

Initiating / Resolving Call Tickets

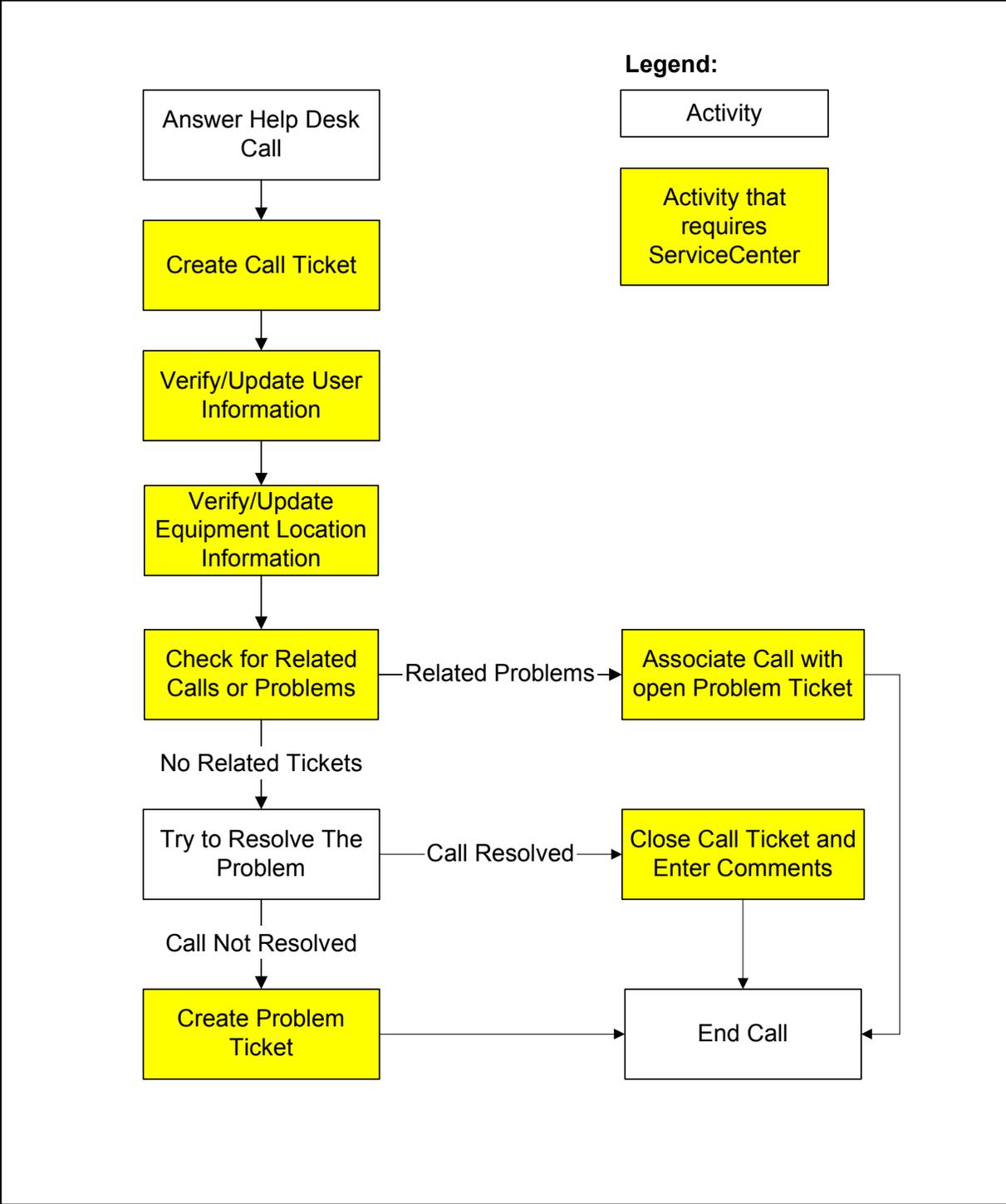
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Initiating / Resolving Call Tickets

Process Flow



Initiating / Resolving Call Tickets

Process Description

Answer Help Desk Call

- 1 Greet Caller
- 2 Ask for caller's **User ID**

Create Call Ticket

- 1 Enter ServiceCenter
- 2 Navigate to *New Call* screen
- 3 Create **Call Ticket** using caller's **User ID**
- 4 ServiceCenter will fill in form



Verify/Update User Information

- 1 Verify/Update User Information
- 2 Make changes in *Call Ticket* window



Verify/Update Equipment Location Information

- 1 Verify/Update equipment location information
- 2 Make changes in *Call Ticket* window
- 3 Print *Asset Info* screen, if changed
- 4 Submit inventory updates to 1st Level Support



Check for Related Calls or Problems

- 1 Look for existing call or related problem
- 2 If call exists, then update call ticket with 2nd call info
- 3 If related problem exists, associate with problem



Try to Fix the Problem

- 1 Enter a detailed description of the problem
- 2 Try to resolve the problem



Initiating / Resolving Call Tickets

Process Description (cont.)

Update Ticket Status



- 1 Enter results/updates in *Call Ticket* window

Close Call Ticket and Enter Comments



- 1 If resolved, update and close the **Call Ticket**

Create Problem Ticket



- 1 If not resolved, create a **Problem Ticket**
- 2 Create **Problem Ticket**

End Call

- 1 Advise Caller a **Problem Ticket** has been created
- 2 Provide Caller **Problem Ticket** number
- 3 End Call

Initiating / Resolving Call Tickets

Using Service Center

Answer Help Desk Call



Note

If the caller does not have a **User ID**, the caller's supervisor must place the trouble call.

1 Call Taker

Log into ServiceCenter.

See *Getting Started* for further guidance, if necessary.

