



Help Desk System Process

Document Control

Title:	TS&H - Help Desk System Process
Purpose	This article provides the workflow for the help desk system process.
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Control:	Reissue as complete document only



Introduction

This SOP provides harmonized operating procedures for identifying any issue or feature for the performRx mobile portal.

Process Diagram

This Diagram represents the chart flow for submitting a new ticket starting from the detection of the bug / feature until the closure of it.

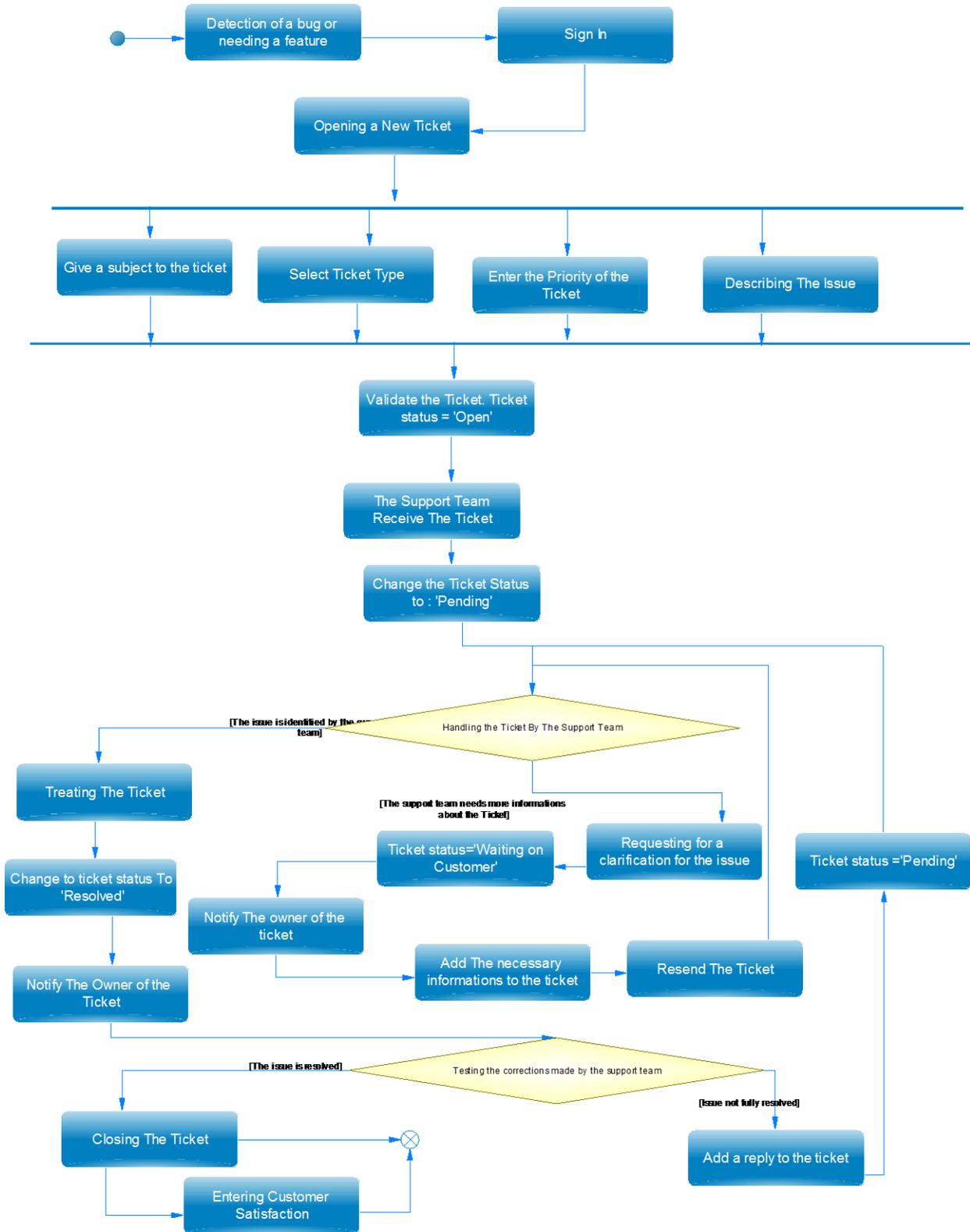
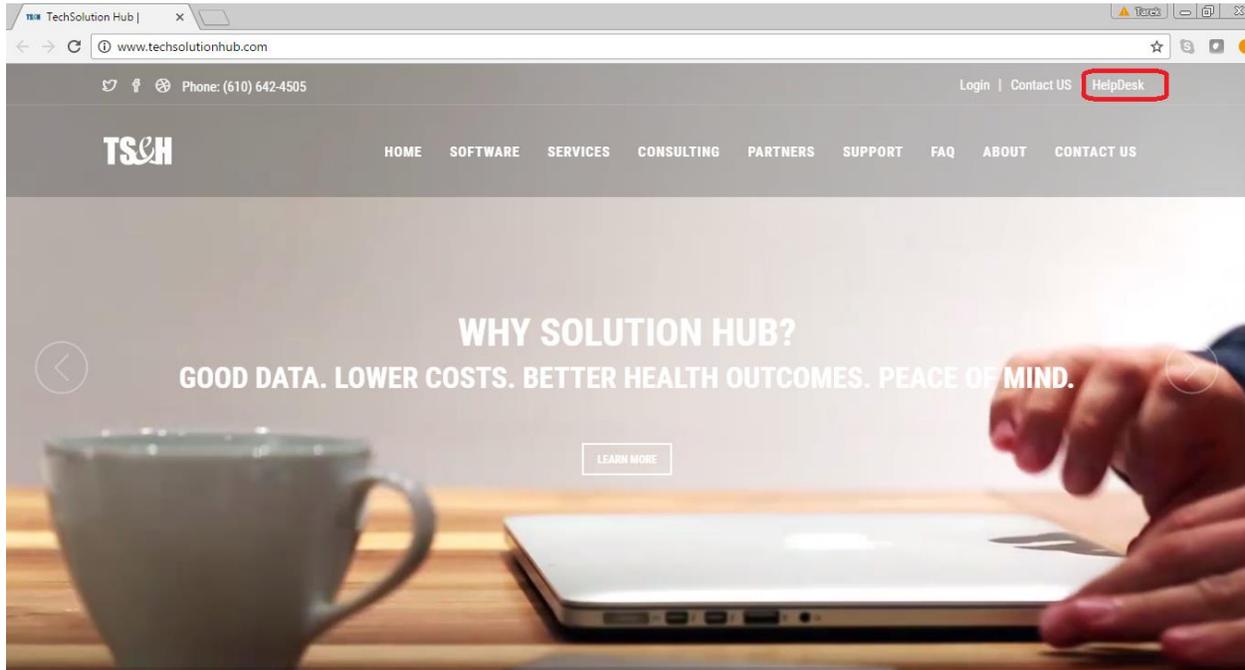


