

Initiating / Resolving Problem Tickets

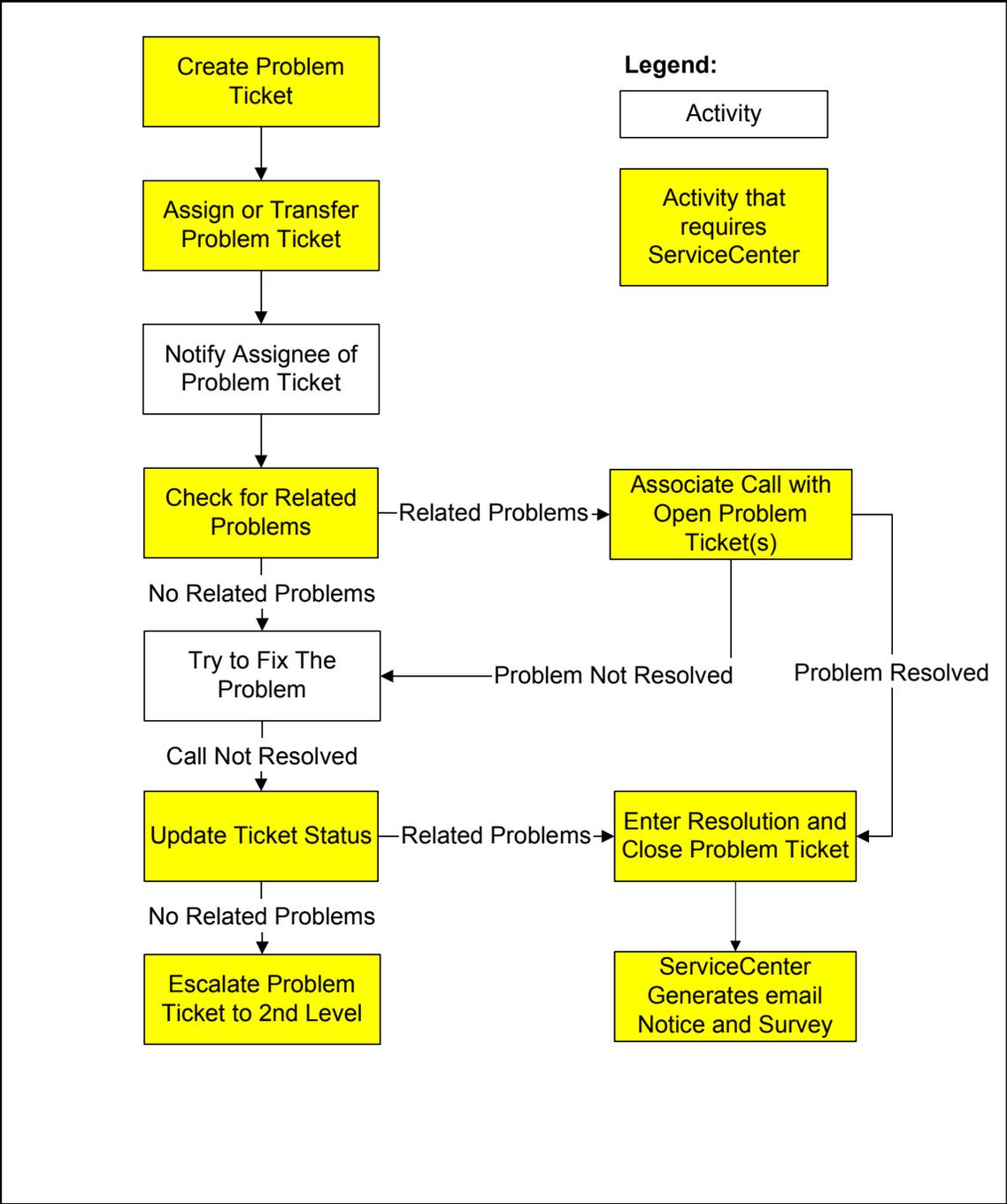
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Initiating / Resolving Problem Tickets

Process Flow



Initiating / Resolving Problem Tickets

Process Description

Create New Problem Ticket



- 1 Click **Create Problem Ticket** button
- 2 Enter problem category
- 3 ServiceCenter will add **Call Ticket** information

Assign Problem Ticket



- 1 Select primary assignee
- 2 Enter secondary assignment group (if appropriate)
- 3 Enter secondary assignee (if appropriate)

Transferring Problem Ticket



- 1 Select new primary assignee (if appropriate)
- 2 Enter secondary assignment group (if appropriate)
- 3 Enter secondary assignee (if appropriate)

Notify Assignee of Problem Ticket

- 1 Notify Assignee of Problem Ticket
- 2 Assignee accepts Problem Ticket
- 3 Transferring Problem Tickets

Check for Related Problems



- 1 Look for existing call or related problem
- 2 Update **Problem Ticket** with related information
- 3 If related problem exists, associate with problem

Try To Fix The Problem



- 1 Assignee works on the problem
- 2 Assignee updates **Problem Ticket** status

Initiating / Resolving Problem Tickets

Process Description (cont.)

Update Ticket Status

Problem Solved



- 1 Update and close the **Problem Ticket**
- 2 Advise the caller

Problem Not Solved



- 1 Escalate to 2nd Level Support.

Escalate Problem Ticket to 2nd Level



- 1 Call the **Dispatch Center** and have them open a **SAP ticket**.
- 2 Provide **Dispatch Center** with **Problem Ticket** information.
- 3 Update **Problem Ticket** with **SAP ticket** information
- 4 Advise the caller that the problem has been escalated

Initiating / Resolving Problem Tickets

Using Service Center

Create New Problem Ticket

Directly from Open Call Ticket

1 Call Taker

Click on the **Create Problem** button from the open *Call Ticket* window to immediately open a **Problem Ticket**.

