Chapter 4 Ticket Data Display

Chapter 3 provided an introduction to LAN Support Center. This chapter provides an overview of the various windows which display the ticket data maintained by LSC.

Introduction

The following windows display the ticket information maintained by LAN Support Center:

- ❑ **The View Tickets window** offers a general view of the tickets in the LSC database. Each LSC user can customize the information displayed in this window in order to meet his or her ticket viewing requirements.
- ❑ **The Ticket window** displays the details of an individual ticket. New tickets are created and existing ticket information is edited and maintained from within this window.

The View Tickets window and the Ticket window are introduced and discussed in detail in this chapter.

What's in this Chapter

The following chart describes the sections in this chapter:

SECTION	DESCRIPTION
The View Tickets Window	Provides an overview of the View Tickets window. Discusses the window layout, scrolling procedures and modifying the window contents.
The Ticket Window	Provides an overview of the Ticket window. Discusses the ticket numbering scheme, modifying the field labels, viewing multiple Ticket windows and associated ticket information.

The View Tickets Window

The View Tickets window provides access to an entire database of tickets. The View Tickets window is displayed in any of the following ways:

- ❑ Choose the View tool bar button to display a list of the open/active tickets in your LSC database.
- ❑ Choose the Current Tickets command from the View menu to display a list of the open/active tickets in your LSC database.
- ❑ Choose the Historical Tickets command from the View menu to display a list of tickets that have been archived into an historical database file.

As illustrated in Figure 4-1, ticket information and related ticket actions can be viewed at a glance.

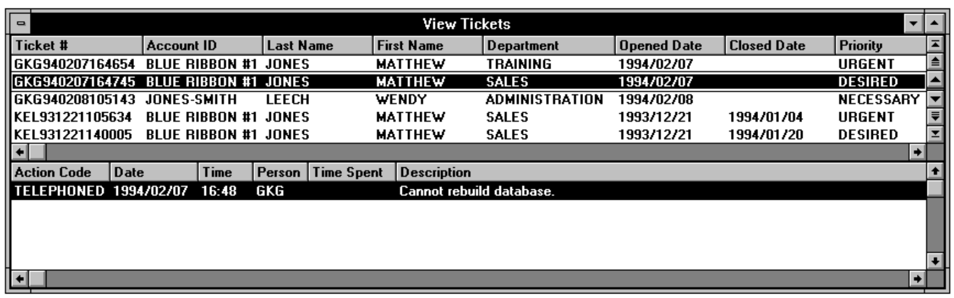

Figure 4-1: Viewing a List of Tickets

View Tickets Window Layout

There are two list boxes in the View Tickets window.

- ❑ **Ticket List -** The upper area of this window lists the tickets in the LSC database. Double clicking on a ticket item displays the Ticket window in which the ticket's information can be modified.

  The information displayed in this list can be modified in the following ways:

  - **Define filter criteria to list only the tickets that match the filter criteria.** For example, choose the Filter tool bar button and check only the Urgent priority to view only those tickets that have been categorized as Urgent. Refer to "Filtering the View Tickets Window Display" in Chapter 7 for detailed instructions.
  - **Define another sort method to list the tickets according to the new sort criteria.** For example, choose the Sort tool bar button and select

Last Name as the primary sort method to view all tickets ordered alphabetically according to the tickets' Last Name field. Refer to "Sorting the View Tickets Window Display" in Chapter 7 for detailed instructions.

- **View a group of tickets in an historical database.** Choose the Historical Tickets command from the View menu to access a list of tickets that have been archived. Refer to "Ticket Databases" in Chapter 7 for detailed instructions.
- **Resize the columns to modify their width.** By positioning the mouse pointer directly over a column separator line, the mouse cursor changes to a double-sided arrow. Holding down the left mouse button and moving the mouse to the left or right will decrease or increase the column size. If a user does not require a certain column of information, then the column can be completely hidden using this procedure. The modified column widths are saved even when you exit LSC!

❑ **Action List** - The lower area of this window lists the actions associated with the ticket that is highlighted in the ticket list described above. Double clicking on an action item displays the Edit Action dialog box in which the action details can be modified.

