



10/10/2017

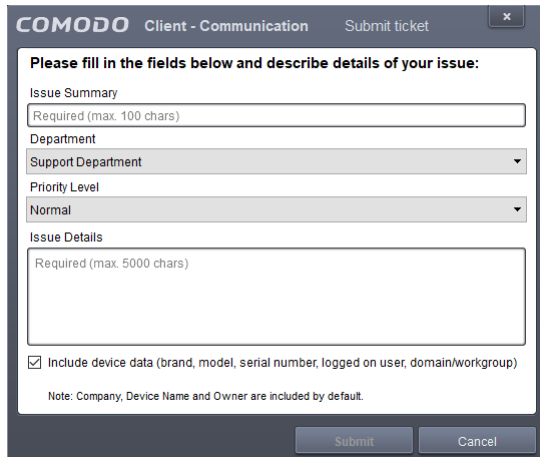
# ServiceDesk (SD) Screens

New Screens for required flows

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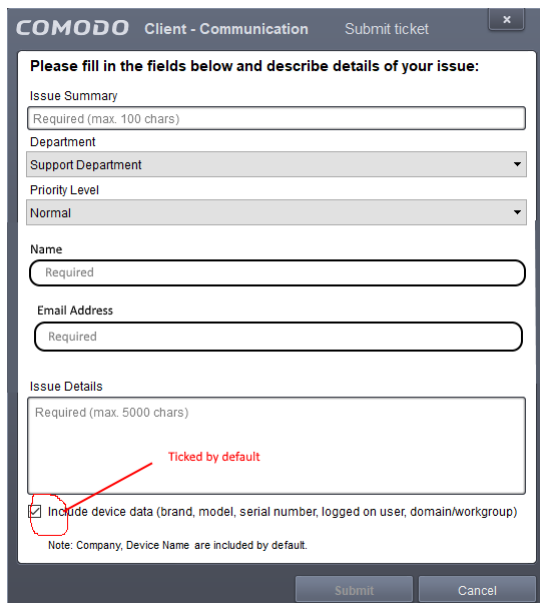
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## Comodo Communication Client Ticket Submit Current View



Filename: 2017-10-09\_CCC-Report-Ticket\_CURRENT.png

## New View



Filename: 2017-10-09\_CCC-Report-Ticket\_NEW.png

### Notes on New View

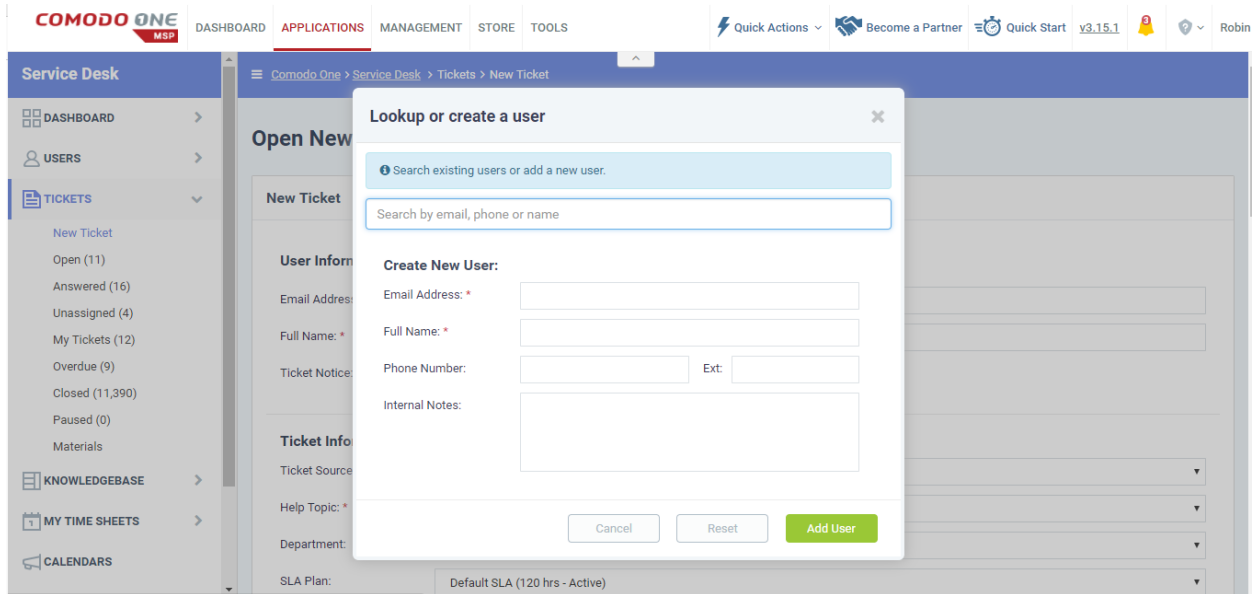
On a visual front the changes are simple, adding in a name and email address field as this allows better reporting as the owner of the machine is never the reporter. This is the details the ticket should be logged under, not the owner information.

