



# INFRAON INFINITY

Ticket Management User Guide

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## INFRAON INFINITY TICKET USER GUIDE

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### ABOUT THIS DOCUMENT

This document outlines the features of Infraon Ticket Management and provides detailed information on how to customize and use all the modules available within Infraon products. It contains sensitive information. Access to this document or its content should be provided only to authorized users of Infraon products software on a need-to-know basis.

Any unauthorized use or sharing of information in this document will be considered a breach of respective confidentiality/copyright and shall be treated accordingly.

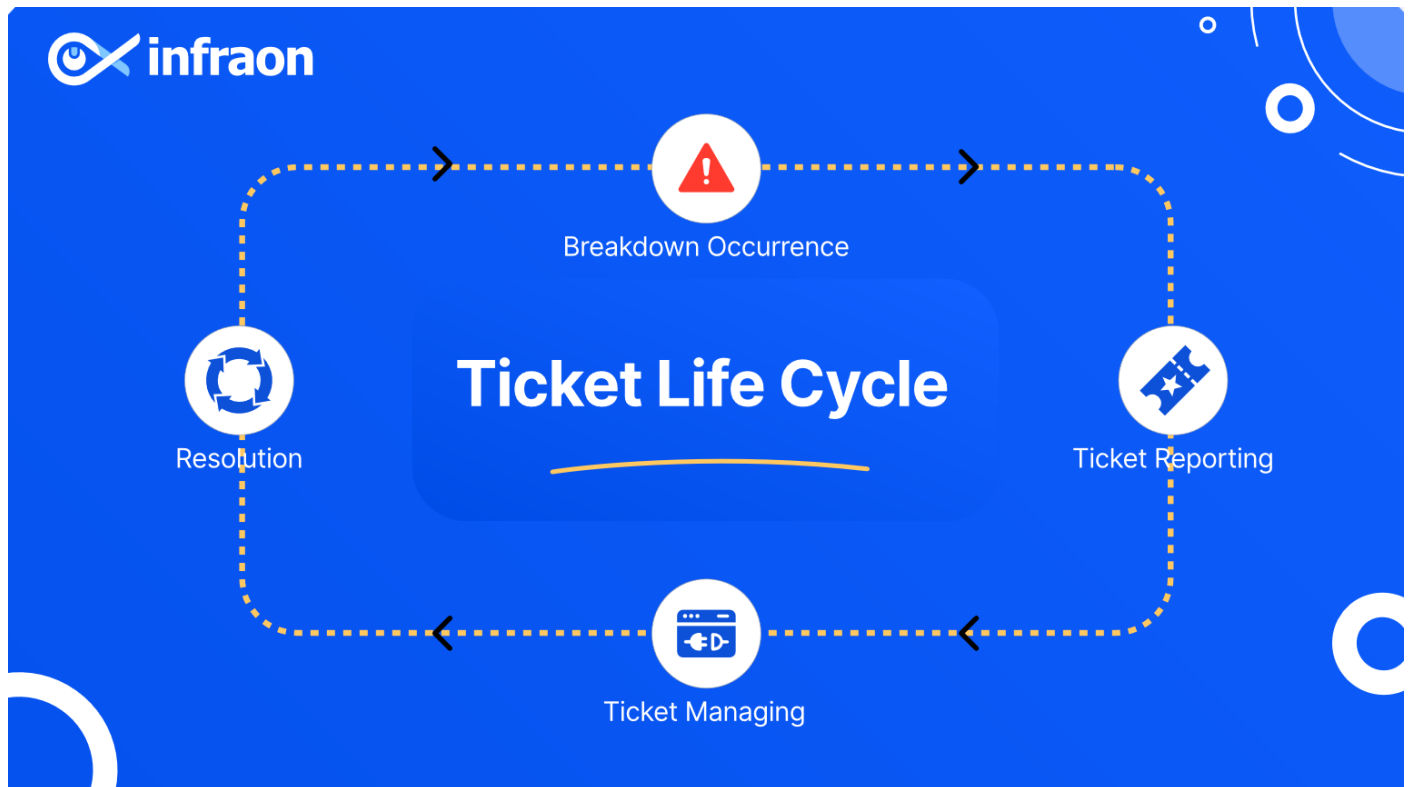
## Ticket Management

This guide provides a detailed walkthrough of ticket management within the Infraon Infinity suite. The ticketing module on the left panel is crucial for managing incidents.

In Infraon Infinity, tickets are synonymous with incidents, a term used to simplify the concept for end-users.

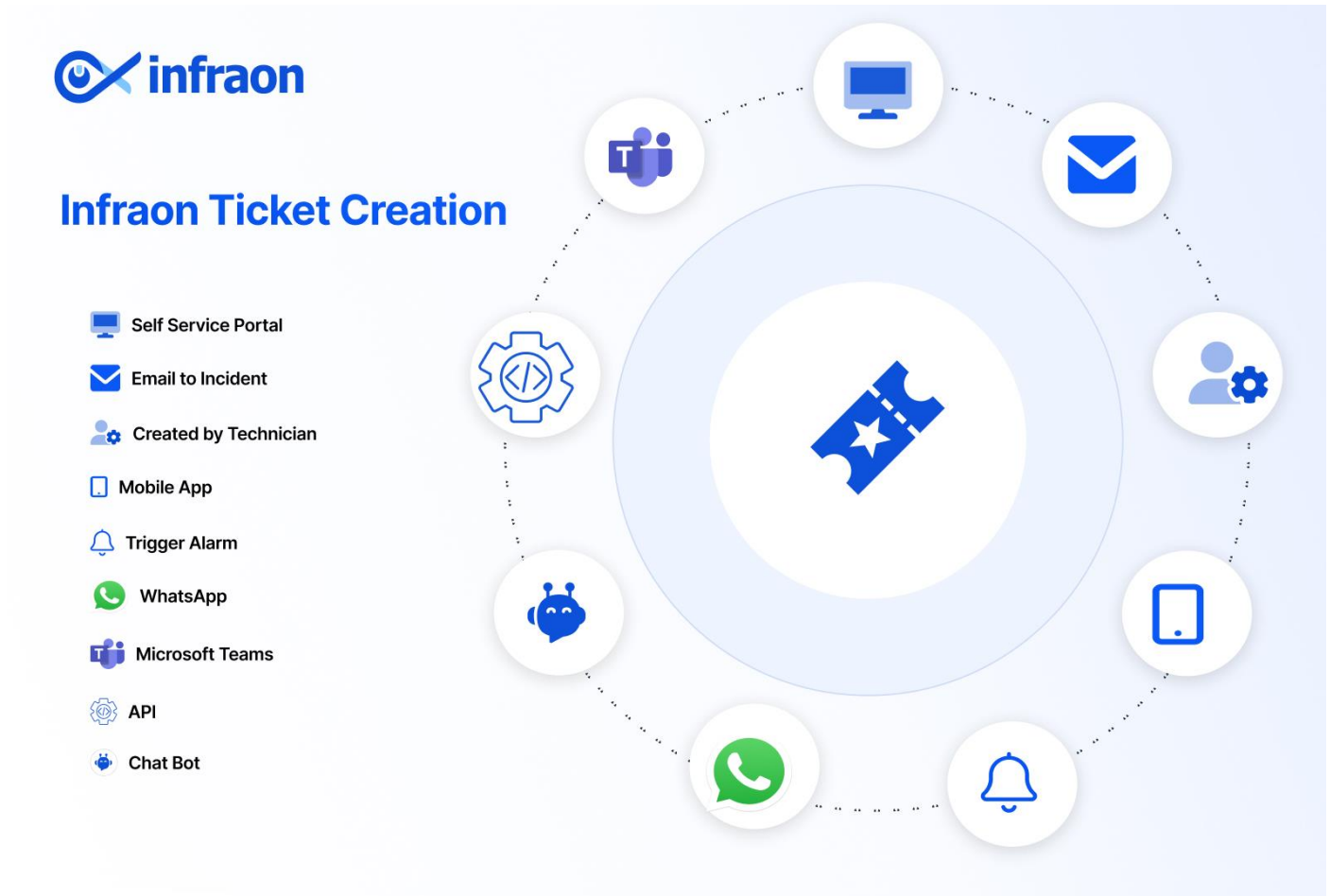
### Understanding Incident Management

Incident management in Infraon Infinity suit is designed to restore normal service operation as quickly as possible following an unexpected disruption or incident. An incident usually refers to an unplanned interruption or degradation of service that affects the regular operation of an IT service or system, disrupting users or stakeholders. These incidents can occur due to various factors, including hardware failures, software bugs, network issues, human errors, security breaches, or environmental events.



## Creating Tickets in Infraon Infinity

Infraon Infinity offers several methods for creating tickets.



The first method is through the **Self-service portal**, where end users can log in and raise their tickets.



The second method involves an **email-to-incident** feature. By configuring the support email, any emails sent by an end user automatically generate a ticket in the Infraon Infinity suite.



The third method is via the technician portal. If an end user cannot use email or the self-service portal, they can directly **contact a technician**. The technician can create a ticket for the end user within the admin portal.

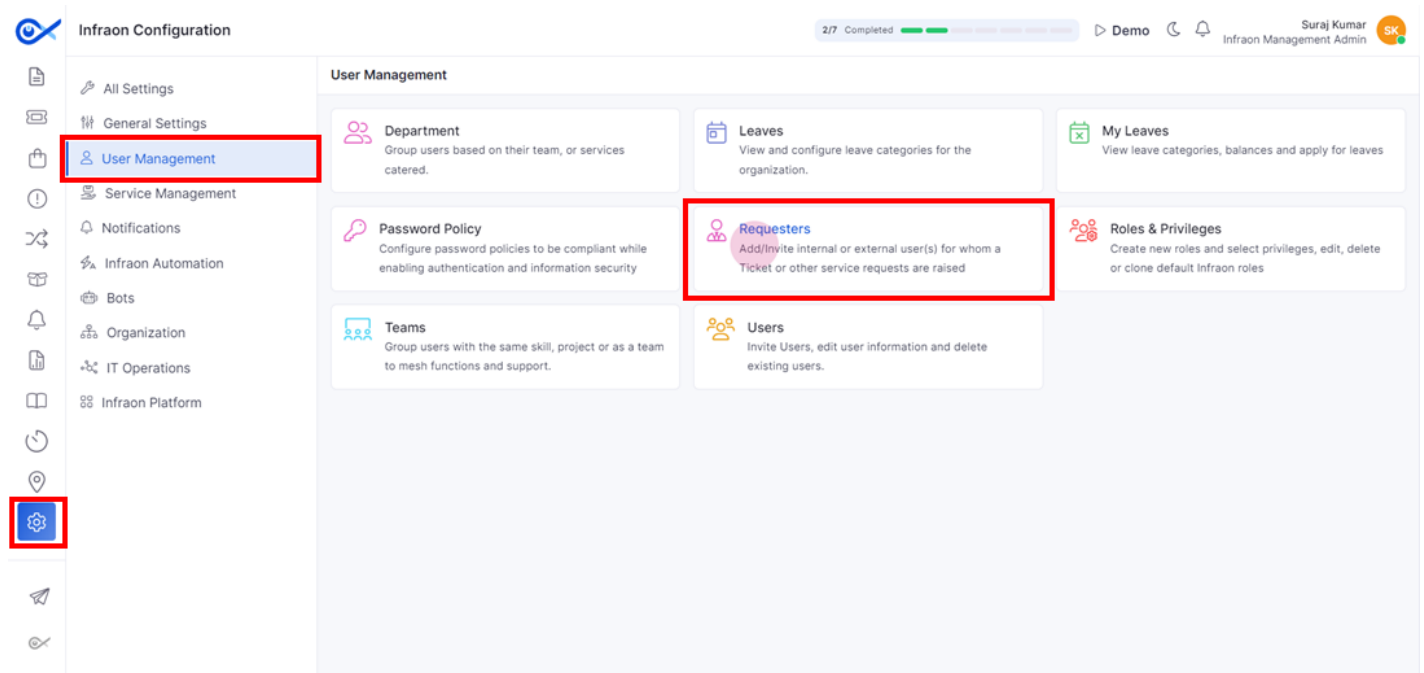
The following sections provide a detailed look at these different methods of ticket creation.

## Self Service Portal

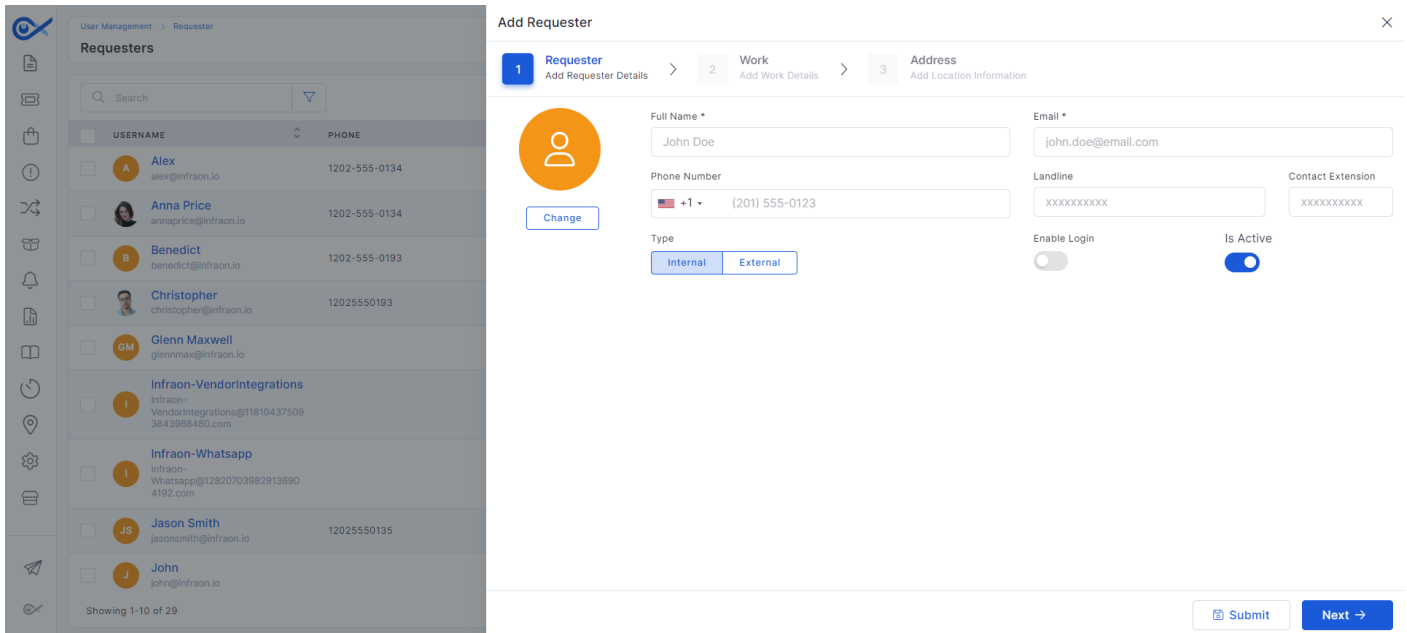
This guide explains how to raise a ticket from the self-service portal. The self-service portal is a dedicated platform for end users to raise tickets and request services. To access this portal, the user, technicians, or admin must first grant the requester access.

### Granting Access to the Self-Service Portal

**Step 1:** In the Infraon Infinity suit, navigate to the Infraon configuration located on the left panel, proceed to user management, and select the requester module.



**Step 2:** Add the respective end user in the requester module.



**Add Requester**

1 Requester Add Requester Details > 2 Work Add Work Details > 3 Address Add Location Information

Full Name \* John Doe

Email \* john.doe@email.com

Phone Number +1 (201) 555-0123

Landline XXXXXXXXXX Contact Extension XXXXXXXXXX

Type Internal External

Enable Login Is Active

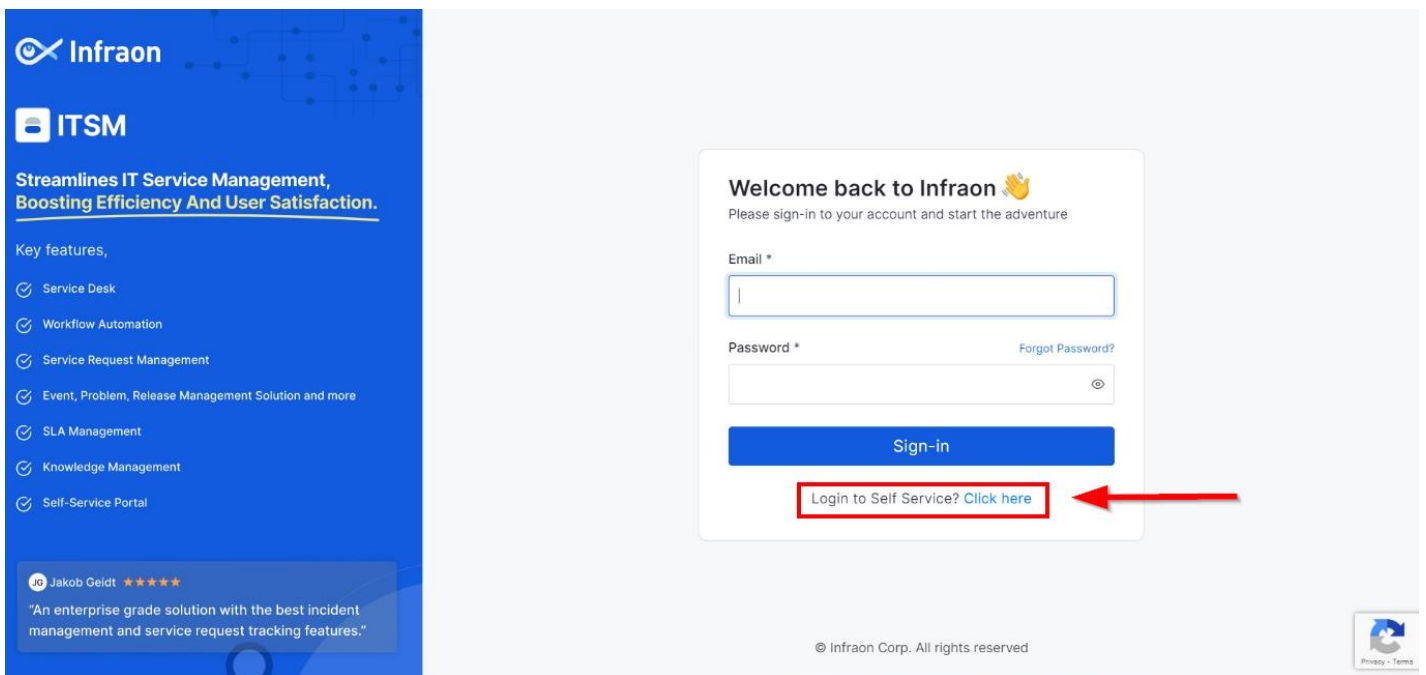
Submit Next →

Admins must then share the self-service portal credentials with the end user.