Call Ticket window



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

- Call ID: [Empty]
- User ID: [HID]
- Reported By: JAMES [DORMAN]
- Phone / Ext.: 858-503-7271
- Home Location: [Empty]
- Current Location: CALLE FORTUNADA
- Bldg-Floor/ Room: MAIN BLDG
- Asset ID: 31040
- Status: Open - Idle
- Priority: 1 - Priority One
- Owner: Water Helpdesk User
- Helpdesk: WATER
- Notify By: EMAIL

The Description field contains: "Runs too slow since Visio 2002 was installed. (test ticket for screen grabs)"

The Call Resolution field is empty.



Caution

Problem Tickets always start with a Call Ticket.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Create New Problem Ticket (cont.)

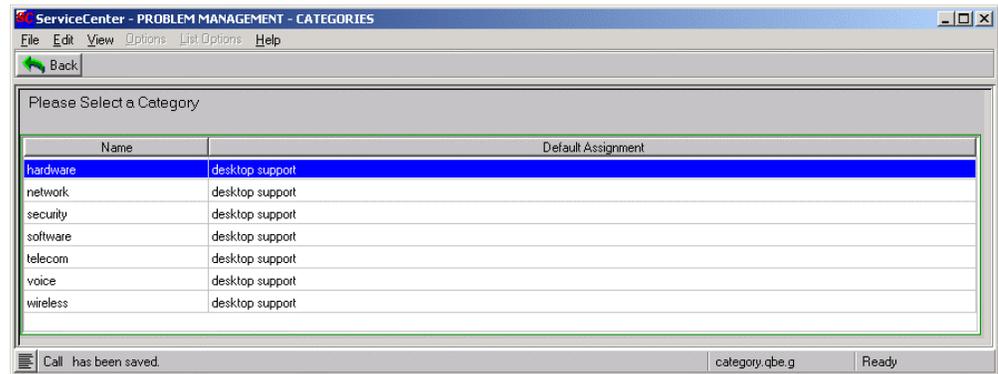
2 Call Taker

Clicking on the *Create Problem Ticket* button will bring up the **PROBLEM MANAGEMENT – CATEGORIES** window.



• Select Problem Ticket Categories

Problem Ticket Categories Selection window



Select a **Problem Ticket** category from the list:

The choices are:

- Hardware** Computer components and printers, anything mechanical
- Network** LAN/WAN Connectivity issues including login problems
- Software** Applications issues, software drivers for hardware components
- Telecom** Replaced by Voice and Wireless
- Voice** Anything telephone related, voice mail, no dial-tone, etc.
- Wireless** Mobile electronics, PDA, etc.

Double-click on the correct category to finish creating a **Problem Ticket** from your **Call Ticket**.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

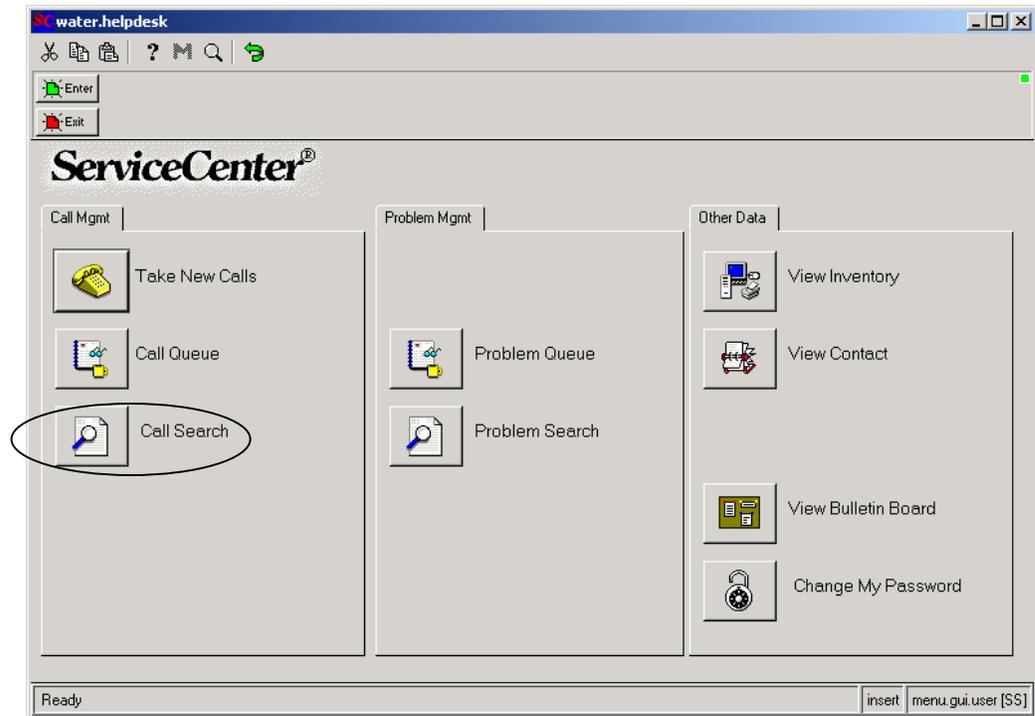
Create New Problem Ticket (cont.)

From Call Search

1 Call Taker

If you have an open **Call Ticket** that requires a new **Problem Ticket**, you can create a **Problem Ticket** by first finding and opening the **Call Ticket**. Click on the **Call Search** button from the main *ServiceCenter* window to immediately open a *Call Search* window.