By default, the tick box to include additional information should be included.

And the note at the bottom does not need to specify the owner information as this is not important.

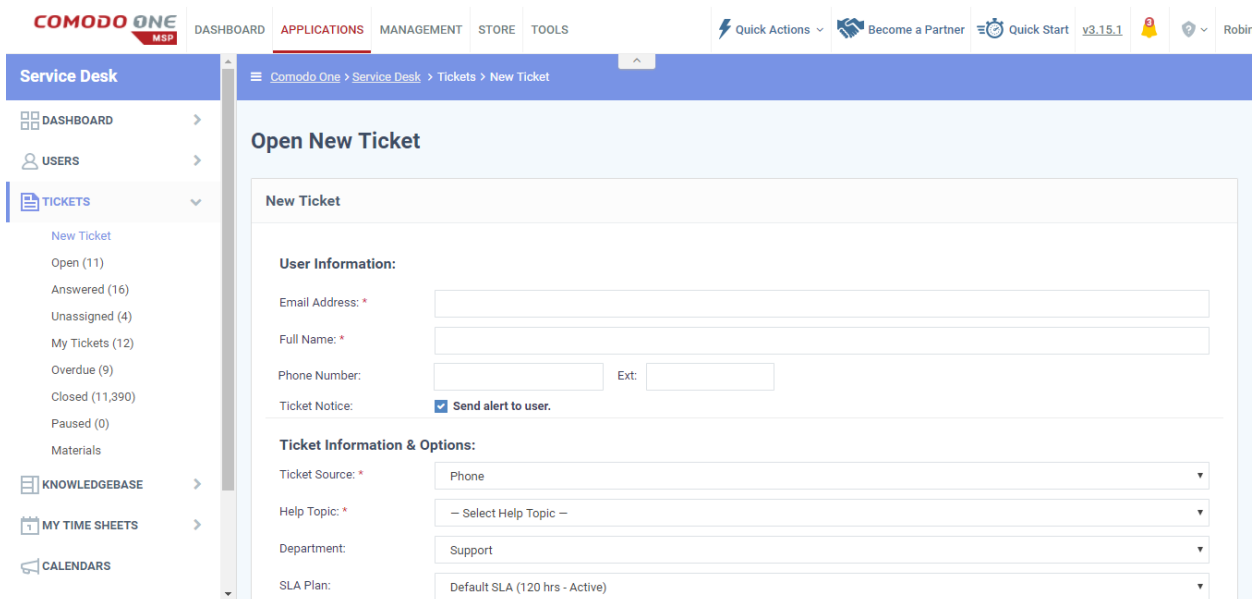
## Support Agent Client Ticket Submit (Via SD Website)

### Current View



Filename: 2017-10-09\_SD-Report-Ticket\_CURRENT.png

### New View



Filename: 2017-10-09\_SD-Report-Ticket\_NEW.png

#### Notes on New View

When you open a ticket the initial pop up is a waste of time as by clicking cancel you have a fully working good form that simply needs the telephone and extension fields adding as shown.

This speeds up access, account creation as well as allowing the customer to fire straight into the issue and collect their details once they have it off their chest. As we know a customer with a computer issue does not care about hello my name is and I'm on PC X, they just want to throw the problem at you and force you to work backwards.