## Logging in and creating a ticket

Once the requester has the portal credentials, they're able to create a ticket.

**Step 1:** Use the login URL shared by the admins to access the self-service portal. Select the self-service option to continue.



**Infraon**

**ITSM**

Streamlines IT Service Management, Boosting Efficiency And User Satisfaction.

Key features,

- Service Desk
- Workflow Automation
- Service Request Management
- Event, Problem, Release Management Solution and more
- SLA Management
- Knowledge Management
- Self-Service Portal

Jakob Geldt ★★★★★

"An enterprise grade solution with the best incident management and service request tracking features."

Welcome back to Infraon 🙌

Please sign-in to your account and start the adventure

Email \* [input field]

Password \* [input field] [Forgot Password?](#)

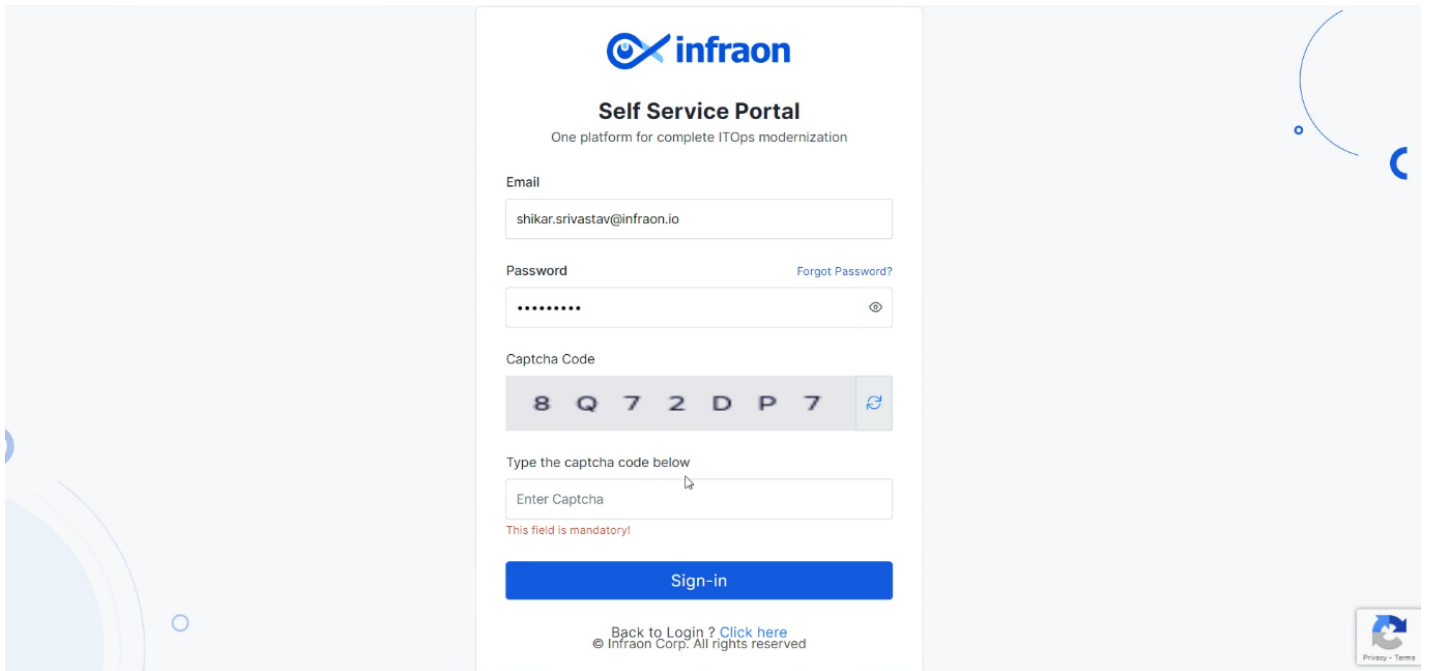
Sign-in

Login to Self Service? [Click here](#)

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Privacy - Terms

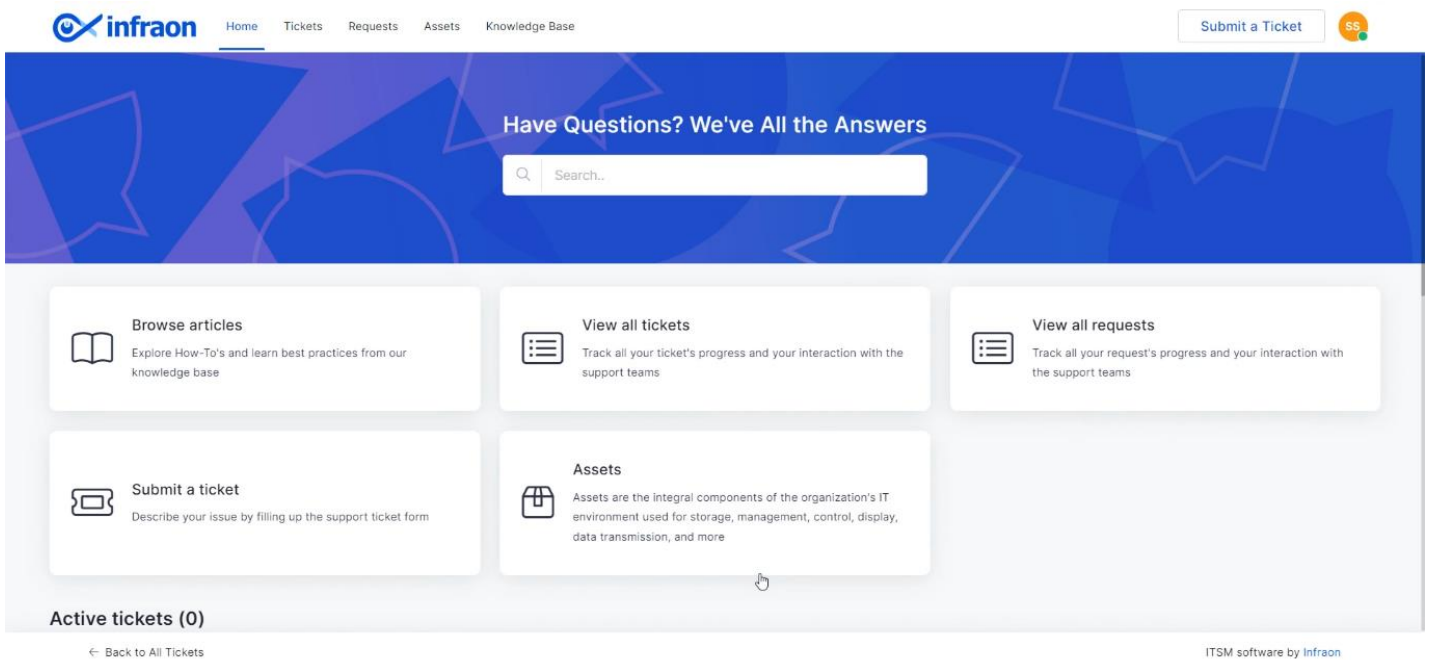
**Step 2:** Enter the valid login credentials provided by the admins.



The login form is titled "Self Service Portal" with the tagline "One platform for complete ITOps modernization". It features the Infraon logo at the top. The form includes fields for Email (shikar.srivastav@infraon.io), Password (masked with dots), and a Captcha Code (8 Q 7 2 D P 7). A "Forgot Password?" link is next to the password field. Below the captcha, there is a text input for "Enter Captcha" with a red error message "This field is mandatory!". A blue "Sign-in" button is at the bottom. At the very bottom, there is a link "Back to Login ? Click here" and a copyright notice "© Infraon Corp. All rights reserved".

**Step 3:** After signing in, you'll be redirected to the homepage.

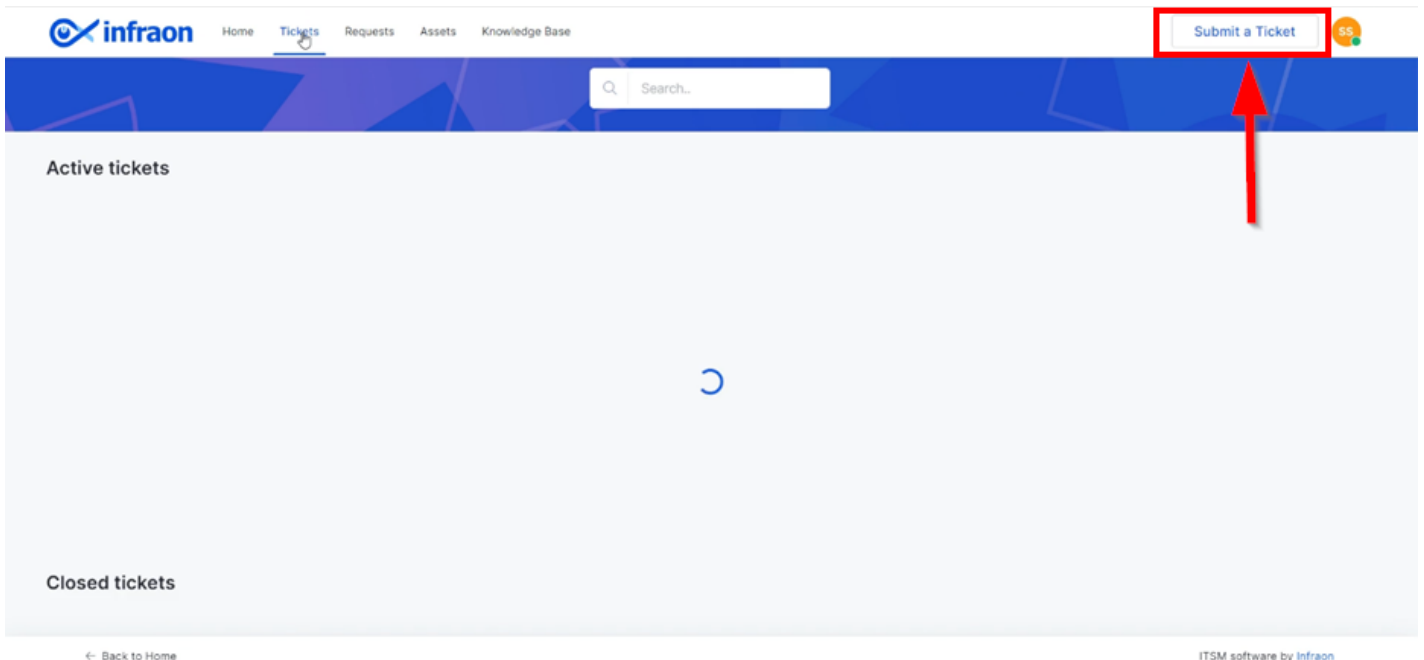
Here, requesters can browse articles, view raised tickets and requests and check allocated assets.



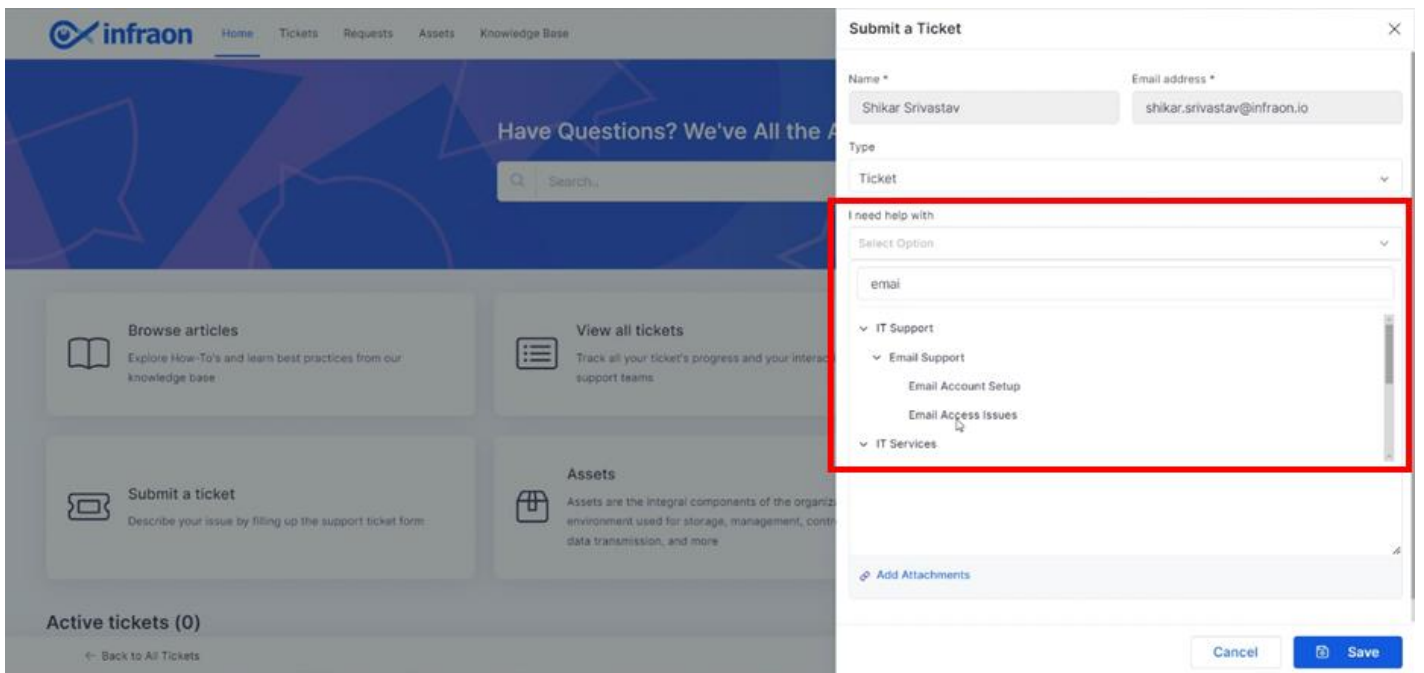
The homepage features a navigation bar with links: Home, Tickets, Requests, Assets, Knowledge Base, and a "Submit a Ticket" button. A large blue banner with the text "Have Questions? We've All the Answers" and a search bar is prominent. Below the banner, there are five main action cards: "Browse articles" (Explore How-To's and learn best practices from our knowledge base), "View all tickets" (Track all your ticket's progress and your interaction with the support teams), "View all requests" (Track all your request's progress and your interaction with the support teams), "Submit a ticket" (Describe your issue by filling up the support ticket form), and "Assets" (Assets are the integral components of the organization's IT environment used for storage, management, control, display, data transmission, and more). At the bottom, there is a section for "Active tickets (0)" with a "Back to All Tickets" link and a footer note "ITSM software by Infraon".