ServiceCenter window



Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Create New Problem Ticket (cont.)

2 Call Taker

You can search for the **Call Ticket** by entering information about the **Call Ticket** in the appropriate fields and pressing **<Enter>**. Typically, the user's 3-digit **User ID** or the user's **Last Name** are used to find the **Call Ticket**.

Call Search window

- Search for Call Ticket

Display which problem tickets?

Back Search Clear Find Fill

Basic Search | Advanced Search

Tickets that are: Open Closed Either

Problem ID: Smart Search?

User ID: Priority User

Reported By (last name):

Phone / Ext.:

Home Location:

Current Location:

Bldg-Floor/ Room:

Asset ID:

Alert Status:

Status:

Priority:

Owner:

Helpdesk:

Notify By:

Category:

SubCategory:

Assignment Group As:
 Primary
 Secondary
 Either

Asgn Grp:

Assignee:

Vendor Info | Hardware Info | Network Info | Security Info | Software Info | Voice Info | Wireless Info

Vendor:

Reference No.:

Ready insert apm.search.probsummary.g [SS]

Initiating / Resolving Problem Tickets

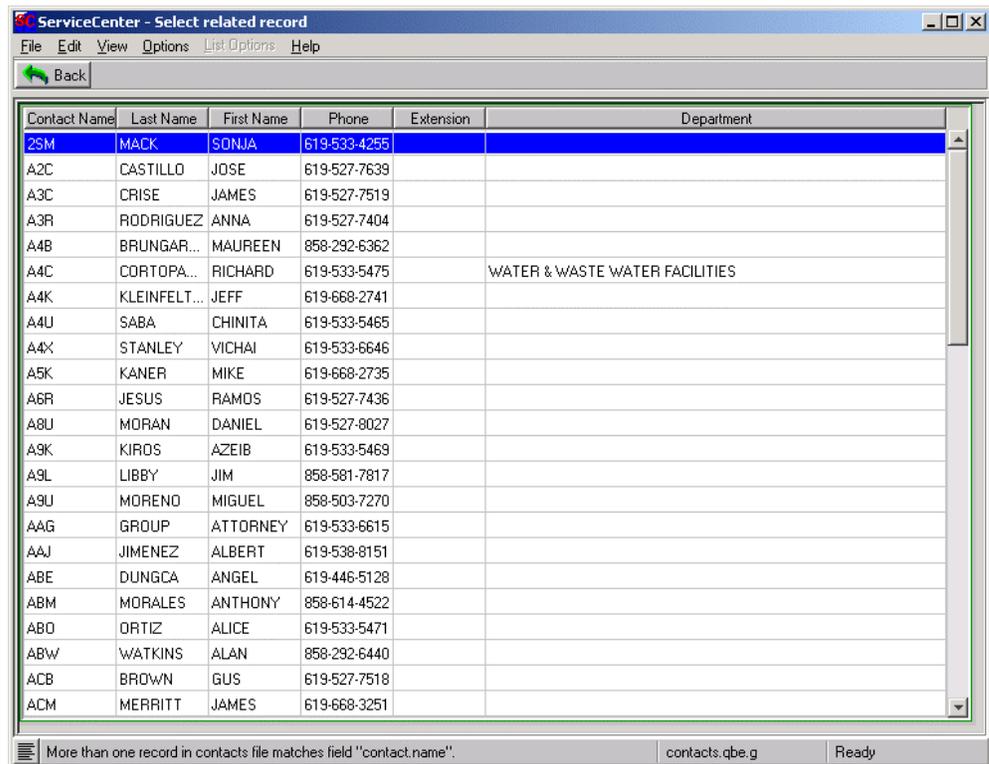
Using Service Center (cont.)

Create New Problem Ticket (cont.)

3 Call Taker

If you do not remember the **User ID**, or the user's **Last Name**, you may click on the  button to review the entire list of users.

Select Related Record window



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		

• Search for Call Ticket (cont.)

Sorting Data



The list is initially sorted by **Contact Name (User ID)**. 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. This sorting capability is common throughout ServiceCenter. All data tables may be sorted in a similar fashion.

4 Call Taker

When you find the correct user, just double-click to show all **Call Tickets** for this user.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

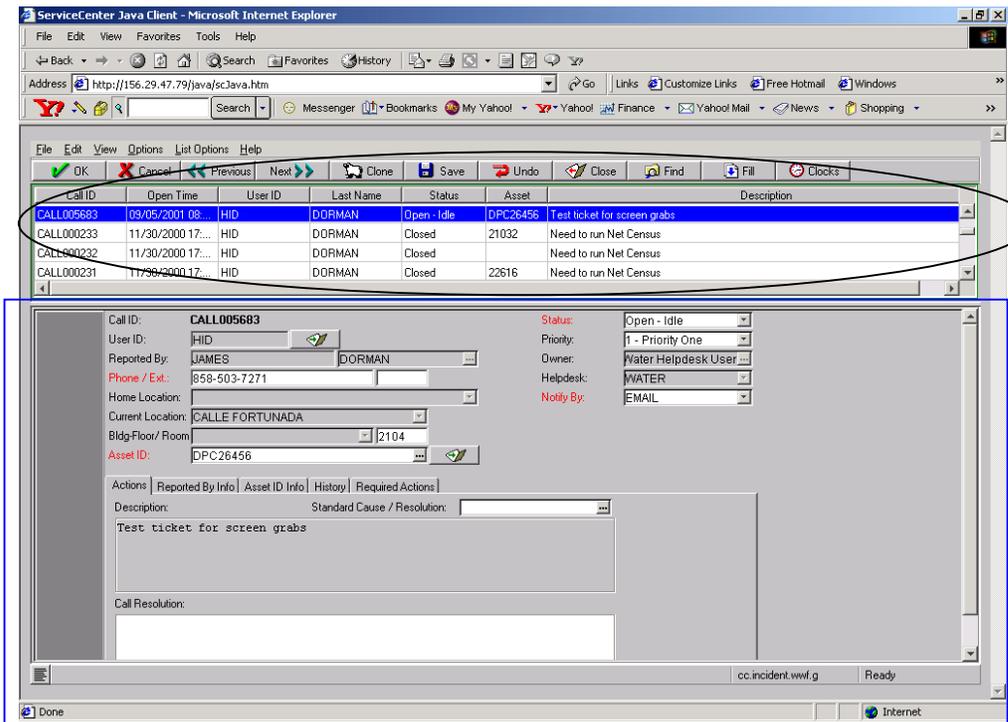
Create New Problem Ticket (cont.)