2 Call Taker

Greet the Caller. Ask for the caller's **User ID**. (*Be sure to use the caller's 3-digit-network-ID.*)

3 Call Taker

Be sure to create a **Call Ticket** for each problem reported. This must be completed while the caller is still on the telephone – even if it was a “simple fix.”

Initiating / Resolving Call Tickets

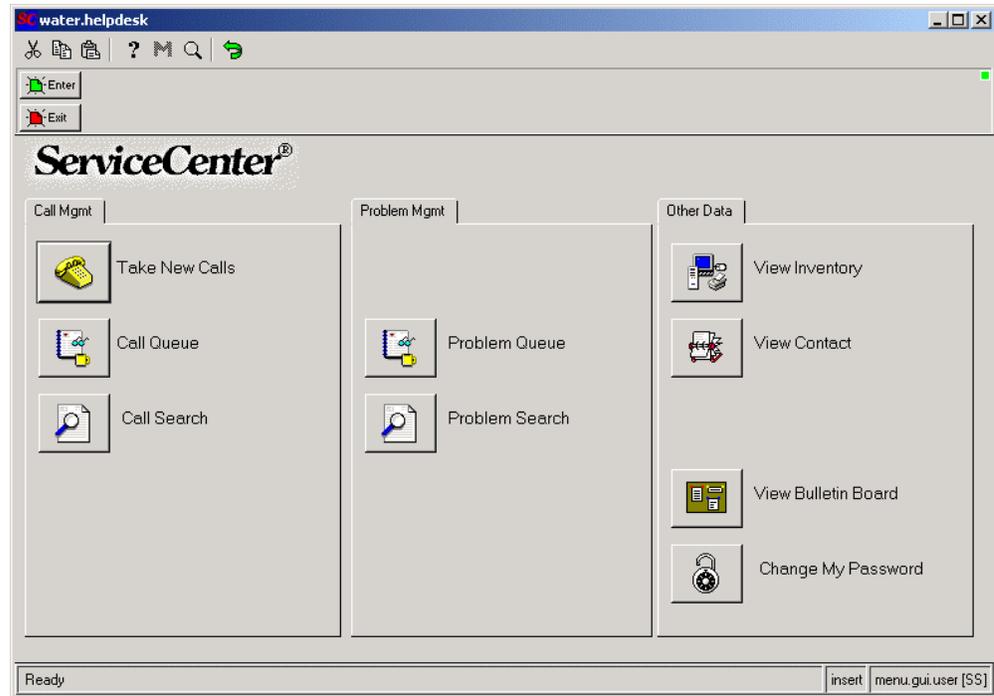
Using Service Center (cont.)

Create Call Ticket

1 Call Taker

Click on the **Take New Calls** button to open the ServiceCenter **Call Mgmt** tab.

Main ServiceCenter window



2 Call Taker

Call Tickets must be created for **all issues** reported by users, regardless if reported via telephone, email, Help Desk visits, or just “passing down the hall.”

- **Create Call Tickets within ...**

Call Tickets must be **created** in ServiceCenter **within** the time requirements defined by the Response Times matrix in Chapter 1. *However, creating them immediately, while still communicating with the user, is best.*



Caution

Open **Call Tickets** must be monitored closely. All **Call Tickets** must either be closed or have a related **Problem Ticket**. A **Problem Ticket** must be created if a **Call Ticket** is not resolved.

For more details, refer to the criteria contained in the section on *Managing Call and Problem Tickets*.

Initiating / Resolving Call Tickets

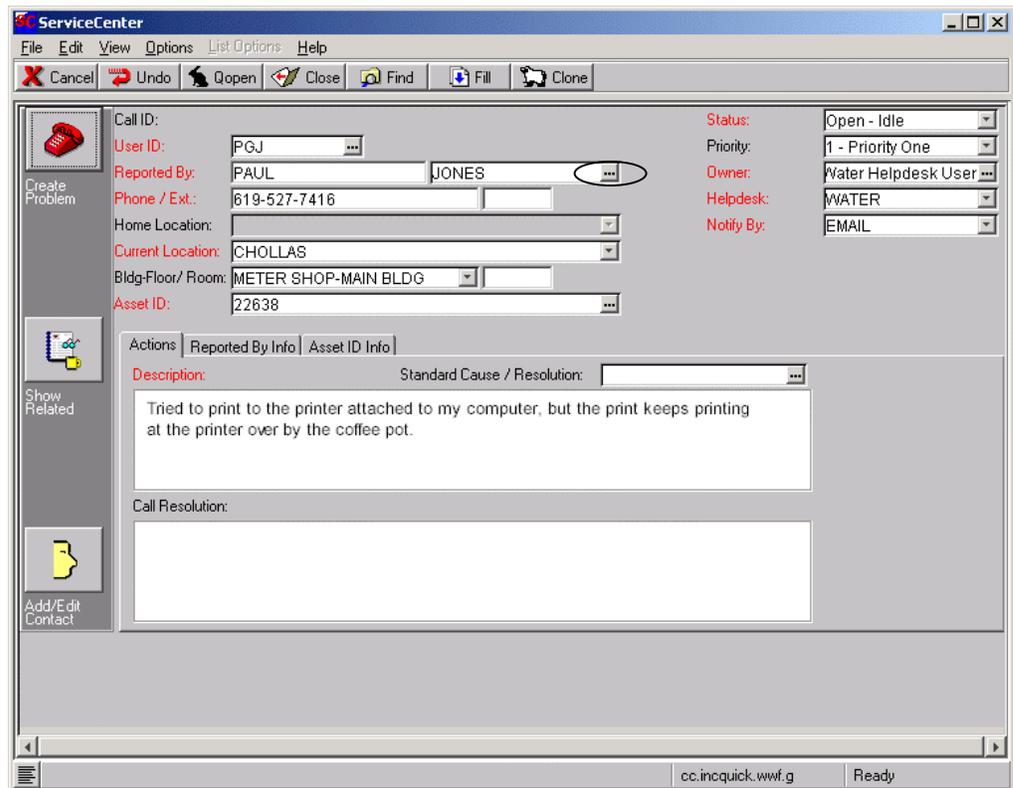
Using Service Center (cont.)