## Creating a Ticket

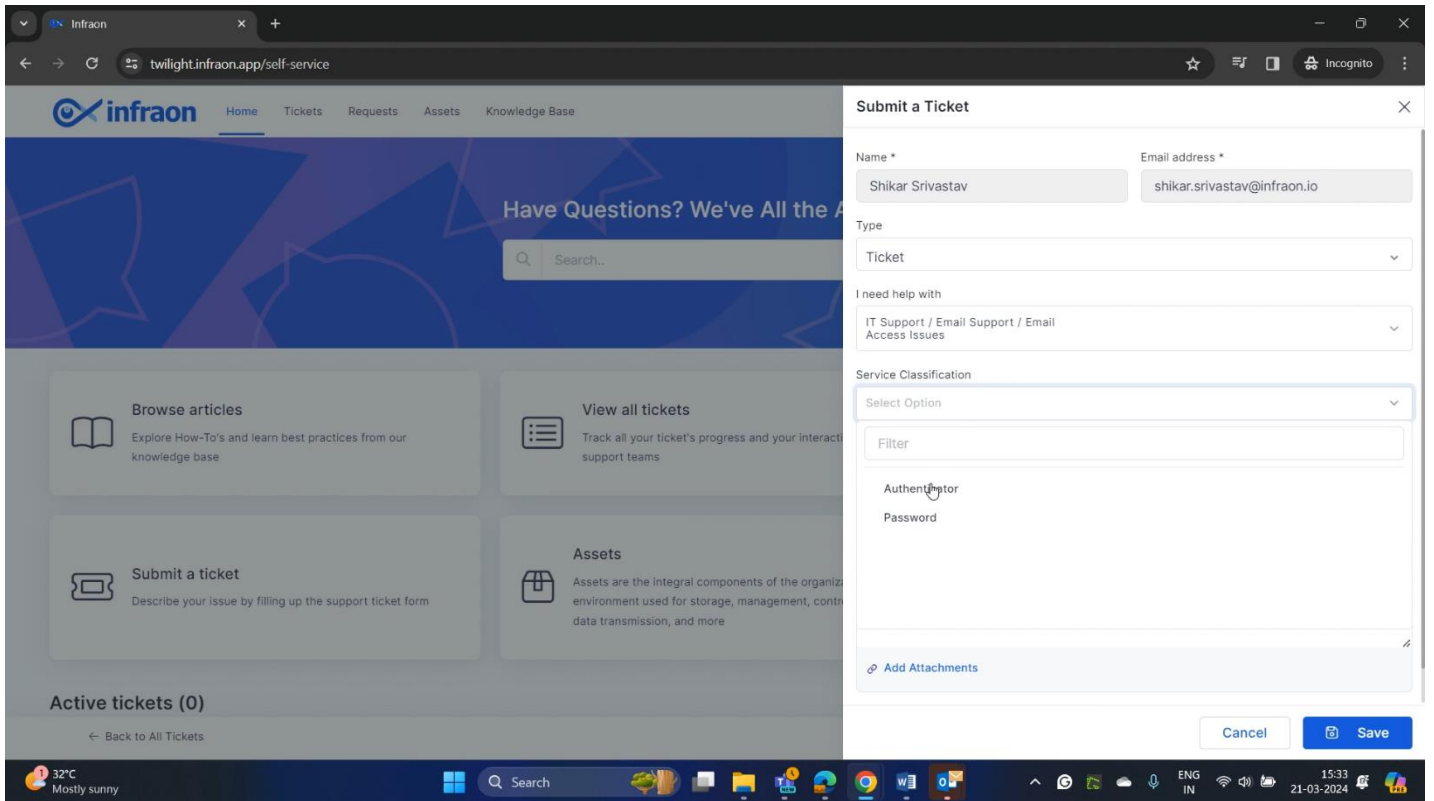
**Step 1:** To add a ticket, click on "Submit a ticket," located at the top right corner of the page.



**Step 2:** In the "I need help with" call-out box, select the type of service where the issue has occurred.



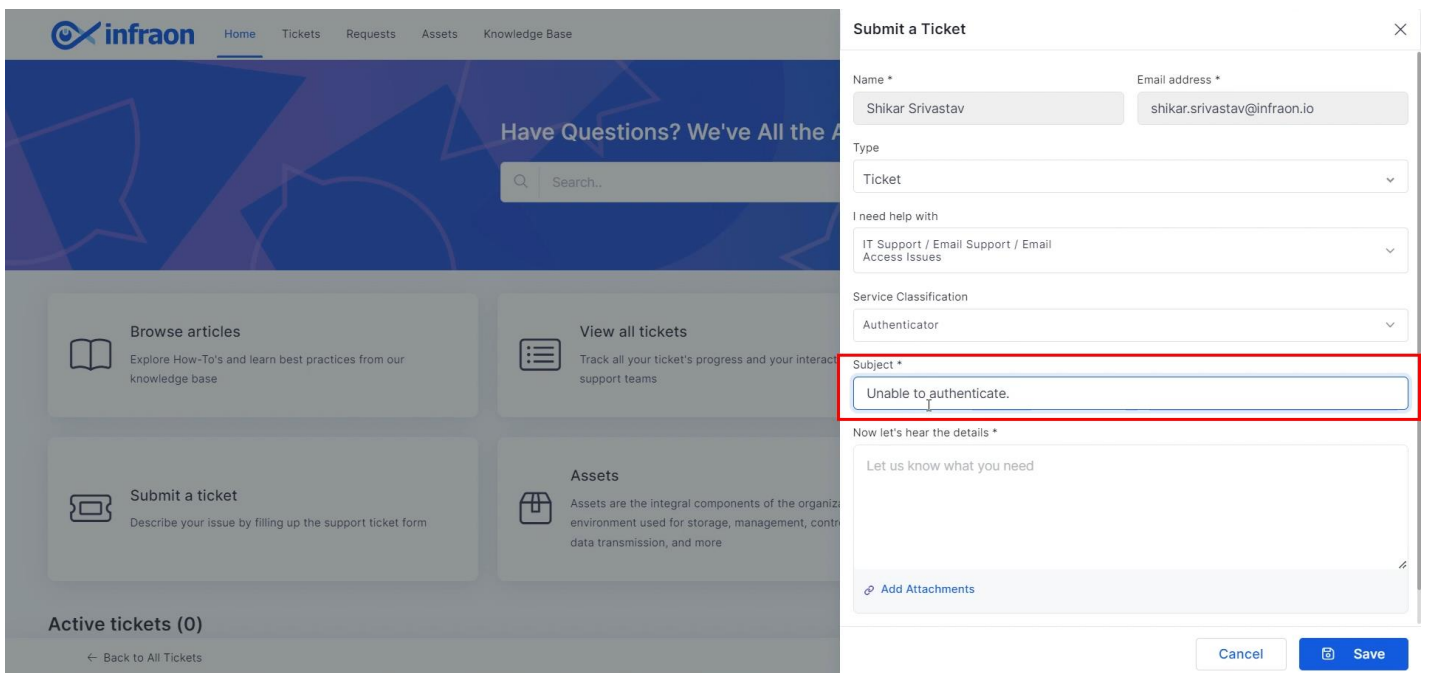
**Step 3:** Requesters can also add the Service classification in the respective call-out box.



The screenshot shows the 'Submit a Ticket' form in the Infraon application. The form is titled 'Submit a Ticket' and has a close button (X). The fields are as follows:

- Name \***: Shikar Srivastav
- Email address \***: shikar.srivastav@infraon.io
- Type**: Ticket
- I need help with**: IT Support / Email Support / Email Access Issues
- Service Classification**: Select Option (dropdown menu)
- Filter**: (text input field)
- Authenticator**: (checkbox)
- Password**: (checkbox)
- Add Attachments**: (link)
- Buttons**: Cancel, Save

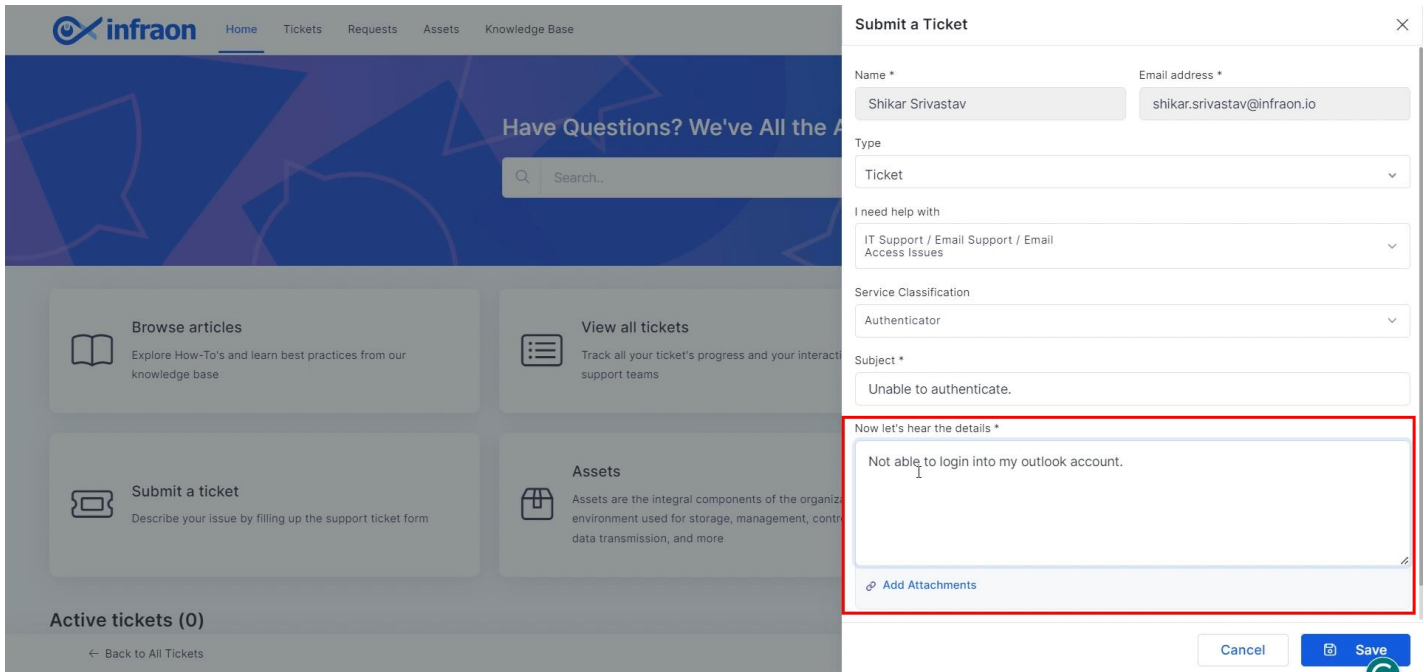
**Step 4:** Enter a subject line stating the reason for raising the ticket, for example, "Unable to authenticate."



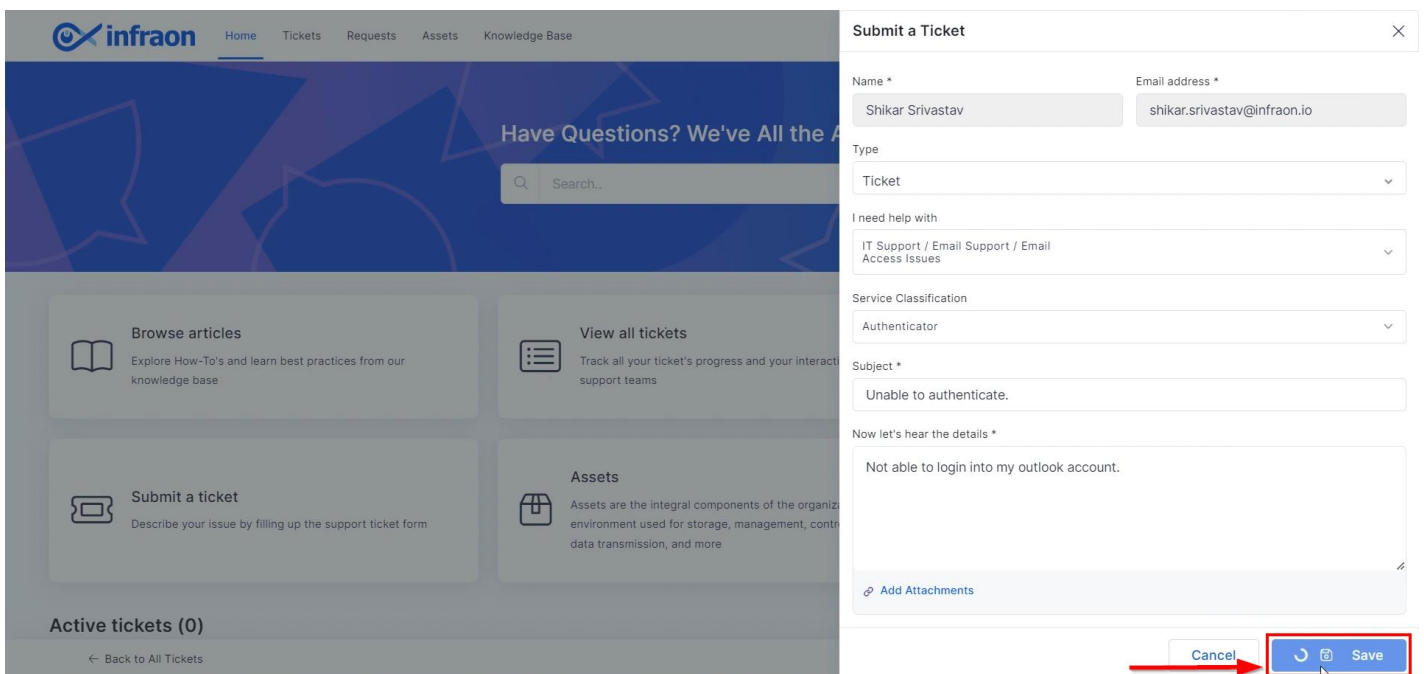
The screenshot shows the 'Submit a Ticket' form in the Infraon application. The form is titled 'Submit a Ticket' and has a close button (X). The fields are as follows:

- Name \***: Shikar Srivastav
- Email address \***: shikar.srivastav@infraon.io
- Type**: Ticket
- I need help with**: IT Support / Email Support / Email Access Issues
- Service Classification**: Authenticator
- Subject \***: Unable to authenticate. (highlighted with a red box)
- Now let's hear the details \***: Let us know what you need (text area)
- Add Attachments**: (link)
- Buttons**: Cancel, Save

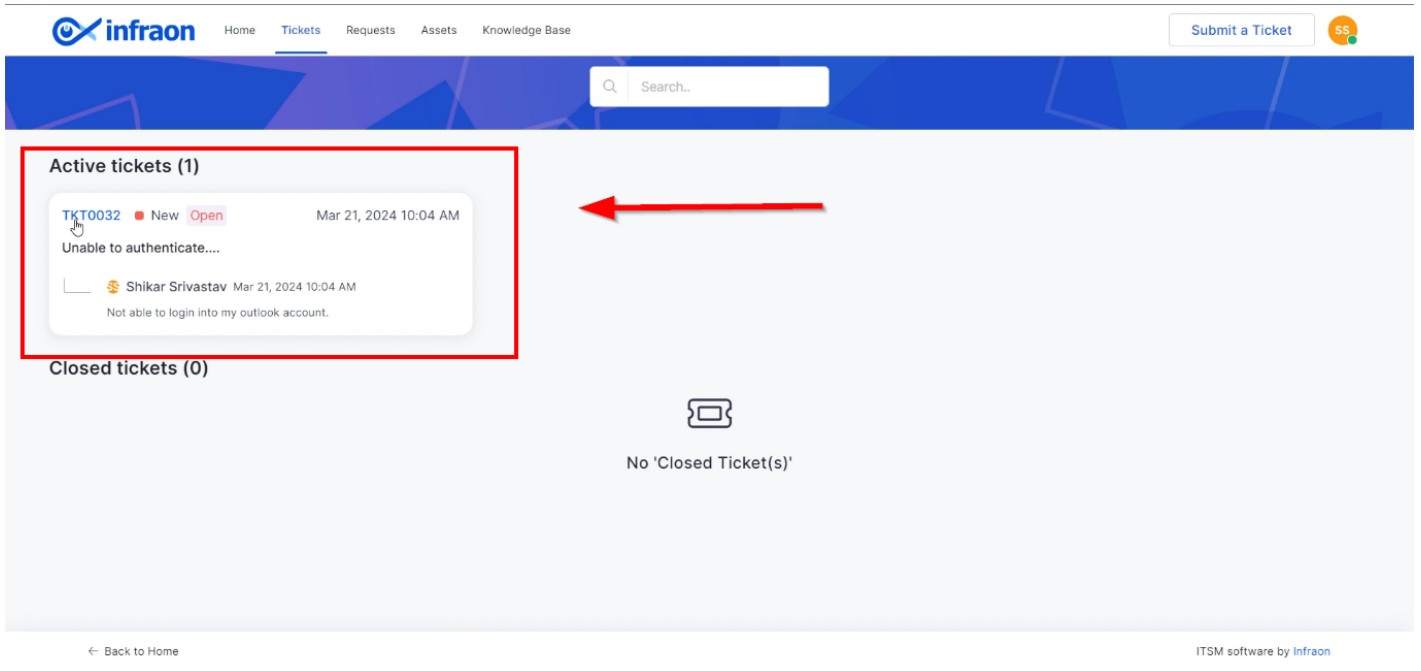
**Step 5:** In the "Now let's hear the details" section, describe the issue you're encountering in detail. You can also upload any attachments that help explain the problem by clicking on 'Add Attachments.'



**Step 6:** After entering all details, review them and click "Save" to submit the ticket.



The ticket will then be created in the self-service portal, allowing the end user to check its status.

