

Overview

- OVERVIEW
- MANAGING YOUR PROBLEMS
- *VIEWING AND UPDATING TICKETS*

Technicians are ultimately responsible for resolving problems and conscientiously updating tickets to prevent unwarranted alerts. Technicians work directly with customers to open new tickets, close tickets, and reassign them to other groups.

Technicians should update a ticket after taking any kind of action; for example, after:

- Speaking with the affected user or leaving a voice message
- Ordering a replacement part
- Fixing a problem that still requires testing by another party
- Contacting a third party vendor for help
- Receiving any new information about the problem

Technicians should close a ticket after resolving the problem and verifying the user's satisfaction.

Managing Your Problems

① - ② - ③ Step-By-Step VIEWING AND UPDATING TICKETS

1. If the Problem Management window is already active, go to step 2; otherwise, click the help desk icon or follow the instructions for "Logging In" on page 1.
2. In the **Ticket No** field, enter the number of the trouble ticket you want to find and click any of the search icons.



The trouble ticket appears.