

Microsense



Service Desk Application

(Ver.Oct.2012)

Overview-1

The new Service desk (Ver.Oct.2012) is a functional upgrade over the Ticket based Helpdesk currently in-use (Ver.Jan 2012)

The application has two components:

1. Windows desktop client
2. Centralized web application.

This arrangement allows you to choose one of two ways to create, track and manage support tickets.

Overview-2

- The Windows Client (desktop application) needs to be installed on your laptop or PC.
- The centralized web application is hosted at <http://support.microsenseindia.com/ServiceDesk>
- The two applications complement each other.
- The windows desktop application allows you to create new tickets, and have access to tickets created/replied/closed in the last seven days (from current date). The intention is to keep the record size small and manageable on your laptop or PC.
- However on the centralized server, all tickets (new, replied, closed) are available.
- Users can use either application as convenient.
- **NOTE:** For first two weeks (till 1 Nov 2012) , we recommend that everybody uses the desktop client because it includes all the basic features.

Overview-3

To install the desktop application on your PC.

Download the setup file from the online server. Login to <http://support.microsenseindia.com/ServiceDesk/Downloads>

There are separate setup files for installing on C, D, E and F drives. Decide on which drive on your laptop/PC you wish to install the service desk.

Consider you choose to install on the D drive. You must download the setup file which ends with 'DColon'.zip. To install on E drive, you must download the setup which ends with 'EColon'.zip

If your laptop or PC uses some other drive letter, please contact sw team (msplteam@microsensesoftware.com).

Overview-4

After installation, you will see the service desk icon in the system tray. Right click or double click the icon to open the login window.

Upon successful login you will see

Menu option: Tickets

Sub-menus

- Create Tickets,
- View Current Tickets,
- View Closed Tickets

Overview-5

This document includes steps to:

- Create a new ticket,
- View existing tickets,
- Respond to a ticket,
- Escalate ticket;
- Close ticket,
- Report the ticket as an incident,
- Change your login password,
- Search for details

Overview-6

Status Indicator with desktop client:

- Soon after you create and submit a new ticket, the service desk icon (in the system tray) changes to a flashing icon.
- Once response is received, the icon changes to stable blue color. (Note: Ticket status is no longer new when a response is received)

Overview-7

Benefits of using the Desktop Service desk:

- The hotel helpdesk and central support teams (NOC/SW Teams) do not have to stay logged in to the centralized website and keep refreshing the web page to check for updates.
- The desktop application polls the centralized server periodically and fetches updates. This will allow the users to focus on other important work. It provides all the functionality of the web application.
- The desktop can be used by other teams too, if convenient for them. It is not restricted to NOC/SW/Hotel Helpdesk.

Overview-8

Benefits of using the Centralized Web enabled Service desk:

- The centralized service desk site allows users to login and access all records that match their profile/roles/responsibilities
- This could be particularly useful for supervisory staff, managers and clients.
- Logged in users can create new tickets, reply or escalate.

Login

- Please enter the user name and password
- Click on Ok or press Enter
- Second image showing the progress bar for log in.



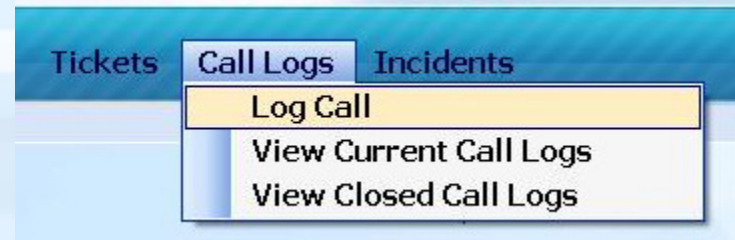
The image shows a login window titled "Service Desk" for "Microsense". On the left, there is a graphic of a computer monitor with a circular inset showing a customer service representative. The main area contains two input fields: "User name" with the text "gardenia" and "Password" with masked characters "xxxxxxxx". Below the fields are two buttons: "OK" and "Cancel", both with a right-pointing arrow icon.



This image is identical to the one above, but it includes a green progress bar at the bottom of the window, indicating that the login process is in progress.

Menu

- The top Image shows the menu for a Help Desk Engineer – Only Ticketing System
- The middle Image shows the menu for Call Logs (for the Hotel Support team only)
- The bottom Image shows the menu for Incident Reporting (for the Support team)



Post a Ticket

- From the Tickets menu, select Post Ticket.
- For the HDE user, the hotel is automatically selected.
- Select the Service and Support Category Names, enter a Subject which suits the ticket you are entering, explain in the message what support exactly is required, add attachments, if any, and post the ticket by clicking the button.