## Update / Process Ticket (Agent via SD Website)

Current View

Does not exist yet

New View

TICKET	LAST UPDATE DATE	SUBJECT	FROM	PRIORITY	DEVICE NAME	ASSIGNED TO	ORGANIZATION
11653	03-10-2017 10:34 am	Move to Office 365	[REDACTED]	High		Chris	
11706	27-09-2017 8:35 am	FW: Chells	[REDACTED]	Normal		Robin	[REDACTED]
11811	27-09-2017 3:15 pm	transfer of licences	[REDACTED]	Normal		Chris	[REDACTED]
11884	03-10-2017 1:45 pm	Malware EXE found on servers	[REDACTED]	High		Nathan	[REDACTED]
11894	04-10-2017 9:09 am	Disk Monitoring MONITORING ...	[REDACTED]	Normal	F683T4J	Chris	[REDACTED]
11898	04-10-2017 9:55 am	exact workflow	[REDACTED]	Normal			[REDACTED]

Filename: 2017-10-09\_SD-Verify-Update-Data-TicketList\_NEW.png

**Update Ticket #8742**

Same as Edit Screen with following changes:-  
 \* No notes section  
 \* Displays initial report message / body at bottom (not editable) so you can judge & update ticket correctly ready for a technician  
 \* Ability to add collaborators

**User Information:** Currently selected user

User: [REDACTED] [Change](#)

**Ticket Information:** Due date overrides SLA's grace period.

Ticket Source: \*

Help Topic:

Department:

SLA Plan:

Time Spent: 0 hrs 2 min

Due Date:    Time is based on your time zone (GMT+1.00)

Filename: 2017-10-09\_SD-Verify-Update-Data-TicketData\_NEW.png

### Notes on New View

The first screen shows an added “process” button to the list which should allow you to select a ticket and start the process / update function.

The second screen is the actual screen used to process / update the base ticket information allowing a technician to be able to pick up the job and run with it.

The screen is the same as the edit screen with a couple of differences: -

- The notes section at the bottom is not needed as the original / changes should be auto placed in an internal note so the information is not lost.
- There needs to be a preview box of the actual message raised so the updating agent can categorise, change the subject and priorities as correctly depending on the information provided.

## Support Agent Ticket Update via Reply Current View

Service Desk
Comodo One > Service Desk > Tickets > Open

- [DASHBOARD](#)
- [USERS](#)
- [TICKETS](#)
- [New Ticket](#)
- [Open \(8\)](#)
- [Answered \(18\)](#)
- [Unassigned \(3\)](#)
- [My Tickets \(11\)](#)
- [Overdue \(9\)](#)
- [Closed \(11,399\)](#)
- [Paused \(0\)](#)
- [Materials](#)
- [KNOWLEDGEBASE](#)
- [MY TIME SHEETS](#)
- [CALENDARS](#)
- [PROJECTS](#)
- [CONTRACTS](#)
- [ADMIN PANEL](#)

**Ticket #8742**
00:03:28
Add Material
Edit
Close
Delete
More

Post Reply
Post Internal Note
Dept. Transfer
Reassign Ticket

**TO:** [REDACTED]

[Add CC](#)

**Collaborators:**  Recipients (1 of 1)

Select a canned response

<> B Aa B I U A [Icons]

Start writing your response here. Use canned responses from the drop-down above

**Response:**

Kind Regards  
Support Department

Strobe Technologies Ltd  
t: 01884 664004  
e: helpdesk@strobe-it.co.uk

**Attachments:** Choose File No file chosen

**Signature:**  None  Dept. Signature (Support)

**Ticket Status:**  Close on Reply

Post Reply
Reset

Filename: 2017-10-09\_SD-Update-Ticket-Reply\_CURRENT.png

## New View

Service Desk
Comodo One > Service Desk > Tickets > Open

- [DASHBOARD](#)
- [USERS](#)
- [TICKETS](#)
- [New Ticket](#)
- [Open \(8\)](#)
- [Scheduled \(2\)](#)
- [Answered \(18\)](#)
- [Unassigned \(3\)](#)
- [My Tickets \(11\)](#)
- [Overdue \(9\)](#)
- [Closed \(11,399\)](#)
- [Paused \(0\)](#)
- [Materials](#)
- [KNOWLEDGEBASE](#)
- [MY TIME SHEETS](#)
- [CALENDARS](#)
- [PROJECTS](#)
- [CONTRACTS](#)
- [ADMIN PANEL](#)

**Ticket #8742**
Schedule
Add Material
Edit
Close
Delete
More

Post Reply
Post Internal Note
Dept. Transfer
Reassign Ticket

**TO:** [REDACTED]

[Add CC](#)

**Collaborators:**  Recipients (1 of 1)

Select a canned response

<> B Aa B I U A [Icons]

