



Managed IT Gold

Ticketing Basics

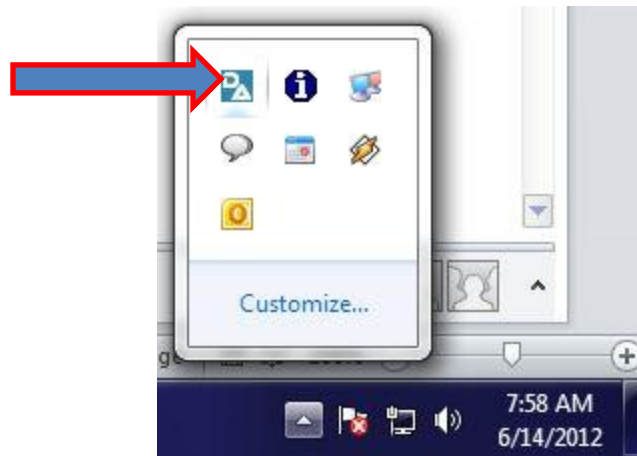
Introduction

- Your personal Digital Agent Managed IT Gold ticketing system is the quickest way to let Digital Agent IT Engineers know that you are having an issue.
- Telephone support is always available, however no work starts without a ticket first being created.
- Beginning the ticket process yourself will ensure your issue gets attention quickly!
- It is important to open a ticket even if you are already comfortable working with a particular engineer over the telephone.

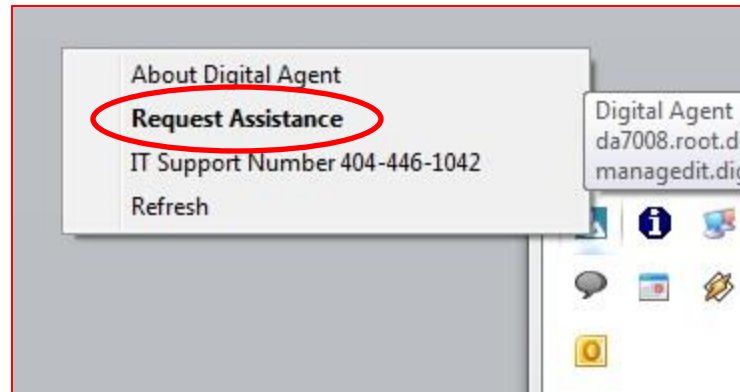


Contact Information

- Please take a moment to set up your personal ticketing system with updated contact information.
- Look for the DA icon in the system tray of your computer.

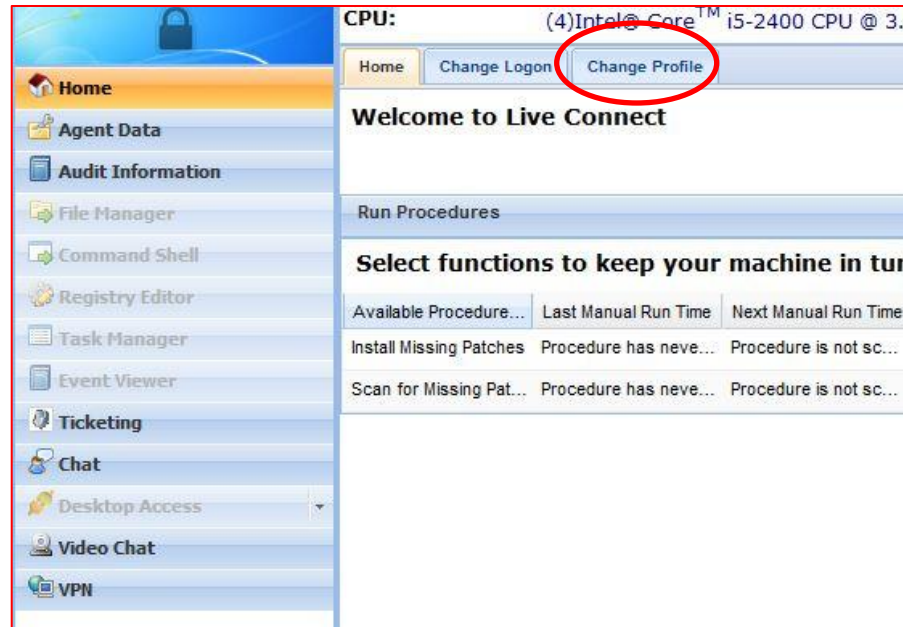


- Then right click your mouse on the DA icon and select “Request Assistance”