Service Desk
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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel Minimize Logout
User Name: gard

Tickets

Create Ticket

Service Name: SW-Applications & Services

Support Category Name: SW-Guest Login Page Related

Subject: Bill Posting

Message:
Dear SW Team:
A guest in RN 2012 is ready for check-out. There are two Internet bills posted to his folio: one on Oct 3rd, and a second bill on Oct 6th.
Our application shows only the bill of Oct 6th.
Please check and send us your analysis soonest possible.
Thank you
Kiran
ITC Gardenia Helpdesk

Attachment:

Post Ticket

View Current Tickets

- From the Tickets menu, select View Current Tickets.
- Current tickets are displayed in a window.
- You can view the details by clicking on the respective Ticket ID, respond to the ticket. And when required: escalate the ticket, or report the ticket as an incident. When task completed: close the ticket. Use the Search feature.

The screenshot displays the Service Desk interface. At the top left, there is a logo for 'Service Desk Powered by Microsense'. To the right, a navigation bar contains 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking'. Further right are buttons for 'Control Panel', 'Minimize', and 'Logout'. Below these is a 'Search' button and the text 'User Name: gardenia'. The main content area is titled 'Tickets' and contains a sub-section 'Current Tickets' with a table of active tickets.

TicketID	Created By	ServiceName	SupportCategory	Subject	Created On	Last Viewed By	Last Responded By	Updated On	Escalated To	Escalate	Report As Incident	Close
5	Aby	HW-Assets ...	HW-Equipm...	MsgBox - Ti...	9/27/2012 ...	Aby						
4	Aby	HW-Assets ...	HW-Equipm...	Well done	9/27/2012 ...	Aby						

View Tickets (Current and Closed)

- When you click on the Ticket ID, a new window will open (as shown below). This will show the Ticket details.
- Attachments if any, will be shown in green color on the right side of the open window.
- Double click the attachment to open.

The screenshot displays a web-based Service Desk interface. At the top left, there is a logo for 'Service Desk Powered by Microsense'. To its right, a navigation bar contains the text 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking'. Further right are buttons for 'Control Panel', 'Minimize', and 'Logout'. A search bar with the text 'Search' and 'User Name: gard' is also present.

The main content area is titled 'Tickets' and features a table with columns 'TicketID' and 'Created By'. The table lists three tickets with IDs 874, 873, and 872, all created by 'gard'. Ticket 874 is highlighted in blue.

A modal window titled 'Ticket Description' is open, showing details for ticket 874. The details are as follows:

Ticket Details	
Ticket	874 - Bill Posting
Ticket Support Category Name	SW-Guest Login Page Related
Client Name	BLR_ITC GARDENIA
Ticket Status	Not Closed
Escalated Status	Not Escalated

Below the details, there is a section for 'Message Threads' with 1 thread. The thread content is:

Thread 1: Created by gard at 10/16/2012 5:19:52 PM
Dear SW Team:

A guest in RN 2012 is ready for check-out. There are two Internet bills posted to his folio: one on Oct 3rd, and a second bill on Oct 6th. Our application shows only the bill of Oct 6th.

Please check and send us your analysis soonest possible.

Thank you
Kiran
ITC Gardenia Helpdesk

At the bottom of the modal window, there is a 'Respond' button.

On the right side of the modal window, there is a table with columns 'Report As Incident' and 'Close'. It contains three rows, each with a green arrow icon in the 'Report As Incident' column and a red 'X' icon in the 'Close' column.

Respond to Ticket

- You can respond to the ticket by clicking on Respond button from the previous page
- For responding to the current ticket, the option for Status (as shown in the image below) is not available. Status is displayed only when responding to a closed ticket.

The screenshot displays a web-based Service Desk interface. At the top, there is a header with the 'Service Desk' logo (Powered by Microsense), navigation links for 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking', and user controls including 'Control Panel', 'Minimize', 'Logout', and a search bar. The user is logged in as 'gard'.

The main content area is titled 'Tickets' and features a 'Ticket Description' window. This window shows details for ticket '874 - Bill Posting' under the category 'SW-Guest Login Page Related'. The ticket status is 'Escalated Status'. A message thread is visible, starting with 'Thread 1: Created by gard at 10/16/...' and containing a message from Kiran to the SW Team regarding a guest's bill and check-in details. The message text reads: 'Dear SW Team: A guest in RN 2012 is ready for check in. Our application shows only the bill of [redacted] and a second bill on Oct 6th. We will also verify and get back with more details. Thanks and Regards, Abraham Chacko Software Team, Bangalore.'

