




# REMEDY:PM "FAST FORWARD" #3




## COMMON TASKS

The simple, routine tasks are the most important to master. This "Quick Reference" can help.




### ASSIGNING TICKETS TO INDIVIDUALS

It's very important to assign incoming trouble tickets right away.





- 1 To search for all open tickets assigned to your group, click the **Support Group's Open Calls** button. 
- 2 In the Query list that appears, double-click the next item with "Assigned" in the Status column. If there are no tickets with this status, stop; you don't need to assign any tickets right now.
- 3 Click **Accept** to temporarily assign the ticket to yourself. 
- 4 Click the drop-down arrow to the right of the **Assigned To** field and choose a name from the list that appears. 
- 5 Click the drop-down arrow to the right of the **Status** field and change the status from "Assigned" to "Work in Progress."
- 6 Click **Save** and return to step 2 until there are no more tickets to assign.

### REASSIGNING TICKETS TO OTHER GROUPS

- 1 Click the drop-down arrow to the right of the **Assigned Group** field and choose a different resolver group from the list. 
- 2 Use the **Call Diary** to record more information about the problem and why you need to reassign the ticket. Click **OK** to exit this window. 
- 3 Click **Save**. 

### CREATING A TICKET AND ASSIGNING IT TO ANOTHER GROUP (AS A NON-HELPDESK USER)

- 1 Open the PM:Helpdesk schema for "New" tickets and enter all required information. Use the **Call Diary** to record detailed information about the problem. 
- 2 Click the drop-down arrow to the right of the **Assigned Group** field and choose a resolver group from the list. 
- 3 Click **Save**. 