Chapter 3 Getting Started

Chapter 2 provided you with LSC installation and upgrade instructions. This chapter introduces LAN Support Center and presents a tutorial for the first-time LSC user.

Introduction

What's in this Chapter

The following chart describes the sections in this chapter:

SECTION	DESCRIPTION
Planning Your LSC Database	Discusses the importance of planning the labels in your LSC database before using the LSC program.
The LSC Application Window	Provides instructions on entering and exiting LSC, selecting commands from the menu bar, using the tool bar as an alternative to the menu bar, and using LSC's on-line help facility.
Tutorial	Describes the tasks associated with LSC's main features: tailoring the database labels, defining the qualification lists, creating tickets, viewing the ticket database, and generating reports.

Planning Your LSC Database

LSC's flexibility allows you to tailor the database to completely satisfy your requirements. LSC can be used in either an enterprise environment or internally within a company. For example, an enterprise environment may have clientele for which they need to track support requests. Using LSC internally may facilitate a company's management of any number of events: scheduled installations and upgrades, problem reporting, and even employee training classes.

The software is installed with a default database labeling scheme. Before you begin using LAN Support Center, you should take the time to review the default labels and determine whether or not they apply to your environment. The database label names should reflect the event(s) you intend to track.

The following examples illustrate how companies can tailor the LSC database labels for their individual purposes:

- An insurance company uses LSC to track insurance claims. They have changed the default 'Department' field label to 'Policy Number.' The 'Issue Type' field is used to reflect the type of insurance held by the insured. The 'Problem Type' and 'Product Category' fields are used to track the types of claims being made. The 'Cross Reference' field is used to maintain the insured's policy number for cross-referencing purposes.
- A software development company uses LSC to track new features to be incorporated into their product upgrades. They have changed the default 'First Name' field label to 'Product Name,' and the 'Last Name' field label to 'Version Number.' The 'Problem Type' and 'Product Category' field labels are changed to 'Feature' and 'Module' to track the new feature request and the module which must be modified. The 'Assigned to' field is used to indicate the programmer responsible for the new feature. The 'Priority' field reflects the urgency of the new feature.
- A manufacturing company uses LSC to track customer support calls. The 'Account ID' field is used to track the companies from which calls are being received. The 'First Name,' 'Last Name' and 'Phone' fields are used to track data regarding the contact person for the account. The 'Priority' field is used to reflect the urgency of the support call. (The URGENT priority displays in red in the View Tickets window so the staff determine quickly which tickets must be handled first.)

Defining the labels in your LSC database is an easy task. The entire database labeling scheme is defined in one straight-forward and intuitive dialog box. The steps for defining the LSC database are discussed in Chapter 5, “Setup and Administration.”

The LSC Application Window

This section will familiarize you with the LSC application window. In addition to providing instructions for launching and exiting LSC, it also discusses the menu bar, tool bar, and help facility.

Windows Terms

LAN Support Center should be used with a mouse. Several Windows terms regarding the use of the mouse are briefly defined below:

TERM	DESCRIPTION
Cancel Button	Choosing the Cancel button exits the current dialog box without saving any changes you made in this dialog box or executing a command you selected in this dialog box.
Choose	Click the left mouse button on an item to initiate an action. The item can be a menu, a command or a button. For example, “Choose the Administration menu.”
Click	Press the left mouse button once.
Double click	Press the left mouse button twice in quick succession.
Icon	A graphic representation of a Windows object. The object can be a program or a minimized window.
Point	Position the mouse with the tip of the screen pointer resting on the desired item.
Scroll	Use the scroll bars and buttons to move through a list of items.
Select	Mark or highlight an item by either clicking on it with the mouse or using key combinations. For example, “Select a ticket in the View Tickets window.”

NOTE:
The remainder of this manual assumes that you are familiar with Windows. Refer to your Microsoft Windows manual for information on the fundamental operating conventions of the Windows environment.

Launching LSC

After successfully installing LAN Support Center, a McAfee group and an LSC program icon are created on your Windows desktop.

Use the following procedure to launch LSC.

1. **If you are using LSC on a network, load the Novell Btrieve record manager.**

   Ignore this step if you are using LSC in a stand-alone environment.

   Either server-based or client-based Btrieve can be used with LSC. Server-based Btrieve is strongly recommended due to its increased database access speed. If you are running server-based Btrieve, proceed to the next step.

NOTE:
Upon installation, LSC is configured to run with Brequest. If you are running client-based Btrieve, LSC will automatically load the local Btrieve for you; however, you must configure the LSC files to run with local Btrieve. To do this, you must run the USEBTR.BAT file in the LSC program directory before launching LSC. For example, from within the LSC program directory, enter the following command: USEBTR.

Refer to "Btrieve Configuration Options" in Chapter 2 for details on the batch files provided with LSC.

2. **Run Windows, and double click on the LSC program icon.**

   The LSC program icon is shown in Figure 3-1.

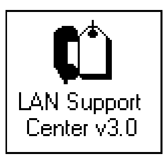

Figure 3-1: LSC Program Icon

If you are using Novell's local Btrieve, a message displays recommending that you use Brequest for increased database access speed. This message will display when LSC cannot detect Brequest. It will also display when LSC is configured to run with client-based Btrieve (i.e., by running the USEBTR.BAT file). To disable the warning message under all circumstances, place a checkmark in the "Disable warning message when Brequest isn't running" field in the message window. (To re-enable the warning message, the LSC.INI file must be edited. Refer to page 54 for more information on the LSC.INI file parameters.)

Choose the OK button to continue the LSC program launch. The LSC Login dialog box displays, as in Figure 3-2.