Overlaid on the ticket description is a 'Respond to Ticket 874' dialog box. It contains a 'Message' field with the same text as the message thread, an 'Attachment' field, and a 'Reply' button. Below the dialog box, a 'Respond' button is visible on the ticket description page. To the right of the ticket details, there is a table with columns 'Report As Incident' and 'Close', each containing a green arrow icon and a red 'X' icon respectively.

TicketID	Created By
874	gard
873	gard
872	gard

Report As Incident	Close

Escalate a Ticket

- If the ticket has not been responded for a while (maybe a day or so), and the requirement is of high priority, the user can escalate the ticket to a higher authority.
- This can be done by selecting the Escalate image available in the third last column of the respective ticket in the table. Once the new window opens, select the Type of User, respective User Name and Escalate.

The screenshot displays a web-based Service Desk interface. At the top, there is a navigation bar with the 'Service Desk' logo (Powered by Microsense), a menu with 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking', and user controls including 'Control Panel', 'Minimize', 'Logout', and a search bar. The current user is identified as 'User Name: gardenia'. Below the navigation bar, a 'Tickets' section is visible, containing a table of 'Current Tickets'.

TicketID	Created By	ServiceName	SupportCategory	Subject	Created On	Last Viewed By	Last Responded By	Updated On	Escalated To	Escalate	Report As Incident	Close
5	Aby	HW-Assets ...	HW-Equipm...	MsgBox - Ti...	9/27/2012 ...	gardenia						
4	Aby	HW-Assets ...	HW-Equipm...	Well done	9/27/2012 ...	Aby						

An 'Escalate Ticket' dialog box is open, showing the following details:

- Ticket ID:** 5
- Sub:** MsgBox - Ticket
- User Type:** SOFTWARE SUPPORT
- User Name:** Aby
- Action:** Escalate

Report as Incident

- Report the ticket as an 'Incident' when you know it has caused a negative impact in the location – this could be an issue with internet link/bandwidth, any hardware, router, network, software, guest complaints.
Click the second last column of the respective ticket in the table.
- The reported incidents will be shown as a Red Flag and cannot be further reported. Green Flag indicates the ticket is not an incident. If required, you can report the ticket as an incident

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel Minimize Logout

Search User Name: gardenia

Tickets

Current Tickets

TicketID	Created By	ServiceName	SupportCategory	Subject	Created On	Last Viewed By	Last Responded By	Updated On	Escalated To	Escalate	Report As Incident	Close
5	Aby	HW-Assets ...	HW-Equipm...	MsgBox - Ti...	9/27/2012 ...	gardenia			Aby			
4	Aby	HW-Assets ...	HW-Equipm...	Well done	9/27/2012 ...	Aby						

Report Ticket as Incident

Are you sure you want to Report the Ticket - 5 as an Incident

Yes No

Close Ticket

- Once the request reported in the ticket is completed/resolved, you can close the ticket
- Click the Close image available in the last column of the respective ticket in the table.
- Once closed, ticket will not be available in this window, but it will be available in Closed Tickets window. It can be re-opened if required.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel **Minimize** **Logout**

Search User Name: gardenia

Tickets

Current Tickets


TicketID	Created By	ServiceName	SupportCategory	Subject	Created On	Last Viewed By	Last Responded On	Updated On	Escalated To	Escalate	Report As Incident	Close
5	Aby	HW-Assets ...	HW-Equipm...	MsgBox - Ti...	9/27/2012 ...	gardenia		9/27/2012 ...	Aby			
4	Aby	HW-Assets ...	HW-Equipm...	Well done	9/27/2012 ...	Aby						

Close Ticket

Are you sure you want to Close the Ticket - 5

View Closed Tickets

- From the Tickets menu, select View Closed Tickets.
- Closed Tickets corresponding to the user can be viewed in the closed tickets window.
- The users can view the details by clicking on the respective Ticket ID, respond to the ticket, report the ticket as an incident, search and close the ticket.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel

Minimize




Logout

Search

User Name: gardenia


Tickets

Closed Tickets

TicketID	Created By	ServiceName	SupportCategor	Subject	Closed By	Created On	Last Viewed By	Last Responded By	Updated On	Report As Incident
5	Aby	HW-Assets / E...	HW-Equipmen...	MsgBox - Ticket	gardenia	9/27/2012 1:0...	gardenia		9/27/2012 4:2...	
3	Aby	HW-Assets / E...	HW-Equipmen...	Workin?	Aby	9/27/2012 12:...	Aby		9/27/2012 12:...	
1	Aby	HW-Assets / E...	HW-Equipmen...	Testing Ticket ...	Aby	9/27/2012 12:...	Aby	Aby	9/27/2012 12:...	

