

by clicking the ticket 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 clicking 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.

S.No.	Ticket Icon	Description
1		Tickets that were raised by another C1 Module via API.
2		Tickets that were raised via the web portal.
3		Tickets that were raised via email.
4		Tickets that were raised by staff members on behalf of users.

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

S.No.	Subject Icon	Description
1		Indicates the ticket is overdue, that is, the ticket issue is not resolved within the stipulated time.
2		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.
4		Indicates the ticket has an attachment.
5		Indicates that collaborators have been added to the CC list for the ticket.

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

# Service Desk Manual

**Y Pai**



## **Service Desk Manual:**

*The Service Desk Handbook – A guide to service desk implementation, management and support* Sanjay Nair,2020-09-15  
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*Reference Manual* ,1988 **NIST Guide to Supporting Services** National Institute of Standards and Technology (U.S.),1992 The ITIL Process Manual James Persse,2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program **Manual of the Public Services Department** Illinois State Library. Public Services Department,1974 **Design Manual** United States. Naval Facilities Engineering Command,1967 *The Reference Guide to Data Center Automation* Realtimepublishers.com,2006 **Library as Safe Haven** Deborah D. Halsted,Shari C. Clifton,Daniel T. Wilson,2014-08-05 Libraries have always played a special role in times of disaster by continuing to provide crucial information and services The Stafford Act of 2011 a federal government directive designates libraries as among the temporary facilities delivering essential services making a Continuity of Operations Plan imperative for libraries Peppered with informative first person narratives from librarians recounting emergency situations Halsted Clifton and Wilson cover such topics as An eight step approach to developing a risk assessment planHow to draft a one page service continuity planInformation on how to use mobile devices and social media effectively in times of disasterSample disaster plans along with model exercises manuals and customizable communicationsPublished in cooperation with the Medical Library Association MLA this nuts and bolts resource will enable libraries of all kinds to do their best while planning for the worst *COBIT User Guide for Service Managers* ,2009 *The Shortcut Guide to IT Service Management and Automation* Rebecca Herold,2008 , *Incident Management Process Guide For Information Technology* Carlo Figliomeni B.B.M.,2023-10-11 The information about the book is not available as of this time  
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