5 Call Taker

The *Call Ticket Search* window shows all **Call Tickets** for this user. Browse through the **Call Tickets** table until you find the one you need.

Call Ticket Search window

• Search for Call Ticket (cont.)



Details of the selected **Call Ticket** will be displayed in the lower portion of the *Call Ticket Search* window.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

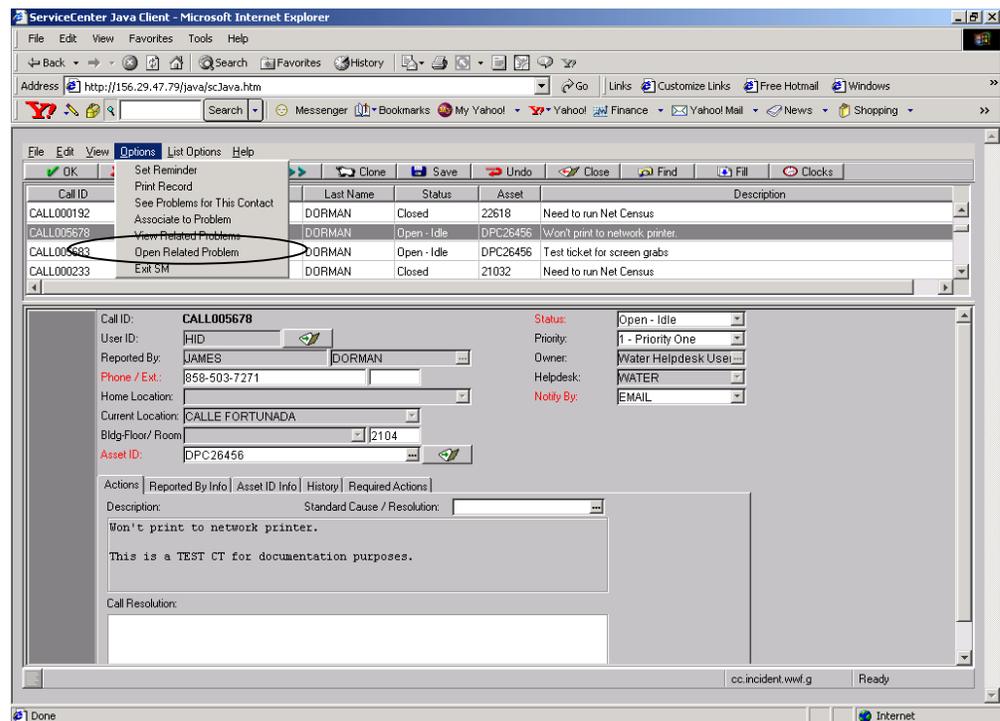
Create New Problem Ticket (cont.)

6 Call Taker

Once you have identified the **Call Ticket** to be escalated, you are ready to create a **Problem Ticket**. Click on the **Options** menu in the *Call Ticket Search* window and then select **Open Related Problem**.

Call Ticket Search window

• Search for Call Ticket (cont.)



Initiating / Resolving Problem Tickets

Using Service Center (cont.)

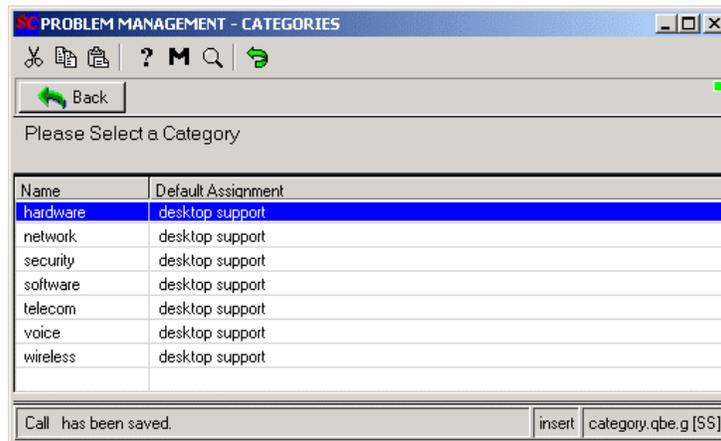
Create New Problem Ticket (cont.)

Select Problem Ticket Categories

7 Call Taker

Select a **Problem Ticket** category from the following list:

Problem Ticket Categories Selection window



The choices are:

- Hardware** Computer components and printers, anything mechanical
- Network** LAN/WAN Connectivity issues including login problems
- Software** Applications issues, software drivers for hardware components
- Telecom** Replaced by Voice and Wireless – **Do Not Use**
- Voice** Anything telephone related, voice mail, no dial-tone, etc.
- Wireless** Mobile electronics, PDA, etc.