Search Tickets

- Search option is available for searching according to Group, Client, Service, Support Category and Ticket ID.
- Note: In the image shown below, Group and Client is not available as the HDE user is attached to a Client, hence, the user will be able to see tickets with respect to that client only.



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Call Logging, Incident Reporting,
 Ticket Based Support,
 Escalation & Tracking

Control Panel

Minimize

Logout

Hide

User Name: gardenia

Closed Tickets

Service

Support Category

Ticket ID

TicketID	Created By	Service	SupportCategory	Subject	Closed By	Created On	Last Viewed By	Last Responded By	Updated On	Report As Incident
7	gardenia	IN-Internet Link Rel...	IN-ISP Relate...	Internet Probl...	gardenia	9/27/2012 4:2...	gardenia		9/27/2012 4:2...	
5	Aby	HW-Assets / Equipm...	HW-Equipmen...	MsgBox - Ticket	gardenia	9/27/2012 1:0...	gardenia		9/27/2012 4:2...	
3	Aby	HW-Assets / Equipm...	HW-Equipmen...	Workin?	Aby	9/27/2012 12:...	Aby		9/27/2012 12:...	
1	Aby	HW-Assets / Equipm...	HW-Equipmen...	Testing Ticket ...	Aby	9/27/2012 12:...	Aby	Aby	9/27/2012 12:...	

Change Password

- Select the Control Panel on the top right hand side to change your password.

The screenshot shows a web interface for a Service Desk. At the top left, there is a logo for 'Service Desk Powered by Microsense'. To the right of the logo, there is a box containing the text: 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking'. Further right, there are navigation buttons: 'Control Panel', 'Minimize', and 'Logout'. Below these buttons is a search bar and the text 'User Name: gardenia'. The main area of the interface is titled 'Tickets' and contains a table of 'Current Tickets'. The table has columns for TicketID, Created By, ServiceName, SupportCategory, Subject, Created On, Last Viewed By, Last Responded On, Updated On, Escalated To, Escalate, Report As Incident, and Close. Two tickets are visible: one with TicketID 8, created by gardenia, and another with TicketID 4, created by Aby. A 'Control Panel' dialog box is open over the table, titled 'Change Password'. It contains three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a password mask. Below the fields is a 'Save' button. A text box at the bottom of the dialog provides instructions: 'Password should be minimum 5 characters long. Old Password should be correct. New Password should not be the same as Old Password. New and Confirm Password should be the same. If all are correct, the Save button could be clicked.'

TicketID	Created By	ServiceName	SupportCategory	Subject	Created On	Last Viewed By	Last Responded On	Updated On	Escalated To	Escalate	Report As Incident	Close
8	gardenia	SW-Applica...	SW-Guest ...	Login Page ...	9/27/2012 ...	gardenia						
4	Aby	HW-Assets ...	HW-Equipm...	Well done	9/2							

Change Password

Old Password

New Password

Confirm Password

Password should be minimum 5 characters long.
Old Password should be correct.
New Password should not be the same as Old Password.
New and Confirm Password should be the same.
If all are correct, the Save button could be clicked.

Create a Call Log

- From the Call Logs menu, select Log Call.
- Select the Group, Client, Service and Support Category Names, enter a Subject which suits the call log you are entering, explain in the message what support was expected, add attachments, if any, and log the call by clicking the button.
- *Note: This is for the Hotel Support (NOC) team only*


The screenshot shows the 'Create Call Log' form in a web application. The header includes the 'Service Desk' logo (Powered by Microsense), a navigation menu with 'Tickets', 'Call Logs', and 'Incidents', and user controls for 'Control Panel', 'Minimize', and 'Logout' (User Name: ramu). The form fields are as follows:

Group Name	BLR-TECH1
Client Name	BLR_ITC GARDENIA
Call Log Service Name	Nomadix Support
Support Category Name	AAA Enable/Disable
Call Log Subject	Restart Nomadix and Enable AAA
Call Log Message	Amit from Gardenia called. Issue: Nomadix having some issues. Date: 27-09-2012 5 PM Action: Restart Nomadix and enable AAA Done.
Attachment	




A 'Log Call' button is located at the bottom right of the form.


View Current Call Log

- From the Call Logs menu, select View Current Call Logs.
- The users can view the details by clicking on the respective Call Log ID, add actions to the call log, escalate the call log, search, complete and close the ticket.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

 Control Panel  Minimize  Logout

 Search User Name: ramu

Tickets Call Logs Incidents

Current Call Logs

Call Log	Created By	GroupName	ClientName	ServiceName	SupportCat	Subject	Completed By	Created On	Last Viewed By	Updated On	Escalated To	Escalate	Status	Close
3	Aby	BLR-TECH...	BLR_ITC ...	Antivirus ...	Install/Un...	MsgBox - ...	Aby	9/27/201...		9/27/201...				
4	Aby	SOUTH-W...	BLR_ATRIA	ISP Link ...	ISP-Band...	Search		9/27/201...						

