

LANDESK Ticket Management Dashboard

Released in LANDESK system update #13, the Ticket Management Dashboard is available to all analyst users as an alternative to the existing 'home' dashboard.

The dashboard was created based on feedback:

- simplify the design
- display more ticket information on-screen
- allow more flexibility to sort on column headings
- improve the knowledge base search
- return results faster

Shortcut to the dashboard

Analyst

Home

Ticket Management Dashboard

Create Incident

Create Request

Create Interaction



Use the 'left arrow' icon to view the dashboard in full screen

1 All Tickets Awaiting My Action

Ticket Management

All Tickets Awaiting My Action

100% ● **SRQ:43507** On: 26/11/2015 16:05:56 For: Greg Barclay Standard Status: Awaiting Fulfillment Summary: A General IT Services Request

Update by: SA Action: Note Added

Last Action: These are the details of the last note added...

1 of 1

All Tickets Assigned to My Group

SLA	Reference	Priority	Logged On	Logged For	Summary	Status	Breach Date	Last Updated	Build

The 'All tickets awaiting my action' gadget show tickets assigned to you which were last updated by another user and therefore require your attention. Think of these as notifications.

By clicking on the chevron (A) the display will expand to show the last action added to the ticket.

Left-click the row to open the ticket, or right-click for a shortcut to available actions (B).

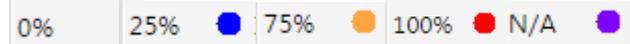
Edit the ticket in any way to remove it from the list.

2 All Tickets Assigned to My Group

SLA	Reference	Priority	Logged_On	Logged_For	Summary	Status	Breach_Date	Last_Updated	Building	User_Status
100%	SRQ:43506	Priority 1	26/11/2015 15:29:05	Ian Delve	Digitisation Request	Awaiting Fulfillment	9/12/2015 14:29:05	14/1/2016 15:20:56	Kilburn Building	Standard
100%	INC:15751	Priority 5	26/11/2015 15:56:47	Greg Barclay	testing announcements	In Progress	9/12/2015 14:56:47	11/1/2016 14:00:55	Kilburn Building	Standard
100%	INC:15779	Priority 1	12/1/2016 15:40:05	Steve Waldron	test incident	In Progress	13/1/2016 08:40:05	22/1/2016 10:40:53	Kilburn Building	VIP
N/A	INC:15781		13/1/2016 10:31:16	SA	Password Reset	Open	13/1/2016 14:31:16	13/1/2016 10:31:16		Standard
100%	INC:15780	Priority 2	12/1/2016 15:46:41	Steve Waldron	Software install	In Progress	13/1/2016 14:46:41	20/1/2016 15:42:07	Kilburn Building	VIP
N/A	INC:15784		14/1/2016 09:54:48	SA	Password Reset	Open	14/1/2016 13:54:48	14/1/2016 09:54:48		Standard
100%	SRQ:43522	Priority 1	7/1/2016 08:49:30	Steve Waldron	A General IT Services Request	Awaiting Fulfillment	19/1/2016 16:49:30	14/1/2016 15:51:50	Kilburn Building	VIP
100%	INC:15787	3	19/1/2016 09:09:54	Steve Waldron	test incident	In Progress	20/1/2016 16:09:54	19/1/2016 09:10:11	Kilburn Building	VIP
100%	SRQ:43547	Priority 1	8/1/2016 15:26:21	Jason Galvin	LANDESK Request	Awaiting Fulfillment	21/1/2016 14:26:21	14/1/2016 15:53:22	Kilburn Building	Standard
100%	SRQ:43553	Priority 1	11/1/2016 10:39:52	Jason Galvin	test request...	Awaiting Fulfillment	22/1/2016 09:39:52	14/1/2016 16:02:04	Kilburn Building	Standard
100%	INC:15786	4	18/1/2016 16:07:28	Steve Waldron	test incident	In Progress	25/1/2016 11:07:28	22/1/2016 11:49:02	Kilburn Building	VIP
100%	SRQ:43564	Priority 1	13/1/2016 09:37:58	Jason Galvin	Corporate Planner Upgrade	Awaiting Fulfillment	26/1/2016 08:37:59	14/1/2016 16:12:16	Kilburn Building	Standard
75%	INC:15818	3	26/1/2016 12:00:57	Self-Service Guest	URL Submission Incident	In Progress	28/1/2016 10:00:57	27/1/2016 14:51:00	Building not specified	

The tickets are ordered by Breach Date by default. Select any column heading to sort on that column (A).

The first columns indicate the current SLA status (B):



The *User Status* column indicates whether the customer is a 'VIP' (C).

Left-click the row to open the ticket, or right-click for a shortcut to available actions (D).

- Open
- Open in new window
- View Process Diagram
- Escalate Incident
- View Chat History
- Chase Incident
- Declare a Major Incident
- Attach Request
- Create Self Service Announcement
- Watch Incident
- Assign to Analyst
- Self-Resolve Incident

3 All Tickets Assigned to Me

All Tickets Assigned To Me							
100%	●	SRQ:43507	<i>On:</i> 26/11/2015 16:05:56	<i>For:</i> Greg Barclay	<i>Standard</i>	<i>Status:</i> Awaiting Fulfillment	<i>Summary:</i> A General IT Services Request
			<i>Breach Date/Time:</i> 9/12/2015 15:05:56	B		<i>Last Updated:</i> 27/1/2016 16:12:29	
A			<i>Telephone:</i> 0161 306 3978			<i>Building:</i> Kilburn Building	
<i>Description:</i> This field is the original description of the ticket.							
By expanding using the chevron icon you can see an expanded view of the ticket for quick reference.							
In this 'expanded' view you can also see the customer telephone number, breach date and the date the ticket was last updated.							
100%	●	SRQ:43548	<i>On:</i> 8/1/2016 15:41:56	<i>For:</i> Jason Galvin	<i>Standard</i>	<i>Status:</i> Awaiting Fulfillment	<i>Summary:</i> LANDESK Request
75%	●	INC:14512	<i>On:</i> 12/11/2015 09:19:32	<i>For:</i> Howard Nickson	<i>Standard</i>	<i>Status:</i> In Progress	<i>Summary:</i> landesk

Assign To Me
 Create An Incident
 Attach Incident
 On Hold
 Cancel Request
 Schedule Desk Side Appointment
 Send Email
 With 3rd Party
 GenerateRemoteIT PIN
 Chase Request
 Escalate Request **C**
 Add Note
 Attempted To Contact User
 Assign To Queue

Use the chevron to reveal more information about the ticket without leaving the dashboard (**A**).

The user status column indicates whether the customer is a 'VIP' (**B**).

Left-click the row to open the ticket, or right-click for a shortcut to available actions (**C**).