Figure 3-2: Logging in to LSC

3. **Enter your login initials and password, and choose the OK button.**

   After entering your login initials, press the <TAB> key to move the cursor to the Password field. Then enter your LSC password.

NOTE:
The default LSC login initials and password are ***LSC*** *and* ***LSC****. Changing the default password or changing the rights given to the default login is highly recommended. The procedures for defining Staff Membership and Security begin on .*

Upon choosing the OK button in the LSC Login dialog box, the LAN Support Center application window displays, as in Figure 3-3.

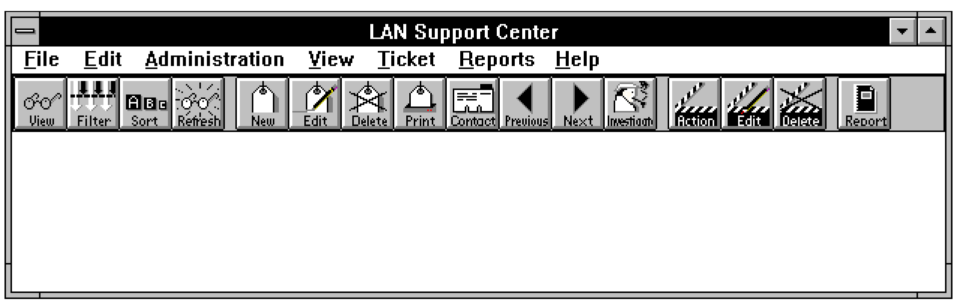

Figure 3-3: The LSC Application Window

NOTE:
If previously you have launched LSC and saved the monitor configuration upon exiting, there may be open ticket windows in your LSC application window. Refer to the following section entitled "Exiting LSC."

The application window consists of the following items which are discussed in this section:

- The LSC menu bar
- The LSC tool bar
- Access to the LSC on-line help facility

Exiting LSC

Use the following procedure to end an LSC session.

1. **Choose the Exit command from the File menu.**

   A dialog box displays prompting you to confirm the exit action, as shown in Figure 3-4.

Figure 3-4: The LSC Exit Prompt

2. **To save your monitor configuration, check the 'Save monitor configuration' option.**

   Checking this option will save the configuration of any windows that are currently open in your LSC application window. All open windows will be automatically restored upon starting your next LSC session. For example, if the View Tickets window and three additional Ticket windows are open when you exit LSC and enable this option, then all four windows will be opened the next time you launch LSC.

NOTE:
The column widths in LSC's View Tickets window can be modified. Any modified column widths are saved upon exiting LSC regardless of your response to this exit prompt.

3. **Choose the OK button to close the LSC application.**

LSC Menu Bar

The LSC menu bar consists of the menu items shown in Figure 3-5. To choose a menu, point to the menu name and click the left mouse button.

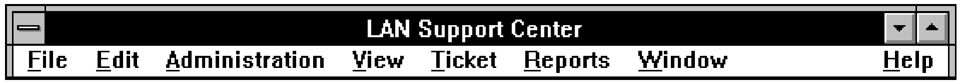

Figure 3-5: LSC Menu Bar

The general purpose of each menu item is defined below:

- **File Menu -** Lists commands for printing reports, configuring global print settings and exiting LSC.
- **Edit Menu -** Lists standard editing commands for use when creating and editing tickets.
- **Administration Menu** - Lists commands for setting up and maintaining the LSC environment. This includes staff setup and security, account setup, company setup, database labeling and administration, qualification list administration, custom view definitions and archiving/restoring tickets.
- **View Menu** - Lists commands for selecting and managing the ticket display of the View Tickets window.
- **Ticket Menu** - Lists commands for creating and managing tickets and their supporting information, as well as provides access to other McAfee LAN management products.
- **Reports Menu** - Provides access to pre-defined and custom LSC reports.
- **Window** - Lists commands for arranging the open windows in the LSC application area. (This menu only displays when there are open windows in the LSC application area.)
- **Help Menu** - Lists commands for accessing LSC's on-line Windows hypertext help facility.

NOTE:
Holding down the left mouse button over a menu command causes the function of the command to display in the LSC title bar at the top of your screen.

LSC Tool Bar

LSC's tool bar buttons provide an alternative for accessing the most frequently used LSC functions. The tool bar is shown in Figure 3-6.

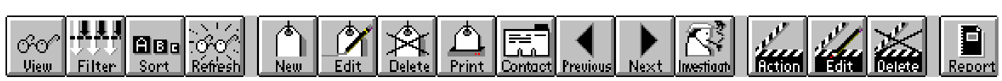

Figure 3-6: LSC Tool Bar

Instead of choosing commands from the drop-down menus, you can choose the tool bar buttons to perform the same tasks. For example, to create a new ticket, you can either choose the New Ticket command from the Ticket menu or you can choose the New tool bar button. Both actions display a new Ticket window.

The function of each tool bar button is described below:

- **View** - Displays the View Tickets window which allows you to view a list of related tickets and their corresponding actions.
- **Filter** - Displays the Filter Ticket List dialog box which enables you to specify criteria of the tickets to be listed in the View Tickets window.
- **Sort** - Displays the Select Sort Criteria dialog box in which you can define the sort order of the tickets listed in the View Tickets window.
- **Refresh** - Updates the display in the View Tickets window.
- **New** - Displays a new Ticket window in which ticket information is entered and maintained.
- **Edit** - Displays the Ticket window associated with the highlighted ticket in the View Tickets window.
- **Delete** - Deletes the ticket data associated with the active ticket or a highlighted ticket in the View Tickets window.
- **Print** - Prints the ticket data associated with the active ticket or a highlighted ticket in the View Tickets window.
- **Contact** - Displays the Contact Details dialog box associated with the active ticket or a highlighted ticket in the View Tickets window.
- **Previous** - Displays the Ticket window of the previous ticket listed in the View Tickets window.
- **Next** - Displays the Ticket window of the next ticket listed in the View Tickets window.
- **Investigate** - Displays the Smart-Launch McAfee Applications dialog box which provides access to other McAfee network management tools.
- **Action** - Displays the Add Action dialog box for entering an action entry to be associated with the active ticket or a highlighted ticket in the View Tickets window.
- **Edit** - Displays the Edit Action dialog box associated with the highlighted action entry in the View Tickets window.
- **Delete** - Deletes the highlighted action entry in the View Tickets window.
- **Report** - Provides access to the LSC reporting module.