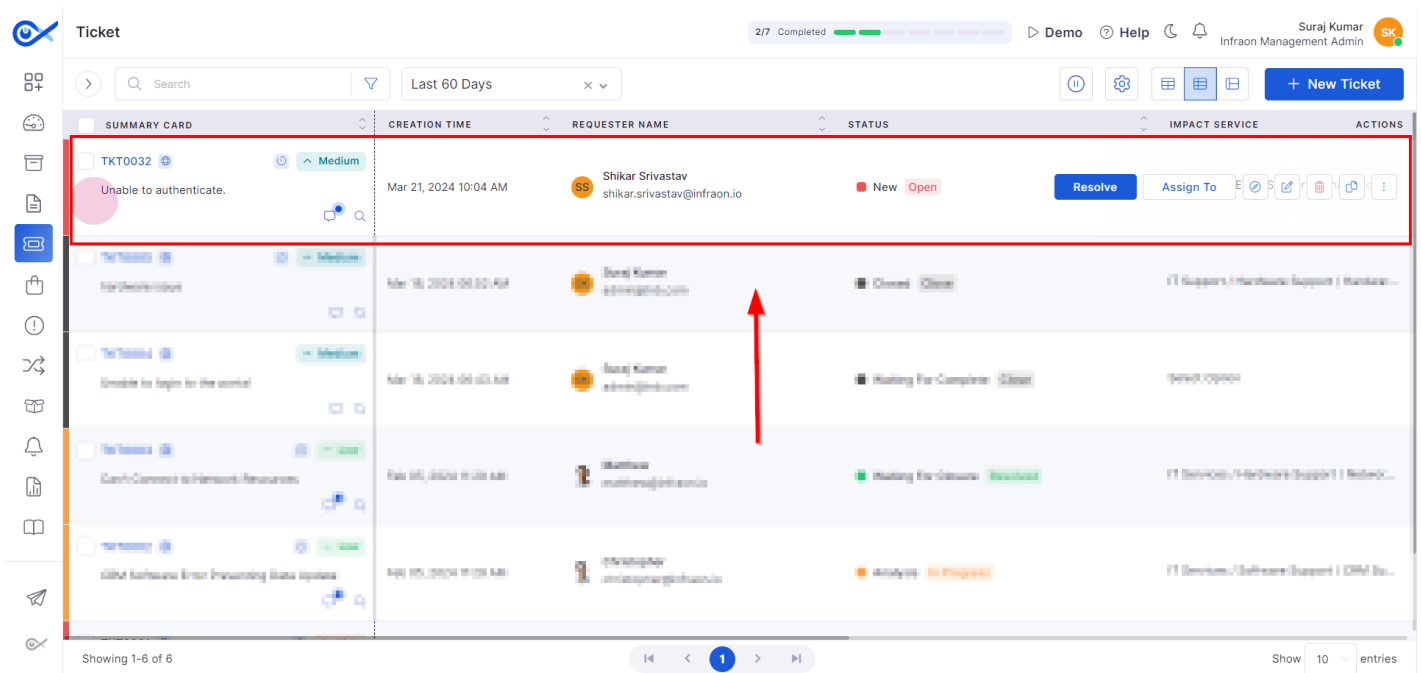


The screenshot shows the Infraon self-service portal. The top navigation bar includes links for Home, Tickets, Requests, Assets, and Knowledge Base. A search bar is present. The main content area displays 'Active tickets (1)' with a red box highlighting a ticket titled 'Unable to authenticate....' created on Mar 21, 2024, at 10:04 AM by Shikar Srivastav. A red arrow points to this ticket. Below it, 'Closed tickets (0)' are shown with a message 'No 'Closed Ticket(s)''.

## Ticket Management by Technicians or Admins

The same ticket will also appear in the technician or admin portal.

Here, the technician can work on the ticket, assist the end user in resolving the issue, and finally close the ticket.



The screenshot shows the Infraon technician/admin portal. The top navigation bar includes links for Demo, Help, and a user profile for Suraj Kumar. The main content area displays a list of tickets. A red box highlights the first ticket, 'Unable to authenticate.', created on Mar 21, 2024, at 10:04 AM by Shikar Srivastav. A red arrow points to this ticket. The table below shows a list of tickets with columns for Summary Card, Creation Time, Requester Name, Status, Impact Service, and Actions.

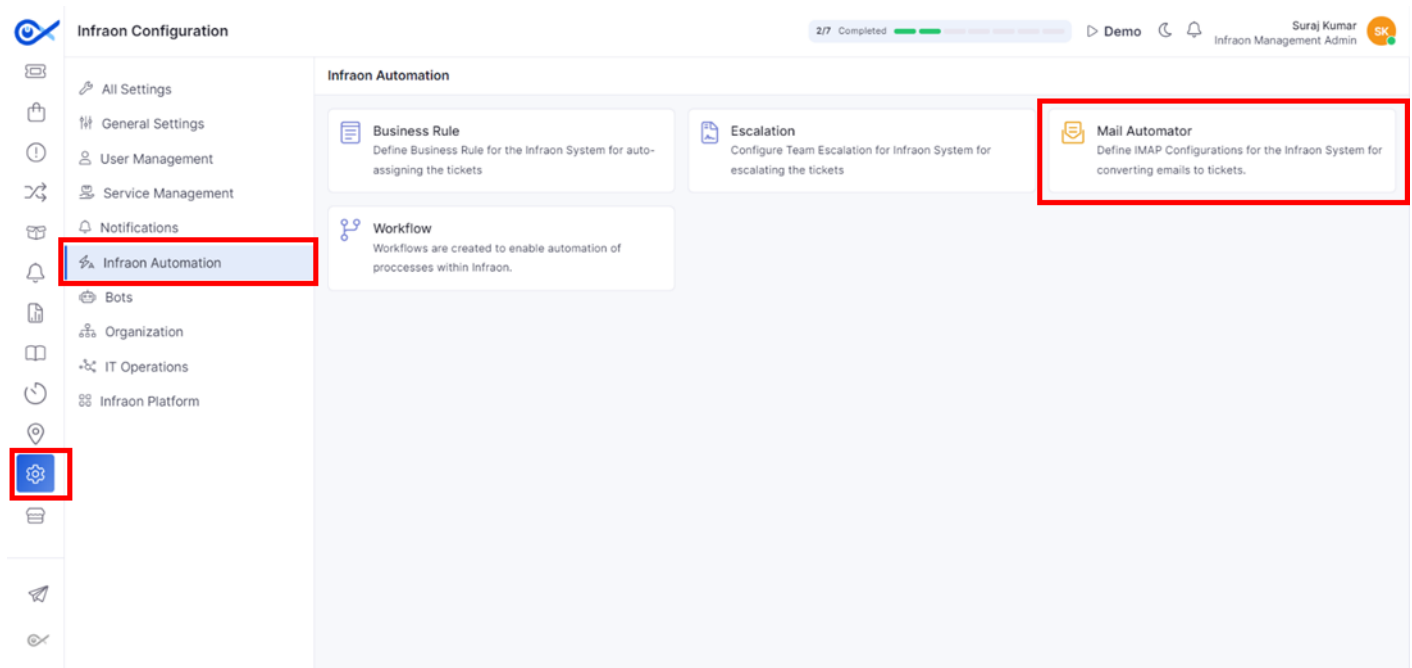
| SUMMARY CARD                              | CREATION TIME         | REQUESTER NAME                                  | STATUS                        | IMPACT SERVICE                              | ACTIONS           |
|-------------------------------------------|-----------------------|-------------------------------------------------|-------------------------------|---------------------------------------------|-------------------|
| TKT0032<br>Unable to authenticate.        | Mar 21, 2024 10:04 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open                      |                                             | Resolve Assign To |
| HardWare Support                          | Mar 16, 2024 04:00 AM | Suraj Kumar<br>admin@infraon.io                 | Closed Closed                 | IT Support / Hardware Support / Hardware... |                   |
| Unable to login to the portal             | Mar 16, 2024 04:00 AM | Suraj Kumar<br>admin@infraon.io                 | Waiting For Complete Closed   | IT Support                                  |                   |
| Can't Connect to Internet Resources       | Mar 16, 2024 04:00 AM | Suraj Kumar<br>admin@infraon.io                 | Waiting For Complete Resolved | IT Support / Hardware Support / Hardware... |                   |
| CRM Software Error Processing Data Update | Mar 16, 2024 04:00 AM | Suraj Kumar<br>admin@infraon.io                 | Analyze In Progress           | IT Support / Hardware Support / Hardware... |                   |

## Email to Incident

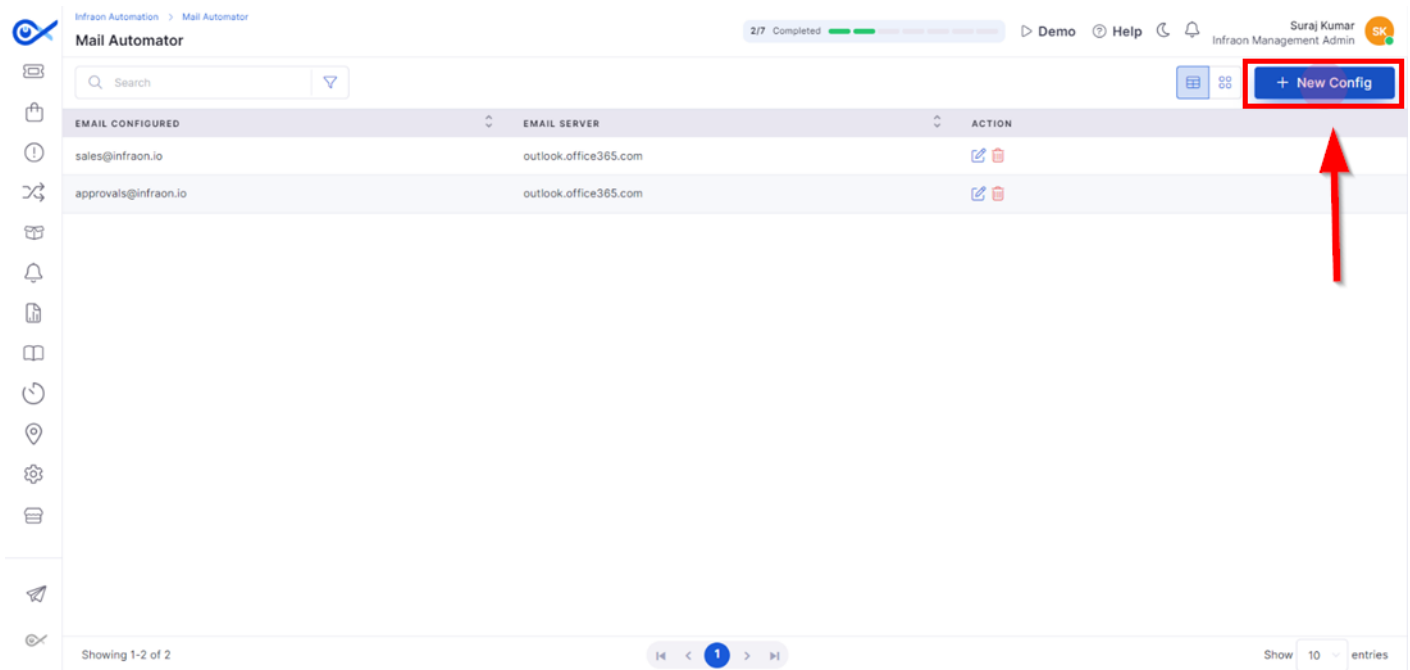
This guide explains how to create a ticket using the email-to-incident feature in the Infraon Infinity tool. This feature allows a requester or end user to send a ticket directly to a technician or the front-end administrator via a designated email ID. Before using this feature, it's necessary to configure the support mail ID in the Infraon Infinity tool.

### Configuring the Support Mail ID

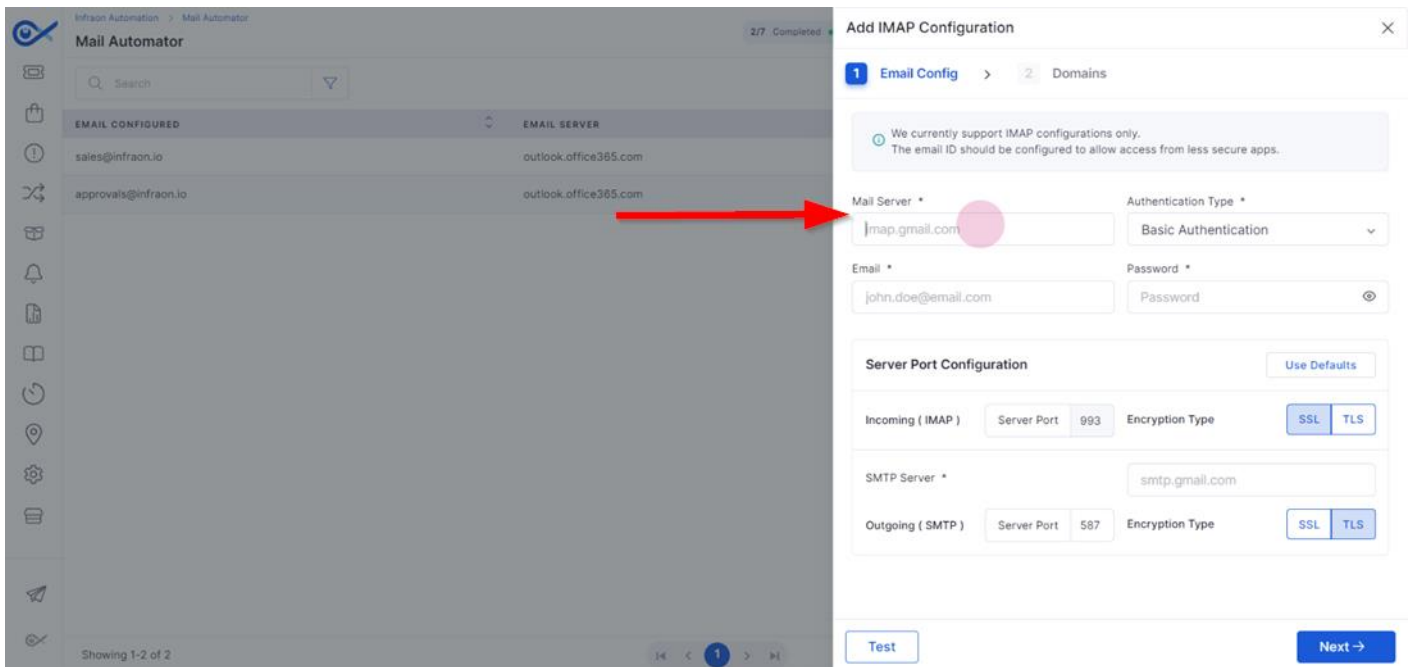
**Step 1:** Navigate to Infraon configuration and locate Mail Automator, also known as IMAP configuration, which resides in the Infraon Automation module. This allows you to set up automatic ticket creation from emails.



**Step 2:** Click on the **New Configuration** located at the top right corner of the page to create a new IMAP configuration.



**Step 3:** Enter the necessary details for the mail configuration. Start by entering the mail server.



**Step 4:** Choose the authentication method and enter the email address and password in the designated fields. Requesters will use this email address to submit tickets via email.

The screenshot displays the Mail Automator interface. On the left, a sidebar contains various icons for navigation. The main area is titled 'Mail Automator' and shows a table with two columns: 'EMAIL CONFIGURED' and 'EMAIL SERVER'. The table lists two configurations: 'sales@infraon.io' and 'approvals@infraon.io', both pointing to 'outlook.office365.com'. A search bar is located at the top of the table.

On the right, a modal window titled 'Add IMAP Configuration' is open. It has two tabs: '1 Email Config' and '2 Domains'. The 'Email Config' tab is active. It contains a message: 'We currently support IMAP configurations only. The email ID should be configured to allow access from less secure apps.' Below this, there are fields for 'Mail Server \*' (outlook.office365.com), 'Authentication Type \*' (OAuth2 Microsoft), 'Email \*' (ticket@infraon.io), 'Password \*' (masked), 'Client ID \*' (placeholder: Enter Client ID), 'Client Secret \*' (placeholder: Enter Client Secret), 'Tenant ID \*' (placeholder: Enter Tenant ID), and 'Authority \*' (https://login.microsoftonline.com). There is a pink circular highlight over the 'Client ID' field.

Below the fields is a section titled 'Server Port Configuration' with a 'Use Defaults' button. It includes 'Incoming ( IMAP )' with 'Server Port' set to '993' and 'Encryption Type' set to 'SSL' (selected over 'TLS'). At the bottom, there is a field for 'SMTP Server \*' (smta.amaail.com) and a 'Test' button. A 'Next →' button is located at the bottom right of the modal.