Scrolling Within the View Tickets Window

Horizontal and vertical scroll bars are available in both areas of the View Tickets window. Both areas of the window contain scroll bar buttons. The Ticket List area contains up/down scroll bar buttons which allow you to scroll through the ticket list, as shown in Figure 4-2. The Action List area contains left/right scroll bar buttons and a thumb button, all which allow you to view the action information.

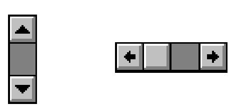

Figure 4-2: Standard Scroll Bars

To facilitate movement within a large number of tickets, the Ticket List area provides additional vertical scroll bar buttons, as shown in Figure 4-3.

Figure 4-3: Large List Handlers

- ❑ Choose the top scroll up button to display the beginning of the ticket list.
- ❑ Choose the bottom scroll down button to display the end of the ticket list.
- ❑ Choose the lower scroll up button to page up through the ticket list (i.e., move up several tickets as opposed to one ticket item at a time).
- ❑ Choose the top scroll down button to page down through the ticket list.

The Ticket Window

The Ticket window is used for creating or editing a ticket. The information in the Ticket window is specific to the ticket being created or edited. The Ticket window is displayed in any of the following ways:

- ❑ Choose the New Ticket tool bar button to enter new ticket data.
- ❑ Choose the New Ticket command from the Ticket menu to enter new ticket data.
- ❑ Highlight a ticket in the View Tickets window, and choose the Edit Ticket tool bar button to edit the ticket's existing data.
- ❑ Highlight a ticket in the View Tickets window, and choose the Edit Ticket command from the Ticket menu to edit the ticket's existing data.
- ❑ Double click on a ticket in the View Tickets window to edit the ticket's existing data.

As illustrated in Figure 4-4, a Ticket window contains the fields regarding a specific "event" (e.g., a support call).

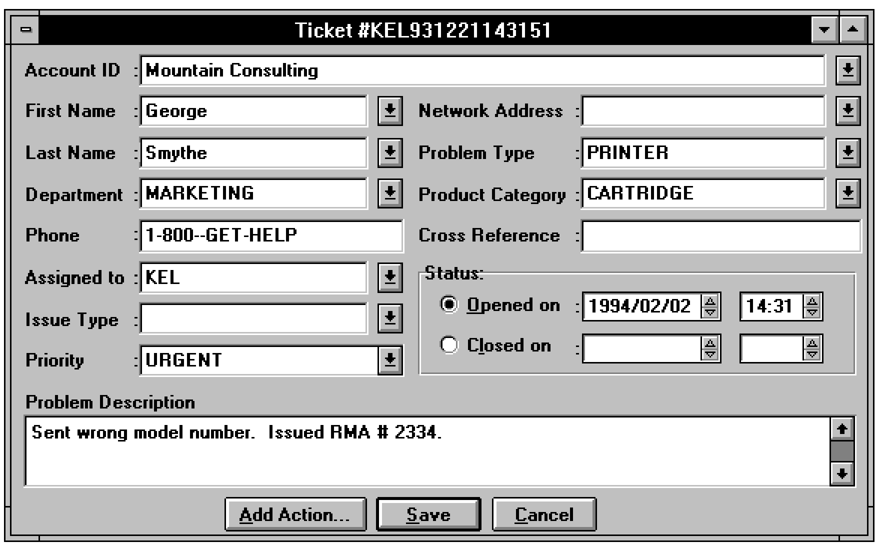

Figure 4-4: The Ticket Window

The Ticket Numbering Scheme

When a new ticket is created, LSC automatically assigns a number to the ticket. The ticket number displays in the title bar of the Ticket window and cannot be modified by the LSC user.

The ticket number is generated in the format IIIYYMMDDHHMMSS, which is determined by the following information:

III = The LSC login staff initials of the user who created the ticket. This can be up to three characters.

YY = The year in which the ticket was created.

MM = The month in which the ticket was created (from 01 to 12).

DD = The day in which the ticket was created (from 01 to 31).

HH = The hour in which the ticket was created (from 00 to 23).