Verify / Update User Information

1 Call Taker

Enter the caller's 3-letter login ID in the **User ID** field.

Create Call Ticket window



The screenshot shows the ServiceCenter application window with the following fields and values:

Call ID:		Status:	Open - Idle
User ID:	PGJ	Priority:	1 - Priority One
Reported By:	PAUL JONES	Owner:	Water Helpdesk User
Phone / Ext.:	619-527-7416	Helpdesk:	WATER
Home Location:		Notify By:	EMAIL
Current Location:	CHOLLAS		
Bldg-Floor/Room:	METER SHOP-MAIN BLDG		
Asset ID:	22638		

Actions: Reported By Info Asset ID Info

Description: Standard Cause / Resolution: [...]

Tried to print to the printer attached to my computer, but the print keeps printing at the printer over by the coffee pot.

Call Resolution:

2 Call Taker

ServiceCenter will automatically populate the remaining fields for you when you press **F9**, click the **Fill** button, or click the **[...]** button.

Initiating / Resolving Call Tickets

Answer Call – Using Service Center (cont.)

Verify / Update User Information (cont.)

3 Call Taker

Verify the **phone number** (by checking against phone display and asking user), **location** (by asking user), and **SYSID** (by asking user).

4 Call Taker

If the **User ID** does not work, and the caller cannot provide a correct one, the **Call Taker** can search for the **User ID** by typing the caller's last name in the **Last Name** field on the *Call Ticket* window.

Create Call Ticket window



Note

The only valid SYSID is on the label on the computer.

The screenshot shows the 'ServiceCenter' application window. The 'Create Problem' form is active. The 'User ID' field is empty. The 'Reported By' field contains 'JONES'. The 'Status' is 'Open - Idle', 'Priority' is '1 - Priority One', 'Owner' is 'Water Helpdesk User', 'Helpdesk' is 'WATER', and 'Notify By' is 'EMAIL'. The 'Description' field is empty, and the 'Call Resolution' field is also empty.

5 Call Taker

Next click on the button to fill in the rest of the information on the caller.

Initiating / Resolving Call Tickets

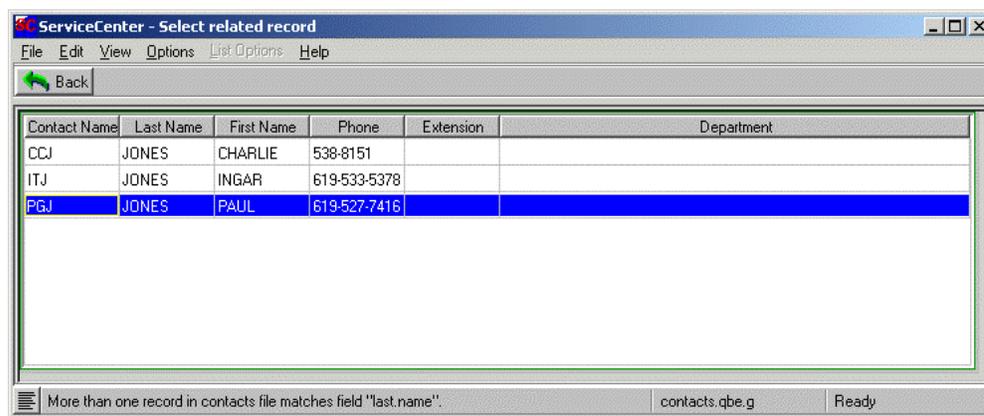
Using Service Center (cont.)

Verify / Update User Information (cont.)

6 Call Taker

If ServiceCenter has more than one user with the same last name, ServiceCenter will present the **Call Taker** with the *Select related record* window so that the correct user can be selected.

Select related record



7 Call Taker

Simply double-click on the correct user to populate the *Call Ticket* screen with the user data.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

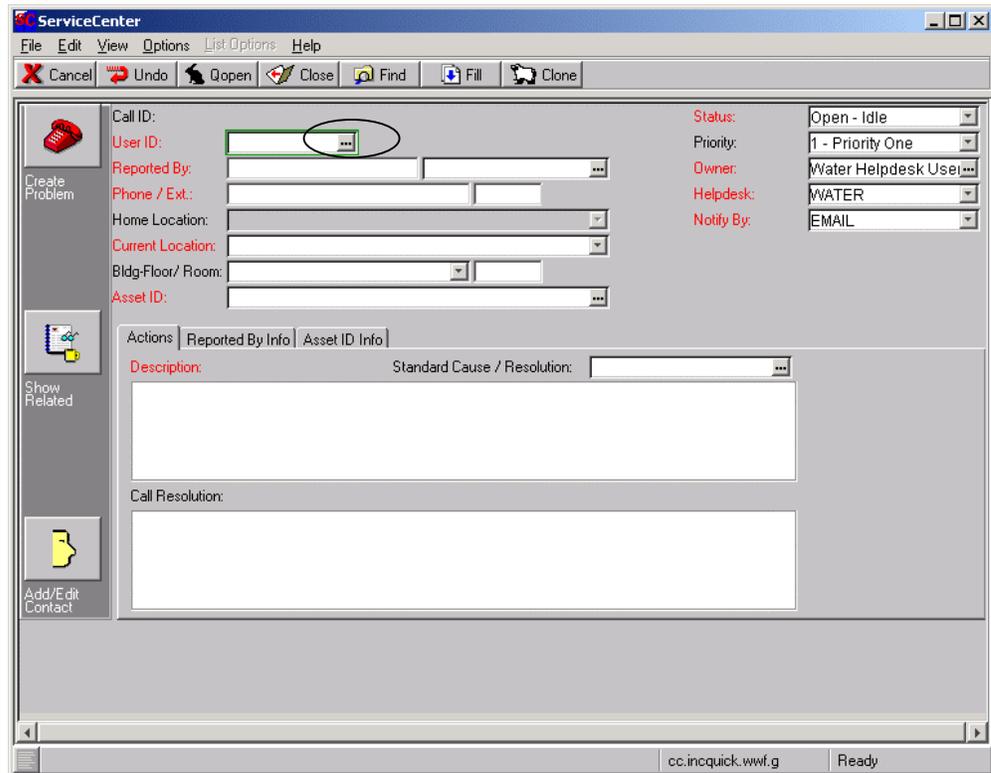
Verify / Update User Information (cont.)

