is used for centralized help to users within an enterprise. With a quick setup process and friendly user interface, the add-in offers an easy working curve for the users.

The HelpDesk add-in runs with Office 365 and SharePoint on-premise. HelpDesk is required for any organization to organize support requests. It helps in assigning and distribute to agents. System keeps tracks of every support request within an organization.

Few of the salient features of the HelpDesk add-in are:

- ✓ Analyzing help desk performance
- ✓ Converting email to ticket.
- ✓ Assigning to Technician.
- ✓ Understanding User Satisfaction.
- ✓ Assign and resolve support request.
- ✓ Keep track of all the request received.

We hope that your Organization will love using HelpDesk add-in, resulting in increased returns on your technology investments.

# 2. Latest upgrades and fixes

To offer maximum benefit out of the add-in, we keep adding new features often to it. We make sure that it adds more value to your business operations with every new release. Below is a quick overview of the recent releases.

Version: 1.6.0.0 Release date: 7/12/2019

# 3. Installing and configuring the add-in

✓ Make sure that you are logged into Office 365 as an administrator. Click <u>here</u> to visit the HelpDesk add-in page on Office Store.

AppSource	Apps	Consulting services	List on AppSource	Blog				How it works 🕨	
Apps > HelpDesk									
20		IelpDesk natiuz Software verview Reviews							
GET IT NOW	Th re	ne intuitive internal helpo quests.	lesk system to manage	e all your employee's	RebDesk Deveration California	Samuer ) tali ju	Tabe Type		
Pricing Free	Ha to	ppy employees lead to business s use <mark>internal ticketing system by lo</mark>	uccess. Give them the care the matiuz.	y need with Helpdesk, a free	Dar Stal Dar Grapma Data	in di Tanciya Bapat	T an N	T Attes year Status	
Products SharePoint Publisher	He he tic	lpdesk is designed to facilitate se pdesk agents. Along with creating kets in one place. Easy reporting f	amless communication betwee 3 support tickets, employees ca eatures give administrators cor	n the employees and an track the status of all their nplete insights of agent	Trans. Take Type — 9 7mg	ngen Sette	76 76	VER NEER	
Ignatiuz Software Acquire Using Work or school account	pe He 36	rformance and help in the decisio Ipdesk works efficiently with Shar 5) and leverages the enterprise bu	n-making process. ePoint 2013, SharePoint 2016 a isiness features of SharePoint.	nd SharePoint Online (Office				i sarina 'a	
Version 1.0.0.0	No	table features:							
Updated 6/29/2018	• (	Quick and easy to set up.			-	Te la composition de la compos			
Categories IT + administration Productivity	• 0	Offers easy learning curve for emp Norks within your SharePoint site,	loyees. lesser password for your empl	oyees to remember.					
Products supported	• (	Clean interface to raise tickets and	track the status of tickets.						
SharePoint 2016+ SharePoint Online	• [	Detailed reporting of tickets with s	tatus i.e. open, resolved, pendi	ing etc.					
Support	• E	mail notification to the requester	and agent on each transaction	i.					
Legal	• 5	Supports Internet Explorer, Edge a	nd Chrome browsers.						
License Agreement Privacy Policy	• F	ree dedicated and timely support							
	lfy	ou have any questions or face an	y difficulties configuring or acc	essing the add-in, please feel					

✓ Click on "Get It Now" button to add the add-in.

 $\checkmark$  You would be prompted to select the SharePoint site on which you want to install the add-in.

✓ Select the site on which you want to configure the add-in and click "Continue" button.

Microsoft			
Office Store	Add-ins	Templates	Support
	Apps	> HelpDesk > L	aunch HelpDesk Ignatiuz Software Adding to your account: rajesh.lohar@ignatiuzsoftware.onmicrosoft.com
			Finish your installation in SharePoint Choose a site to install to: https://ignatiuzsoftware.sharepoint.com • Continue
			Can't see your SharePoint site? Find out how to install this add-in to another SharePoint site with this guide.
			For more on installing SharePoint add-ins, view our help documentation

✓ On the add-in page, click on the "Add IT" button to add the add-in.