**Step 5:** Now, specify the Client ID, Client Secret, Tenant ID, and Authority in the respective call-out boxes.

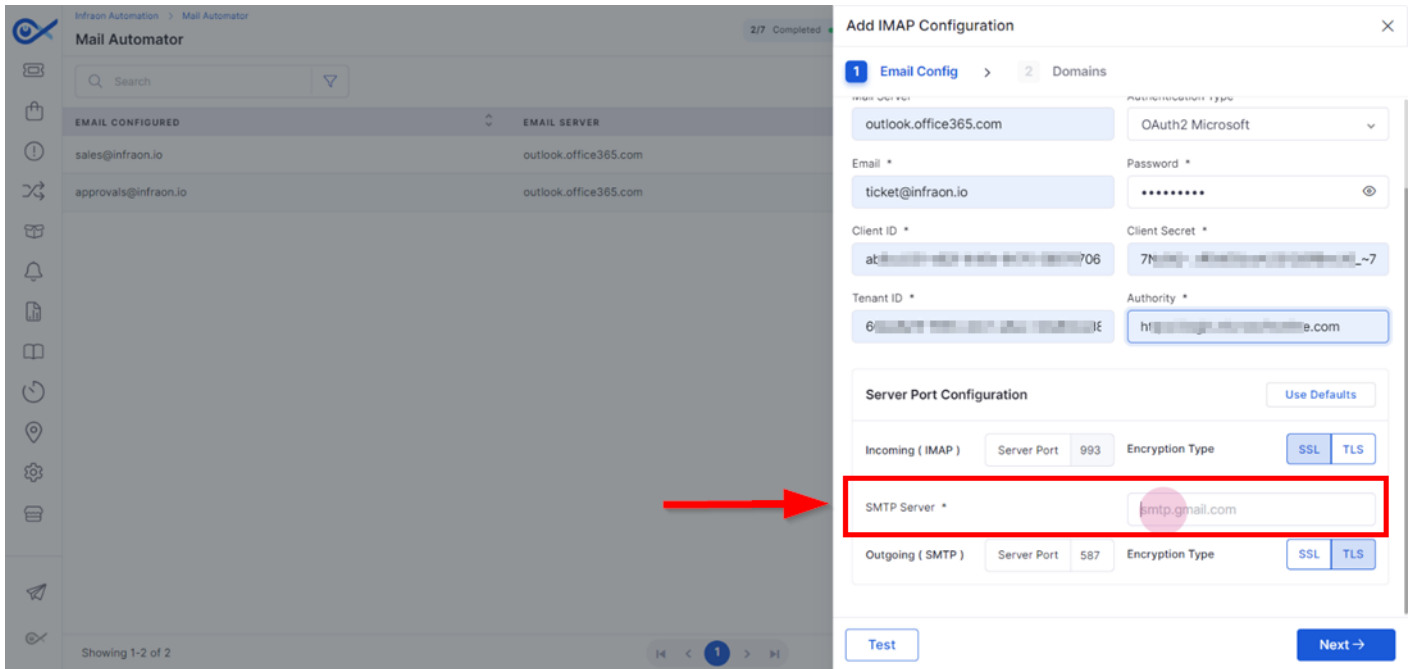
The screenshot displays the 'Mail Automator' application interface. On the left, a sidebar shows various icons for navigation. The main area is titled 'Mail Automator' and shows a table with two columns: 'EMAIL CONFIGURED' and 'EMAIL SERVER'. The table contains two rows of data. Below the table, a status bar indicates 'Showing 1-2 of 2'.

On the right, a modal window titled 'Add IMAP Configuration' is open. It has two tabs: '1 Email Config' and '2 Domains'. The 'Email Config' tab is active. It contains a message: 'We currently support IMAP configurations only. The email ID should be configured to allow access from less secure apps.' Below this, there are several input fields:

- Mail Server \***: outlook.office365.com
- Authentication Type \***: OAuth2 Microsoft
- Email \***: ticket@infraon.io
- Password \***: [Redacted]
- Client ID \***: ab[Redacted]06
- Client Secret \***: 7N[Redacted]\_7
- Tenant ID \***: 60[Redacted]cedf
- Authority \***: https://login.microsoftonline.com

Below these fields is the 'Server Port Configuration' section, which includes a 'Use Defaults' button and fields for 'Incoming (IMAP)' (Server Port: 993, Encryption Type: SSL/TLS) and 'SMTP Server \*' (smtp.gmail.com). A 'Test' button is located at the bottom left of the modal, and a 'Next ->' button is at the bottom right.

**Step 6:** Enter the SMTP server details in the Server Port Configuration section.



The screenshot shows the 'Mail Automator' interface with a table of configured email accounts. On the right, the 'Add IMAP Configuration' dialog is open, showing the 'Email Config' tab. The 'Server Port Configuration' section is highlighted, and a red arrow points to the 'SMTP Server' field, which contains the value 'smtp.gmail.com'.

| EMAIL CONFIGURED     | EMAIL SERVER          |
|----------------------|-----------------------|
| sales@infraon.io     | outlook.office365.com |
| approvals@infraon.io | outlook.office365.com |

**Add IMAP Configuration**

1 Email Config > 2 Domains

Domain: outlook.office365.com | OAuth2 Microsoft

Email: ticket@infraon.io | Password: [REDACTED]

Client ID: [REDACTED] | Client Secret: [REDACTED]

Tenant ID: [REDACTED] | Authority: [REDACTED]

**Server Port Configuration** (Use Defaults)

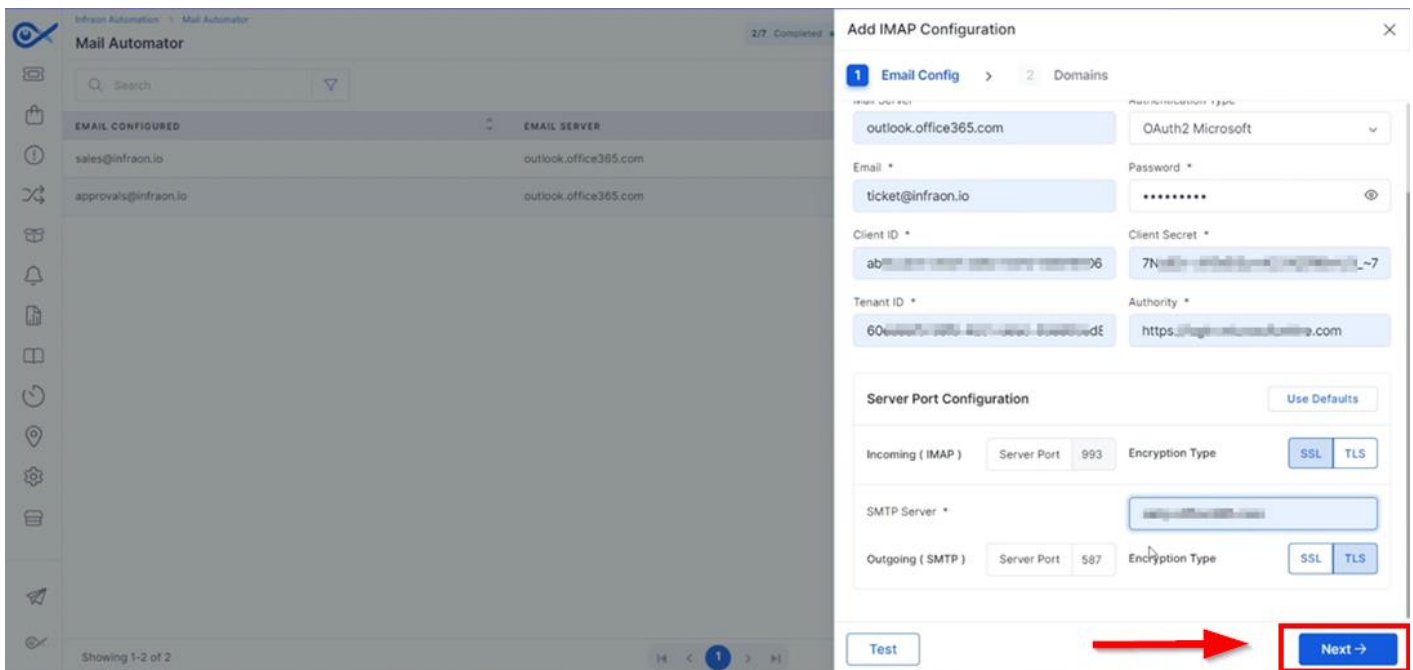
Incoming (IMAP): Server Port 993 | Encryption Type: SSL | TLS

SMTP Server: smtp.gmail.com

Outgoing (SMTP): Server Port 587 | Encryption Type: SSL | TLS

Test | Next →

**Step 7:** After entering all required information, click **Next**.



The screenshot shows the same 'Add IMAP Configuration' dialog as in Step 6. A red arrow points to the 'Next' button at the bottom right of the dialog.

| EMAIL CONFIGURED     | EMAIL SERVER          |
|----------------------|-----------------------|
| sales@infraon.io     | outlook.office365.com |
| approvals@infraon.io | outlook.office365.com |

**Add IMAP Configuration**

1 Email Config > 2 Domains

Domain: outlook.office365.com | OAuth2 Microsoft

Email: ticket@infraon.io | Password: [REDACTED]

Client ID: [REDACTED] | Client Secret: [REDACTED]

Tenant ID: [REDACTED] | Authority: [REDACTED]

**Server Port Configuration** (Use Defaults)

Incoming (IMAP): Server Port 993 | Encryption Type: SSL | TLS

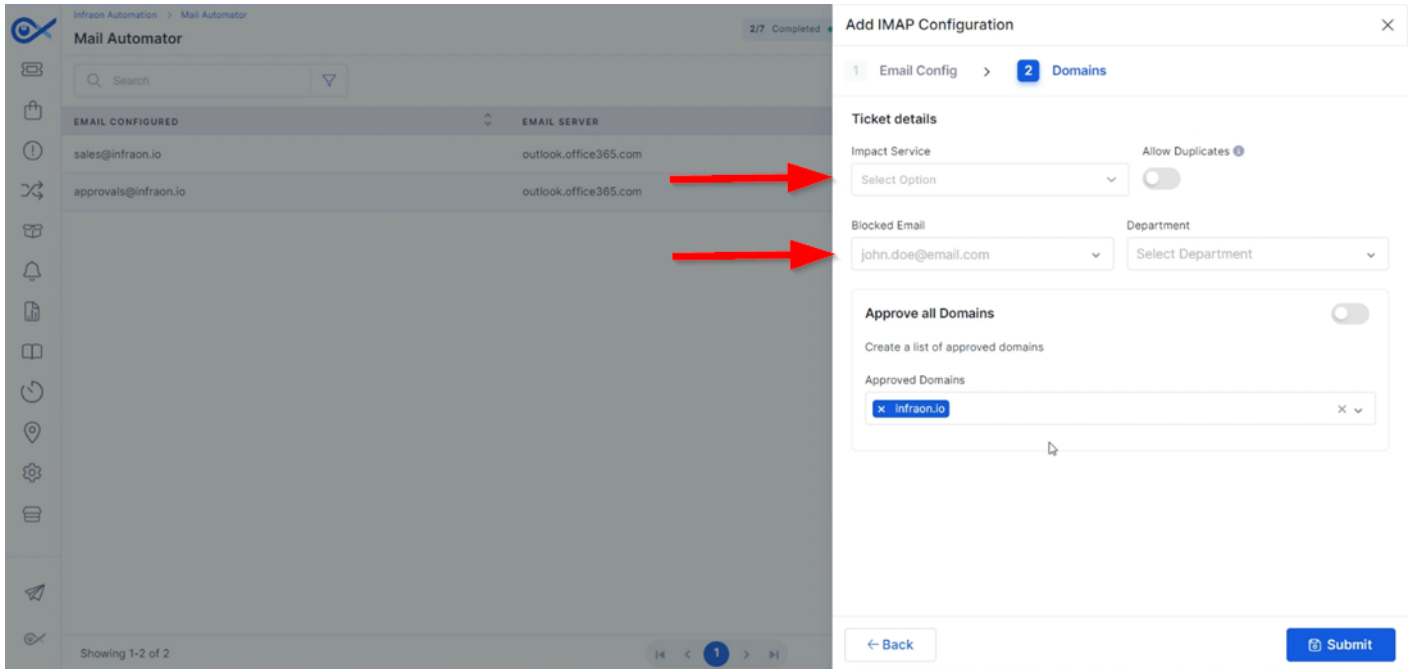
SMTP Server: [REDACTED]

Outgoing (SMTP): Server Port 587 | Encryption Type: SSL | TLS

Test | Next →

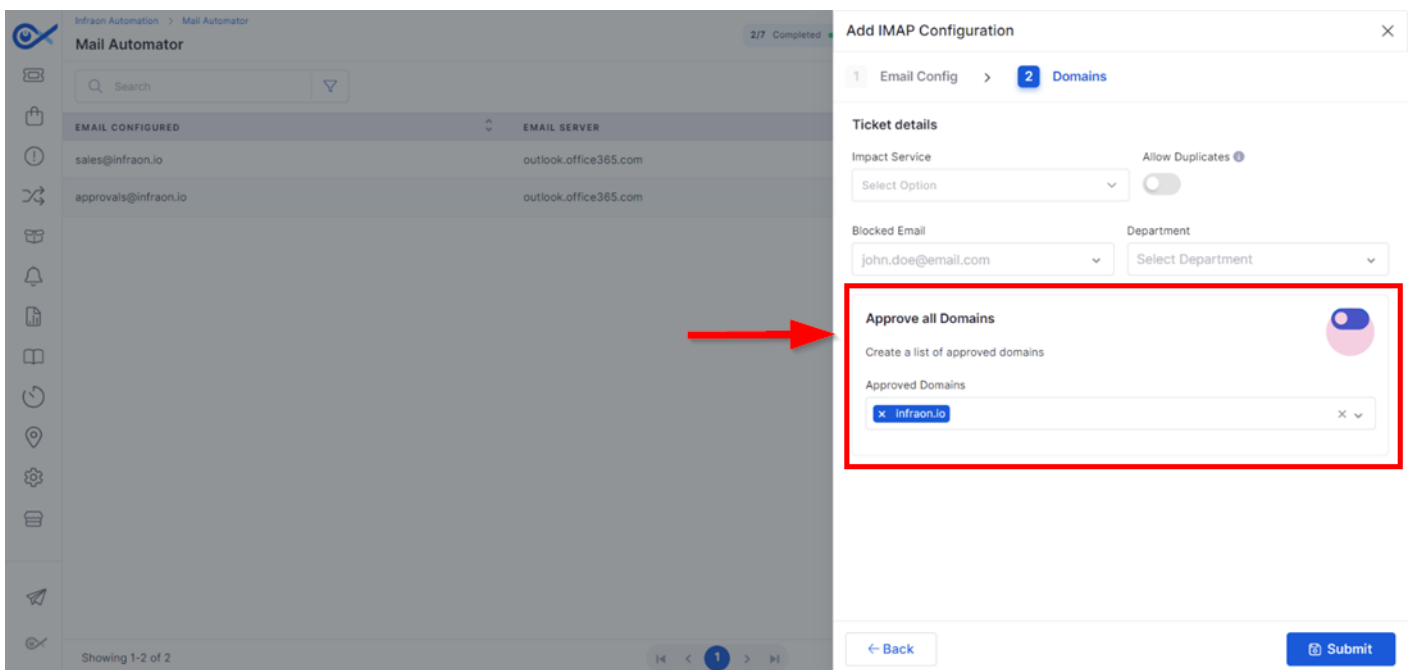
## Setting Up Domains and Submitting Configuration

**Step 8:** On the domains page, add the impact services. Use the **Allow Duplicate** toggle button as needed. To block any email accounts, select the **Blocked Email** option.



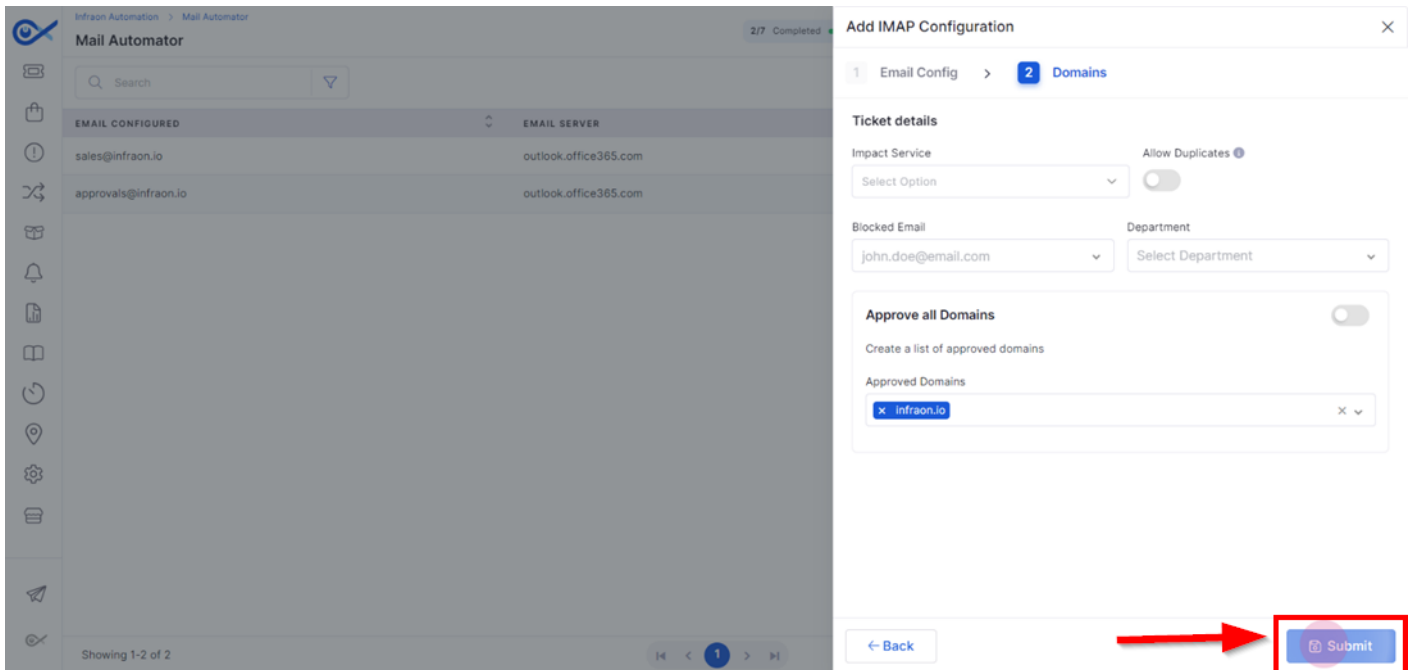
The screenshot shows the 'Mail Automator' interface. On the left, there's a sidebar with a search bar and a list of email configurations. The main area displays the 'Add IMAP Configuration' dialog with the 'Domains' tab selected. The 'Ticket details' section includes 'Impact Service' (Select Option), 'Blocked Email' (john.doe@email.com), and 'Department' (Select Department). The 'Approve all Domains' section has a toggle switch and a list of approved domains (infraon.io). Red arrows point to the 'Blocked Email' and 'Approve all Domains' sections.

