Service Desk FAQ

What do the links (Open, Comment, Reply, etc.) in the upper right hand corner do?

Clicking on these hotspots performs the following actions:
- Open - changes the status of the ticket to Open
- Comment - open the Comment area for entry of comment information into the ticket
- Reply - allows for a reply to be sent to the requestor on the ticket or to simply add a comment to the ticket without forwarding that comment to the requestor
- Forward - allows for basic ticket information to be forwarded to an email address
- Resolve - changes the status of the ticket to Resolved, allows for entry of a comment, and allows for creation of an email to the requestor.

When I type in a CNetID in the "requestor cnet id" field and press Enter or Tab forward, where does the person information that is displayed come from?

LDAP

What is the difference between pressing Enter and pressing Tab to populate the person information?

Pressing Enter will forcibly populate the name, email, phone, affiliation, and department, effectively erasing any values that existed in the fields. Pressing Tab will populate the fields that are not currently blank. Any values that are already in the fields will remain.

If I made a mistake on entering the person info, how can I get it to correctly populate the person info?

You can re-enter the CNetID and press Enter. LDAP will be searched, and the information for the newly entered person will be populated.

What if some of the information about the person is incorrect?

You can type over the information that is displayed in the fields and enter the correct data.

If I want to forward the info from the ticket to an outside entity (BSD IT, CBIS, Booth IT) in an email, what is the best way to do that?

If you want to send only the basic information from the ticket (ticket number, owner, requestor information) you can choose Comment from the upper right hand corner of the Display screen, enter the email address where you want the message sent in the One-time cc: column and update the ticket. You can also type a comment that will be sent with the ticket. Click Update Ticket at the bottom of the screen.

If you would like any of the Comments from the History section to be sent along with the email, choose the Comment link from the "Reply Comment Forward" tab on the right side of each History line. Enter the email address in the One-time cc:, and enter any additional comments you'd like to send along in the comment text area. Be sure to click the Update Ticket button at the bottom of the screen.

How can I save searches so others can see and use them?
Where can I look to see if there are searches already created that I can use?

Every user has a personal search area named "My Saved Searches", in which searches saved in this area can only be seen by the user. Every user has access to two other areas, namely "_global" and "_im user". Searches can only be saved in those two areas by the system administrator, but are accessible to any user of the system. Finally, there are save locations for every queue/subqueue that a user is a member of, and searches can be saved and retrieved from them also.

How can I use Simple Search?

Simple search is an input box in the upper right of all pages. There is "Simple Search" button in the menu, as well, that leads to the simple search page with some hints.
Just type search terms (keywords) in the text box and hit enter. The search will be done so that the result matches each keyword (AND). Beware the search is done only on tickets with ActiveStatus, unless a keyword contains a status, for example "resolved" or "open stalled".
You can use an id (any number) to jump right to the ticket; type 10 and hit enter to jump to ticket #10.
You can use email address to search by requestor.
You can use queue name to search tickets in that queue, but only if queue name has no spaces.
You can prefix a word with "fulltext:" to search in content of tickets. Don't overuse this feature as full text search without indexing can be very slow. Everything else is searched in subject of tickets.

Can I update the status of a ticket from a mobile device or email client?

By replying to a message and adding the following text to the subject line, you can change the status of a ticket:

-S=<new status>

So, to change the status of an open ticket to pending, reply to the ticket email with the following added into the subject line:

-S=pending

For example, here is the subject line from the email that is sent to the requestor of a ticket when a ticket is created:

[sd-stage #200004] RTHelp.general - new - test of email update

By replying with this as the subject the status of the ticket will be changed to pending:

[sd-stage #200004] RTHelp.general - new - test of email update  -S=pending

Any of the valid ticket statuses can be used. Just be sure to type the status exactly as it is indicated in the list below:

open
referred
scheduled
pending
resolved
closed
rejected

All email operations follow the same security rules as imposed by the user interface.

Can I move a ticket from one queue to another through the use of a mobile device or email client?

By replying to a message and adding the following text to the subject line, you can move a ticket from one queue to another:

-Q=<queue to move the ticket to>

To move a ticket that is currently in the RTHELP queue to the CSS queue, reply to the ticket email with the following added into the subject line:

-Q=CSS

This will move the ticket to the CSS.general queue.

For example, the following subject line will move a ticket from its current queue to the NOC.general queue:

RE: [sd-stage #200005] RTHelp.general - new - test of changing qs  -Q=NOC

All email operations follow the same security rules as imposed by the user interface.
Can I take a ticket through the use of a mobile device or email client, effectively making me the owner?

By replying to a message and adding the following text to the subject line, you can "take" a ticket, thus making you the owner of the ticket:

-T

Or

--take

For example, the following subject line will make the sender of the email message the owner of ticket 200005:

RE: [sd-stage #200005] RTHelp.general - new -T

The following example of a subject line will accomplish the same action, but using a different character string:

RE: [sd-stage #200005] RTHelp.general - new --take

All email operations follow the same security rules as imposed by the user interface.

Why does the QuickCreate fail when I try to use it?

The QuickCreate window is an "out of the box" feature of RT. Our implementation of ServiceDesk has added a few attributes to the ticket that are required on every ticket creation. The QuickCreate script is not aware of those attributes, therefore it fails when you try to use it.

We recommend that you remove the QuickCreate window from your home page.