A HelpDesk				Free
9mitziw		Total Type		ADD IT
ride.	Costoned ) Rout Type			
gorisi	John John	Ť kom	T Arren	By acquiring this app you agree to its permissions.
2	Regies	18	VER XEETE	
tipe )	Robert	-	VER XDEFE	VERSION 1.0.0.0
	Questos		VER KREFE	RATING <b>****** (</b> 0) RELEASE DATE June 2018 CATEGORY IT/Admin,Productivity,Project Management SUPPORT App Website
	· · · · · · · · · · · · · · · · · · ·		, Ladien (C	MORE ACTIONS +

✓ You will be prompted to a pop-up asking you for trusting the add-in

- ✓ Click on "Trust It" button.
- ✓ Your add-in will get added in the selected site of your office 365 site content.

Alternatively, you can also install this add-in from the SharePoint site. You need to log in to the SharePoint site on which you want to install the add-in, navigate to Site contents, click on New and click Add-ins in the dropdown.

 $\checkmark$  On the next screen, click on SharePoint store.

III Office 365 Sha	arePoint				
S >	Home Technology Site conten	<sup>BCS Demo Home</sup> ts → Your Ap	OldLibraries OldLib DS	ListViewForPermission	🖌 EDIT LINKS
Your Apps	Find an app	Q			
Apps You Can Add	Noteworthy				
Manage Licenses			-		
Your Requests					
SharePoint Store	Document Library	Custom List	Tasks	Site Mailbox	
	Popular built-in app App Details	Popular built-in app App Details	Popular built-in app App Details	Popular built-in app App Details	
	Apps you can add	Newest Name			
	- And				
	HelpDesk from Ignatiuz Software	AE Navigator Menu	ShortPoint	cmc-app-client-side-	
	App Details	App Details	App Details	App Details	
	spfx-webpart-client-side- solution	Document Library App Details	Form Library App Details	Wiki Page Library App Details	
	App Details				

# $\checkmark$ On the SharePoint store page, search for HelpDesk.

-

Technology + Add Apps +				USA \$ 🛩 English (United States)	- ?
Share	Point Store			Helpdesk	×
Price	Most Relevant Highest	Rating Lowest Price I	Name Newest		
All					
Free			2-1	$\int_{a}^{a}$	
Categories				63	
All					
Best Apps of the Year	Nintex Workflow for Office 365	Support+ Help On- Demand	Plumsail HelpDesk Widget	IT Helpdesk	
Business	****	*****	*****	Free	
Clocks & Calendars	1 <sup>2e</sup>	Free	Free		
Communication					
Content Management		111	8		
CRM			HelpDesk	ND Sites	
Editor's Picks	The intuitive internal	Pokeshot SmarterPath	SteadyPoint Helpdesk	ND Sites	
Education	helpdesk system to manage all your employee's requests	****	****	****	
Employee Interaction	L	Irree	2 1.99 EQ	2733 EQ	
File Converters & Viewers					
Financial Management		0			
Forms					
Image & Video Galleries		HELP			
IT/Admin	Help Desk Full	Work 365 Help			
Maps & Feeds	99.999	\$1.49			
News & Weather					
Productivity					
Project Management				Previous I Next	

## ✓ Open the add-in HelpDesk

ielpDesk				Free
	Contrant 🕽 Ticut Type	Totel Type		ADD IT
	tar be	Y kite	T Attor	By acquiring this app you agree to its permissions.
_	Repesi	Yes	VER XEEPE	VERSION 1.0.0.0
	Gieto	N.	/HI XRITE	RATING     ************************************
	t t t i t , derstelage		s.Joriten Ö	MORE ACTIONS -

# ✓ Click on "ADD IT" button.

Technology ► Add Apps ►			USA \$ - English (United States) - ?
HelpD from Ignatiuz S	esk oftware		Helpdesk X
Reptest	Fre	ee	
American	Tour Type	ADD IT	
	Do you trust HelpDesk? Let it edit or delete documents and list items in all site collections. Let it edit or delete documents and list items in this site. Let it access basic information about the users of this site. View the Terms & Conditions from Ignatiuz Software View the privacy statement from Ignatiuz Software SHOW LANGUAGE OPTIONS	HelpDesk	Kanapement
Details Reviews DESCRIPTION Happy employees lead to business su free to use internal tacketing system Helpdesk agents. Along with reating all their tackets in one place. Easy repr insights of agent performance and he	ccess. Give them the care they need with Helpdesk, by ignatiuz. mless communication between the employees and support tickets, employees can track the status of string features give administrators complete lp in the decision-making process.		