**Step 9:** For the "Approve all Domains" option, choose the domain ID from which tickets are to be created, or click on **Approve All Domains** to allow tickets from all domain IDs to be created in the administrator's portal.



The screenshot shows the 'Mail Automator' interface. On the left, there's a sidebar with a search bar and a list of email configurations. The main area displays the 'Add IMAP Configuration' dialog with the 'Domains' tab selected. The 'Ticket details' section includes 'Impact Service' (Select Option), 'Blocked Email' (john.doe@email.com), and 'Department' (Select Department). The 'Approve all Domains' section has a toggle switch and a list of approved domains (infraon.io). A red arrow points to the 'Approve all Domains' section.

**Step 10:** Once the necessary configurations are made, click 'Submit' to add the IMAP Configuration.



**Add IMAP Configuration**

1 Email Config > 2 Domains

**Ticket details**

Impact Service: Select Option

Blocked Email: john.doe@email.com

Department: Select Department

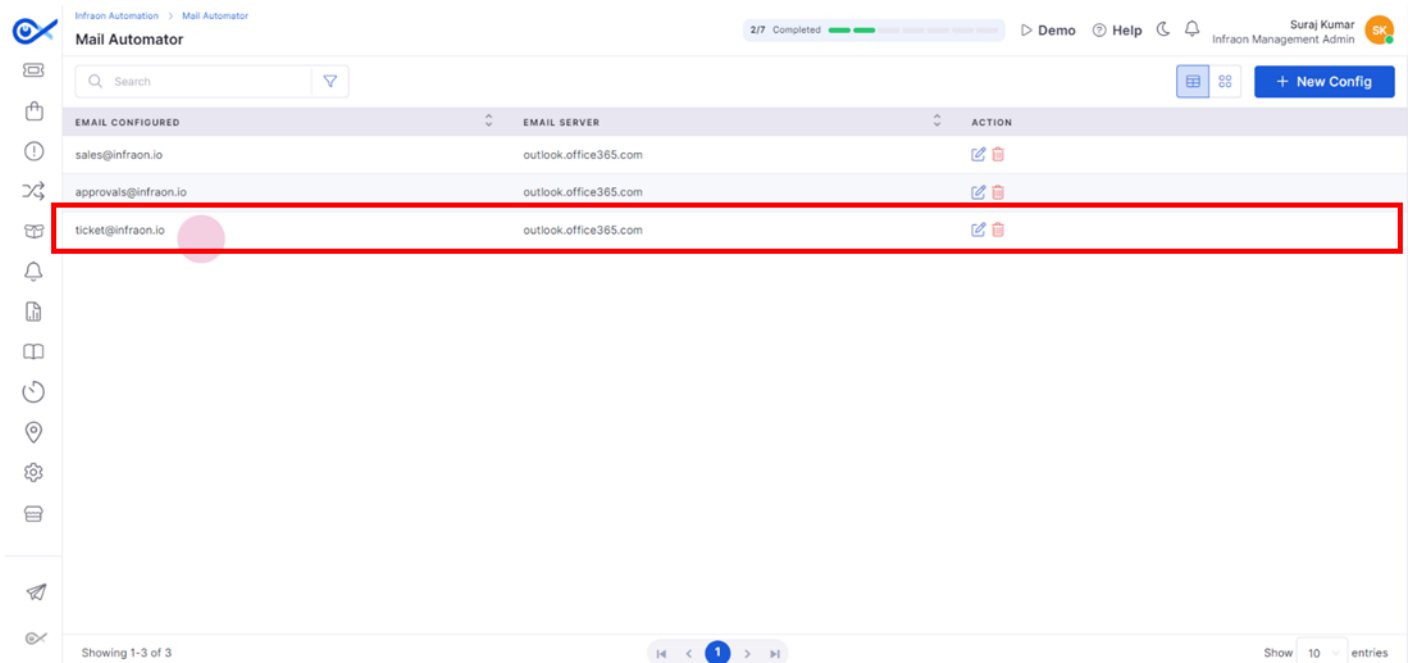
**Approve all Domains**

Create a list of approved domains

Approved Domains: infraon.io

[Back](#) [Submit](#)

**Step 11:** Now, admins or users can share this configured email ID with the requesters or end users to create tickets using the email-to-incident feature.

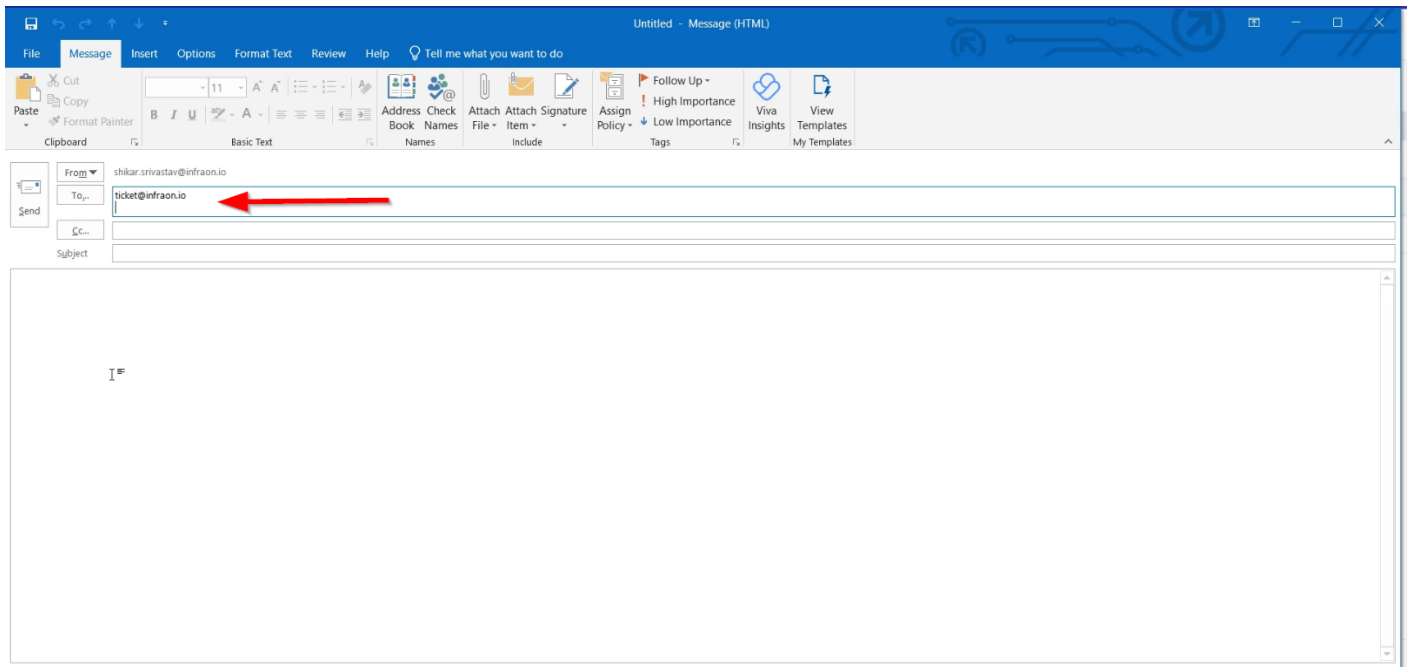


| EMAIL CONFIGURED     | EMAIL SERVER          | ACTION                                      |
|----------------------|-----------------------|---------------------------------------------|
| sales@infraon.io     | outlook.office365.com | <a href="#">Edit</a> <a href="#">Delete</a> |
| approvals@infraon.io | outlook.office365.com | <a href="#">Edit</a> <a href="#">Delete</a> |
| ticket@infraon.io    | outlook.office365.com | <a href="#">Edit</a> <a href="#">Delete</a> |

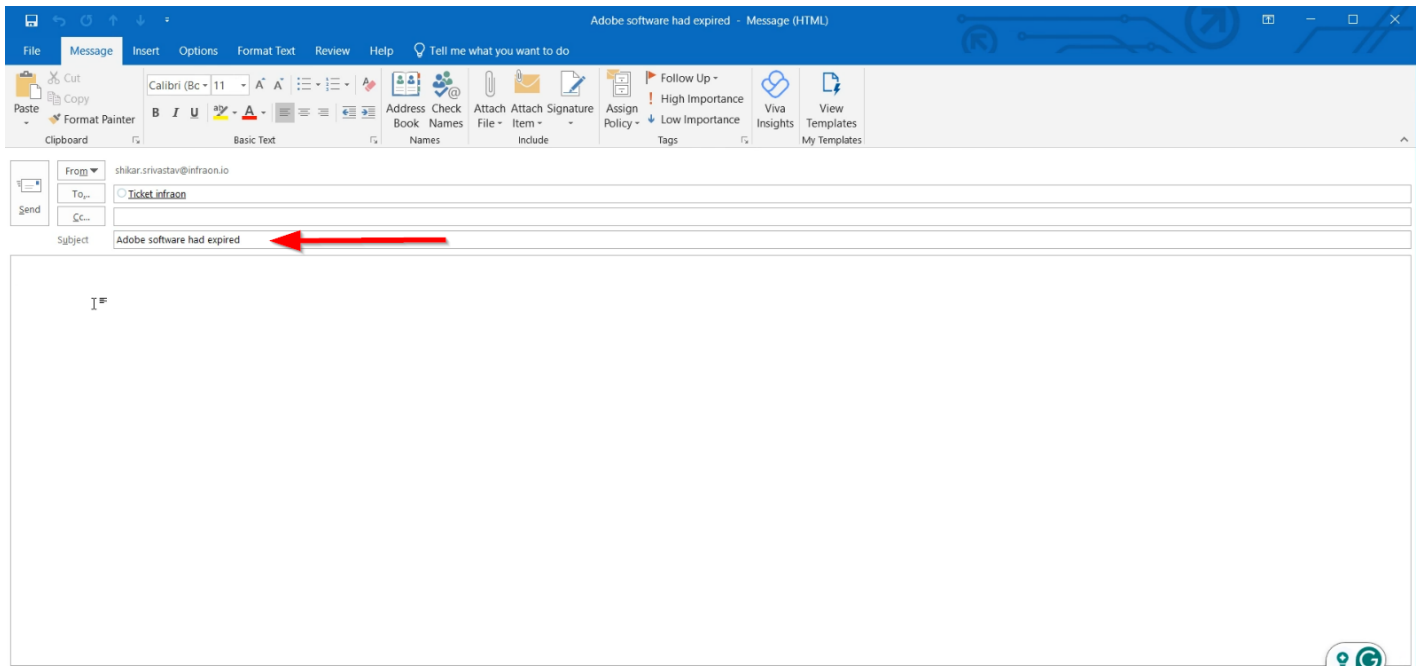
Showing 1-3 of 3

## Creating Tickets as an End User

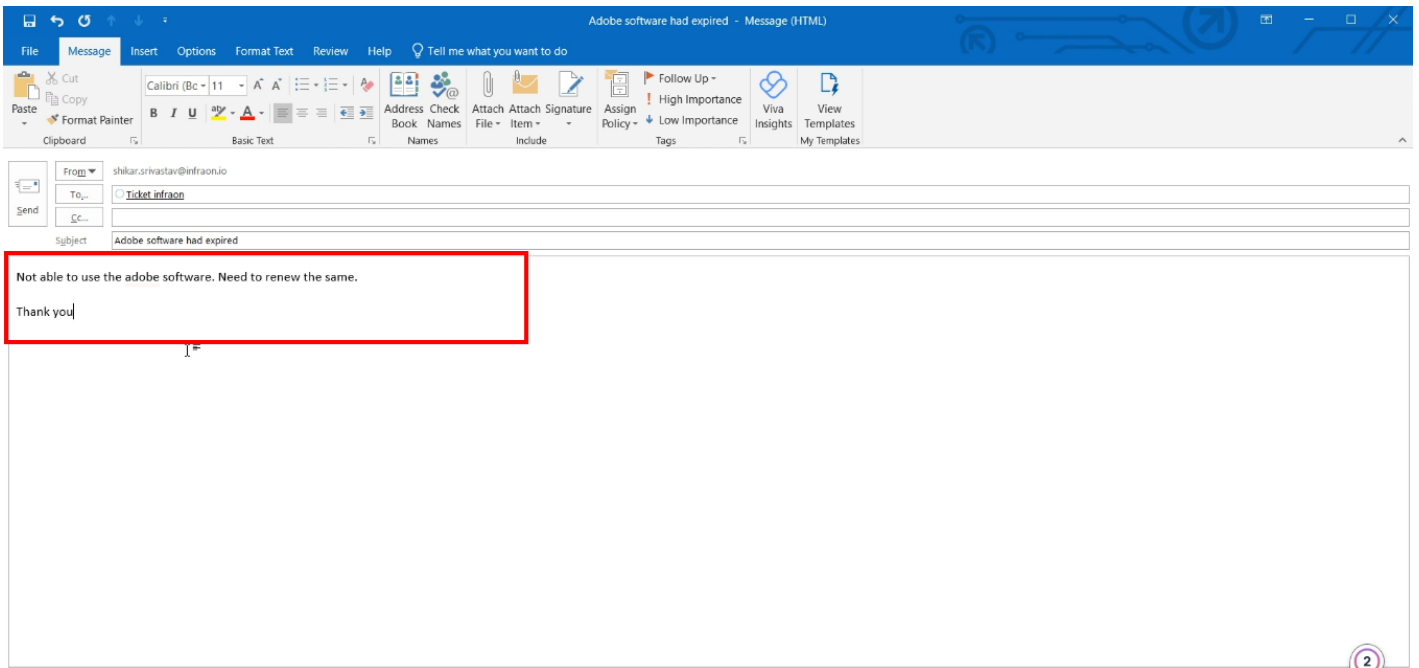
**Step 1:** To submit a ticket via email, compose a new email and address it to the configured email address.



**Step 2:** Include a subject line for the ticket. Without a subject, the ticket won't be created in the admin portal.



**Step 3:** Summarize the issue for the technician. This helps the technician resolve the issue more quickly.



File Message Insert Options Format Text Review Help Tell me what you want to do

Clipboard Basic Text Names Attach File Include Assign Policy Tags Viva Insights View Templates My Templates

From: shikar.srivastav@infraonjo

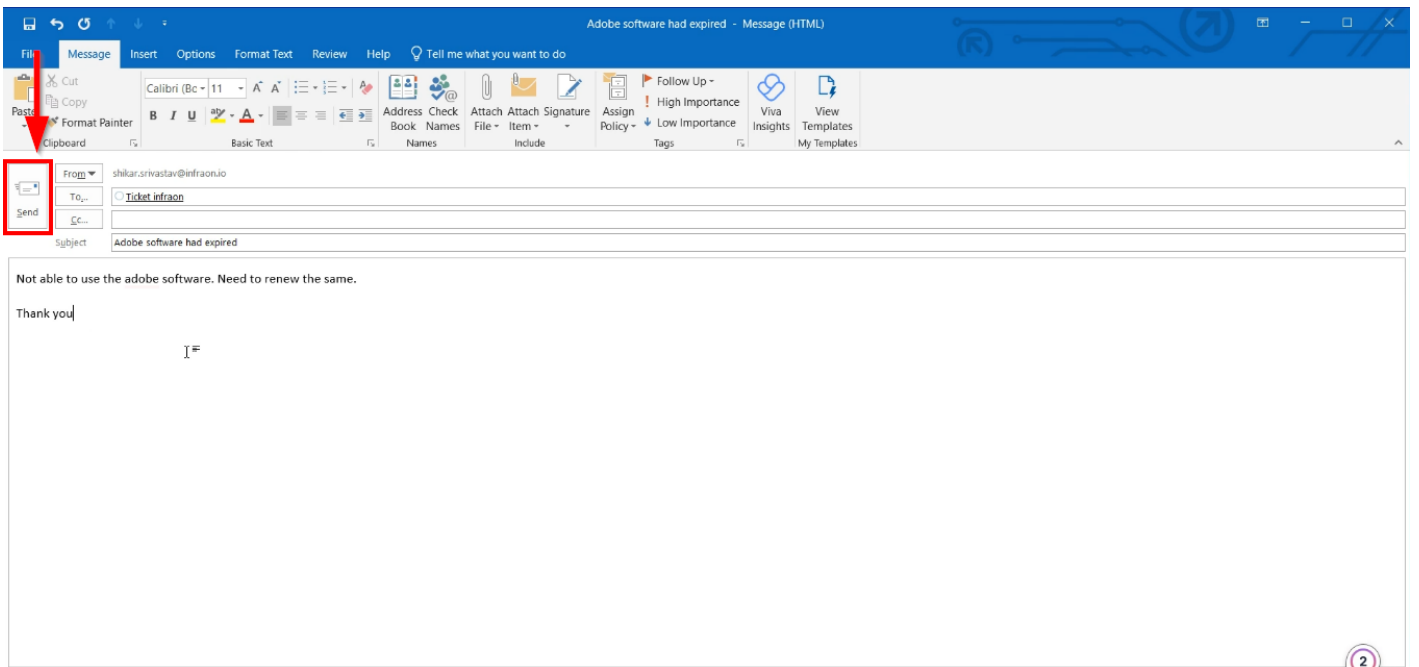
To: Ticket infra@infraonjo

Subject: Adobe software had expired

Not able to use the adobe software. Need to renew the same.