Start writing your response here. Use canned responses from the drop-down above

**Response:**

Kind Regards  
Support Department

Strobe Technologies Ltd  
t: 01884 664004  
e: helpdesk@strobe-it.co.uk

**Time Spent:** 00:03:28

**Time Type:** Telephone  Billable?

**Attachments:** Choose File No file chosen

**Signature:**  None  Dept. Signature (Support)

**Ticket Status:**  Close on Reply

Post Reply
Reset

Filename: 2017-10-09\_SD-Update-Ticket-Reply\_NEW.png



## Notes on New View

There are a lot of changes here so I will list them with reasons / explanations: -

(See <https://www.strobe-it.co.uk/services/opensource/> for our popular osTicket mod)

### Timer

The biggest change is the timer and how the time is recorded to a job, this is due to real world situations and needing to prove / provide information to why you have charged or done what you have done; as well as charge more efficiently.

The time should no longer be part of the ticket and the ticket MySQL table but the thread MSQl table, this basically means time is added to a thread in the same way communication / updates are.

So, when you are working on a job, making notes as you got for the end client in the replies box the timer is ticking. After the section of work, you publish the reply/update which also saves the time for that update include the location stored in Time Type and if it is billable or not.

When you look back through a job you can see what you have done, how long that part took you and answer questions to what actually was done for the time logged quickly instead of trying to jog memories or try and match up thread updates with published time.

### Time Type

In the MSP world, generally you have different pricing brackets depending on the style of work you performed, for instance you might charge £1 per minute for remote support compared with a callout fee of £40 followed by £1 per minute for visiting a client's site.

Some MSP's also as part of a contract with a client might provide so many minutes / hours on-site per month and above that bill the difference. By recording this information, you can then prove what you have done and bill accordingly.

Time Type should be a customisable list allowing each MSP to categorise their company as they see fit, but for example our types are: -

- Remote
- Telephone
- On-Site
- Workshop

## **Billing**

A simple change which speeds up posting, stops non-required save work pop-ups etc. If you need to leave a ticket the time and currently typed information should be saved in drafts allowing a technician to freely jump to answer the phone without risk of losing this information.

## **Record Time Button**

Not needed as recording time is done via posting a reply.

## **Schedule Button**

With a ticket you might have to schedule a job, especially for site visits or work on servers etc....

So to do this adding a schedule button which opens the calendar in a pop up allowing you to choose either the shared calendar, yours or another member of staffs (assigns ticket to them if this is done?) to place the job at the scheduled time.

Once a job is scheduled it should no longer appear in the open or answered views / queues but to a newly created queue called "scheduled" as shown in the left menu.

## **Scheduled List / View**

This view is to see the list of scheduled jobs you company / agents have allowing you to access, edit etc these jobs.

Once a schedule is due the ticket should then appear in the open tickets as it is now awaiting work via the agent as scheduled.

## Support Agent Ticket Update via Internal Note Current View

Filename: 2017-10-09\_SD-Update-Ticket-Note\_CURRENT.png

## New View

Filename: 2017-10-09\_SD-Update-Ticket-Note\_NEW.png

#### Notes on New View

This is the same as posting a reply, but instead you are posting an internal note with time and possible charges instead.

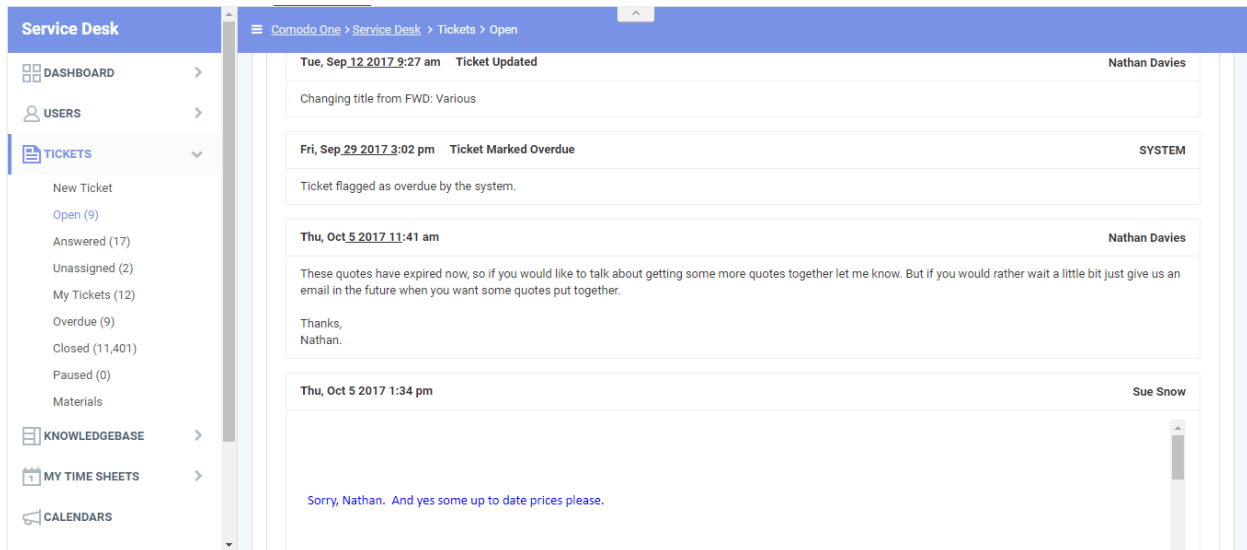
This is extremely useful as it allows you to perform research, post this information to the ticket and record how long you spend doing this research.