8 Call Taker

If the previous attempts to find a valid **User ID** fail, you have one more option. Simply click on the  button to view a complete list of ServiceCenter users.

Create Call Ticket window – look up user

- Search for User ID



The screenshot shows the 'ServiceCenter' application window. The 'Create Problem' form is active. The 'User ID' field is highlighted with a green box, and a red circle is drawn around the three dots button next to it. The form includes the following fields and options:

- Call ID: []
- User ID: [] (highlighted with a green box and a red circle around the three dots button)
- Reported By: []
- Phone / Ext.: []
- Home Location: []
- Current Location: []
- Bldg-Floor/ Room: []
- Asset ID: []
- Status: Open - Idle
- Priority: 1 - Priority One
- Owner: Water Helpdesk Use...
- Helpdesk: WATER
- Notify By: EMAIL
- Description: []
- Call Resolution: []

Initiating / Resolving Call Tickets

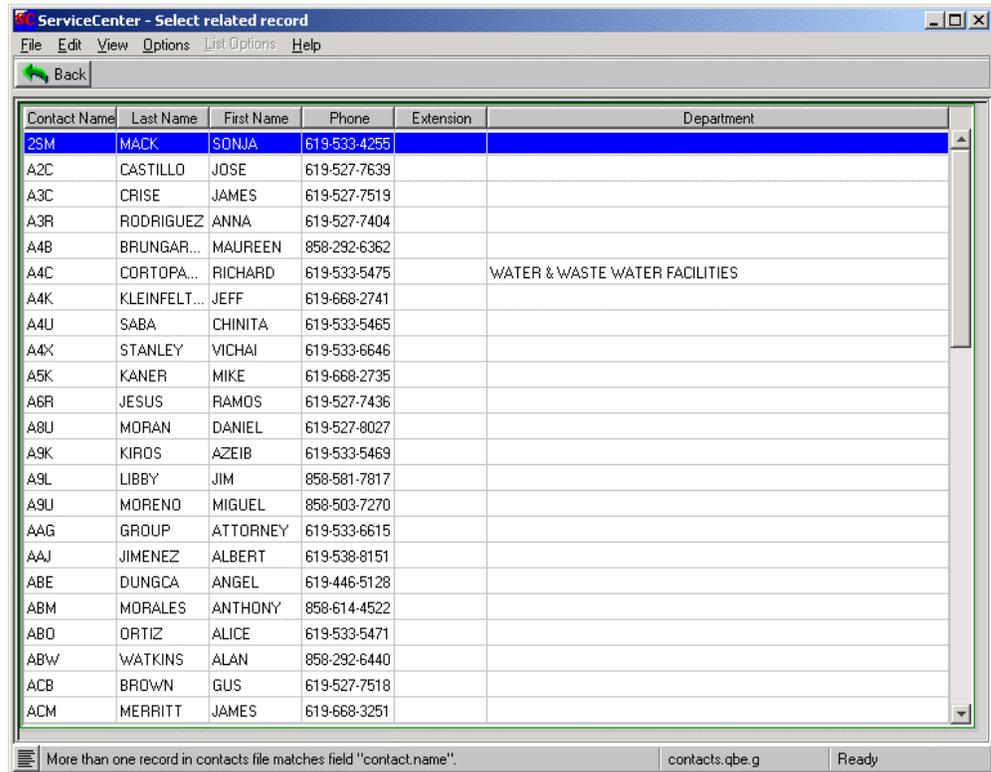
Using Service Center (cont.)

**Verify /
Update
User
Information
(cont.)**

9 Call Taker

Select the required record from the following window.

Select Related Record window – list of users



Contact Name	Last Name	First Name	Phone	Extension	Department
2SM	MACK	SONJA	619-533-4255		
A2C	CASTILLO	JOSE	619-527-7639		
A3C	CRISE	JAMES	619-527-7519		
A3R	RODRIGUEZ	ANNA	619-527-7404		
A4B	BRUNGAR...	MAUREEN	858-292-6362		
A4C	CORTOPA...	RICHARD	619-533-5475		WATER & WASTE WATER FACILITIES
A4K	KLEINFELT...	JEFF	619-668-2741		
A4U	SABA	CHINITA	619-533-5465		
A4X	STANLEY	VICHAI	619-533-6646		
A5K	KANER	MIKE	619-668-2735		
A6R	JESUS	RAMOS	619-527-7436		
A8U	MORAN	DANIEL	619-527-8027		
A9K	KIROS	AZEIB	619-533-5469		
A9L	LIBBY	JIM	858-581-7817		
A9U	MORENO	MIGUEL	858-503-7270		
AAG	GROUP	ATTORNEY	619-533-6615		
AAJ	JIMENEZ	ALBERT	619-538-8151		
ABE	DUNGCA	ANGEL	619-446-5128		
ABM	MORALES	ANTHONY	858-614-4522		
ABO	ORTIZ	ALICE	619-533-5471		
ABW	WATKINS	ALAN	858-292-6440		
ACB	BROWN	GUS	619-527-7518		
ACM	MERRITT	JAMES	619-668-3251		

10 Call Taker

The list is initially sorted by **Contact Name**. However, it may also be sorted by any other column simply by clicking on the column header. Clicking again on the *same* column header will sort the data in reverse.

