C1 - Service Desk - Staff Guide



by clicking the licket number/subject then clicking the 'Assign Ticket' tab.

- My Tickets: Tickets that are assigned to the person that is currently logged-in. Tickets can be answered, re-assigned, transferred, provide details of time spent for the ticket and more by clicking the ticket number/subject.
- Overdue: Tickets that are not closed within the stipulated period per the SLA plan. Overdue tickets will be closed automatically if configured so by the administrator.
- Closed: Tickets that are closed. Closed tickets can be reviewed, reopened, reassigned and more by clicking the ticket number or subject.
- Paused: Tickets that are paused temporarily. Paused tickets count as 'Open' and can be reactivated by clicking the ticket number or subject then dicking the 'Resume' button.
- New Ticket: Allows the staff member to raise a ticket on behalf of users.

The icons in the ticket column indicate the source through which it was raised.

Ticket loon	Description	
	Tickets that were raised by another C1 Module via API.	
2	Tickets that were raised via the web portal.	
-	Tickets that were raised via email.	
5	Tickets that were raised by staff members on behalf of users.	
		Tickets that were raised by another C1 Module via API. Tickets that were raised via the web portal. Tickets that were taised via email.

The icons in the subject column indicate the status of the ticket.

Subject Icon	Description	
	Indicates the ticket is overdue, that is, the ticket issue is not resolved within the stipulated time.	
a	Indicates the ticket is locked by the staff member.	
(3) 🔾	Indicates the number of actions taken on the ticket. Actions can be replies, internal notes or other status updates.	
*	Indicates the ticket has an attachment	
	Indicates that collaborators have been added to the CC list for the ticket.	
	(3) 🗬	

No check box beside a ticket indicates that it is in "Paused" status.

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