Using the Keyboard

LSC can be used with or without a mouse pointing device. To use LSC without a mouse, perform the following standard Windows keyboard actions to navigate throughout the program.

- Each menu item on the LSC menu bar has a keyboard mnemonic. To choose a menu, press the <ALT> key in combination with the underlined letter key. For example, press the <ALT><F> keys to choose the File menu and display its commands.
- Each command also has a keyboard mnemonic. Once the menu is displayed (i.e., "dropped down"), press the underlined letter of the command you want to choose. For example, from the File menu, press <R> to choose the Print Setup command and display the Print Setup dialog box. Once a menu is displayed, you can also use the <up/down arrow> keys to move the highlight to a desired command and then press <ENTER> to select the command.

All keyboard mnemonics for use with LSC are listed on the Quick Reference Card included in your LSC product package.

Help Facility

LSC's Help facility provides on-line assistance for using the LSC software. To get information quickly about an LSC feature or procedure, choose the Index command from the Help menu.

Choosing the Index command displays an index list of topics. Choose the topic for which you require assistance.

LSC's Help window is written in a standard Windows hypertext format. This means that you can jump from one topic to another simply by choosing topic names from a list. Several buttons display across the top of the Help window, which allow you to both search for topics and view a list of the topics you have visited.

For detailed information on using a Windows Help facility, refer to your Windows documentation.

LSC.INI File

When the LAN Support Center software is installed, the LSC.INI file is created and placed in the Windows directory of the local workstation. Each time the program is launched, the LSC.INI file is referenced for initialization and status information.

The file can consist of the following sections:

- **[ShowBrequestWarning]** - This section indicates the status of the Brequest warning message which displays upon launching LSC when LSC does not detect the presence of the Btrieve NLM or VAP. This section contains an 'Init=' line which indicates whether or not the warning is disabled (i.e., 'Init=No' when warning is disabled; 'Init=Yes' when warning is enabled).

  The warning message can be disabled by checking the "Disable message when Brequest isn't running" field in the message window which displays when launching LSC. The only way to re-enable the warning message after it has been disabled is to edit the LSC.INI file and enter 'Init=Yes' in this section.
- **[ColumnWidth]** - This section lists the widths of all columns in the View Tickets window. Column numbers 1 to 11 represent the columns of the ticket list area in the window. Column numbers B1 to B6 represent the columns in the action list area of the window. Column widths can be changed either by modifying these numbers manually in the INI file or by using the mouse to drag the column separator line directly in the View Tickets window. (A column width of 0 indicates that the column is hidden.)
- **[ShowBanner]** - This section can be added manually to the INI file in order to disable the About LAN Support Center dialog box, which displays upon launching LSC. To disable the About dialog box at start-up time, enter the following:

  ```
  [ShowBanner]
  Init=No
  ```
- **[TicketScr_#]** - There can be any number of these sections which indicate the parameters and status of any open LSC windows upon exiting the program. Ticket window number, field contents and position are indicated. (The "Ticket Number = -1" entry indicates the parameters of the View Tickets window.)

NOTE:

To restore the default LSC.INI parameters, delete the LSC.INI file and re-launch the program. The LSC.INI file is re-created with its default settings.

Tutorial

This tutorial provides a general overview on the use of LSC. It assumes that the Blue Ribbon company uses LSC to track and maintain incoming support calls received from their customers. Blue Ribbon is a supplier of computer hardware.

The steps in this tutorial include the following:

1. Customizing the database labels to satisfy Blue Ribbon's help desk requirements.
2. Setting up accounts.
3. Defining the qualification list entries to facilitate consistency in the way the support staff enters ticket data.
4. Creating tickets to track incoming support calls.
5. Viewing the ticket database.
6. Generating reports which keep Blue Ribbon's management informed.

NOTES:

a - LSC must be installed before beginning the tutorial. If you have not already done so, please refer to Chapter 2 for installation instructions.

b - For instructions on launching LSC, please refer to page 48 in this chapter.

c - All LSC options and features mentioned in the tutorial are discussed in detail in the subsequent chapters of this manual.

Customizing the Database

Blue Ribbon has thoroughly reviewed their support environment. They have determined that several default LSC database labels should be changed in order to track required information and optimize the support provided to their customers.

Use the following procedure to modify the default LSC database labeling scheme. (The procedure is discussed in "Database Labeling" in Chapter 5.)

1. Choose the Label Options command from the Administration menu.

The Label Options dialog box displays, as in Figure 3-7. This dialog box shows the current labels for each field in the LSC ticket database.