Escalate a Call Log

- If the call log has not been completed for a while (maybe a day or so), and the requirement is of high priority, the user can escalate the call log to the appropriate person.
- This can be done by selecting the Escalate image available in the third last column of the respective call log in the table. Once the new window opens, select the Type of User, respective User Name and Escalate.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel Minimize Logout

Search User Name: ramu

Tickets Call Logs Incidents

Current Call Logs

Call Log	Created By	GroupName	ClientName	ServiceNam	SupportCat	Subject	Completed By	Created On	Last Viewed By	Updated On	Escalated To	Escalate	Status	Close
3	Aby	BLR-TECH...	BLR_ITC ...	Antivirus ...	Install/Un...	MsgBox - ...	Aby	9/27/201...		9/27/201...				
4	Aby	SOUTH-W...	BLR_ATRIA	ISP Link ...	ISP-Band...	Search		9/27/201...						

Escalate Call Log

Call Log ID **4**

Sub:Search


User Type: CENTRAL TECH SUPPORT

User Name: jikku




Escalate


Complete a Call Log

- If you think the call log is completed, you complete and close the call log.
- This can be done by selecting the Status image (which will be in Red color) available in the second last column of the respective call log in the table.
- Once the status is completed, the status will turn Green and the close button will be available.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

 Control Panel  Minimize  Logout


 Search User Name: ramu

Tickets Call Logs Incidents

Current Call Logs

Call Log	Created By	GroupName	ClientName	ServiceNam	SupportCat	Subject	Completed By	Created On	Last Viewed By	Updated On	Escalated To	Escalate	Status	Close
3	Aby	BLR-TECH...	BLR_ITC ...	Antivirus ...	Install/Un...	MsgBox - ...	Aby	9/27/201...		9/27/201...				
4	Aby	SOUTH-W...	BLR_ATRIA	ISP Link ...	ISP-Band...	Search		9/27/201...			jikku			

Complete Call Log

 Are you sure you have successfully completed the Call Log - 4

Close Call Log

- Once the call log is completed, the you can close the call log
- This can be done by selecting the Close image available in the last column of the respective call log in the table.
- Once closed, it will not be available in this window, but it will be available in Closed Call Logs window.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel Minimize Logout

Search User Name: ramu

Tickets Call Logs Incidents

Current Call Logs

Call Log	Created By	GroupName	ClientName	ServiceNam	SupportCat	Subject	Completed By	Created On	Last Viewed By	Updated On	Escalated To	Escalate	Status	Close
4	Aby	SOUTH-W...	BLR_ATRIA	ISP Link ...	ISP-Band...	Search	ramu	9/27/201...		9/27/201...	jikku			
3	Aby	BLR-TECH...	BLR_ITC ...	Antivirus ...	Install/Un...	MsgBox - ...	Aby	9/27/201...		9/27/201...				


Close Call Log

Are you sure you want to Close the Call Log - 4


Yes No


View Closed Call Logs


- From the Call Logs menu, select View Closed Call Logs.
- You can view the details by clicking on the respective Call Log ID, and search for call logs.


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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

 **Control Panel**

 **Minimize**

 **Logout**

 **Search**

User Name: ramu


Tickets Call Logs Incidents

Closed Call Logs

Call Log	Created By	GroupName	ClientName	ServiceName	SupportCate	Subject	Completed By	Created On	Last Viewed By	Closed By	Updated On	Escalated To
4	Aby	SOUTH-WE...	BLR_ATRIA	ISP Link Rel...	ISP-Bandwi...	Search	ramu	9/27/2012 ...		ramu	9/27/2012 ...	jikku
2	Aby	BLR-TECH1,...	BLR_ITC GA...	Antivirus Su...	Install/Unin...	Calls gettin...	Aby	9/27/2012 ...		Aby	9/27/2012 ...	
1	Aby	BLR-TECH1,...	BLR_ITC GA...	Antivirus Su...	Install/Unin...	Call Log	Aby	9/27/2012 ...	Aby	Aby	9/27/2012 ...	bikram

Search Call Logs

- Search option is available for searching call logs according to Group, Client, Service, Support Category and Call Log ID.