Figure 1: procedure of creating a new ticket



Submitting a new ticket

Customers can submit a new ticket via direct link: <https://solutionhub.freshdesk.com>
Or Via TS&H (<http://www.techsolutionhub.com>) main portal by clicking as shown in the graph below:



Our support portal will be available to our customers and agents at solutionhub.freshdesk.com.

The Customer will only be able to submit or re-open a ticket only after sign-on.

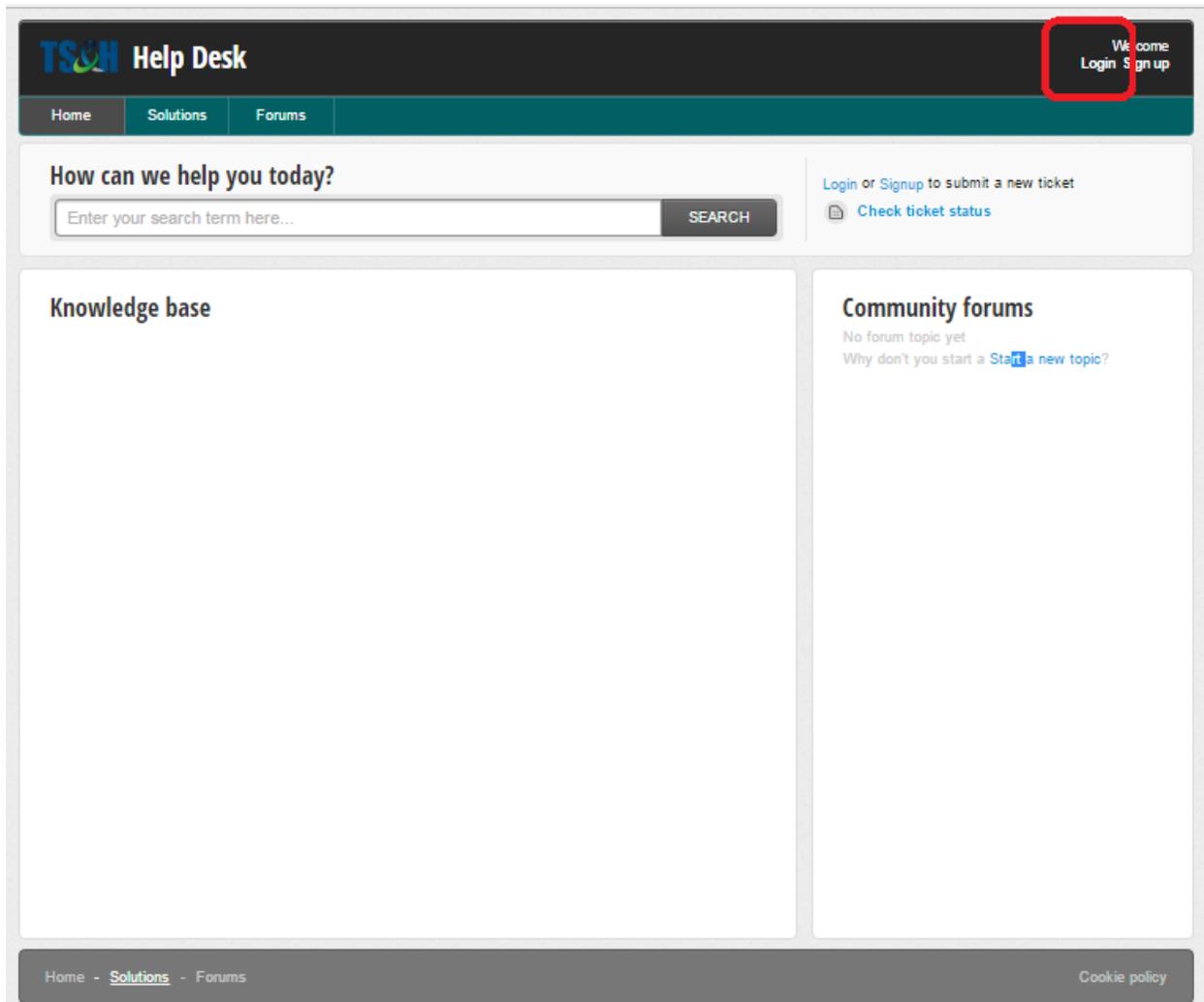


Figure 2: Home Page

This is how your portal looks like anybody who is not logged in:

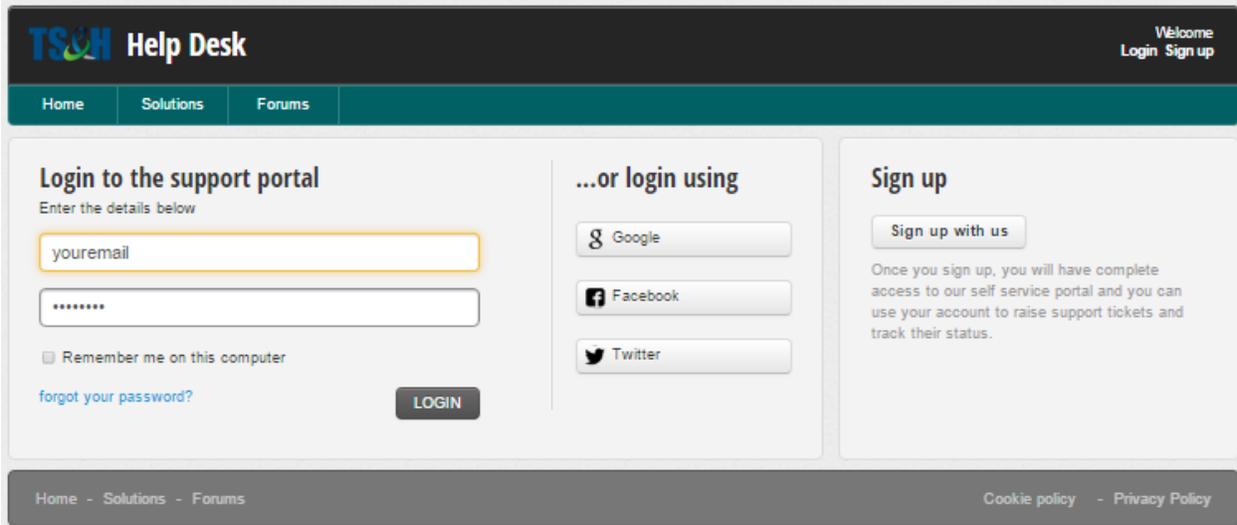


Figure 3: Login Page

This is pretty much how the portal will look when someone logs in to raise a support query, the user needs to click on the "new support ticket button"