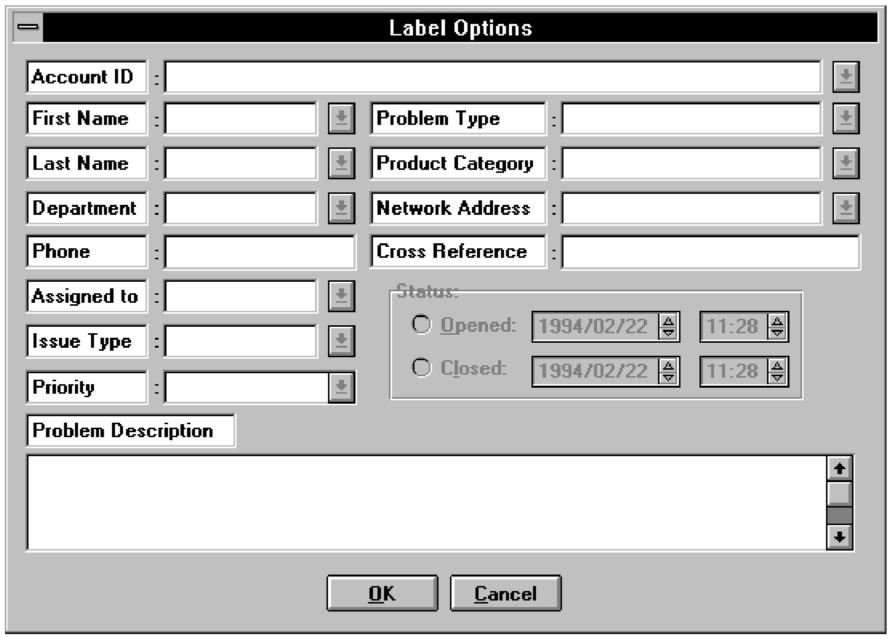

Figure 3-7: Modifying the Database Labels

2. Customize the labels.

To change a label name, move the typing cursor into a field, delete the existing label and then type the new label name.

Blue Ribbon wants the label changes that are listed in the table below. Replace the old labels with the desired new labels.

Old LabelNew Label
First NameAcct #
DepartmentCompany
Cross ReferencePO Number

NOTE:
Press the <TAB> key to move the cursor quickly from field to field in the Label Options dialog box.

3. Choose the OK button to save the label changes.

The Label Options dialog box closes. All Ticket windows will now reflect the new labels.

Setting Up Accounts

LSC accounts can be defined to identify companies, persons or events for which tickets are created. Each account is assigned an ID. Account IDs provide a means of categorizing tickets. They also simplify data entry because information related to an existing account ID you selected from the drop-down list in the Ticket window is automatically entered.

The Blue Ribbon company wants to set up an LSC account for their customers who require support.

Use the following procedure to add a new LSC account for Blue Ribbon. (The procedure is discussed in “Accounts IDs” in Chapter 5.)

1. Choose the Setup Account command from the Administration menu.

The Setup Account dialog box displays, listing all accounts, as in Figure 3-8.

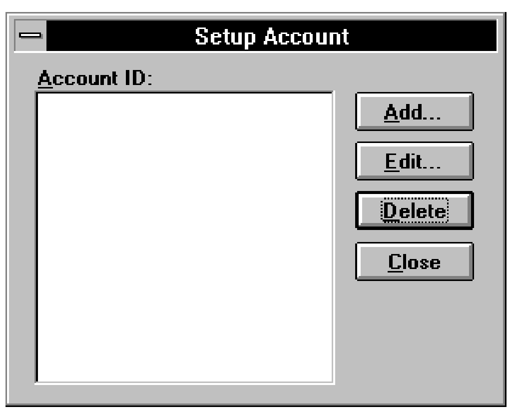

Figure 3-8: Setting Up Account IDs

2. To add a new account, choose the Add button.

The Add Account dialog box displays, as in Figure 3-9.

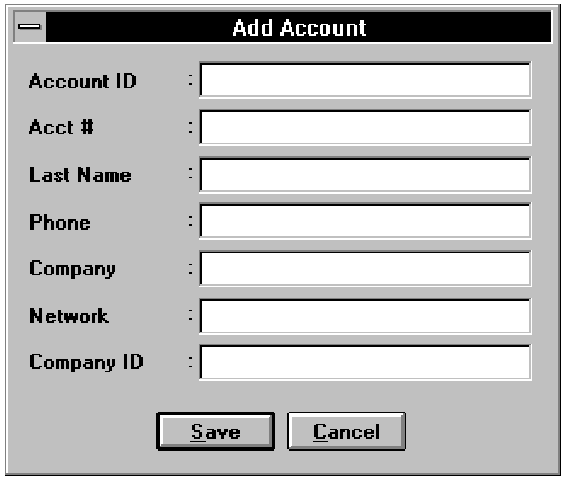

Figure 3-9: Defining Account ID Information

NOTE:
The field names in this dialog box reflect the currently assigned labels. For example, the previous section of this tutorial listed steps for modifying the default labels (e.g., "First Name" was changed to "Acct #").

3. **Enter the account information for the Blue Ribbon customer named COMPUTERS, ETC in the appropriate fields.**

   Enter the following information for the new LSC account:

Field	Entry	Description
Account ID	Computers, Etc.	This is the *unique* code or name to identify the new account. A maximum of 55 characters can be entered. This is the only required field in the Add Account dialog box.
Acct #	0001	This is the account number for the customer. A maximum of 20 characters can be entered. (Note that this was the default First Name field.)
Last Name	Smith	This is the last name of the

		person assigned to the account. A maximum of 20 characters can be entered.

Continued...

Field	Entry	Description
Phone	516-999-1212	This is the phone number of the person assigned to the account. A maximum of 27 digits can be entered.
Company ID	COMP	This is the unique code or name which identifies the contact details to be attached to all tickets that are assigned the account ID. A maximum of 40 characters can be entered.