Service Desk
Powered by **Microsense**

Call Logging, Incident Reporting,
 Ticket Based Support,
 Escalation & Tracking

Control Panel

Minimize

Logout

Hide

User Name: ramu

Tickets
Call Logs
Incidents

Closed Call Logs

Group

SOUTH-WEST-SAA
 All
 SOUTH-WEST-SAARC
 BLR-TECH2
 BLR-TECH1

Client

Service

Support Category

Call Log ID

Call Log	Created By	ClientName	ServiceName	SupportCate	Subject	Completed By	Created On	Last Viewed By	Closed By	Updated On	Escalated To	
4	Aby	SOUTH-WE...	BLR_ATRIA	ISP Link Rel...	ISP-Bandwi...	Search	ramu	9/27/2012 ...		ramu	9/27/2012 ...	jikku
2	Aby	BLR-TECH1,...	BLR_ITC GA...	Antivirus Su...	Install/Unin...	Calls gettin...	Aby	9/27/2012 ...		Aby	9/27/2012 ...	
1	Aby	BLR-TECH1,...	BLR_ITC GA...	Antivirus Su...	Install/Unin...	Call Log	Aby	9/27/2012 ...	Aby	Aby	9/27/2012 ...	bikram

Change Password

- Select the Control Panel on the top right hand side to change your password.

The screenshot displays a web-based Service Desk interface. At the top left, the 'Service Desk' logo is shown, powered by Microsense. The main header contains navigation links for 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking'. On the top right, there are buttons for 'Control Panel', 'Minimize', and 'Logout', along with a search bar and the user name 'ramu'. Below the header, there are tabs for 'Tickets', 'Call Logs', and 'Incidents'. The main content area is titled 'Current Call Logs' and contains a table with columns: Call Log, Created By, GroupName, ClientName, ServiceName, SupportCat, Subject, Completed By, Created On, Last Viewed By, Updated On, Escalated To, Escalate, Status, and Close. Two rows are visible in the table. A 'Control Panel' dialog box is overlaid on the table, titled 'Change Password'. It contains three input fields for 'Old Password', 'New Password', and 'Confirm Password', each with a 'Save' button. Below the input fields, there is a text box with the following instructions: 'Password should be minimum 5 characters long. Old Password should be correct. New Password should not be the same as Old Password. New and Confirm Password should be the same. If all are correct, the Save button could be clicked.'

Call Log	Created By	GroupName	ClientName	ServiceName	SupportCat	Subject	Completed By	Created On	Last Viewed By	Updated On	Escalated To	Escalate	Status	Close
5	ramu	BLR-TECH...	BLR_ITC ...	Nomadix ...	AAA Enab...	Restart N...		9/27/201...						
3	Aby	BLR-TECH...	BLR_ITC ...	Antivirus ...	Install/Un...					9/27/201...				

Fill Incident

- From the Incidents menu, select Fill Incidents.
- The users (the support team) can view the details by clicking on the respective Incident ID, fill the incident, and search for incidents.

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Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel

Minimize

Logout

Search

User Name: Aby

Tickets Call Logs Incidents

Fill Incidents

Incident	For Ticket ID	Created By	Client Name	Service Name	Support Category Name	Subject	Created On
5	5	gardenia	BLR_ITC GARDENIA	HW-Assets / Equipm...	HW-Equipment Purc...	MsgBox - Ticket	9/27/2012 4:24:56 PM
4	6	Aby	BLR_ATRIA	HW-Assets / Equipm...	HW-Equipment Purc...	Search	9/27/2012 1:06:20 PM
2	3	Aby	BLR_ITC GARDENIA	HW-Assets / Equipm...	HW-Equipment Purc...	Workin?	9/27/2012 12:32:40 ...

View Fill Incident

- When you click on the Incident ID, a new window will open (as shown below). This will show the Incident details.
- The Incident details should be filled by the user. Click on Save.
- Note: Actions Taken can be entered on a later stage. (Not compulsory to enter now)

Service Desk
Powered by **Microsensa**

Call Logging, Incident Reporting, Ticket Based Support

Control Panel Minimize Logout

User Name: Aby

Fill Incident

Incident Details

Incident	4
Ticket	6 - Search
Service Name	HW-Assets / Equipment
Support Category Name	HW-Equipment Purchase/Replacement
Client Name	BLR_ATRIA

Message Threads 1

Thread 1: Created by
Regards,
Ab

Severity BLOCKER - PREVENTS FUNCTION FROM BEING USED, NC

Priority HIGH

Impact
The router was not responding properly and it affected the whole internet solution.

Actions Taken
Router was changed and the configuration updated onto the server and database.

Attachment **Save**

Incident	For Ti	Created On
5	5	9/27/2012 4:24:56 PM
4	6	9/27/2012 1:06:20 PM
2	3	9/27/2012 12:32:40 ...