Double-click on the correct **User-ID** to add this user to the **Call Ticket**.

Sort Columns



SC Feature

This sorting capability is common throughout ServiceCenter. All data tables may be sorted in a similar fashion.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Verify / Update User Information (cont.)

Identifying Priority Users

1 Call Taker

Determine if the caller requires priority service. ServiceCenter will display a **Priority User** symbol on the *Call Ticket* screen.

Create Call Ticket window – Priority User

The screenshot shows the ServiceCenter application window. The title bar reads "ServiceCenter". The menu bar includes "File", "Edit", "View", "Options", "List Options", and "Help". The toolbar contains "Cancel", "Undo", "Open", "Close", "Find", "Fill", and "Clone". The main form area is divided into several sections:

- Call Information:** Call ID: (empty), User ID: BYR, Reported By: BRAD, Phone / Ext.: 619-533-5211, Home Location: (empty), Current Location: 600 B STREET, Bldg-Floor/ Room: 13 FLOOR, Asset ID: 30252.
- Status and Settings:** Status: Open - Idle, Priority: 1 - Priority One, Owner: Water Helpdesk User, Helpdesk: WATER, Notify By: EMAIL.
- Actions:** Reported By Info, Asset ID Info.
- Description:** Standard Cause / Resolution: (empty).
- Call Resolution:** (empty).

A red oval highlights the "Priority User" symbol in the User ID field.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

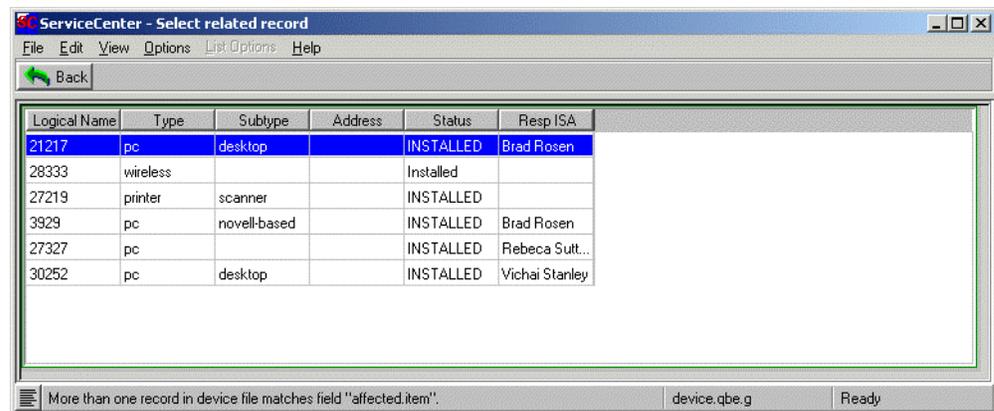
Verify / Update Equipment Location Information

1 Call Taker

Once the caller has been correctly identified, ServiceCenter will automatically provide the caller's equipment for verification.

If the selected user also has more than one piece of computer equipment listed in ServiceCenter, the following window will be displayed so that the correct equipment can be selected.

Select related record window – choose equipment



Logical Name	Type	Subtype	Address	Status	Resp ISA
21217	pc	desktop		INSTALLED	Brad Rosen
28333	wireless			Installed	
27219	printer	scanner		INSTALLED	
3929	pc	novell-based		INSTALLED	Brad Rosen
27327	pc			INSTALLED	Rebeca Sutt...
30252	pc	desktop		INSTALLED	Vichai Stanley

2 Call Taker

Double-click on the equipment identified by the caller to update the *Call Ticket* screen with the correct equipment information.

3 Call Taker

Verify with the caller that the equipment information provided by ServiceCenter is for the equipment that the caller is calling about, and that the information is correct, i.e. make, model, location, etc.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Verify / Update Equipment Location Information (cont.)

4 Call Taker

If any information in the inventory section of this window is changed, the **Call Taker** must print, print-screen, or otherwise copy the changed information and provide these changes to the **1st Level Support** in either electronic or hardcopy.

Create Call Ticket window – verify equipment

The screenshot shows the ServiceCenter application window with the following fields and values:

Call ID:		Status:	Open - Idle
User ID:	PGJ	Priority:	1 - Priority One
Reported By:	PAUL JONES	Owner:	Water Helpdesk User
Phone / Ext.:	619-527-7416	Helpdesk:	WATER
Home Location:		Notify By:	EMAIL
Current Location:	CHOLLAS		
Bldg/Floor/ Room:	METER SHOP-MAIN BLDG		
Asset ID:	22638		

The Description field contains the text: "Tried to print to the printer attached to my computer, but the print keeps printing at the printer over by the coffee pot."

The Call Resolution field is empty.

5 1st Level Support

Make the changes to the inventory information, as required.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

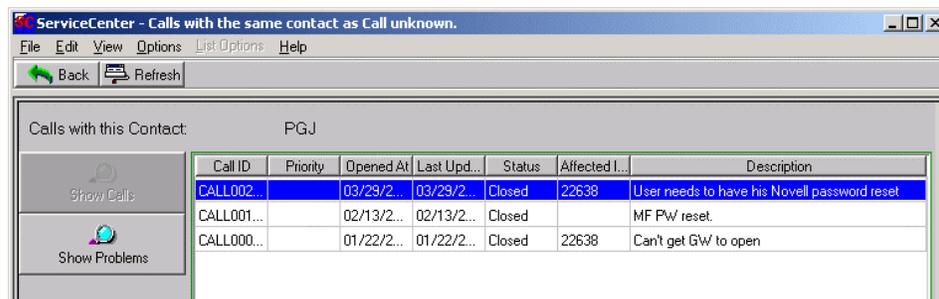
Check for Related Calls or Problems

Related Calls

1 Call Taker

Previous **Call Tickets** for this user are displayed in the following window. Double-click on one the displayed tickets to view more details.