8 Call Taker

Double-click on the correct category to finish creating a **Problem Ticket** from the original **Call Ticket**.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Assign Problem Ticket

1 Call Taker

Designate the **Primary Assignee** by selecting the **Assignee** from the drop-down list in the *Problem Ticket* window.

Problem Ticket window

The screenshot shows the 'Create a New Problem Record' window. The 'Brief Desc' field is highlighted with a red circle and an arrow pointing to it from the text below. The 'Pri Assignee' dropdown menu is also highlighted with a red circle and an arrow pointing to it from the text above. The 'Brief Desc' field contains the text 'Printing to wrong printer. [test call ticket]'. The 'Pri Assignee' dropdown menu is set to 'desktop support'.

2 Call Taker

Verify the data that was imported from the **Call Ticket**. Use the **Brief Desc** field to make any updates or additions that are required to describe the current status.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Notify Assignee of Problem Ticket

1 Call Taker

Designate the primary **Assignee** for the **Problem Ticket** based on availability, location, or type of problem. Immediately contact the **Assignee** via Nextel, pager, telephone, or email to advise the Assignee that they have been given a new **Problem Ticket**.

Be sure to update the **Problem Ticket** with the name of the **Assignee**. The name maybe selected from the drop-down box.

The screenshot shows the 'Create a New Problem Record' window. The 'Primary Assignee' dropdown menu is highlighted with a red circle, and the option 'Assign to a Secondary Group' is selected. The 'Description' field contains the text 'Printing to wrong printer. [test call ticket]'. The status bar at the bottom shows 'Ready' and 'insert problem.sddpc.open.g [SS]'.

2 Assignee

Contact the Help Desk within the time required by the Response Times matrix in Chapter 1 to **acknowledge** the Problem Ticket, **accept** the ticket, or **advise** the Help Desk why you cannot work on this Problem Ticket.



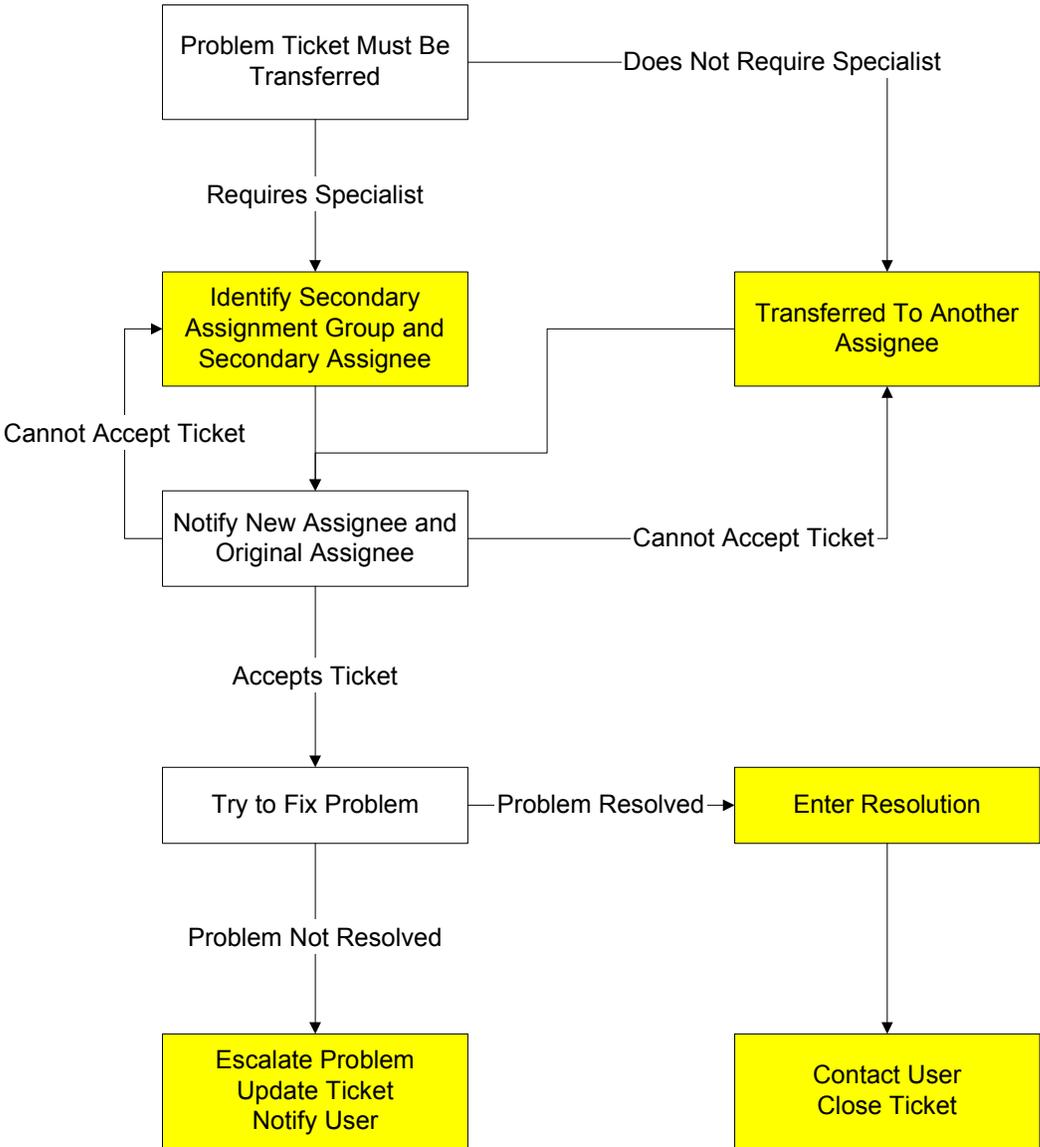
The **Call Taker** is responsible for monitoring and coordinating Problem Ticket acceptance. The **Call Taker** continues to “own” the **Call Ticket** even though a Problem Ticket has been created. Once an **Assignee** is confirmed, update the **Problem Ticket**. The **Assignee** that accepts the new Problem Ticket owns the **Problem Ticket** until the problem is resolved and the ticket closed, or the **Problem Ticket** is reassigned to another **Assignee**.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Notify Assignee of Problem Ticket (cont.)