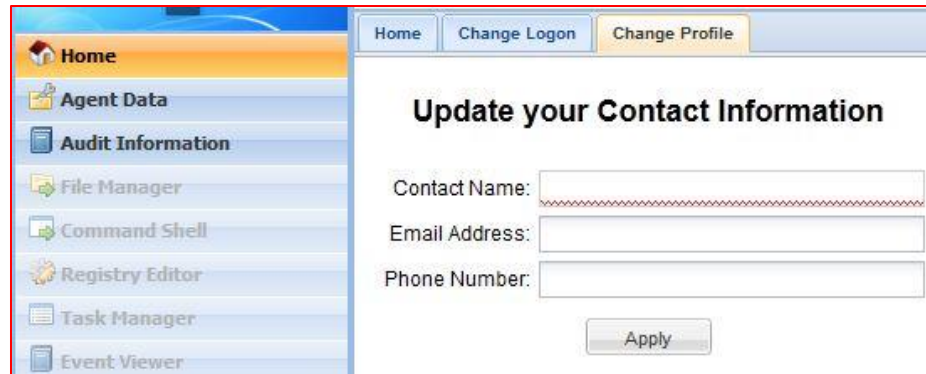


Note: The Support telephone number listed here 404-446-1042 goes directly into the Managed IT Call center Queue without hitting the auto attendant.

- Click on “Change Profile” tab in the interface



- Enter your contact information and hit “Apply”



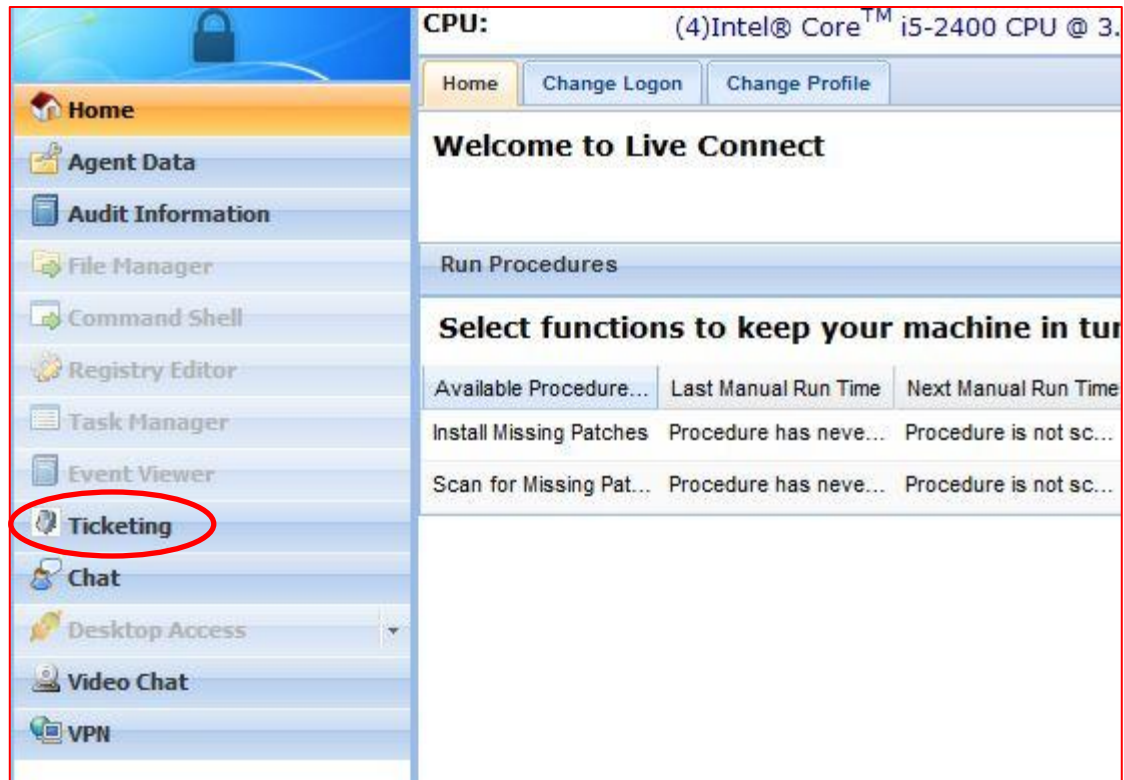
The screenshot shows a web application interface. On the left is a vertical navigation menu with the following items: Home (highlighted in orange), Agent Data, Audit Information, File Manager, Command Shell, Registry Editor, Task Manager, and Event Viewer. The main content area has a top navigation bar with 'Home', 'Change Logon', and 'Change Profile' buttons. Below this is a heading 'Update your Contact Information'. There are three input fields: 'Contact Name:', 'Email Address:', and 'Phone Number:'. The 'Contact Name' field contains a red wavy error message. Below the input fields is an 'Apply' button.

- Your contact information will be automatically filled in each time you open a ticket up in the system.
- Try opening a test ticket so that DA Engineers will know you have set up your ticketing interface correctly!
- You will first need to end this session by closing your browser window. Left click the “x” in the upper right hand corner of your browser to close the window. Once it is closed, start the process over by right clicking the DA icon in your system tray as explained previously and select “Request Assistance”.