Thank you

**Step 4:** After filling in the details, click **Send**.



File Message Insert Options Format Text Review Help Tell me what you want to do

Clipboard Basic Text Names Attach File Include Assign Policy Tags Viva Insights View Templates My Templates

From: shikar.srivastav@infraonjo

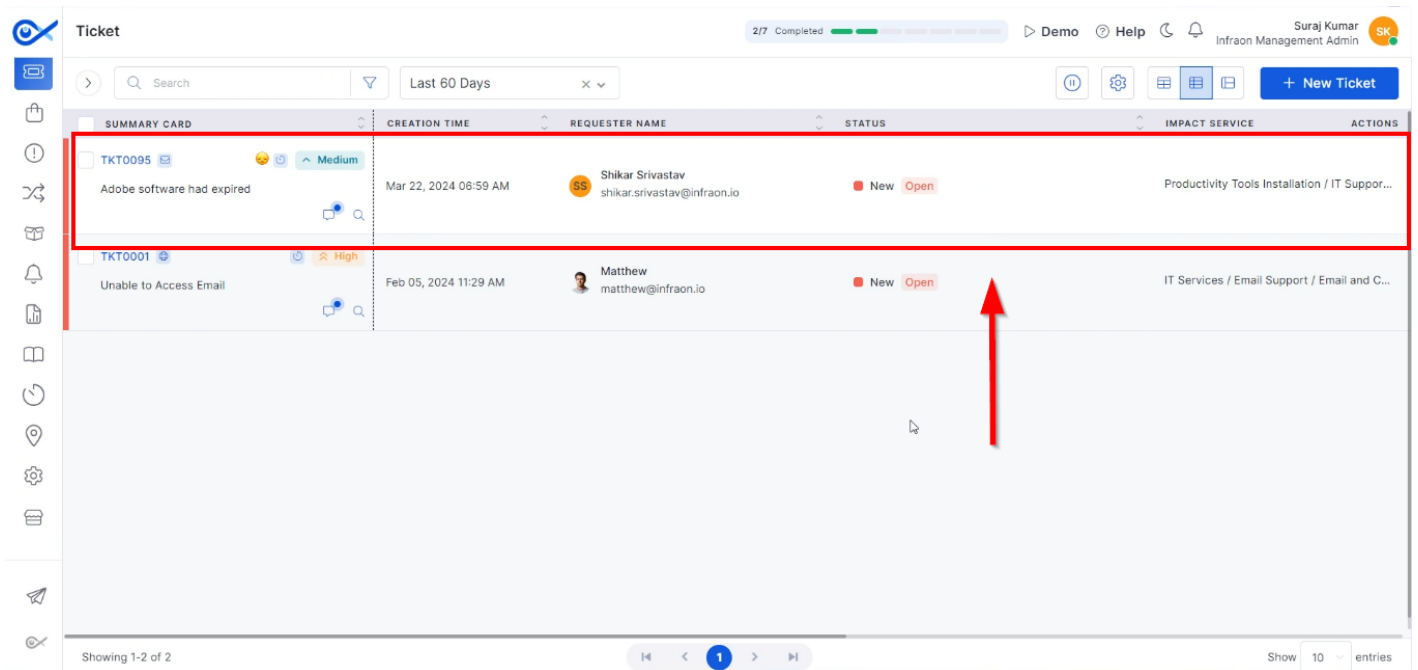
To: Ticket infra@infraonjo

Subject: Adobe software had expired

Not able to use the adobe software. Need to renew the same.

Thank you

Once the email is sent, a ticket is generated in the admin portal. Technicians can see the created ticket, source (email), subject line, summary, and the requester's name.



The screenshot displays the 'Ticket' management interface. At the top, there's a search bar and a filter set to 'Last 60 Days'. The main area shows a list of tickets. The first ticket, TKT0095, has the subject 'Adobe software had expired', was created on Mar 22, 2024 at 06:59 AM, and is from Shikar Srivastav. Its status is 'New Open'. The second ticket, TKT0001, has the subject 'Unable to Access Email', was created on Feb 05, 2024 at 11:29 AM, and is from Matthew. Its status is also 'New Open'. A red box highlights the first ticket, and a red arrow points to the 'Open' status button.

| SUMMARY CARD                                    | CREATION TIME         | REQUESTER NAME                                  | STATUS   | IMPACT SERVICE                                  | ACTIONS |
|-------------------------------------------------|-----------------------|-------------------------------------------------|----------|-------------------------------------------------|---------|
| TKT0095<br>Adobe software had expired<br>Medium | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity Tools Installation / IT Support... |         |
| TKT0001<br>Unable to Access Email<br>High       | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services / Email Support / Email and C...    |         |

Showing 1-2 of 2

The technician can then start working on the ticket and provide a resolution to the end user.

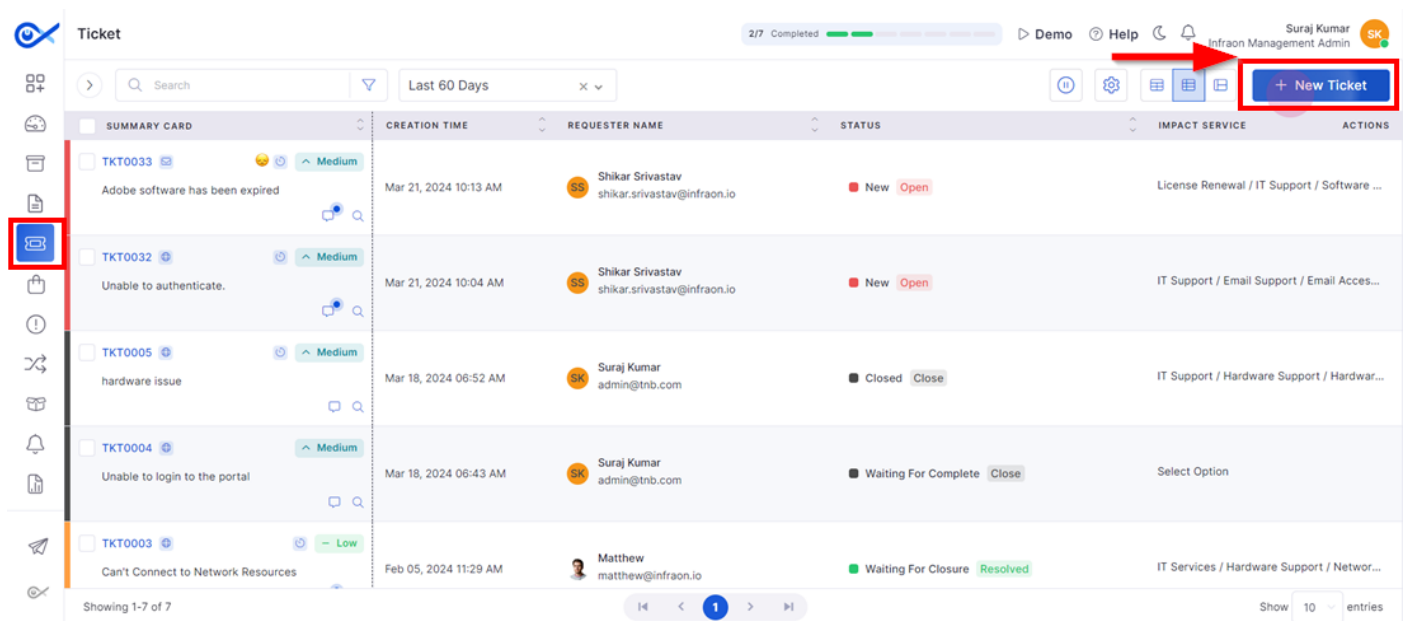
This process, known as "email to incident," allows the end user to send an email that is converted into a ticket in the Infraon Infinity tool.

## Created by Technician

This guide outlines the process for a technician to create a ticket on behalf of an end user. This method is particularly useful when the end user cannot access their email or self-service portal, such as when their laptop or desktop won't power on. In these situations, the end user can contact a technician or service provider within the organization to create a ticket for them.

### Creating a New Ticket

**Step 1:** To create a new ticket, navigate to the Ticket Management module on the left pane and click on **New Ticket** at the top right corner of the page.

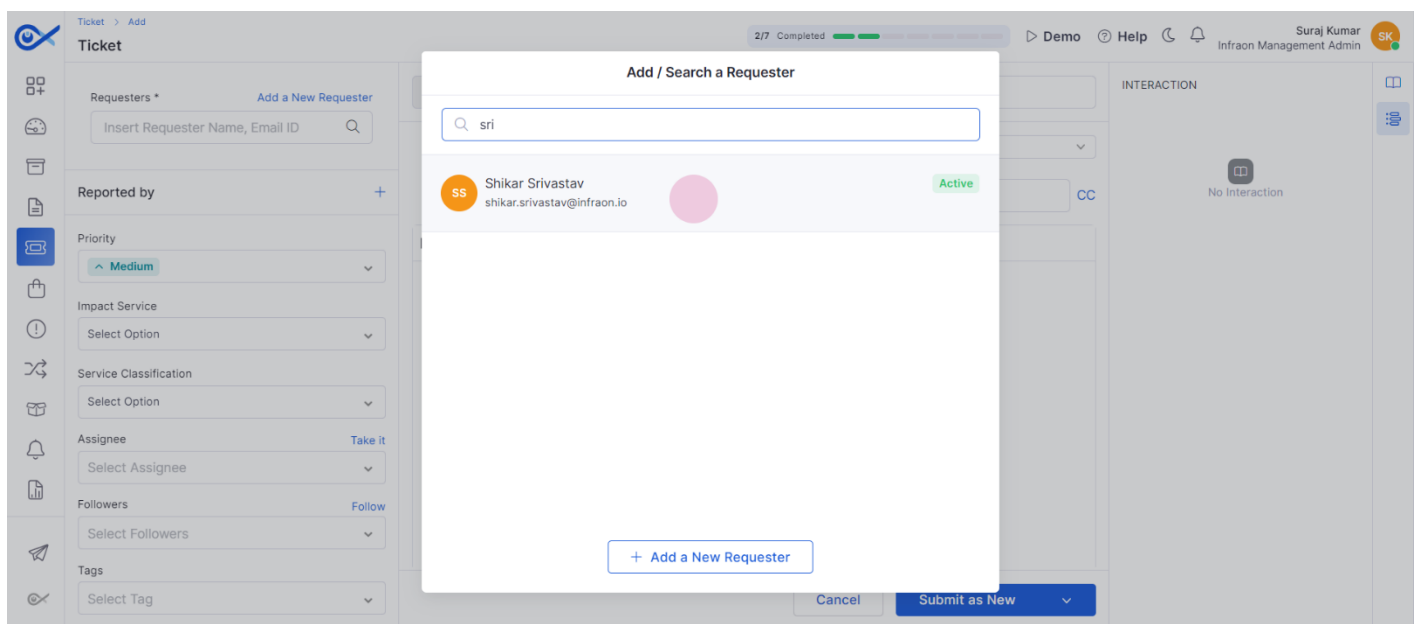


The screenshot shows the 'Ticket' management interface. On the left sidebar, the 'Ticket' icon is highlighted with a red box. In the top right corner, the '+ New Ticket' button is also highlighted with a red box. The main area displays a table of tickets with columns: SUMMARY CARD, CREATION TIME, REQUESTER NAME, STATUS, IMPACT SERVICE, and ACTIONS.

| SUMMARY CARD                                         | CREATION TIME         | REQUESTER NAME                                  | STATUS                       | IMPACT SERVICE                              | ACTIONS |
|------------------------------------------------------|-----------------------|-------------------------------------------------|------------------------------|---------------------------------------------|---------|
| <b>TKT0033</b><br>Adobe software has been expired    | Mar 21, 2024 10:13 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open                     | License Renewal / IT Support / Software ... |         |
| <b>TKT0032</b><br>Unable to authenticate.            | Mar 21, 2024 10:04 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open                     | IT Support / Email Support / Email Acces... |         |
| <b>TKT0005</b><br>hardware issue                     | Mar 18, 2024 06:52 AM | Suraj Kumar<br>admin@tnb.com                    | Closed Close                 | IT Support / Hardware Support / Hardwar...  |         |
| <b>TKT0004</b><br>Unable to login to the portal      | Mar 18, 2024 06:43 AM | Suraj Kumar<br>admin@tnb.com                    | Waiting For Complete Close   | Select Option                               |         |
| <b>TKT0003</b><br>Can't Connect to Network Resources | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | Waiting For Closure Resolved | IT Services / Hardware Support / Networ...  |         |

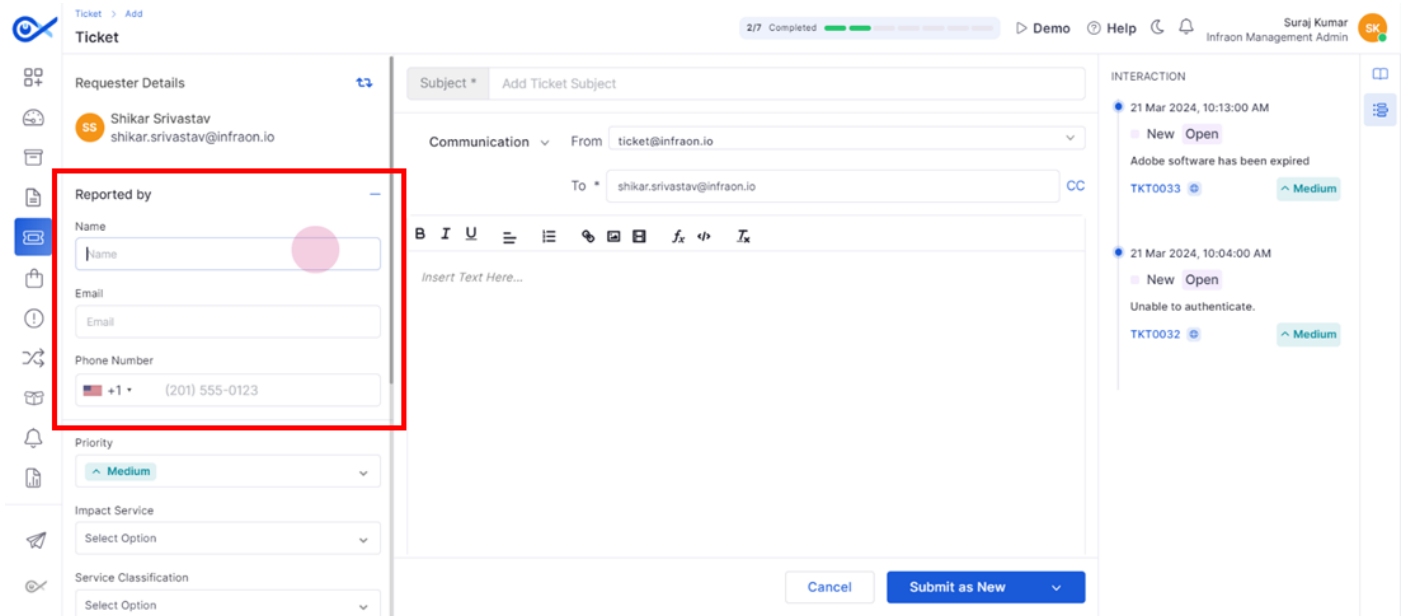
Showing 1-7 of 7

**Step 2:** In the pop-up tab, select the end user/requester experiencing the issue.



The screenshot shows the 'Add / Search a Requester' pop-up window. It has a search bar with 'sri' entered. Below the search bar, a list of requesters is displayed, including 'Shikar Srivastav' with a green 'Active' status. At the bottom of the pop-up, there is a '+ Add a New Requester' button and 'Cancel' and 'Submit as New' buttons.

