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Tracking

The tracking module can display the list of tickets based on specific criteria.

You can view:

- Only new tickets not allocated
- Only tickets that are allocated
- Only tickets that are planned
- Only tickets that are pending
- All tickets that have not been closed
- All tickets and closed resolved
- All tickets closed but not resolved

More generally:

- Tickets in progress (assigned or planned).
- Tickets not closed (all but closed).
- Tickets closed (resolved or not).
- All the tickets.

Search

Two search modes are available: Basic and Advanced. Advanced mode allows you to filter further research. You can do a search on the tickets from a description or a material identified. You can filter your tickets by category using the dropdown provided. To add or modify categories tracked, please refer to the amendment of section headings in the configuration. You can also filter by priority / ticket author / group / attribute.

Ticket List

If tickets are found, GLPI displays a table showing the tickets. For each ticket, the following data is listed: status (new, assigned, planned, pending, closed or resolved, unresolved), the identification number (ID), the date of opening and closing, the level of priority, the author of the ticket, the person who has been assigned the ticket, the material concerned, the category, the description, and any Monitoring information available.

This story will show the status of tickets:

- New Ticket
- Ticket assigned
- Ticket planned
- Ticket on hold/pending
- Ticket closed unsolved
- Ticket closed resolved

You can also view the monitoring of each ticket directly in the summary table of tickets using the dropdown provided.

Clicking one of these elements will give you access to additional information.

Ticket Incident

To add follow-up items to a ticket, or change a ticket, simply click on “Info”. You’ll get the complete history of the ticket.

You can add item monitoring through the “Add a new monitor” or modify existing monitoring by clicking on the monitoring description.

Users of type post-only can also add tickets, if this is permitted. (Administration - Configuration - General Settings - Enable users to post only add tracking)

You can assign a ticket for a piece of equipment to a technician from your company and / or a technician from an external firm.

You also have the ability to define hours of operation for an operation on a ticket. Your schedule will fill automatically.

You can define:

- An hourly cost: the cost per hour of labor,
- A fixed cost is the amount (optional) that can replace the hourly cost (for example if it is a ticket to the package) or be added if there is a fixed base for intervention,
- A material cost: value of parts used for the ticket.

All these costs are added in the total cost, which is then reflected in the calculation of the TCO (Total Cost of Ownership): Value of equipment and amount of assistance made visible in the financial information of the

equipment.

Once the ticket is resolved, you can close it by indicating the duration of any intervention by using the button “Add and Close” on the tab “Add a new follow-up.”

Closed tickets

The reopening of a closed ticket is possible. You just need to select in the drop-down list of the status of ticket: New or Open (assigned).

You can delete closed tickets if you do not want to keep them in the database. It is sufficient to check the status and click “Remove” in the list of tickets.

Checkbox suppression is only displayed if the tickets are closed.