Ticket Creation

- Click the “Ticketing” menu to open a ticket.



- You should see your name and contact information populated in the Create / Edit Ticket window tab. If you feel you followed these steps and the information is not showing up correctly, please call 404-446-1042 to have a DA Engineer help you.

Create/Edit Ticket View Tickets

Ticket ID: Associate ticket with: da7008.root.digitalagent-1243.myOrg

Summary:

Submitter Information

Name: John Smith
Email: jsmith@digitalagent.net
Phone: 404-446-3333

Date Created:
Age:
Date Due: 7:47:11 am 27-Jun-12

Assignee: < unassigned >
Category: Unknown
Status: Open
Estimated Time: < 30 Min
Priority: Normal
Travel: 0.0
Billable Type: None
Time Status: Normal Business Hours

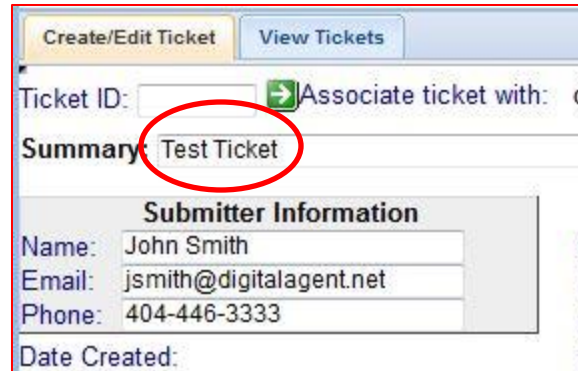
Enter new note Suppress automatic note creation

[Note Size](#)

Click to **attach file** (such as screen shots of problem).

Time/Admin Note

- Input a Summary to describe the overall purpose of the ticket. For this exercise enter “Test Ticket” in the summary line.



The screenshot shows a web interface for creating or editing a ticket. At the top, there are two buttons: 'Create/Edit Ticket' and 'View Tickets'. Below these, there is a 'Ticket ID:' field and an 'Associate ticket with:' button. The 'Summary' field is highlighted with a red circle and contains the text 'Test Ticket'. Below the summary field is a section titled 'Submitter Information' with the following details:

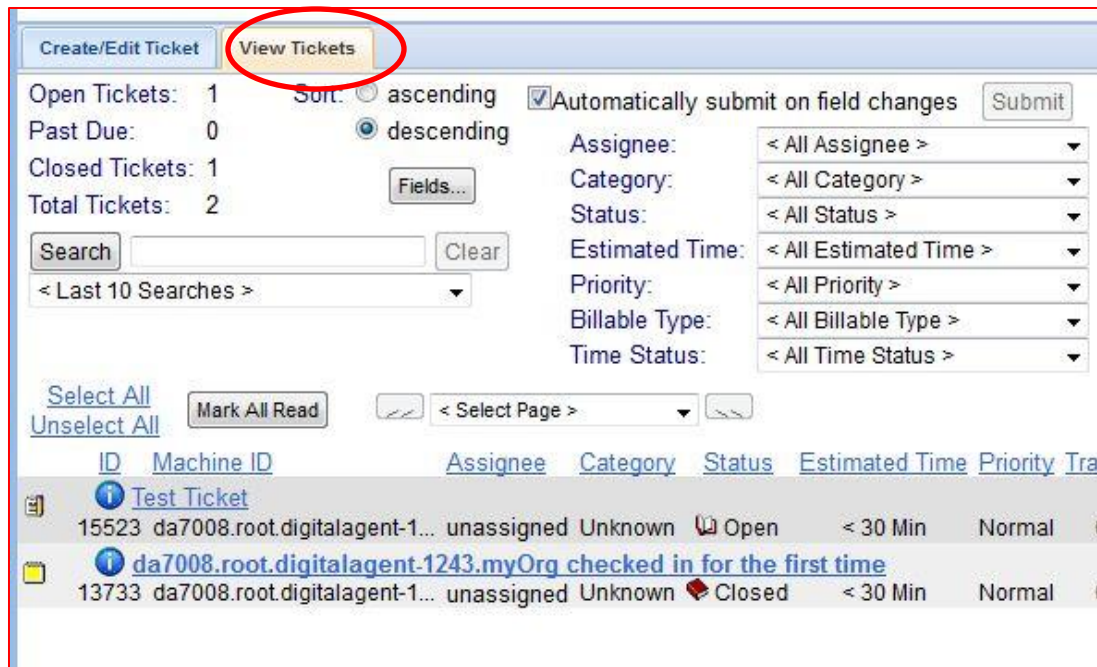
Name:	John Smith
Email:	jsmith@digitalagent.net
Phone:	404-446-3333
Date Created:	

- Now let's enter a new note. Notes are the heart of the ticketing system. Notes are used to communicate with Digital Agent Engineers and create a documented trail of work and timelines that have occurred with a ticket. Enter “I am testing the Digital Agent ticketing system. Is my contact information displays correctly?”