MM = The minute in which the ticket was created (from 00 to 59).

SS = The second in which the ticket was created (from 00 to 59).

For example, the ticket number in Figure 4-4 is KEL931221143151 which indicates that the ticket was created on December 21, 1993 at 2:31:51 in the afternoon by the staff member who has the initials KEL.

Assigning Account IDs

The Ticket window has an Account ID field in which an identifying code or name can be entered to indicate that the ticket "belongs" to a specific account. An account can be any entity for which a ticket is created. For example, accounts may be created for each customer ("Mary Jones") or for each organization ("Blue Ribbon Company"). Accounts are set up using the procedures in "Accounts IDs" in Chapter 5.

The benefits of assigning account IDs to tickets are as follows:

- ❑ Assigning account IDs to tickets enables you to categorize the tickets according to an account. For example, it might be helpful to list all tickets that were created for the Blue Ribbon company. By doing so, you can determine the types of problems that Blue Ribbon is having and develop new procedures which eliminate the problems.
- ❑ Assigning account IDs to tickets facilitates data entry. When an existing account ID is selected from the drop-down list in the Ticket window, the account information is automatically entered. The fields associated with

Account ID are First Name, Last Name, Phone, Department, Network Address and Company ID.

Modifying the Ticket Window Labels

The fields in the Ticket window represent the individual LSC databases. For example, LSC maintains a database of all First Names entered in the tickets. The field labels can be modified to reflect the individual requirements of an organization. Using the label "PO Number" in place of "Cross Reference" might be more meaningful to a support environment if incoming support calls correspond to a purchase order number.

The procedures for modifying database labels are in "Database Labeling" in Chapter 5.

Viewing Multiple Ticket Windows

Multiple Ticket windows can be open simultaneously. This allows the user to compare information being maintained across any number of tickets. Additionally, when multiple Ticket windows are open, the Edit menu commands (i.e., Cut, Copy, Paste) facilitate cross-referencing and sharing information among tickets. The process of creating a new ticket is simplified by displaying any number of existing tickets having similar information.

For example, assume that there are several known problems that your staff should be aware of while providing support. As a result, you have created corresponding "BULLETIN" tickets which outline the known problems and list their solutions (e.g., for each Bulletin ticket, Problem Type=BULLETIN and Problem Category=SPREADSHEET:LOTUS). By keeping all Bulletin Ticket windows open, your support staff can quickly reference established solutions and provide support. Additionally, the Ticket window Cross Reference field can be used to establish a relationship between any number of tickets. This is discussed in "Maintaining Ticket Information" in Chapter 6.

HINTS:

a - When multiple Ticket windows are open or iconized, use the Window menu commands to arrange them within the LSC application window.

b - To cycle through the open Ticket windows, press the <CTRL><F6> keys or <CTRL><TAB> keys.

c - To use the keyboard to minimize or close the active Ticket window, press the <ALT><hyphen> keys to open the Control menu and then choose the desired command. (The hyphen character is '-'.)

Associated Ticket Information

In addition to the information that displays in the Ticket window, the following items can be associated with a ticket:

- **Action entries** - These entries represent the actions performed in response to a ticket. For example, if LSC is used to track training sessions, then one type of action entry might be called PREPARE which describes the preparation performed before the session. In addition to tracking the efforts of your support staff, the action entries can be used to accumulate billable time spent on a ticket. The procedures for creating and maintaining action entries are discussed in "Maintaining Ticket Information" in Chapter 6.
- **Company IDs and Contact details** - Contact information includes the company, address, and phone number of the person to contact regarding the ticket. For example, if LSC is used to track requests for support, then the contact details should be used to maintain information for the caller requesting support. Contact details can be associated with a company ID. When an existing company ID is selected from the drop-down list in the Contact Details dialog box, the contact information is automatically entered.

This concludes the overview of LSC's ticket data display. The procedures for setting up company IDs are discussed in "Company IDs" in Chapter 5. The procedures for maintaining contact details are discussed in "Maintaining Ticket Information" in Chapter 6. The instructions for modifying the LSC ticket views are discussed throughout Chapter 7, "Viewing Ticket Data."

Notes