#### ✓ Once the add-in is installed, you can locate it under Site contents.



✓ The add-in gets added on your site successfully.

# 4. Workflow



View only Assign Tickets

# 5. Logging On

Once the user is logged in to the Office 365 environment and if add-in is already installed, it can be opened as shown below:

III Office 365	SharePoint					
BROWSE PAGE						
s >	Home PEDITUNKS NA Team Site					
Home	Get started with your site REMOVE THIS					
Notebook						
Documents						
Pages						
Recent						
Office 365 Timesheet	Working on a Add lists, libraries, and					
Site contents	Share your site. deadline? other apps. What's your style? Your site. Your brand.					
Recycle Site contents						
EDIT LINKS	Newsfeed	Documer	nts			
	Start a conversation	Hew New	1 Upload	🔁 Sync	🧭 Share	More 🗸
		Find a f	ile	Q		
	It's pretty quiet here. Invite more people to the site, or start a conversation.	✓ 🗋 Nan	ne			
			Drag file	s here to upload		

- ✓ Go on site content
- ✓ On clicking on site content, it will show all the installed add-ins.
- ✓ Start the add-in by clicking on it.
- ✓ Depending on the logged-in user, the add-in will open Administrator and Users.
- ✓ Logging in for the first time to the add-in will always open the Administrator portal.

# 6. HelpDesk

The system menu appears on the left and it is different for Administrator and User. See below for the difference and uses:

- 1. Administrator
- 2. Users

#### Administrator-

#### 1. Dashboard

On welcome link there is a dashboard with a HelpDesk image.

Administration	⊮sk										
Dashboard User Roles	>	Welcome to HelpDesk, your gateway to happy employees!									
Users			What's next?								
Categories											
Status			Invite Users	Create Categories	Custom Status	Define Priorities	Ticket Types				
Priorities				_	-						
Ticket Types											
icense						2					
Help					✓ -	3					

Once the users start entering data, all the details of request can be seen here like time of the request generated along with the date, current status of the request, priority of the request, by whom request is generated and to whom request is assigned to.

Details of request can be seen at dashboard of welcome module in tabular form and will be appear blank if no such request is there.

Desk							
				Dashboa	rd		
>	Agent	Description	Assigned To		Priority	▼ Status	▼ Date-Time
			, loosigned to	our goily	, nony		
	✓ status. Open						
	Erika Geesey	Issue With office 365	Suellen Torrez	Software	High	Open	08/19/2019 06:45
	H 4 4 1	N 40 Home of the					4.4.4
		10 👻 Items per page					1 - 1 0

#### 2. User Roles

On application first login, two users role that is Administrator and User are created by default.

Through user roles admin can see current users and there active state. Below screenshot showing two users Administrator and user in active state.

HelpDesk					
Administration		User I	Roles		
Dashboard	Dashboard 🔪 User Roles				
User Roles >	User Role	Ŧ	Active		Ŧ
Users Categories	Administrator		Yes		^
Status	Technician		Yes		
Priorities	User		Yes		
Ticket Types					
License					-
Help					
	H ← 1 → H 5 → Items per page		1-30	f 3 items	C

#### 3. Users

Administrator can create new user by :-

- ✓ At dashboard under Administration "Users" option is present.
- ✓ Clicking on "Users" link users details page gets opened.
- ✓ Click on the "+Add" button to create new user.

HelpDesk				
Administration			Users	
Dashboard User Roles	Dashboard Users			
Users >	User	T User Role	T Active	T Action
Status		Add New User	×	PEDIT XDELETE
Ticket Types	Rajesh Lohar	User Liser Role		ZEDIT XDELETE
License Help	Suellen Torrez	Active		PEDIT XDELETE
	Erika Geesey	_	CANCEL SAVE	PEDIT XDELETE
			CHIVEE SAVE	
	ttems per page			1 - 4 of 4 items C

- Enter details for new user creation
  - ▷ Enter User Name
  - Select User Role
  - ▷ Click on save
- ✓ The added record will appear on the same page in a tabular format.
- ✓ Admin can edit, update and delete the any user.