NOTES:

a - Entering a Company ID in the Add Account dialog box links the account data to the company data. Each time the account ID is entered in a Ticket window, all related company data is automatically entered in the ticket's Contact Details dialog box. Refer to the procedures in "Company IDs" in Chapter 5 for setting up Company IDs.

b - The Company and Network fields are left blank for the purposes of this tutorial.

4. **Choose the Save button.**

   The Add Account dialog box closes, and the "Computers, Etc." account ID is listed in the Setup Account dialog box.

5. **Repeat steps 2-4 to add another account for the Blue Ribbon company.**

   Enter the following information for Blue Ribbon's "Paper Supply Company" account:

FieldEntry
Account IDPaper Supply
Acct #0002
Last NameMcGee
Phone333-555-5544
Company

IDPaper Supply

Defining Qualification List Entries

LSC's "qualification lists" act as reference lists to make data entry easier and also maintain consistency within the data files. Selecting an item from a drop-down list eliminates the time required to type the entry and ensures that only the intended entries are included in the list. The level of detail entered in the LSC qualification lists affects how well you can monitor and track your support efforts.

Blue Ribbon has decided that they want their support staff to *select* a Problem Type from a pre-defined list instead of manually typing in a new Problem Type for each new ticket.

NOTE:
The procedure below provides instructions for defining entries in the Problem Type qualification list. To prohibit a user from adding entries to a qualification list, define the appropriate security rights for the user. Refer to "Staff Membership and Security" in Chapter 5 for instructions on defining staff membership and security.

Use the following procedure to define several entries for Blue Ribbon's Problem Type qualification list. (The procedure is discussed in "Qualification Lists" in Chapter 5.)

1. **Choose the Qualification Lists command from the Administration menu.**

   The Qualification Lists dialog box displays, as in Figure 3-10.

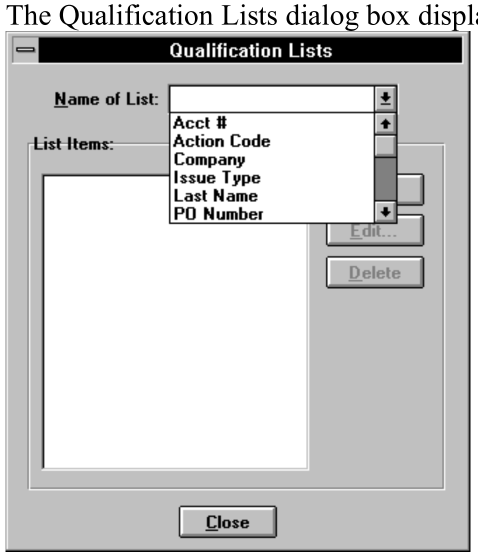

Figure 3-10: Displaying the Qualification List Names

2. **Select the Problem Type database from the drop-down list associated with the Name of List field.**

   Choose the down arrow button next to the Name of List field to view all qualification list names, and click on Problem Type. When a qualification list is selected, all items defined for that list display in the List Items area. (If you have not yet defined any Problem Type entries, then the List Items area will remain empty.)

   Figure 3-11 shows the Qualification List dialog box after the Problem Type list is chosen. Notice that items for the Problem Type qualification list can be assigned sub-categories (called "Product Categories"). For example, a SOFTWARE Problem Type might have several related Product Categories, including SPREADSHEETS and WORD PROCESSORS.

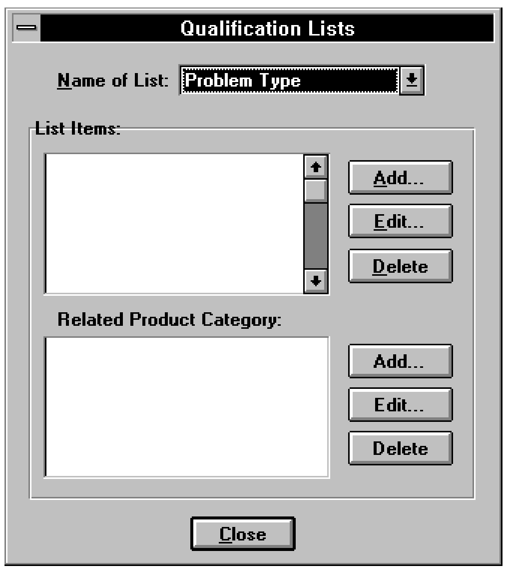

Figure 3-11: Choosing the Problem Type List

3. **Define a Problem Type item by choosing the Add button to the right of the List Items area.**

   The Add Item dialog box displays prompting you to specify the name of the new item.

4. **In the Add Item dialog box, type the new item name PRINTER and choose the OK button.**

   The 'PRINTER' item is added to the List Items area and defined as a Problem Type.

5. **Define sub-categories for the PRINTER item by choosing the Add button to the right of the Related Product Category area.**

   An Add Related Item dialog box displays prompting you to specify the name of the new sub-category.

6. **In the Add Related Item dialog box, type the new item name TONER and choose the OK button.**

7. **Repeat steps 3-6 to add the following Problem Types and related sub-categories for the Blue Ribbon company.**

   Before defining a sub-category, first highlight the item to which the sub-category should be related. For example, highlight the MODEM item in the List Items area, and then add the related items 1200 BAUD, 9600 BAUD and INTERNAL.

Problem TypesRelated Categories
DriveFloppy A Hard Drive
Modem1200 Baud 9600 Baud Internal
PrinterCartridge Drum Toner

8. **Choose the Close button to close the Qualification Lists dialog box.**

Creating Tickets

Information related to every support request that is received by Blue Ribbon is entered as a "ticket." Once created, a ticket is considered "opened" and can be assigned to a specific support staff member who is responsible for handling the ticket. All follow-up activity performed regarding the ticket is logged as ticket "action." LSC's ticket tracking capabilities enable Blue Ribbon to increase support response time, identify recurring support issues and monitor all incoming requests for support.