There are many other reasons, but this is a huge one for MSPs.

For more details on the screen please see "Posting a Reply".

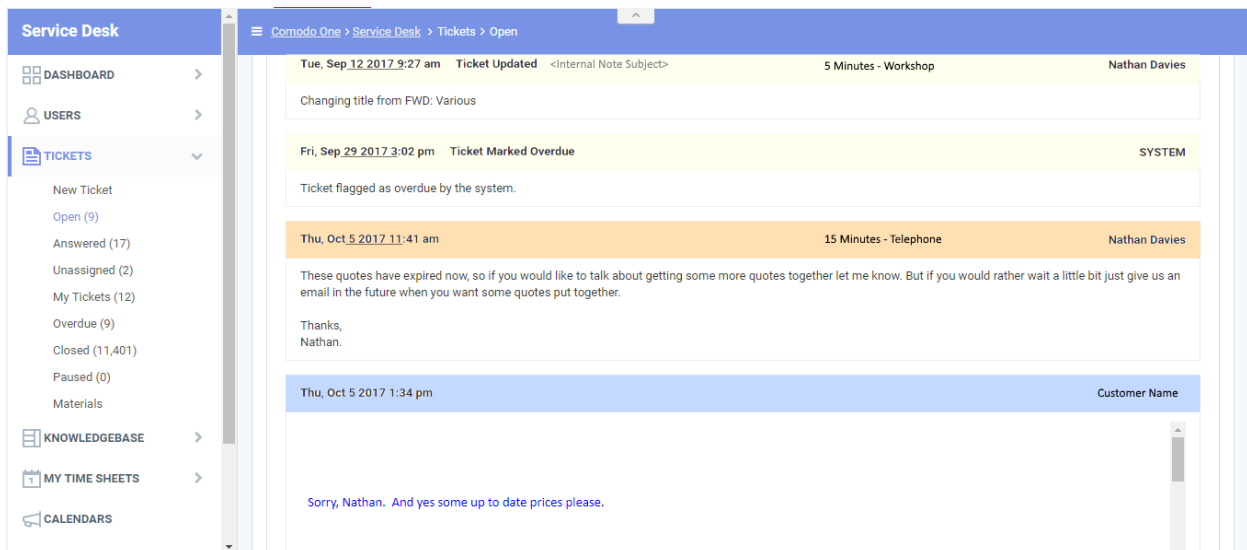
## ServiceDesk Ticket View

### Current View



Filename: 2017-10-09\_SD-Ticket-View\_CURRENT.png

### New View



Filename: 2017-10-09\_SD-Ticket-View\_NEW.png

### Notes on New View

The ticket view for an MSP agent with the new SD skin designed by Comodo instead of the original osTicket one originally used is very confusing; especially as it is plain and bland with no indication of what each part of the thread is. At the moment you have to perform a PDF export which shows the original colour scheme and layout to make proper sense of a ticket.

To improve this, the new screen shows some colour and additional information as described below: -

- Yellow banners to show internal notes and system events of tickets. This is extremely important so you can tell if certain information or comments went to the end client or not so you know the status of their knowledge.
- Blue banners to show responses from the client.
- Orange banners to show replies sent to the client.
- On internal notes there is already a subject field and this I believe already places itself in the thread banner but if it does not it needs to.
- On internal notes and replies the time and time type needs to be displayed allowing the agent to see what has been done so far, how long it took etc.