Administration				Users	
Dashboard		Dashboard 💙 Users			
User Roles		+ 400			
Users	>				
Categories		User	User Role	Active	Y Action
Status		Rajesh Lohar	Administrator	Yes	✓EDIT ×DELETE
Priorities					
Ticket Types		Suellen Torrez	Technician	Yes	✓EDIT ×DELETE
License		Erika Geesev	User	Yes	ZEDIT XDELETE
Help					
		Items per page			1 - 3 of 3 items C

#### 4. Categories

HelpDesk

Administrator can create new category by :-

- ✓ At dashboard under Administration "Categories" option is present.
- ✓ Clicking on "Categories" link categories details page gets opened.
- ✓ Click on the "+Add" button to create new category.
- Enter details for new category creation
  - ▷ Enter Category Name
  - ⇔ Enter User
  - ⇒ Email ID will automatically get fetched.
  - ⇒ Click on save
- $\checkmark$  The added record will appear on the same page in a tabular format.
- $\checkmark$  In added category a particular user is assigned .

HelpDesk					
Administration			Categories		
Dashboard	Dashboard 🔪 Categories				
User Roles	+ 470				
Users		_	_	_	
Categories >	Category	Technician	▼ Email ID	Active	Action
Status	Software	Suellen Torrez	suellen.torrez@ignatiuzsoftware.or	nmicrosoft.com Yes	✓EDIT ×DELETE
Priorities					
Ticket Types	Network	Suellen Torrez	suellen.torrez@ignatiuzsoftware.or	nmicrosoft.com Yes	✓ EDIT × DELETE
License					
Help					
					*
	H ( 1 ) H 5 + Items per p	age			1 - 2 of 2 items C

✓ Admin can edit, update and delete the created category.

#### 5. Status

Administrator can create new status by :-

- ✓ At dashboard under Administration "Status" option is present.
- ✓ Clicking on "Status " link status details page gets opened.
- ✓ Click on the "+Add" button to create new status.

HelpDesk			
Administration		Status	
Dashboard	Dashboard Status		
User Roles	+ ADD		
Users	Status	Active	Action
Categories		, , , , , , , , , , , , , , , , , , , ,	*
Status >		Add New Status	ZEDIT XDELETE
Priorities Ticket Types	Open	Status	ZEDIT XDELETE
License			
Help	In-Progress	Active V	ZEDIT XDELETE
	Resolved	CANCEL SAVE	✓EDIT XDELETE
	Closed	Yes	PEDIT XDELETE
	i		1 - 5 of 5 items C

- ✓ Enter details for new status creation
  - ▷ Enter status Name
  - ▷ Click on save
- ✓ The added record will appear on the same page in a tabular format.
- ✓ The default status used in the application are below:-
  - ⇔ Open
  - ▷ In-Progress
  - $\Rightarrow$  Resolved
  - ⇒ Closed

HelpDesk	ĸ			
Administration			Status	
Dashboard		Dashboard Status		
User Roles Users		+ 400		
Categories		Status T	Active	Action
Status 3	>	Open	Yes	✓EDIT XDELETE
Priorities Ticket Types		In-Progress	Yes	✓EDIT XDELETE
License Help		Resolved	Yes	✓EDIT XDELETE
		Closed	Yes	✓EDIT XDELETE
		IC II I		1 - 4 of 4 items C

✓ Admin can edit, update and delete the created category.

#### 6. Priorities

Administrator can create new priority :-

- ✓ At dashboard under Administration "Priorities " option is present.
- ✓ Clicking on "Priorities " link Priorities details page gets opened.
- ✓ Click on the "+Add" button to create new priority.

Administration			
Dashboard	Dashboard Priorities		
User Roles	+ ADD		
Users	Brierity	Activa	Action
Categories	Phoney	- Acute	I Action
status		Add New Priority	✓EDIT ×DELETE
Priorities >	High	Priority	ZEDIT XDELETE
License Help	Medium	Active	PEDIT XDELETE
	Low	CANCEL SAVE	PEDIT XDELETE

- ✓ Enter details for new priority creation
  - ⇒ Enter Priority
  - ⇒ Click on save
- $\checkmark$  The added record will appear on the same page in a tabular format.
- ✓ The default priority used in the application are below :-
  - ⇔ High
  - ⇒ Medium
  - ⇒ Low
- ✓ High Priority- Request need to be handled first on priority basis.
- ✓ Medium Can be handle after no high priority ticket is pending.

- ✓ Low It's a less important ticket but need to be handle once all high and medium task gets completed.
- ✓ Admin can edit, update and delete any priorities .