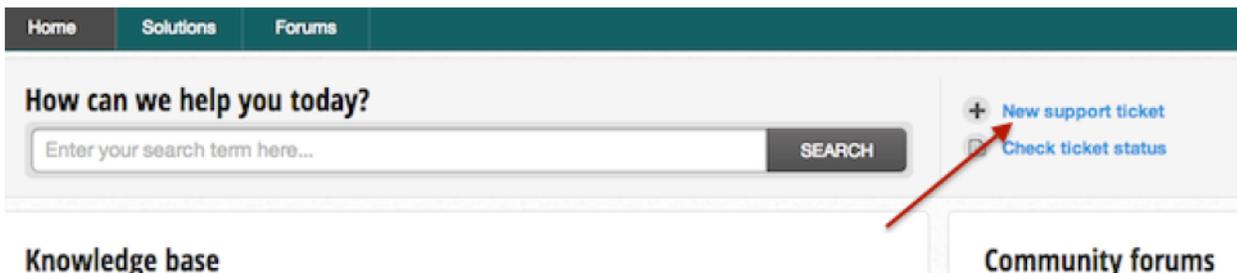
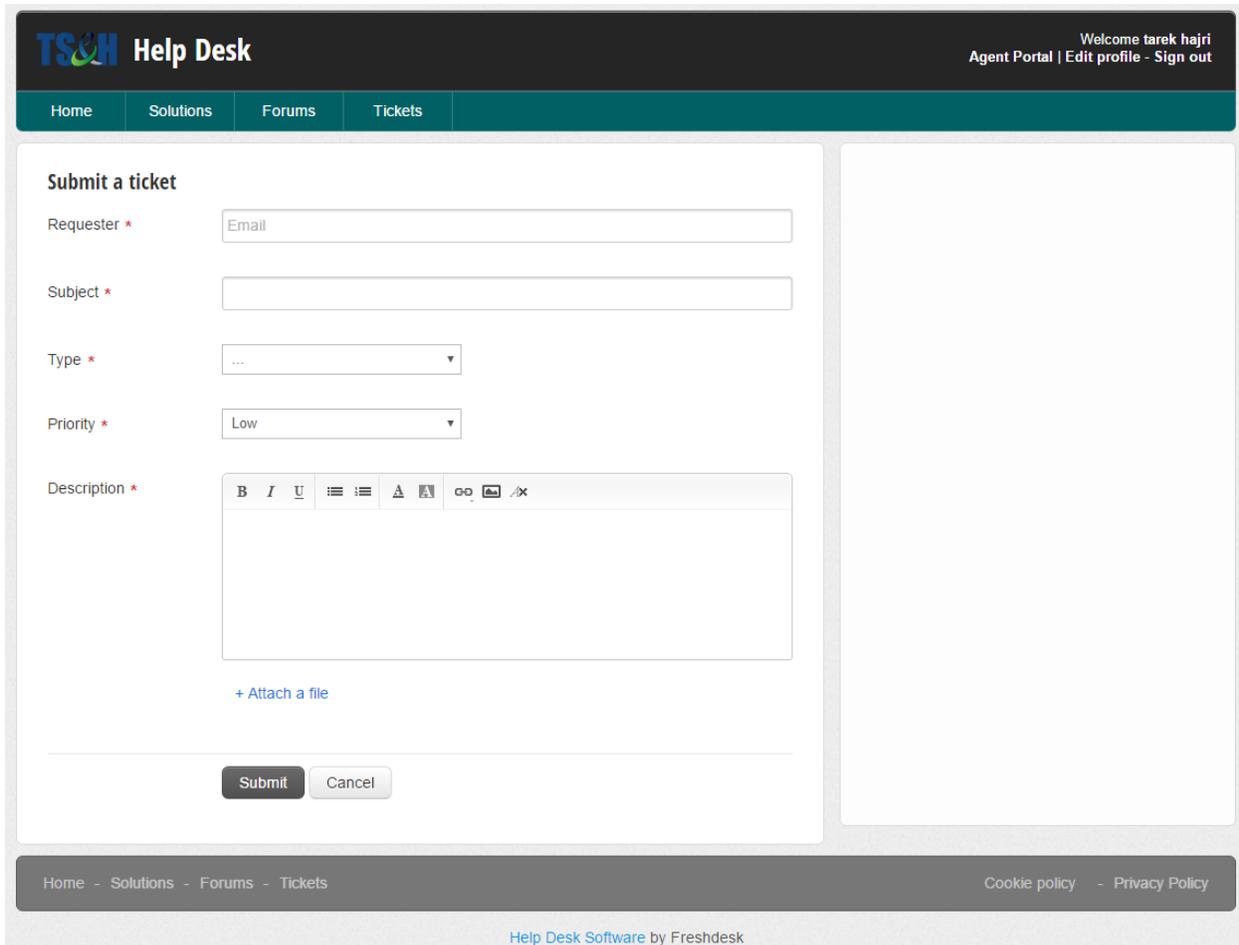


Figure 4: Submitting a new Ticket-1



Submit a ticket

Requester *

Subject *

Type *

Priority *

Description *

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[+ Attach a file](#)

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Help Desk Software by Freshdesk

Figure 5: Submitting a new Ticket-2

Every new ticket has a subject, a type, a priority, a description and an attached files (if they exists).

The subject will contain the topic of the ticket.

Example: [Missing Middle Name while registration](#)

Priority of the ticket (Urgent / High / Medium / Low)

- An urgent state ticket must be must be answered within 60 minutes.
- A high state ticket must be must be answered within 2 hours.
- A medium state ticket must be must be answered within 4 hours.