Calls with the same contact



The screenshot shows a window titled "ServiceCenter - Calls with the same contact as Call unknown." with a menu bar (File, Edit, View, Options, List Options, Help) and buttons for Back and Refresh. The main area is titled "Calls with this Contact: PGJ" and contains a table with the following data:

Call ID	Priority	Opened At	Last Upd...	Status	Affected I...	Description
CALL002...		03/29/2...	03/29/2...	Closed	22638	User needs to have his Novell password reset
CALL001...		02/13/2...	02/13/2...	Closed		MF PW reset.
CALL000...		01/22/2...	01/22/2...	Closed	22638	Can't get GW to open

2 Call Taker

If the description of any of these tickets looks similar to the current problem, open or closed, you can double-click on the **Call Ticket** to see more details on the actions taken to “fix” that problem.

Call Search



SC Feature

You can also search for similar calls or problems by clicking on the **Call Search** button on the ServiceCenter main menu. *Refer to the **Call Search** section for more information.*

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Check for Related Calls or Problems (cont.)

Related Calls (cont.)

3 Call Taker

If you found a similar **Call Ticket** during your search and double-clicked on it, the following **Call Ticket** window will provide the **Call Ticket Number** on the top window bar and details about the **Call Ticket** in the bottom portion of the window.

Related Call Ticket window

The screenshot shows the ServiceCenter application window titled "ServiceCenter - [Examining Call Number CALL005683]". The window has a menu bar (File, Edit, View, Format, Options, List Options, Window, Help) and a toolbar with icons for Enter, Exit, F1-Clone, F2-OK, F4-Save, F5-Undo, F8-Find, F9-Fill, and F12-Clocks. Below the toolbar is a table with columns: Call ID, Open Time, User ID, Last Name, Status, Asset, and Description. The first row is highlighted in blue and contains: CALL005683, 09/05/2001 08:34, HID, DORMAN, Closed, DPC26456, Test ticket for screen grabs. Below the table is a form with the following fields: Call ID: CALL005683; User ID: HID; Reported By: JAMES DORMAN; Phone / Ext.: 858-503-7271; Home Location: ; Current Location: CALLE FORTUNADA; Bldg-Floor/ Room: MAIN BLDG 2104; Asset ID: DPC26456. To the right of these fields are dropdown menus for Status (Closed), Priority (1 - Priority One), Owner (Water Helpdesk User), Helpdesk (WATER), and Notify By (EMAIL). Below the form is a section for Description and Call Resolution. The Description field contains "Test ticket for screen grabs". The Call Resolution field contains: "Related problem PM005656 closed. Test ticket closed. There are no other related tickets. Call closed by Problem PM005656". At the bottom of the window, it says "Top line is row 1 of 1" and "insert cc.incident.wvf.g [SS]".

• Re-open Call Ticket

4 Call Taker

If the **Call Ticket** you are viewing is the same as the one you are about to create, then **Cancel** the new **Call Ticket** you have been creating to avoid unnecessary duplication and update the ticket's status.

Initiating / Resolving Call Tickets

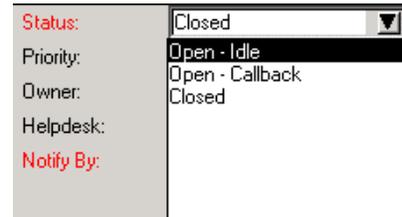
Using Service Center (cont.)

Check for Related Calls or Problems (cont.)

Related Calls (cont.)

5 Call Taker

If this existing **Call Ticket** has already been closed, then the ticket will need to be reopened. This can be done by selecting **Open – Idle** from the **Status** list.



A screenshot of a web form with a dropdown menu. The dropdown is open, showing the following options: 'Open - Idle' (highlighted), 'Open - Callback', and 'Closed'. The labels 'Status:', 'Priority:', 'Owner:', 'Helpdesk:', and 'Notify By:' are visible to the left of the dropdown.

6 Call Taker

If there is an associated **Problem Ticket**, it can also be re-opened by using the **Options Menu** to **Open Related Problem**.

If there is no **Problem Ticket** to re-open, a new **Problem Ticket** is created.

• Re-open Problem Ticket



A screenshot of a software menu. The menu is titled 'Options' and contains the following items: 'Set Reminder', 'Print Record', 'See Problems for This Contact', 'Associate to Problem', 'View Related Problems', and 'Open Related Problem' (highlighted in blue). Other menu items 'List Options', 'Window', and 'Help' are partially visible at the top.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Check for Related Calls or Problems (cont.)

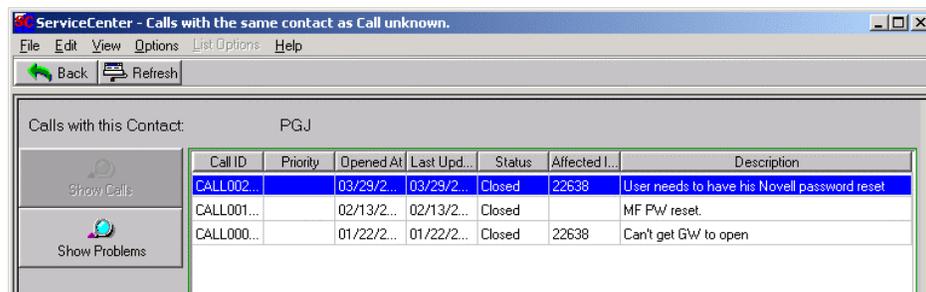
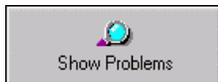
Related Problems

1 Call Taker

You can also click on the **Show Problem** button to view any **Problem Tickets** for this user.