HelpDesk						
Administration			Priorities			
Dashboard		Dashboard > Priorities				
User Roles		+ 400				
Users			- Autor	- Antine		
Categories		Phonty	ACUVE	Action		
Status		High	Yes	✓EDIT ×DELETE		
Priorities >				Contract Contraction		
Ticket Types		Medium	Yes	VEDIT XDELETE		
License		Low	Yes	✓EDIT XDELETE		
Help						
				*		
		N 4 1 P N		1 - 3 of 3 items		

#### 7. Ticket Types

Administrator can create new Ticket by :-

- ✓ At dashboard under Administration "Ticket Types" option is present.
- ✓ Clicking on "Ticket Type" link ticket type details page gets opened.
- ✓ Click on the "+Add" button to create new Ticket.

▼ Active Yes	Action     Action     Action     Action     Action
▼ Active Yes	Action     Action     Action     Action
▼ Active Yes	Action     Action     Action     Action
▼ Active Yes	
Yes	
tan Y	ZEDIT X DELETE
Dime Y	ZEDIT X DELETE
iype ^	
e	✓EDIT ×DELETE
•	<b>/EDIT</b> ×DELETE
CANCEL SAVE	
	1 - 4 of 4 items 🛛 😋
ət Typ	xt Type

- ✓ Enter details for new Ticket Type creation
- ✓ Enter Ticket Type
- Click on save
- ✓ The added record will appear on the same page in a tabular format.
- ✓ The default Ticket type used in the application are below :-
  - ⇒ Request
  - ⇔ Problem
  - ⇒ Questions

- ✓ Request Ticket of request type comes under request.
- ✓ Problem Ticket of problem type comes under problem.
- ✓ Questions -Ticket of question type comes under questions.
- ✓ Admin can edit, update and delete any ticket.

# HelpDesk

Administration		Ticket Type	
Dashboard	Dashboard 🔪 Ticket Type		
User Roles			
Users			
Categories	Ticket Type	Y Active	Y Action
Status	Request	Yes	✓EDIT ×DELETE
Priorities			
icket Types >	Problem	Yes	✓EDIT ×DELETE
icense	Contin	Ver	
Help	Question	Tes	P COIT X DELETE
	i ← ← 1 → i 5 → Items per page		1 - 3 of 3 items C

#### 8. License

To get paid version you need to activate the license of the app. And to get that you need to navigate on license page link present on the left navigation.

As you will get landed on license page, you will see two buttons,

- 1. I have an activation key
- 2. Buy HelpDesk Pro

HelpDesk	
Administration	License
Dashboard	Dashboard > License
User Roles	
Users	You are using free version of HelpDesk App
Categories	Upgrade today to enjoy the power packed features of HelpDesk Pro
Status	
Priorities	
Ticket Types	Why Upgrade?
License >	HelpDesk offers power packed features to make it more productive for your business. Here are few of the major features that you get after upgrading.
Help	
	I have an activation key Buy HelpDesk Pro

#### **Buy HelpDesk Pro**

To get the paid version, you have to upgrade the free version to paid version. And to get the paid version you have to follow few steps.

Click on "Buy HelpDesk Pro"to get the Pro version activation license key.

On click on this button user will get directed on page in a new tab where all the package of proversion will be displayed.

Here you can see different options of app activation:

- **Download free :** If user want to use the app for free then you can directly click on download free button to get the app for free.
- **Buy now:** If you want to buy for 1 year subscription then click on the buy now button and you will get a new checkout page. Fill all the details in that page user will get and email with activation key of the app.

Simply follow the I have activation key steps to activate your app with the key.



#### I have an activation key

To get all the features of paid app license key is required. If license key is generated, then need to activate the license using "I have an activation key" option. Below are the steps to activate the license follow the below steps.

HelpDesk	
Administration	License
Dashboard	Dashboard > License
User Roles	
Users	You are using free version of HelpDesk App
Categories	Upgrade today to enjoy the power packed features of HelpDesk Pro
Status	
Priorities	
Ticket Types	Why Upgrade?
License >	HeipDesk offers power packed features to make it more productive for your business. Here are few of the major features that you get after upgrading:
Help	
	I have an activation key Buy HelpDesk Pro

✓ Click on the button "I have an activation key".