Transferring Problem Tickets



Initiating / Resolving Problem Tickets

Using Service Center (cont.)

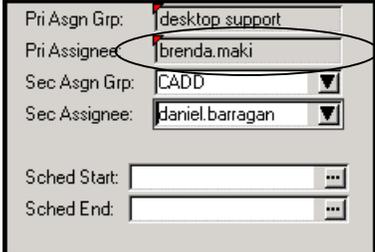
Notify Assignee of Problem Ticket (cont.)

Transferring Problem Tickets (cont.)

1 Call Taker

If you **cannot resolve** a problem, or if you need to transfer a Problem Ticket to someone else because of **location, availability, or familiarity**, it may be necessary to have someone else respond to your ticket. Coordinate with the Help Desk Lead, or your supervisor, to identify a **new Assignee**. Then change the **Pri Assignee**: name in ServiceCenter to transfer the ticket. The new Assignee takes over **ownership** of this ticket and must and notify the user of the change.

Some user problems, however, involve **special circumstances, equipment, or applications** that are supported by distinctive groups or individuals. These include CADD workstations or custom software applications like SWIM, TRIM, SPLASH, etc. The assignment to these specialists can be accomplished initially or as a reassignment in the event the real problem was not obvious during the initial user contact.



A screenshot of a ServiceCenter form. The fields are: Pri Asgn Grp: desktop support; Pri Assignee: brenda.maki; Sec Asgn Grp: CADD; Sec Assignee: daniel.barragan. Below these are Sched Start and Sched End fields with dropdown arrows. A red circle highlights the Pri Assignee field, and a black circle highlights the Sec Assignee field.



A screenshot of a ServiceCenter form, identical to the one above. A red circle highlights the Pri Assignee field, and a black circle highlights the Sec Assignee field.

To transfer a ticket to a specialist, use the **Sec Asgn Grp**: and **Sec Assignee**: fields to make these assignments. The **Secondary Assignee**, once the ticket has been accepted, is responsible for updating the ticket and maintaining contact with the user.

The **Secondary Assignee** accepts **ownership** of the ticket and responsibility for fulfilling all tasks identified as **Assignee** responsibilities.

The original **Call Taker** continues to retain ownership of the original **Call Ticket**.

2 Assignee

The **new** or **Secondary Assignee** must acknowledge, accept, or reject the Problem Ticket assignment within the time required by the Response Times matrix in Chapter 1 of being contacted by the Help Desk Staff. Once the new or Secondary Assignee **accepts** the ticket, the user must be **notified**, and the ticket **Description** field must be **updated** in ServiceCenter.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Notify Assignee of Problem Ticket (cont.)

3 Call Taker

Saving the **Problem Ticket** for the first time will automatically generate an email notification to the **Assignee** and the **user**.

Problem Ticket window

Problem ID: PM006039
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: 31040
Brief Desc:
Status: Open
Priority: 1 - Priority One
Pri Assign Grp: desktop.support
Pri Assignee:
Notify By: EMAIL
Category:
SubCategory:
Sched Start:
Sched End:
Description
Printing to wrong printer.
[test call ticket]



Tip:

Enter "key descriptive words" within the first 20-30 characters.

4 Call Taker

Because the email notification contains the **Description** of the problem taken directly from the **Problem Ticket**, it is important to provide as much useful detail as possible.

Start the description with a few **key words** within the **first 20 to 30 characters**. Then complete the details of the problem. This allows the **Assignee** to quickly understand the problem and also better facilitates notification by text pager.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Check for Related Problems

1 Assignee

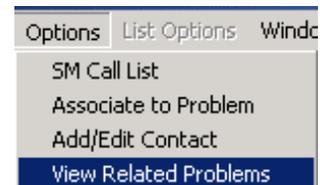
Search ServiceCenter to discover if there are any other problems that are similar to this problem. If you do not have the **Problem Ticket** open, you can search for related problems by clicking on the *Problem Search* button from the *ServiceCenter Main* window.

ServiceCenter Main Window



2 Assignee

If you have the **Problem Ticket** open, you may also search for related problems by clicking on *View Related Problems* on the *Options Menu*.



Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Check for Related Problems (cont.)

Associate Call with Open Problem Ticket(s)

1 Assignee

The *Display which problem ticket* window allows the Assignee to search for related problems using a variety of search criteria. The primary search choices are **User ID**, **Reported By (last name)**, or **Asset ID**.