Use the following procedure to create a new ticket and enter action details. (The procedure is discussed in “Creating Tickets” in Chapter 6.)

1. **Choose the New Ticket command from the Ticket menu, or choose the New tool bar button.**

   The Ticket window displays, as in Figure 3-12. A ticket number is automatically assigned by LSC. It is indicated in the title bar of the Ticket window and represents the LSC login user initials, year, month, day, hour, minute, and second of the ticket’s creation.

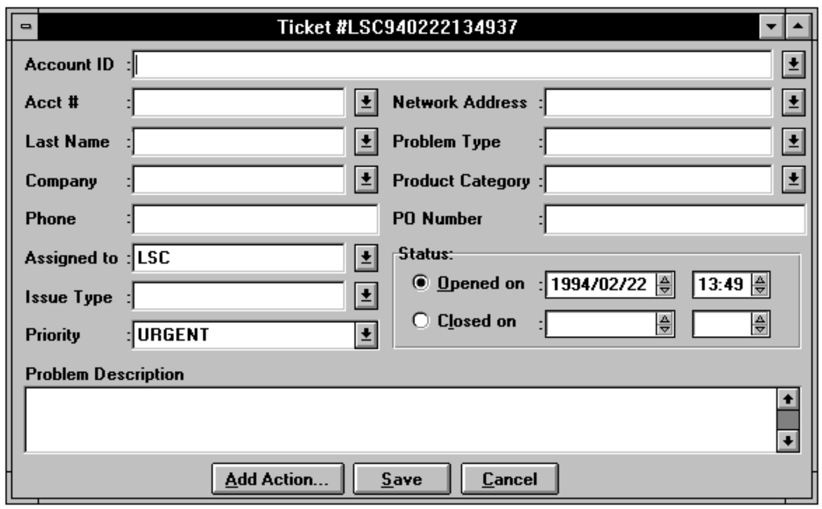

Figure 3-12: A New Ticket Window

   The ticket is automatically assigned to the staff member who logged in to LSC (i.e., ‘Assigned to: LSC’ in Figure 3-12). The ticket is automatically assigned an ‘Urgent’ priority and its status is ‘Opened’ on the current date and time (i.e., the current system date and time).

2. **From the Account ID field’s drop-down list, choose PAPER SUPPLY.**

   To display the drop-down list, click on the down arrow button associated with the Account ID field.

   Notice that when PAPER SUPPLY is selected, all related information previously entered for the Paper Supply account is automatically entered in the Ticket window fields. For detailed information on the Ticket window fields, refer to “Creating Tickets” in Chapter 6.

3. **Specify additional information for this ticket.**

Enter the following information:

FieldEntry
PriorityDesired
Problem TypePrinter
Product CategoryCartridge
PO Number123456
Problem DescriptionWrong model

After you enter this information, your Ticket window should look similar to Figure 3-13.

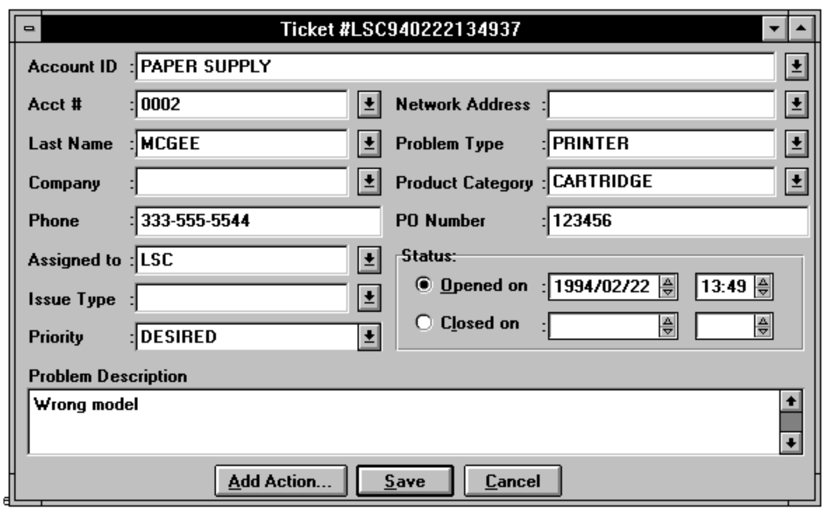

Figure 3-13: A Completed Ticket Window

4. **Choose the Add Action button in the Ticket window to enter activity performed for this ticket.**

The Add Action dialog box displays, as in Figure 3-14.

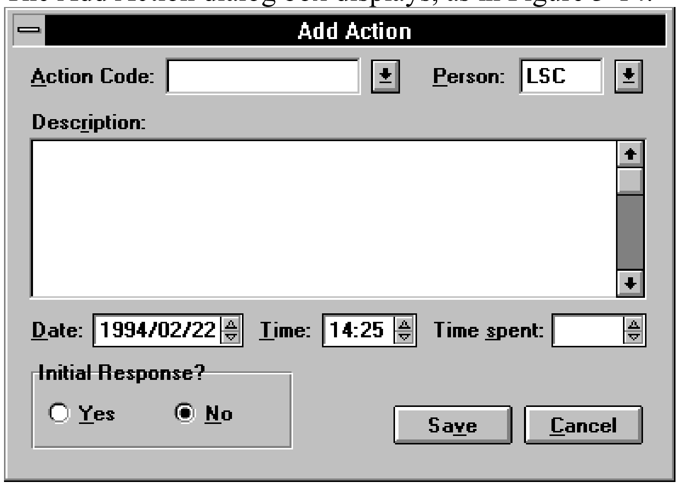

Figure 3-14: Adding Ticket Action

5. **Enter the action details.**

Each field in the Add Action dialog box is defined and discussed in detail in the table in “Maintaining Ticket Information” in Chapter 6. Enter the following information regarding the initial action performed for this ticket:

Field	Entry
Action Code	TO_DO
Description	Send cartridge model #2400.
Time Spent	00:10
Initial Response	Yes

Note that the entry for the Action Code field can be selected from a drop-down list.