View Incidents (Current and Closed)

- When you click on the Incident ID, a new window will open (as shown below). This will show the Incident details.
- If there are any attachments available, it will be shown in green color right side of the text box.
- The user can double click the attachment to open it.

Service Desk

Powered by **Microsens**

Call Logging, Incident Reporting,
Ticket Based Support

Control Panel

Minimize

Logout

Tickets Call Logs

Incident	For Ticket ID	Created By
4	6	Aby
3	4	Aby

Current Incident

Incident Details

Incident	4
Ticket	6 - Search
Service Name	HW-Assets / Equipment
Support Category Name	HW-Equipment Purchase/Replacement
Client Name	BLR_ATRIA
Priority	HIGH
Severity	BLOCKER

Message Threads 1

[Thread 1: Created by Aby](#)
Regards,
Ab

Impact and Actions Taken

[Thread 1: Impact - Created by Aby at 9/27/2012 1:06:20 PM](#)
The router was not responding properly and it affected the whole internet solution.

[Thread 2: Responded by Aby](#)
Router was changed and the configuration updated onto the server and database.

Reply

late	Close	Updated On
➔	✖	9/27/20...
➔	✖	9/27/20...

Create an Action for Incident

- You can create an action for the incident by clicking on Reply button from the previous page.

The screenshot displays the Service Desk interface. At the top left, it says "Service Desk Powered by Microsens". The main header includes "Call Logging, Incident Reporting, Ticket Based Support" and navigation buttons for "Control Panel", "Minimize", and "Logout". The user name "Aby" is visible in the top right.

The "Current Incident" window is open, showing "Incident Details" for Incident 3. The details are as follows:

Incident	3
Ticket	4 - Well done
Service Name	HW-Assets / Equipment
Support Category Name	HW-Equipment Purchase/Replacement
Client Name	BLR_ITC GARDENIA
Priority	
Severity	

Below the details, there are "Message Threads" and "Impact and Actions Taken".

Message Threads 1

Thread 1: Created by Aby
Seems like everythin is working fine

Impact and Actions Taken

Thread 1: Impact - Created by Aby at 9/27/20...
Its good.

Thread 2: Responded by Aby
Perfect

A dialog box titled "Create an action for Incident 3" is overlaid on the message threads. It contains a "Message" field with the text "This was corrected and updated on the server." and an "Attachment" field. A "Reply" button is located at the bottom of the dialog box.

In the background, a table shows incident data:

Incident	For Ticket ID	Creat By
3	4	Aby

Another table on the right side of the interface shows incident status:

late	Close	Updated On
		9/27/20...

Escalate an Incident

- If the incident has not been completed for a while (maybe a day or so), and the requirement is of high priority, you can escalate the incident to the appropriate person.
- This can be done by selecting the Escalate image available in the third last column of the respective incident in the table. Once the new window opens, select the Type of User, respective User Name and Escalate.

The screenshot displays a Service Desk interface with a navigation bar at the top. The navigation bar includes the 'Service Desk' logo (Powered by Microsense), a description of services (Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking), and user controls (Control Panel, Minimize, Logout, Search, User Name: Aby). Below the navigation bar, there are tabs for 'Tickets', 'Call Logs', and 'Incidents'. The main content area shows a table titled 'Current Incidents' with the following data:

Incident	For Ticket ID	Created By	Client Name	Service Name	Support Category	Severity	Priority	Subject	Created On	Filled By	Last Responded	Last Escalated To	Escalate	Close	Updated On
4	6	Aby	BLR_ATRIA	HW-Ass...	HW-Equi...	BLOCKER	HIGH	Search	9/27/20...	Aby	Aby				9/27/20...
3	4	Aby	BLR_ITC ...	HW-Ass...	HW-Equi...	TRIVIAL	MEDIUM	Well done	9/27/20...	Aby	Aby	Charles			9/27/20...

An 'Escalate Incident' dialog box is open, showing the following details:

- Incident ID: 4
- Sub: Search
- User Type: REGIONAL TECH SUPPORT
- User Name: vikas
- Escalate button

Close Incident

- Once the necessary actions are taken to resolve the incident, you can close the incident.
- This can be done by selecting the Close image available in the last column of the respective incident in the table.
- Once closed, it will not be available in this window, but it will be available in Closed Incident window.

Service Desk
Powered by **Microsense**

Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

[Control Panel](#) [Minimize](#) [Logout](#)

[Search](#) User Name: Aby

[Tickets](#) [Call Logs](#) [Incidents](#)

Current Incidents


Incident	For Ticket ID	Created By	Client Name	Service Name	Support Category Name	Severity	Priority	Subject	Created On	Filled By User	Last Responder	Last Escalated To	Escalate	Close	Updated On
4	6	Aby	BLR_ATRIA	HW-Ass...	HW-Equi...	BLOCKER	HIGH	Search	9/27/20...	Aby	Aby	vikas			9/27/20...
3	4	Aby	BLR_ITC ...	HW-Ass...	HW-Equi...	TRIVIAL	MEDIUM	Well done	9/27/20...	Aby	Aby	Charles			9/27/20...