- A low state ticket must be must be answered within 24 hours.

The Description: This section contains a detailed description of the issue / feature.

A ticket might hold some files in order to identify the nature of the request, such as: screenshots or a diagrams representing the feature to add.

The ticket has three states:

- Open: the initial state of the ticket.
- Pending: to tell that the ticket is being treated by the support team.
- Waiting on Customer: The Agent has replied to the ticket and waiting an answer from customer.
- Resolved: the ticket is treated.
- Closed: the ticket is treated.

Checking the status of tickets and adding replies from TS&H customer portal

A customer who raises a ticket in our helpdesk can log into our helpdesk and check for updates to the ticket.

To look at all the tickets created by a requester, the requester has to login and click on the Check ticket status link.

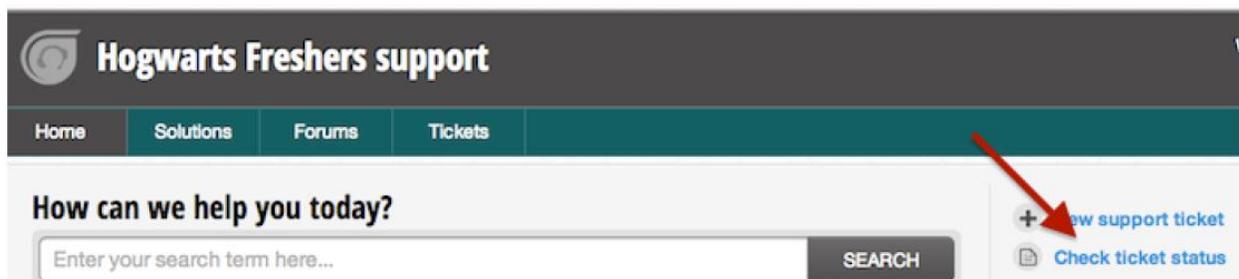


Figure 6: Checking Ticket Status



A ticket can have various statuses. The requester can filter out tickets based on their statuses. The user can use the dropdown above the list of tickets to choose which kind of tickets should be visible.