Calls with the same contact



The screenshot shows a window titled "ServiceCenter - Calls with the same contact as Call unknown." with a menu bar (File, Edit, View, Options, List Options, Help) and a toolbar (Back, Refresh). The main content area is titled "Calls with this Contact: PGJ" and contains a table of call records. A "Show Calls" button is visible on the left side of the table area.

Call ID	Priority	Opened At	Last Upd...	Status	Affected I...	Description
CALL002...		03/29/2...	03/29/2...	Closed	22638	User needs to have his Novell password reset
CALL001...		02/13/2...	02/13/2...	Closed		MF PW reset.
CALL000...		01/22/2...	01/22/2...	Closed	22638	Can't get GW to open

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Try to Fix the Problem Describe the Problem

1 Call Taker

Once the identification of the caller and the equipment has been correctly entered, it is time to try to resolve the user's problem.

Start by gathering detailed information regarding the nature of the problem. This description must be entered into the designated field on the **Actions** Tab of the *Call Ticket* window. Begin by entering **descriptive key words** in the first 20 to 30 characters of the field. Then record a more detailed description of the caller's problem. Describe the caller's problem as completely as possible.



Note

This description is imported directly into any future **Problem Tickets** and is also included in email and text page notifications.

Create Call Ticket window – Description:

Actions | Reported By Info | Asset ID Info

Description: Standard Cause / Resolution:

123456789012345678901234567890
BLUE SCREEN - WIN95 PC. User keeps getting a BLUE SCREEN whenever he tries to . . .
[Test Ticket - for example purposes]

2 Call Taker

If you logged in using a generic user name, such as **Water.HelpDesk** or **WWF.HelpDesk**, you must also enter your name as the **Call Taker** in **Description** section.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

**Try to
Fix the
Problem
(cont.)**

Research the Problem

1 Call Taker

Try to resolve the problem, *if possible*, with the caller's help. The goal is to fix the problem right now and let the caller go back to work.

2 Call Taker

You can learn about any other **Call** or **Problem Tickets** for this user by clicking on the **Show Related** button.

Create Call Ticket window – Show Related



The screenshot shows the ServiceCenter application window with the following fields and values:

Call ID:		Status:	Open - Idle
User ID:	PGJ	Priority:	1 - Priority One
Reported By:	PAUL JONES	Owner:	Water Helpdesk User
Phone / Ext.:	619-527-7416	Helpdesk:	WATER
Home Location:		Notify By:	EMAIL
Current Location:	CHOLLAS		
Bldg-Floor/ Room:	METER SHOP-MAIN BLDG		
Asset ID:	22638		

Actions: Reported By Info | Asset ID Info

Description: Standard Cause / Resolution: [dropdown]

Tried to print to the printer attached to my computer, but the print keeps printing at the printer over by the coffee pot.

Call Resolution:

cc.incquick.wmf.g Ready

Initiating / Resolving Call Tickets

Using Service Center (cont)

Update Ticket Status

Resolve The Call Ticket – Problem Solved

1 Call Taker

If the problem is resolved, then click on the **Close** button to close the **Call Ticket**. A call tracking number will automatically be assigned. Notify the user that the problem is resolved.

Create Call Ticket window



ServiceCenter

File Edit View Options List Options Help

Cancel Undo Open Close Find Fill Clone

Call ID: []

User ID: PGJ []

Reported By: PAUL JONES []

Phone / Ext.: 619-527-7416 []

Home Location: []

Current Location: CHOLLAS []

Bldg-Floor/ Room: METER SHOP-MAIN BLDG []

Asset ID: 22638 []

Status: Open - Idle []

Priority: 1 - Priority One []

Owner: Water/Helpdesk User []

Helpdesk: WATER []

Notify By: EMAIL []

Actions | Reported By Info | Asset ID Info

Description: Standard Cause / Resolution: []

Tried to print to the printer attached to my computer, but the print keeps printing at the printer over by the coffee pot.

Call Resolution: []

cc.incquick.wvf.g Ready

Note

Update the description at least **daily** with current information.

2 Call Taker

If you plan to call the user to make sure the fix worked, you can change the **Call Status** to **Open – Callback** instead of closing the ticket. This feature allows the **Call Ticket** to serve as a reminder to call the user. Close the **Call Ticket** when you are confident of the fix.



Caution

Open **Call Tickets** must be monitored closely. All **Call Tickets** must either be closed or have a related **Problem Ticket**. A **Problem Ticket** must be created if a **Call Ticket** is not resolved.

For more details, refer to the criteria contained in the section on *Managing Call and Problem Tickets*.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Update Ticket Status (cont.)

Resolve The Call Ticket – Problem Not Solved

1 Call Taker

If the caller's problem requires someone to visit the desktop, a **Problem Ticket** must be created. This ticket will inherit the information already entered in the **Call Ticket**, so a description of the problem should be as complete as possible.



Click on the **Create Problem** button to open a **Problem Ticket**. The **Call Ticket** will be automatically saved.

Create Call Ticket window



ServiceCenter

File Edit View Options List Options Help

Cancel Undo Open Close Find Fill Clone

Call ID: []

User ID: PGJ []

Reported By: PAUL JONES []

Phone / Ext.: 619-527-7416 [] Save?

Home Location: []

Current Location: CHOLLAS []

Bldg/Floor/ Room: METER SHOP-MAIN BLDG [] Save?

Asset ID: 22638 []

Status: Open - Idle []

Priority: 1 - Priority One []

Owner: Water Helpdesk User []

Helpdesk: WATER []

Notify By: EMAIL []

Actions: Reported By Info Asset ID Info

Description: Standard Cause / Resolution: []

Cannot log in.

Call Resolution:

cc.incquick.wwf.g Ready



DO NOT CLOSE THE CALL TICKET when you create a **Problem Ticket**. The **Call Taker** is responsible for this **Call Ticket** until the problem is resolved and the **Problem Ticket** and **Call Ticket** are closed.