HelpDesk	
Administration	License
Dashboard	Dathboard > License
User Roles	
Users	You are version of HolpDesk
Categories	Upgrade today to enjey me power packed features of HeipDesk Pro
Status	
Priorities	
Ticket Types	Why Upgrade?
License >	HelpDesk Pro offers power packed features to make it more productive for your business. Here are few of the major features that you get after upgrading.
Help	
	Enter linense key here
	Activate
	Troubles activating your copy of HelpDesk Pro. Please visit our client support portal for knowledge base and additional support.

- ✓ Enter the license key, to activate the feature
- ✓ Click on activate button
- ✓ The license will get activated.

Note :- You will receive the key through email once the payment is done.

HelpDesk	
Administration	License
Dashboard	Daahboard > License
User Roles	
Users	Hurrayl You are using HelpDesk Pro
Categories	
Status	
Priorities	We are glad that you are enjoying the power packed features of HelpDesk App Pro along with dedicated support.
Ticket Types	We keep updating our products to give you more avesome features frequently.
Advance Report	If you need any assistance with HelpDesk Pro, please visit our client support portal for knowledge base and additional support.
License >	
Help	
	License key: oSGoisaM8ZmGsALcE00h License type: PRO Activation date: 7-30-2019

Once the license gets activated user will be able to see some new links as "Advance Report".

#### **Advance Report**

On Advance report new search features are been added that will be helpful for the user to generate customized reports easily.

Administration	Advance Report
Dashboard	Dashboard 🔪 Advance Report
User Roles	
Users	
Categories	User lecrinican Status
Status	Category Priority Dicket Type
Priorities	
Ticket Types	Date Rans
Advance Report >	
License	rom I D
Help	
	Clear Search

- $\checkmark$  All the features of advance report can be visible only in Pro version of the app.
- ✓ Users can generate detailed reports according to the selected options needed.
- ✓ Once the add-in gets converted in Pro version each user can access advance report page in there
- ✓ existing accounts such as :- Administrator, Technician, Users and the old reports link will get replaced with the new one.

### 9. Help

This feature will provide a guide to the administrator's that how to work with the application. It will also help guide the users with the working and functionality flow of the application.

HelpDesk								
Administration	Нер							
Dashboard User Roles	HelpDesk(SharePoint Add-ins) system keeps tracks of every support request within an organization. Here are some smart features of HelpDesk(SharePoint Add-ins) out of many.							
Users Categories	Role based Dashbadr view and permissions     Query monitoring							
Status	User Guide							
Priorities	Process of HelpDesk SharePoint Add-ins							
Ticket Types	Admin have read write and view permissions for all masters pages     User have read write & view permission for only those request, which are assigned to users.							
License	E-Mail notification will be sert sent to taket assigned user     E-Mail notification will be sert sent to taket assigned user     E-Mail notification will be sert sent to request created user whom taket is closed							
Help >	HelpDesk SharePoint Add-Ins Workflow Diagram							
	Admin Creates User Category Assigned User							
	Solution User Creates View only Assign Tickets							
	For user manual click here If you have any questions or face any difficulties configuring or accessing the add-in, please visit our client support portal.							

#### <u>User-</u>

#### 1. Dashboard

On welcome link there is a dashboard with a HelpDesk image.



Once the users start entering data, all the details of ticket can be seen here like time of the ticket generated along with the date, current status of the ticket, priority of the ticket, by whom ticket is generated and to whom ticket is assigned to.

Dashboard										
Agent	T Description	Assigned To	T Category	T Priority	▼ Status	▼ Date-Time				
✓ Status: Open										
Erika Geesey	Issue With office 365	Suellen Torrez	Software	High	Open	08/19/2019 06:45 PM				
	40 House					1 - 1 of 1				

Details of request can be seen at dashboard of welcome module in tabular form and will be appear blank if no such request is there.

#### 2. Assigned By Me

User can create new tickets by :-

- ✓ At dashboard under User "Assigned By Me" option is present.
- ✓ Clicking on "Assigned By Me" link request details page gets opened.
- ✓ Click on the "+Add" button to create new request.

user	Darbhaard Tickate	Add Nev	v Ticket	Tickots	×				
y Me 💙	+ 400		Category	Select Category	0				
	Category T Description	T Priority	Description			Ŧ	Date-Time	Attachment	T Action
	V Submitted By:				4				
	✓ Assigned To:		Priority	Select Priority					
			Status	Open *			08/19/2019 07:28 PM		✓EDIT ×DELETE
	V Submitted By: Erika Geesey		Ticket Type	Select Ticket Type					
	V Assigned To: Suellen Torrez	•	Comment						
	Software Issue With office 365	High	Date-Time	8/19/2019 7:28 PM	<u> </u>	getting hang	08/19/2019 06:45 PM	No Attachment	✓EDIT ×DELETE
			Attachment	Choose File No file chosen					
				CANO	EL SAVE				