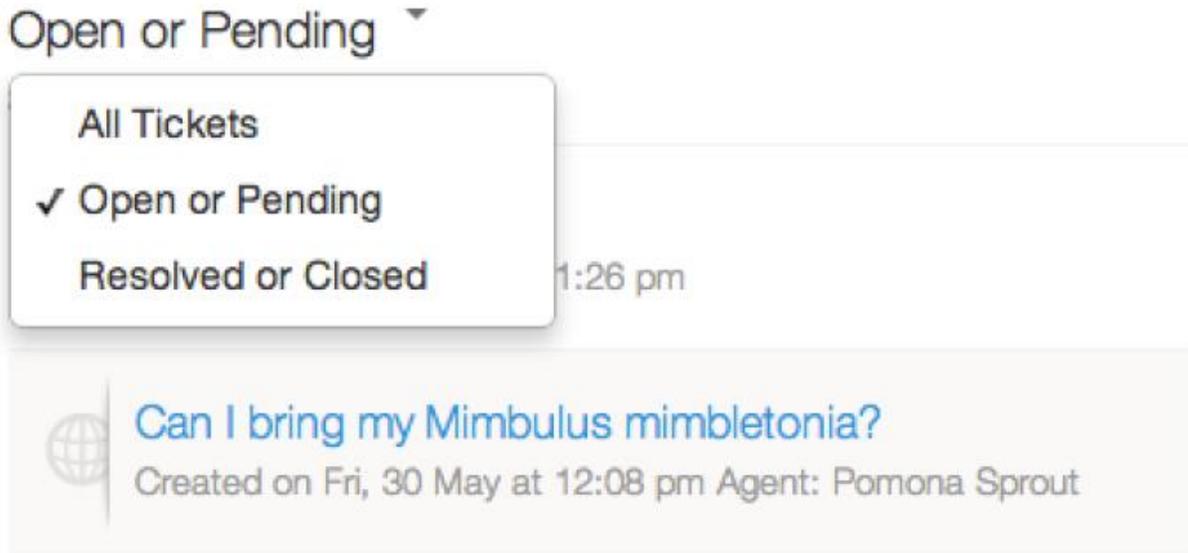


Figure 7: Filtering Tickets

All tickets view

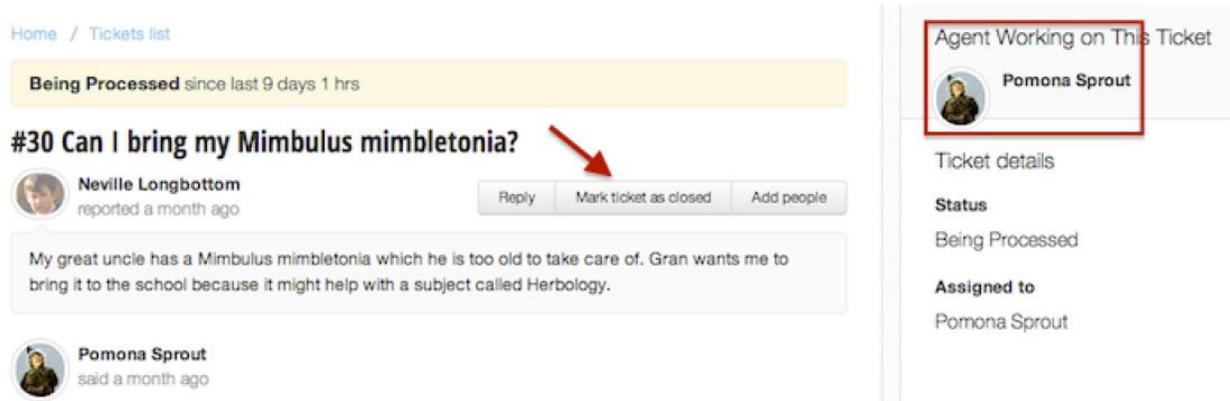
Choosing all tickets will show the requester every ticket raised by them in the helpdesk, no matter what the status of the tickets are.

Open or pending tickets

Every ticket that comes in will be in the "Open" status by default. The agent can change the status of the ticket to "Pending" when they start handling it or to "Waiting for Customer" when they are awaiting a response from the requester or if they're waiting for more information from a third party. The SLA timers do not run when a ticket status is pending. For a requester, all open or pending tickets have a status of "Being processed".

Resolved or Closed

When an agent sends out a reply to a ticket and thinks that the issue has been resolved, the agent will change the status of the ticket to "Resolved". If the requester also agrees to the solution, they can mark the ticket as "Closed".



The screenshot shows a ticket interface. At the top left, there is a breadcrumb trail: "Home / Tickets list". Below this is a yellow status bar that reads "Being Processed since last 9 days 1 hrs". The main title of the ticket is "#30 Can I bring my Mimulus mimbletonia?". Below the title, the requester's name "Neville Longbottom" is shown with a profile picture and the text "reported a month ago". To the right of the requester's name are three buttons: "Reply", "Mark ticket as closed", and "Add people". A red arrow points to the "Mark ticket as closed" button. Below the requester's name is a text box containing the message: "My great uncle has a Mimulus mimbletonia which he is too old to take care of. Gran wants me to bring it to the school because it might help with a subject called Herbology." Below the message is the agent's name "Pomona Sprout" with a profile picture and the text "said a month ago". On the right side of the interface, there is a sidebar with the following information: "Agent Working on This Ticket" with a profile picture and name "Pomona Sprout", "Ticket details", "Status" (Being Processed), and "Assigned to" (Pomona Sprout).

Figure 8: Closing Tickets

All closed and resolved tickets can be reopened by the requester when they send out a reply to the tickets.