Display which problem tickets window

The screenshot shows a window titled "Display which problem tickets?". It features a menu bar with options like Back, Search, Clear, Find, and Fill. Below the menu bar, there are tabs for "Basic Search" and "Advanced Search". The main area contains several search criteria fields:

- Tickets that are: Open, Closed, Either
- Alert Status: [Dropdown]
- Assignment Group As: Primary, Secondary, Either
- Problem ID: [Text]
- User ID: [Text]
- Reported By (last name): [Text]
- Smart Search?: (checked)
- Priority User: (unchecked)
- Status: [Dropdown]
- Priority: [Dropdown]
- Phone / Ext.: [Text]
- Owner: [Text]
- Asgn Grp: [Dropdown]
- Home Location: [Dropdown]
- Helpdesk: [Dropdown]
- Current Location: [Dropdown]
- Notify By: [Dropdown]
- Bldg-Floor/ Room: [Dropdown]
- Category: [Dropdown]
- Assignee: [Text]
- Asset ID: [Text]
- SubCategory: [Dropdown]

At the bottom, there are tabs for "Vendor Info", "Hardware Info", "Network Info", "Security Info", "Software Info", "Voice Info", and "Wireless Info". Below these tabs are fields for "Vendor:" and "Reference No.:". The status bar at the bottom shows "Ready" and "apm.search.probsubsummary.g [SS]".

2 Assignee

Once you have entered the search data in the appropriate field, click on the **Search** button.



Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Check for Related Problems (cont.)

Associate Problem with Open Problem Ticket(s) (cont.)

3 Assignee

A list of all **Problem Tickets** will be displayed in the *Related Problem Ticket* window. As a **Problem Ticket** is highlighted, the ticket number (Problem ID) is displayed in the top left corner of the window for confirmation, and the contents of the **Problem Ticket** are displayed in the lower portion of the window.

Related Problem Ticket window

number	open time	contact name	last name	problem status	status	category	logical name	brief description	reference no
PM005551	08/30/2001 08	RQP	PERRY	Open	DEADLINE AL	software	29604	Please install C	
PM005553	08/30/2001 10	RQP	PERRY	Open	DEADLINE AL	software	27825	Please install C	
PM005555	08/30/2001 10	RQP	PERRY	Open	DEADLINE AL	software	29295	Please install C	
PM006052	09/26/2001 15	RQP	PERRY	Open	alert stage 3	network	29123	Extreme networ	20046414

Problem ID: **PM005551**

User ID: RQP

Reported By: RICHARD PERRY

Phone / Ext.: 619-533-5393

Home Location:

Current Location: 600 B STREET

Bldg-Floor/ Room: 06 FLOOR 39B

Asset ID: 29604

Brief Desc: Please install CwC software for Milan Karas [619-533-5454]

Status: Open

Priority:

Owner:

Helpdesk:

Notify By: EMAIL

Category:

SubCategory:

Pri Assign Grp: desktop support

Pri Assignee: daniel.brabon

Assign to a Secondary Group

Sched Start:

Sched End:

Print This Record

Problem Details | Contact Info | Asset Info | History | Attachments | Rel. Call

Software Specific Info

Asgn to Vendor:

Serial No.:

Product ID:

Type:

Model:

Domain:

Version:

Description / Update

Please install the Oracle client version 8.1.7 and place a shortcut to CwC [\\hz2o_blue\vol1\winapps\cwc\cwcwrlid32\cwcapp.exe] on the desktop.

*** Past Updates ***

09/06/2001 15:46:20 [Richard Perry]: Please install this per instructions received by Anthony from Oracle DBA.

09/04/2001 10:40:03 [Richard Perry]: Please install the client software into the C:\Program Files\Oracle\Ora817 directory.

Top line is row 1 of 4



Tip

Be sure to write down the original Problem Ticket number.

4 Assignee

If you find a related problem, click on the **Associate to Problem** choice on the **Options menu**.

- Options
- List Options
- Window
- Help
- Set Reminder
- Print Record
- Clone
- Page List
- Lookup Cause
- Find Solution
- Associate to Call
- Associate to Problem**
- Associate to Change
- Associate to Quote

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Check for Related Problems (cont.)

Associate Call with Open Problem Ticket(s) (cont.)

5 Assignee

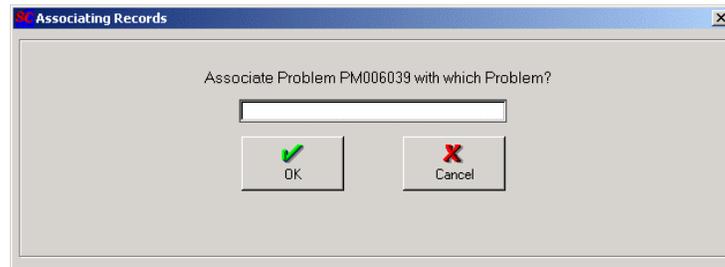
The *Associating Records* window allows you to associate the selected **Problem Ticket** with your original **Problem Ticket**.

Associating Records window



Tip

Use the “complete” **Problem Ticket** number.



6 Assignee

Enter the number of the Problem Ticket you want to associate with the selected ticket. Be sure to use the complete number – **PM00xxxx**.

Associated Problems



SC Feature

Associating related **Problem Tickets** within ServiceCenter provides better Problem Management and simplifies ticket maintenance. When the problem is resolved and the **Problem Ticket** is closed, all associated **Call Tickets** are also automatically closed by ServiceCenter.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Try To Fix The Problem

1 Assignee

Once the initial research is completed and any related problems have been associated with one another in ServiceCenter, it is time to fix the user's problem. It is important to remain in contact with the user who reported the problem to keep the user aware of the progress.

Record your activity in the **Description** field of the **Problem Ticket**. Be sure to include attempts to contact the user – **successful or not**.