- ✓ Date time will be fetched automatically.
- ✓ Select "Category"
- ✓ Enter the description for ticket.
- ✓ Select "Priority".
- ✓ Select "Status".
- ✓ Select "Ticket Type"
- ✓ Add Attachment
- ✓ Click on "Save".
- ✓ Ticket for the issues gets generated for particular person assigned for that category.
- ✓ Once Ticket is solved user can change the status of the Ticket through edit feature and update the Ticket status.
- ✓ As the status is updated the category owner will be notified with the status of the ticket.

HelpDesk											
User						Tickets					
	Dashl	board 🔪 Tickets									
byMe ≯	+ /	ADD									
		Category T	Description	Priority	Status	▼ Ticket Type ▼	Comment <b>Y</b>	Date-Time	Attachment	Action	
	∨ Su	Ibmitted By: Erika Geesey									
	~	Assigned To: Suellen Tor	rrez								
		Software	Issue With office 365	High	Open	Problem	Office 365 getting hang	08/19/2019 06:45 PM	No Attachment	✓EDIT	×DELETE
		_									
	н	< 1 → × 5	✓ Items per page								1 - 1 of 1 items

#### 3. Help

This feature will provide a guide to the user's that how to work with the application. It will also help guide the users with the working and functionality flow of the application.

User	Нер
User Dashboard Assigned By Me Help	<text><text><text><list-item><list-item><list-item><section-header><section-header><section-header></section-header></section-header></section-header></list-item></list-item></list-item></text></text></text>

## **Technician-**

#### 1. Dashboard

On welcome link there is a dashboard with a HelpDesk image.



Once the technician login, all the details of ticket can be seen here like time of the ticket generated along with the date, current status of the ticket, priority of the ticket, by whom ticket is generated and to whom ticket is assigned to.

HelpDesk							
Technician				Dashboar	rd		
Assigned To Me	Agent	Description	Assigned To	▼ Category	▼ Priority	▼ Status	▼ Date-Time ▼
Help	✓ Status: Open						^
	Erika Geesey	Issue with Office 365	Suellen Torrez	Software	High	Open	08/20/2019 03:16 PM
		- Items per page					1 - 1 of 1 items C
		<ul> <li>mene hei haße</li> </ul>					T TOTAGING O

Details of request can be seen at dashboard of welcome module in tabular form and will be appear blank if no such request is there.

## 2. Assigned To Me

Technician can view the new tickets as "Assigned To" and "Submitted By" in tabular form.

lpDesk										
					Tickets	1				
_	Dashboard 🔪 Tickets									
	Category	Description <b>Y</b>	Priority	▼ Status	Ticket Type	▼ Comment	▼ Date-Time ▼	Attachment	Y Action	
	V Assigned To: Suellen Torrez									
	✓ Submitted By: Erika Gee	esey								
	Software	Issue with Office 365	High	Open	Problem	Not working	08/20/2019 03:16 PM	No Image	✓EDIT ×DELETE	
										-
	H 4 1 + H 5	<ul> <li>Items per page</li> </ul>							1 - 1 of 1 item	ns

### 3. Help

This feature will provide a guide to the technician's that how to work with the application. It will also help guide the users with the working and functionality flow of the application.

HelpDesk	
Technician	Help
Dashboard Assigned To Me Help	HelpDesk/SharePoint Add-ins) system keeps tracks of every support reguest within an organization. Here are some smart features of HelpDesk/SharePoint Add-ins) out of many. • Role based Oashboard seess • Role based Oashboard view and permissions • Query monitoring
	User General Point Add-ins         Add more metal write and write prefiction for only floor request, which are assigned to users.         Add more metal write and write prefiction for only floor request which are assigned to users.         Colspan="2">Colspan="2"Colspan="2"Colspan="2"Colspan="2"Colspan="2"Colspan="2"Colspan="2"
	View only Assign Tickets For user manual click here If you have any questions or face any difficulties configuring or accessing the add-in, please visit our client support portal.