After you enter the action information, your Add Action dialog box should look similar to Figure 3-15.

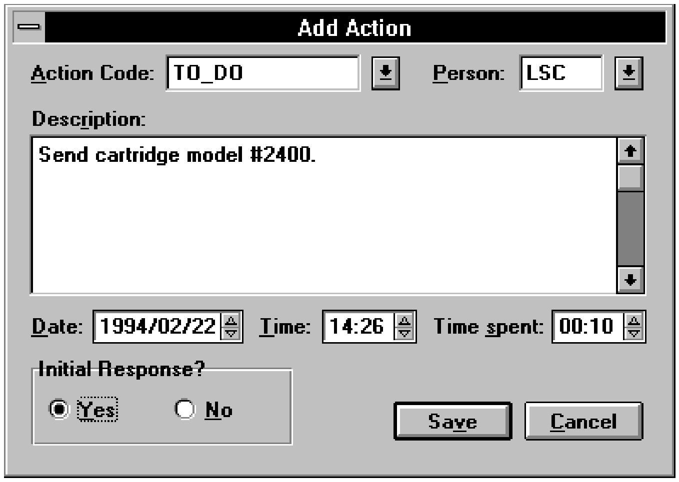

Figure 3-15: A Completed Ticket Action Dialog Box

6. **Choose the Save button in the Add Action dialog box to save the action information.**

   The Add Action dialog box closes.

7. **Choose the Save button in the Ticket window to save the ticket.**

   The Ticket window closes.

8. **For the purpose of the remaining tutorial steps, enter a second and third ticket having the following information:**

   Ticket #2:

Field
Account ID
Account #
Last Name
Phone
Priority
Problem Type
Product Category
PO Number
Problem Description

Notice that LSC automatically completes many of the ticket fields based on the selected Account ID.

Ticket #3:

Field	
Account ID	
Account #	
Last Name	
Phone	
Priority	
Problem Type	
Product Category	
PO Number	
Problem Description	

Notice that in ticket #3 the information for the Computers, Etc. account has changed. The Last Name entry changed from Smith to Mitchell, and the account's Phone Number changed. Because the account information was modified, when you try to save the ticket, a message displays asking if you want to update the account information. Responding Yes to this message will cause all future tickets to reflect the new information. Responding No to this message will save the modified data with this ticket only and not affect any other tickets assigned to the account. For the purpose of this tutorial, choose the No button.

Viewing the Ticket Database

LSC's View Tickets window lets the Blue Ribbon staff members view detailed ticket data at a glance. As discussed in "The View Tickets Window" in Chapter 4, the information that displays in the View Tickets window can be customized. Blue Ribbon is interested in viewing only those tickets that are assigned an 'Urgent' priority.

Use the following procedure to display the View Tickets window and define filter criteria.

1. **Choose the View tool bar button to display the View Tickets window.**

The View Tickets window displays, listing all tickets in your current ticket database. Your View Tickets window should look similar to Figure 3-16. Note that, by default, the tickets are listed in ascending ticket number order. Also, the URGENT ticket priorities and the TO_DO actions display in red for easy identification.

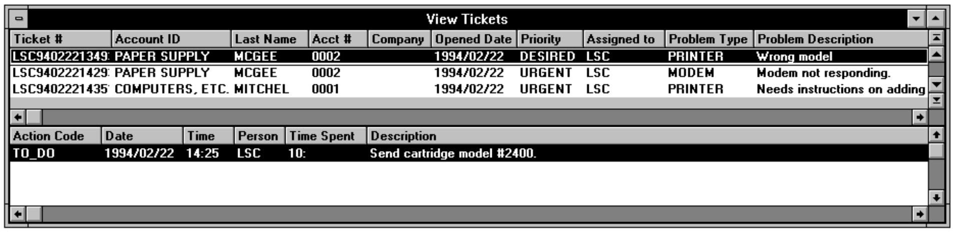

Figure 3-16: The View Tickets Window List

2. **To filter the tickets that display in the View Tickets window, choose the Filter tool bar button.**

   You can also choose the Filter command from the View menu. The Filter Ticket List dialog box displays, as in Figure 3-17.

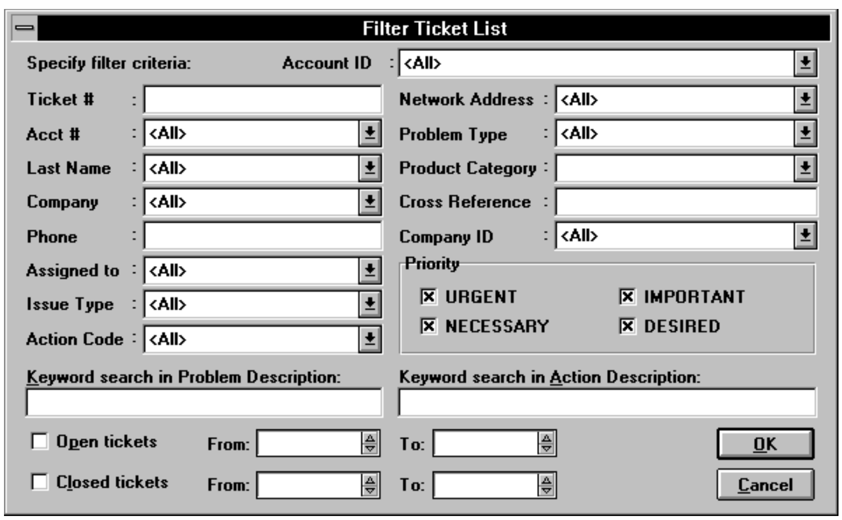

Figure 3-17: Filtering the View Ticket Window

3. **Define the filter criteria so that only the 'Urgent' priority tickets will display in the View Tickets window.**

   Many of the fields in the Filter Ticket List dialog box are identical to the fields in the Ticket window.