Close Incident

Are you sure you want to Close the Incident - 4

View Closed Incidents

- From the Incidents menu, select View Closed Incidents.
- You can view the details by clicking on the respective Incident ID, and search for incidents.

 **Service Desk**
Powered by **Microsense**

Call Logging, Incident Reporting,
Ticket Based Support,
Escalation & Tracking

Control Panel

Minimize

Logout

Search

User Name: Aby


Tickets Call Logs Incidents

Closed Incidents

Incident	For Ticket ID	Client Name	Service Name	Support Category Name	Severity	Priority	Subject	Created On	Filled By User	Last Responded By	Closed By User	Updated On
4	6	BLR_ATRIA	HW-Assets ...	HW-Equipm...	BLOCKER	HIGH	Search	9/27/2012 ...	Aby	Aby	Aby	9/27/2012 ...
1	1	BLR_ITC GA...	HW-Assets ...	HW-Equipm...	BLOCKER	HIGH	Testing Tick...	9/27/2012 ...	Aby	Aby	Aby	9/27/2012 ...

Search Incidents

- Search option is available for searching incidents by Group, Client, Service, Support Category and Incident ID.



Service Desk

Powered by **Microsense**

Call Logging, Incident Reporting,
 Ticket Based Support,
 Escalation & Tracking

Control Panel

Minimize

Logout

Hide

User Name: Aby

Tickets
Call Logs
Incidents

Closed Incidents

Group

Client

Service

Support Category

Incident ID

Incident	For Tick ID	Service Name	Support Category Name	Severity	Priority	Subject	Created On	Filled By User	Last Responded On	Closed By User	Updated On
4	6	BLR_ATRIA	HW-Assets ...	BLOCKER	HIGH	Search	9/27/2012 ...	Aby	Aby	Aby	9/27/2012 ...
1	1	BLR_ITC GA...	HW-Assets ...	BLOCKER	HIGH	Testing Tick...	9/27/2012 ...	Aby	Aby	Aby	9/27/2012 ...

Change Password

- Select the Control Panel on the top right hand side to change your password.

The screenshot shows a web-based Service Desk interface. At the top left, there is a logo for 'Service Desk Powered by Microsense'. To the right of the logo, a box contains the text: 'Call Logging, Incident Reporting, Ticket Based Support, Escalation & Tracking'. Further right, there are navigation buttons: 'Control Panel' (highlighted), 'Minimize', and 'Logout'. Below these is a search bar with a 'Search' button and the text 'User Name: Aby'. A secondary navigation bar contains 'Tickets', 'Call Logs', and 'Incidents'. The main content area is titled 'Closed Incidents' and contains a table with the following data:

Incident	For Ticket ID	Client Name	Service Name	Support Category Name	Severity	Priority	Subject	Created On	Filled By User	Last Responded On	Closed By User	Updated On
4	6	BLR_ATRIA	HW-Assets ...	HW-Equipm...	BLOCKER	HIGH	Search	9/27/2012 ...	Aby	Aby	Aby	9/27/2012 ...
1	1	BLR_ITC GA...	HW-Assets ...	HW-Equipm...	BLOCKER	HIGH	k...	9/27/2012 ...	Aby	Aby	Aby	9/27/2012 ...

Overlaid on the table is a 'Change Password' dialog box. It has a title bar 'Control Panel' with a close button. The dialog contains three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a masked password (seven asterisks). Below the fields is a 'Save' button with a right-pointing arrow.

Notes

- Click on the Minimize button to keep the application running in the system tray.
- Click on the Logout button to log out.
- HDE Users can access only the Ticketing System
- Hotel Support can access Ticketing, Call Logs and Incident Reporting
- Software Support can access Ticketing and Incident Reporting
- The HDE Users can see tickets for the respective hotel only.
- The RTS (Reg Tech Support) Leads and Managers can see the tickets for the Region or Group they are assigned to.
- The Support Users can view tickets for the Services and Support Categories assigned to them.
- Multiple attachments can be uploaded for any ticket or its responses.
- Escalation should be made only when necessary and not for all tickets.
- Any type of User can create, respond and escalate a ticket for a particular hotel, but, the user should be attached to that hotel.
- The Closed Tickets will be available in the View Closed Tickets window only for a week.