Water.helpdesk and **WWF.helpdesk** tickets are "owned" by the Help Desk Lead.

For more information on **Problem Tickets** refer to *Initiating / Resolving Problem Tickets*.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

Update Ticket Status (cont.)

Resolve The Call Ticket – Problem Not Solved (cont.)

1 Call Taker

The **Call Ticket** is automatically saved in an **Open-Idle** status whenever a **Problem Ticket** is created, however it is also possible to use the **Quick Open** button to save a **Call Ticket** in an open state. You may also press **F2**. The form is then cleared and ready for a new **Call Ticket**.



Create Call Ticket window



- Save Call Ticket In Open Status



Caution

Remember to monitor this **Call Ticket** and either create a **Problem Ticket** or close the **Call Ticket**.

Initiating / Resolving Call Tickets

Using Service Center (cont.)

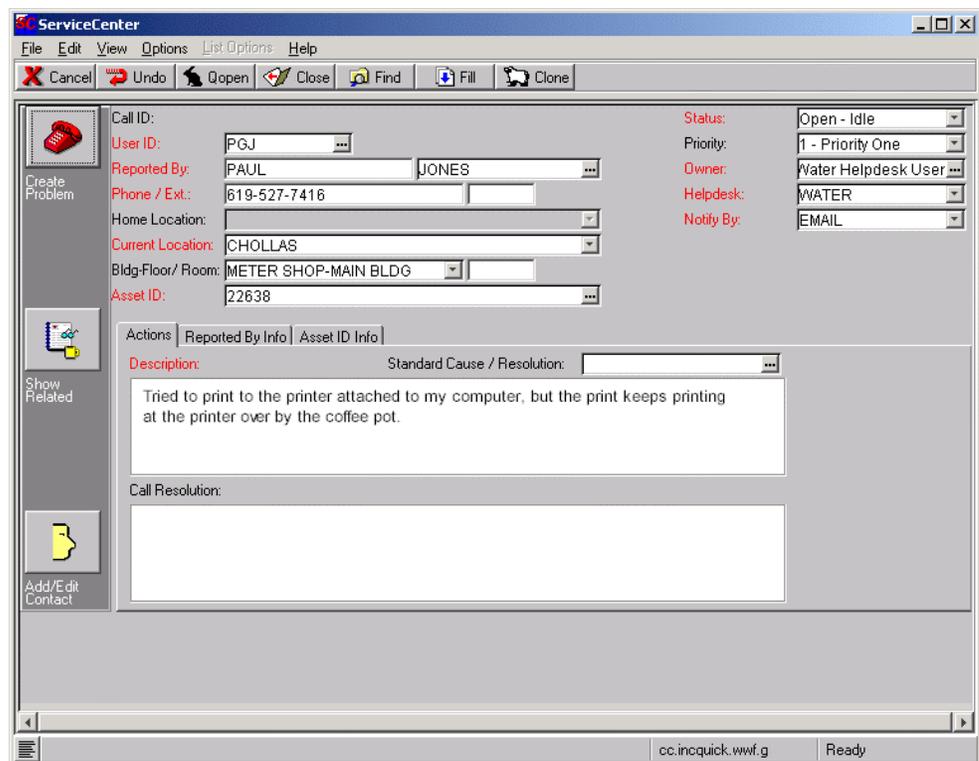
Create Problem Ticket

1 Call Taker

Unresolved **Call Tickets** must be related to a **Problem Ticket** if they are not resolved within the time requirements of the Response Times matrix.

Simply click on the **Create Problem** button to create a **Problem Ticket** from the **Call Ticket**.

Call Ticket window



The screenshot shows the ServiceCenter application window with the following fields and values:

Call ID:		Status:	Open - Idle
User ID:	PGJ	Priority:	1 - Priority One
Reported By:	PAUL JONES	Owner:	Water Helpdesk User
Phone / Ext.:	619-527-7416	Helpdesk:	WATER
Home Location:		Notify By:	EMAIL
Current Location:	CHOLLAS		
Bldg-Floor/ Room:	METER SHOP-MAIN BLDG		
Asset ID:	22638		

Actions: Reported By Info | Asset ID Info

Description: Standard Cause / Resolution: [dropdown]

Tried to print to the printer attached to my computer, but the print keeps printing at the printer over by the coffee pot.

Call Resolution:

cc.incquick.wwf.g Ready

Initiating / Resolving Call Tickets

Using Service Center (cont.)

End Call Problem Resolved

- 1 The user must be advised of the status of the problem before the call is ended. If the **Call Taker** believes the problem is “fixed”, the user must be advised that the **Call Ticket** is closed. The user should be given the **Call Ticket** number so the user may reference this number in the event the problem recurs.

The **Call Ticket number** is displayed on the **Status Bar** after the **Call Ticket** is closed.

Status Bar with message



Initiating / Resolving Call Tickets

Using Service Center (cont.)

End Call Problem Not Resolved (cont.)

- 1 If the problem has not been resolved and a **Problem Ticket** has been created, the user must also be provided with the **Problem Ticket number** for future reference.

The **Problem Ticket number** is displayed in the top left corner of the newly created *Problem Ticket* window.

Problem Ticket window

The screenshot shows a software window titled "Create a New Problem Record". The "Problem ID" field is circled in red and contains the text "PM006039". Other fields include "User ID", "Reported By", "Phone / Ext.", "Home Location", "Current Location", "Bldg/Floor/ Room", "Asset ID", "Brief Desc", "Status", "Priority", "Owner", "Helpdesk", "Notify By", "Category", "SubCategory", "Pri Asgn Grp", "Pri Assignee", "Sched Start", and "Sched End". The "Description" field contains the text "Printing to wrong printer." and "[test call ticket]".

For more information on Problem Tickets, see *Initiating / Resolving Problem Tickets*.