Blue Ribbon is interested in viewing only those tickets that are assigned an 'Urgent' priority. Therefore, check only the URGENT Priority option. (The Priority check boxes toggle when selected. If an item has an 'x' in its check box, then select the item again to remove the 'x' and de-select the item.)

4. **Choose the OK button.**

   The ticket information is filtered, and only those tickets that match the defined criteria will display in the View Tickets window (i.e., only the tickets that have an 'Urgent' priority).

Generating Reports

LSC provides pre-defined reports which accumulate and present ticket data in an intuitive format. These reports represent reports frequently requested by support management and staff members. The pre-defined reports can be customized to accommodate individual reporting requirements. In addition, LSC includes the Crystal Reports software to be used for creating new reports for incorporation into LSC. Reporting is discussed in detail in Chapter 8 of this manual.

Blue Ribbon is interested in tracking the type of problems their customers are experiencing. The pre-defined "All Tickets by Problem Type" report provides Blue Ribbon with the information needed to identify the frequency and reason for each Problem Type. Blue Ribbon can use this information to eliminate the problem. For example, if the PRINTER problem type occurs frequently, then perhaps the type of printers being distributed by Blue Ribbon are faulty, or perhaps the customers need more training on printer installation.

Use the following procedure to generate the "All Tickets by Problem Type" report.

1. **Choose the Reports tool bar button.**

You can also choose the Choose Reports command from the Reports menu. The Choose Report dialog box displays, as in Figure 3-18.

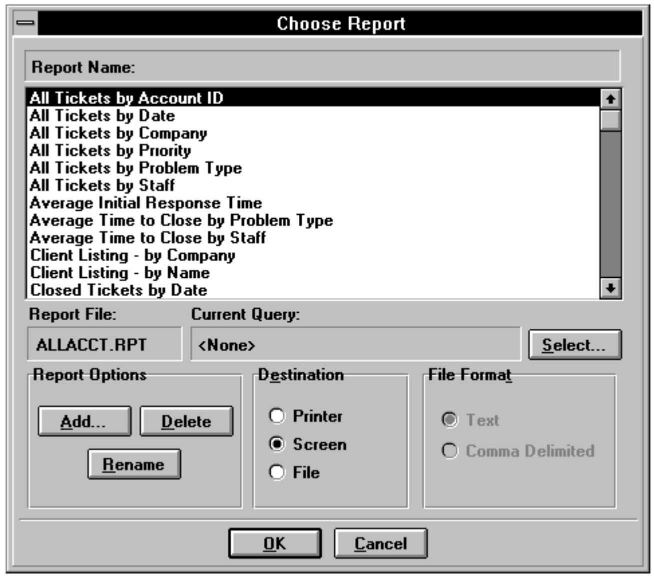

Figure 3-18: Choosing a Report to Generate

2. **Select the "All Tickets by Problem Type" report.**

3. **In the Destination area of the Choose Report dialog box, select the Screen option.**

   Selecting this option sends the report to a window on your screen.

4. **Choose the OK button to generate the report.**

   The All Tickets by Problem Type report displays in a window generated by Crystal Reports.

   Your report window should look similar to Figure 3-19. The buttons at the top of the window from left to right can be chosen for page scroll to first page, previous page, next page, last page, stop scroll, page magnification and route report to printer. (For detailed instructions on using the Crystal Reports software, refer to Part Two of this manual.)

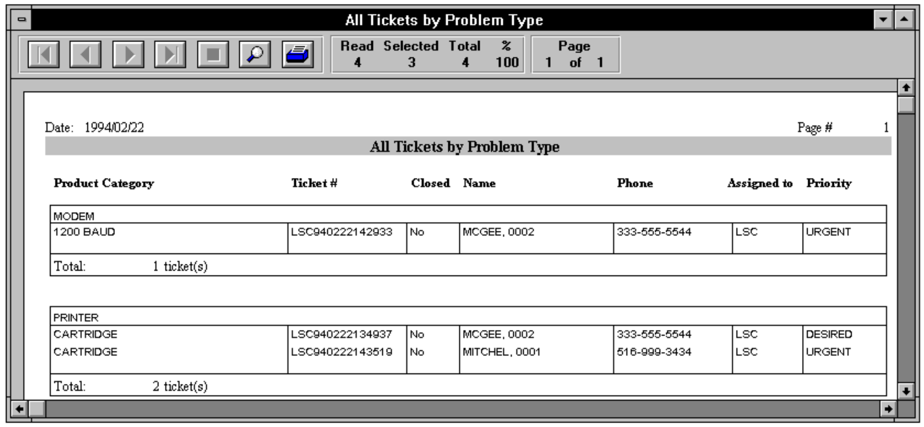

Figure 3-19: A Report Window

5. **Close the report window by double clicking on the system menu button.**

   The system menu button is shaped like a hyphen (-) and is located in the upper left corner of the report window, as shown in Figure 3-19.

This ends the LSC tutorial. There are many other features and capabilities that were not covered. Please refer to Part One of this manual to become familiar with the LSC features.

Notes