Problem Ticket window

The screenshot shows the 'Create a New Problem Record' window. The 'Brief Desc:' field is circled in red. The 'Description' field contains the text 'Printing to wrong printer. [test call ticket]'. The 'Hardware Specific Info' section is also visible.

2 Assignee

Enter the updated information in the **Brief Desc:** field and click **Save** to update the ticket history.

Problem Tickets must be updated to show current activity, delays in resolution, user contacts, or anything else that might be pertinent to this **Problem Ticket** at least daily.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Update Ticket Status

Problem Solved

1 Assignee

If the user's problem has been resolved, update the **Problem Ticket** with details of the resolution. Enter the updated information in the **Brief Desc:** field and click **Close** to update the ticket history and close this **Problem Ticket** and all associated **Call Tickets**.

Problem Ticket Window

• Enter Resolution and Close Problem Ticket

Problem ID: PM006039
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: 31040
Brief Desc: Printing to wrong printer.
[test call ticket]



2 Assignee

Contact the user, if possible, and confirm whether the user agrees that their problem is resolved. If the user agrees, click **Close** to **update** the ticket history and close this **Problem Ticket** and all associated **Call Tickets**.

If the user indicates the problem **remains unresolved**, update the ticket to reflect the current status, and escalate the problem.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Update Ticket Status (cont.)

Problem Not Solved

1 Assignee

If the user's problem cannot be resolved by 1st Level Support, then update the **Problem Ticket** with the details of the problem and escalate the problem to **2nd Level Support**.

See the next section on *Escalate the Problem Ticket to 2nd Level Support* for details.

Enter the updated information in the **Description** field and click **Save** to update the ticket history.

Problem Ticket Window

Problem ID: **PM006039** Status: Open Pri Assign Grp: desktop support
User ID: HID Priority: 1 - Priority One Pri Assignee:
Reported By: JAMES DORMAN Owner: Assign to a Secondary Group
Phone / Ext.: 858-503-7271 Helpdesk:
Home Location: Notify By: EMAIL
Current Location: CALLE FORTUNADA Category: Change Sched Start:
Bldg-Floor/ Room: MAIN BLDG | 2104 SubCategory: Sched End:
Asset ID: 31040
Brief Desc:

Problem Details | Contact Info | Asset Info | Attachments

Hardware Specific Info | Description |

Asgn to Vendor: []
Serial No.:
Model:
Type:
Domain:
Network Name:
Network Addr.:
Protocol:
Protocol Addr.:

Printing to wrong printer.
[test call ticket]

Ready insert problem.sddpc.open.g [S5]



Caution

Update the status at least daily.

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Escalate Problem Ticket to 2nd Level

1 Assignee

If you cannot resolve the user's problem, the **Problem Ticket** must be escalated to **2nd Level Support**. Call x19900 to contact the **Dispatch Center** and they will open a **SAP** ticket and assign the appropriate SDDPC or Vendor support staff member to work on the problem.

2 Assignee

Provide the **Dispatch Center** with problem details and the **Problem Ticket number**. Advise the **Dispatch Center** operator to record the ServiceCenter **Problem Ticket number** in the **SAP** problem description for future reference.

3 Assignee

Be sure to ask the **Dispatch Center** for the **2nd Level Support Assignee's** name and the **SAP** ticket number. Both must be entered in the ServiceCenter **Problem Ticket**.

Enter the updated information in the **Description** field and click **Save** to update the ticket history.



Note

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

Problem Ticket Window

Problem ID: **PM006039** Status: Open
User ID: HID Priority: 1 - Priority One
Reported By: JAMES DORMAN Owner:
Phone / Ext.: 858-503-7271 Helpdesk:
Home Location: Notify By: EMAIL
Current Location: CALLE FORTUNADA Category: Change Sched Start:
Bldg-Floor/ Room: MAIN BLDG 2104 SubCategory: Sched End:
Asset ID: 31040
Brief Desc:
Problem Details | Contact Info | Asset Info | Attachments
Hardware Specific Info
Asgn to Vendor:
Serial No.:
Model:
Type:
Domain:
Network Name:
Network Addr.:
Protocol:
Protocol Addr.:
Description
Printing to wrong printer.
[test call ticket]
Ready insert problem.sddpc.open.g [SS]

Initiating / Resolving Problem Tickets

Using Service Center (cont.)

Escalate Problem Ticket to 2nd Level (cont.)

4 Assignee

Even though the **Problem Ticket** has been escalated to **2nd Level Support**, the **Assignee**, or **Secondary Assignee**, still retains ownership of the **Problem Ticket**. It is very important that they continue to monitor this **Problem Ticket** at least daily, until the problem is resolved.

5 Assignee

The **Assignee** must also keep in contact with the user at least daily until the problem is resolved. There are exceptions.

For Example: Waiting on Parts

6 Assignee

When advised by the **Dispatch Center** that the problem is resolved, contact the user to report the actions taken to resolve the problem. Confirm with the user, if possible, whether they believe the problem has been resolved. Give the user the **Problem Ticket number** and inform them that the ticket is being closed unless the problem remains unresolved.

6a Assignee

Problem Resolved



If the user confirms the problem is **resolved**, remind the user to reference this ticket number in the event the problem recurs. This number will be used to re-open the original ticket. **Update the Problem Ticket**, and **close** it.



6b Assignee

Problem Not Resolved

If the user confirms the problem is **not resolved**, contact the Dispatch Center and have them **re-open** the SAP ticket and notify the **2nd Level Support Assignee**. **Update the Problem Ticket** and continue to **monitor** it.

Notify the **Help Desk Supervisor** that the problem remains unresolved.