- Clicking the Submit button will generate a note to Digital Agent Engineers who will begin working on your issue.

The screenshot shows the 'Create/Edit Ticket' interface. At the top, there are tabs for 'Create/Edit Ticket' and 'View Tickets'. Below the tabs, there is a 'Ticket ID' field and an 'Associate ticket with' dropdown menu showing 'da7008.root.digitalagent-1243.myOrg'. A 'Summary' field contains 'Test Ticket'. The 'Submitter Information' section includes fields for Name (John Smith), Email (jsmith@digitalagent.net), and Phone (404-446-3333). To the right, there is an 'Update' button and a list of fields: Assignee (< unassigned >), Category (Unknown), Status (Open), Estimated Time (< 30 Min), Priority (Normal), Travel (0.0), Billable Type (None), and Time Status (Normal Business Hours). Below these fields, there are checkboxes for 'Enter new note' (checked) and 'Suppress automatic note creation'. A text area contains the note: 'I am testing out the Digital Agent ticketing system and checking to see that my contact information displays correctly.' At the bottom left, there is a 'Note Size' label and a 'Submit' button. Both the 'Submit' button and the note text area are circled in red.

- You should receive an email outlining the ticket notes. Digital Agent engineers may change the Summary field to better organize with their existing tickets.
- Other fields available to edit in the ticketing system are for organizational purposes and will mostly be filled out by engineers.
- You can easily look at all the tickets that you have submitted by clicking the “View Tickets” tab.



- You can always use this “portal” method to enter new notes directly into tickets or check to see if Digital Agent Engineers have entered new work notes into a ticket by clicking on a ticket summary. Try clicking on the ticket you just created.

The screenshot shows a web interface for managing tickets. At the top, there are two tabs: "Create/Edit Ticket" and "View Tickets". Below the tabs, there are summary statistics: "Open Tickets: 1", "Past Due: 0", "Closed Tickets: 1", and "Total Tickets: 2". There are also sorting options: "Sort: ascending" (selected) and "descending". A checkbox "Automatically submit on field changes" is checked, with a "Submit" button next to it. A "Fields..." button is also present. On the right side, there are several dropdown menus for filtering: "Assignee: < All Assignee >", "Category: < All Category >", "Status: < All Status >", "Estimated Time: < All Estimated Time >", "Priority: < All Priority >", "Billable Type: < All Billable Type >", and "Time Status: < All Time Status >". A search bar with a "Search" button and a "Clear" button is located below the statistics. Below the search bar, there is a dropdown menu for "< Last 10 Searches >". At the bottom of the filter section, there are buttons for "Select All" and "Unselect All", a "Mark All Read" button, and a "< Select Page >" dropdown menu. The main area displays a table of tickets with columns: "ID", "Machine ID", "Assignee", "Category", "Status", "Estimated Time", "Priority", and "Trav". The first row is highlighted and has a red circle around the "Test Ticket" link. The second row has a blue link: "da7008.root.digitalagent-1243.myOrg checked in for the first time".

ID	Machine ID	Assignee	Category	Status	Estimated Time	Priority	Trav
15523	da7008.root.digitalagent-1...	unassigned	Unknown	Open	< 30 Min	Normal	0
13733	da7008.root.digitalagent-1...	unassigned	Unknown	Closed	< 30 Min	Normal	0

- The ticketing system is designed to also use email for adding notes to tickets. This method only works if a ticket has been created and you are replying to email with the ticket information contained in the body of the email. The ticket email you received should look something like this:

```
[Ticket Notes ~ticRefId='15523']  
Ticket ID: 15523  
Machine ID: da7008.root.digitalagent-1243.myOrg  
Log in and view ticket http://managedit.digitalagent.net/?ticId=17105
```

```
Author: John Smith  
Date: 10:18:52 am 27-Jun-12
```

```
I am testing out the Digital Agent ticketing system and checking to see that my contact information displays correctly.
```

- If you reply to this email, it should automatically append the email into your ticket. Depending on spam, firewall and email settings there are times when this function is not foolproof but it is typically quite reliable. You can always log into your tickets through the web portal accessed via the “Request Assistance” then “View Tickets” method above. Those notes are being entered directly into the ticketing system.
- Thank you for taking time to learn basic ticket operation.





Digital Agent Main Telephone	---	---	678-444-3007
Digital Agent Voice & Data Support	---	---	404-446-3333
Digital Agent IT Support	---	---	404-446-4000
Digital Agent Sales	---	---	404-446-3000
Digital Agent Accounting	---	---	404-446-4002

Voice & Data support
IT support

support@digitalagent.net
it@digitalagent.net