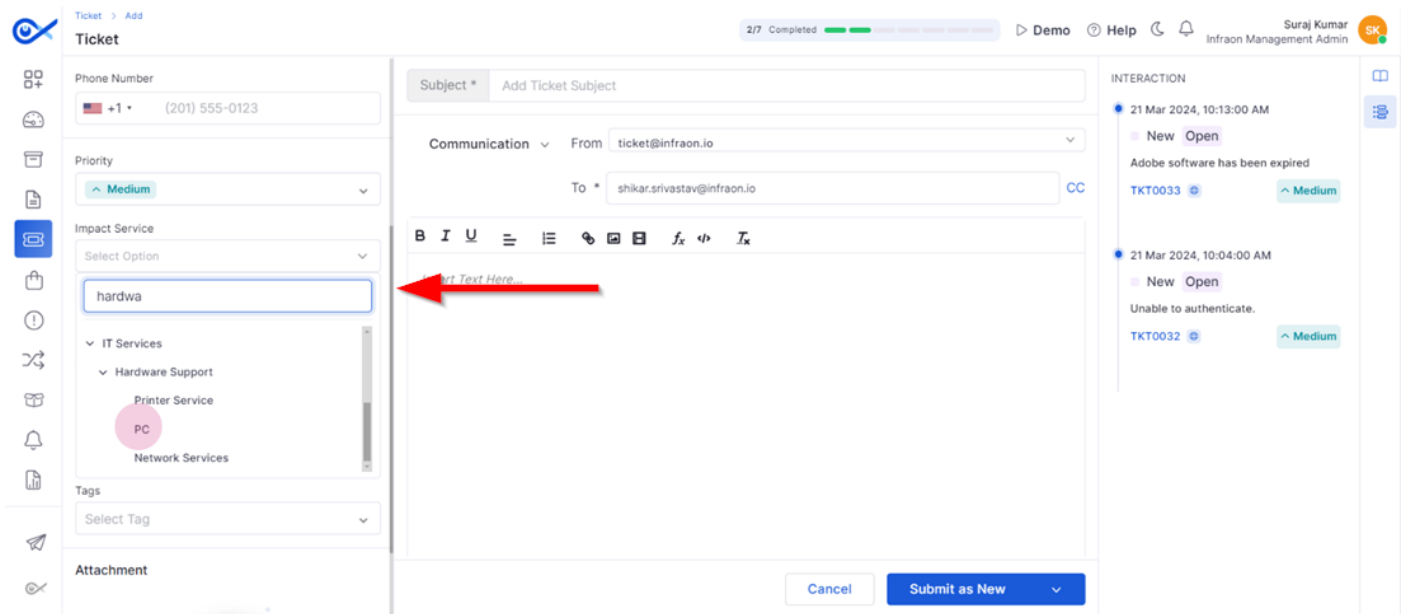
**Step 3:** Technicians can identify themselves in the 'Reported By' section by entering their Name, Email, and Phone Number. This ensures the requester and support team have a point of contact.



The screenshot shows the 'Add Ticket' form. The 'Reported by' section is highlighted with a red box. It contains fields for Name, Email, and Phone Number. The Name field has a pink circle next to it. The Email field is empty. The Phone Number field has a dropdown for country code (set to +1) and a text input for the number (201) 555-0123. Below these fields are sections for Priority (set to Medium), Impact Service (Select Option), and Service Classification (Select Option). The main form area has a 'Subject' field, a 'Communication' dropdown, and a 'To' field with the email shikar.srivastav@infraon.io. There is a rich text editor with a toolbar and a 'Submit as New' button.

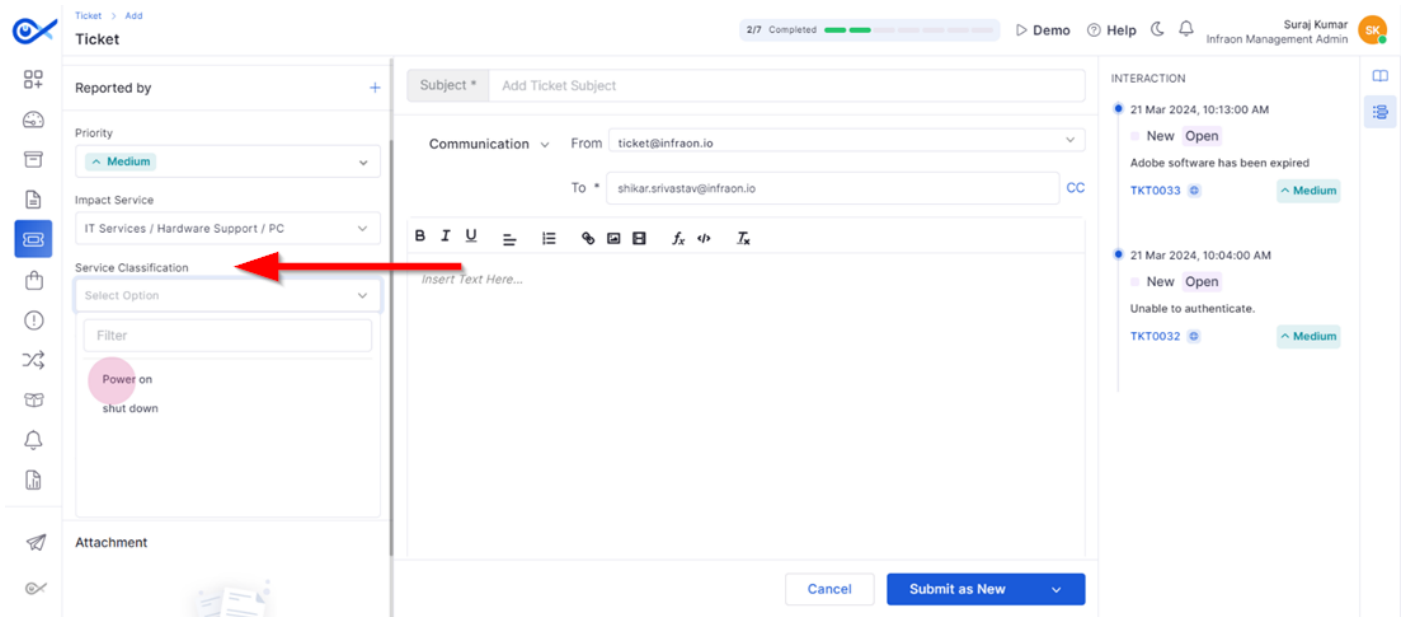
## Specifying Service Area

**Step 4:** Enter the impact service and specify the service area the end user is having trouble with.



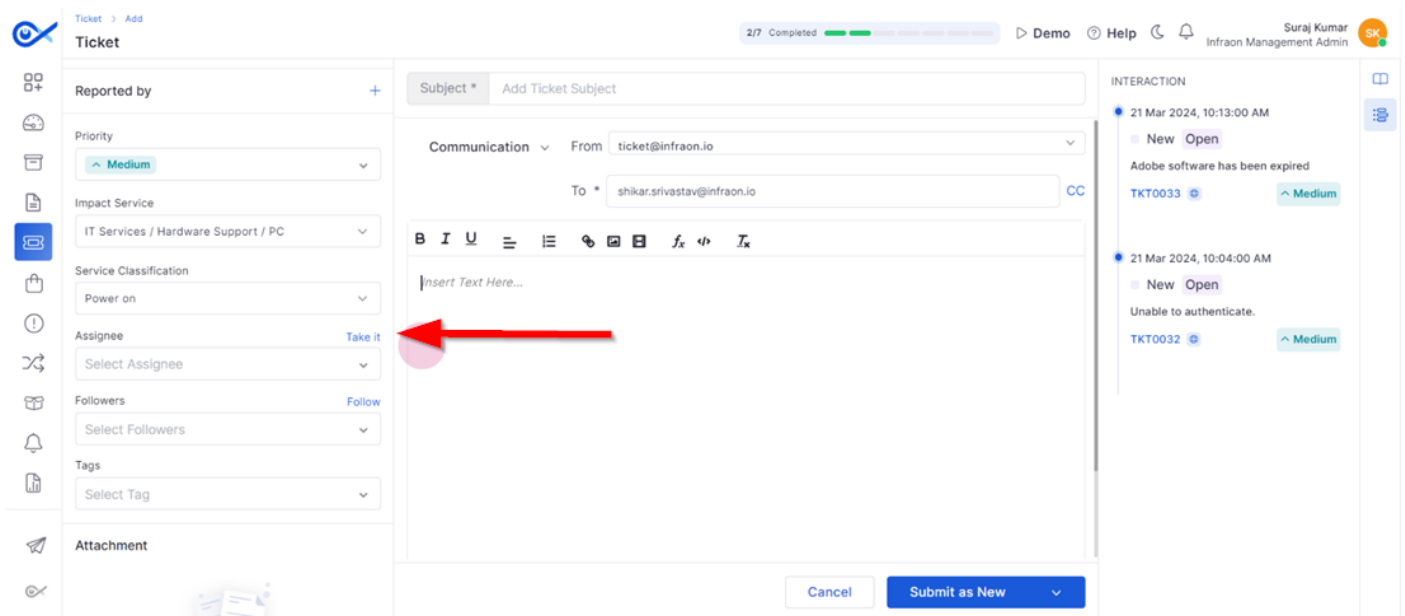
The screenshot shows the 'Add Ticket' form with the 'Impact Service' dropdown menu open. The dropdown menu is showing a list of services under 'IT Services', including 'Hardware Support', 'Printer Service', 'PC', and 'Network Services'. The word 'hardwa' is entered in the search bar of the dropdown. A red arrow points to the search bar. The main form area has a 'Subject' field, a 'Communication' dropdown, and a 'To' field with the email shikar.srivastav@infraon.io. There is a rich text editor with a toolbar and a 'Submit as New' button.

**Step 5:** Select the service classification based on the issue faced by the requester.



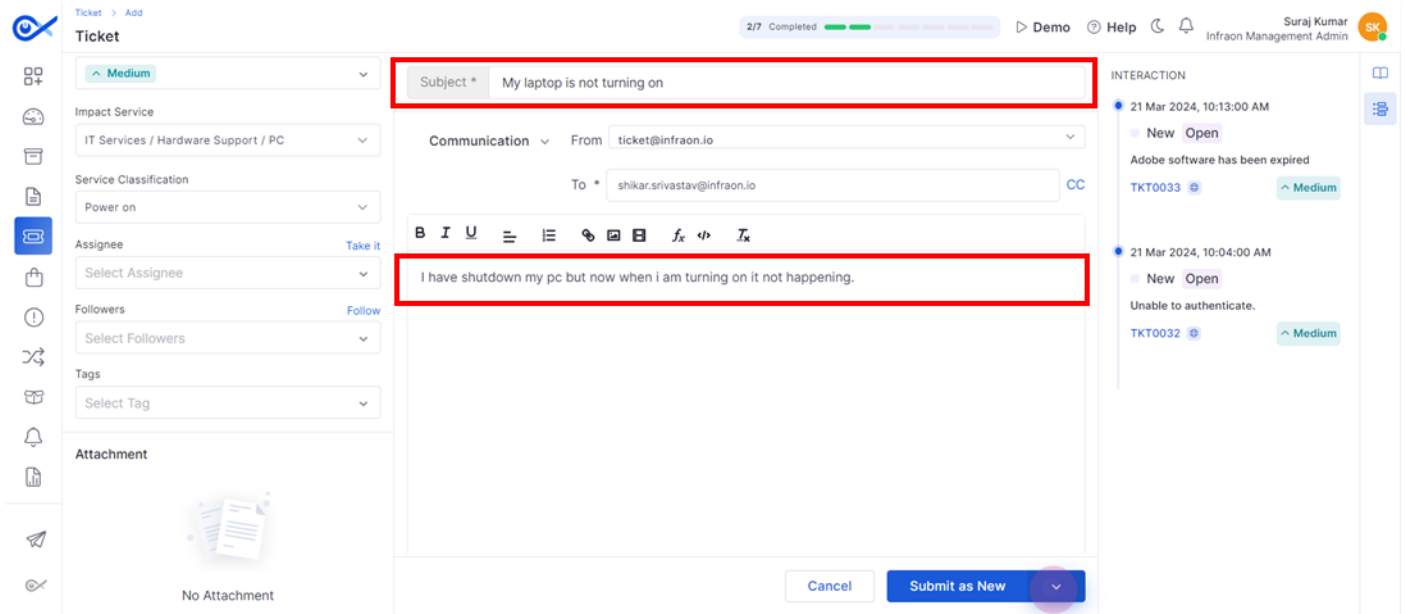
The screenshot shows the 'Add Ticket' form. On the left sidebar, the 'Service Classification' dropdown is highlighted with a red arrow. The dropdown menu is open, showing a search filter and a list of options, with 'Power on shut down' selected. The main form area shows the 'Subject' field, 'Communication' type, 'From' and 'To' email addresses, and a rich text editor. The right sidebar shows the 'INTERACTION' history with two entries: 'Adobe software has been expired' (TKT0033) and 'Unable to authenticate.' (TKT0032).

**Step 6:** Assign the ticket to the service technician working on the issue or to yourself if you're handling the problem. You can also add additional followers and relevant tags to the ticket.



The screenshot shows the 'Add Ticket' form. On the left sidebar, the 'Assignee' dropdown is highlighted with a red arrow. The dropdown menu is open, showing a list of assignees, with 'Select Assignee' selected. The main form area shows the 'Subject' field, 'Communication' type, 'From' and 'To' email addresses, and a rich text editor. The right sidebar shows the 'INTERACTION' history with two entries: 'Adobe software has been expired' (TKT0033) and 'Unable to authenticate.' (TKT0032).

**Step 7:** Provide a subject for the ticket and a brief description of the problem faced.



**Ticket** 2/7 Completed Demo Help Suraj Kumar

**Subject \*** My laptop is not turning on

**Communication** From: ticket@infraon.io To: shikar.srivastav@infraon.io CC

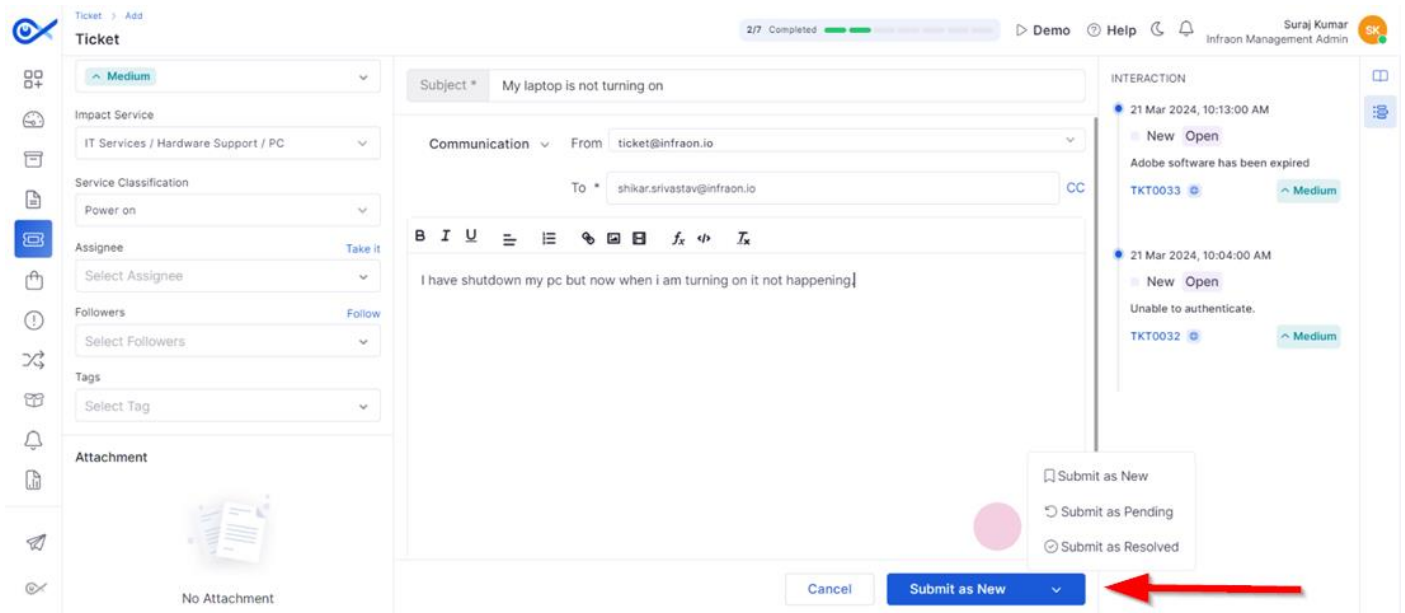
**Description** I have shutdown my pc but now when i am turning on it not happening.

**Attachment** No Attachment

**Submit as New**

## Submitting the Ticket

**Step 8:** Once all the necessary details have been filed, technicians can submit the ticket. If the issue is already resolved, submit the ticket as resolved. If work has started but the issue isn't resolved yet, submit it as pending. For new issues, click on **submit as new**.



**Ticket** 2/7 Completed Demo Help Suraj Kumar

**Subject \*** My laptop is not turning on

**Communication** From: ticket@infraon.io To: shikar.srivastav@infraon.io CC

**Description** I have shutdown my pc but now when i am turning on it not happening

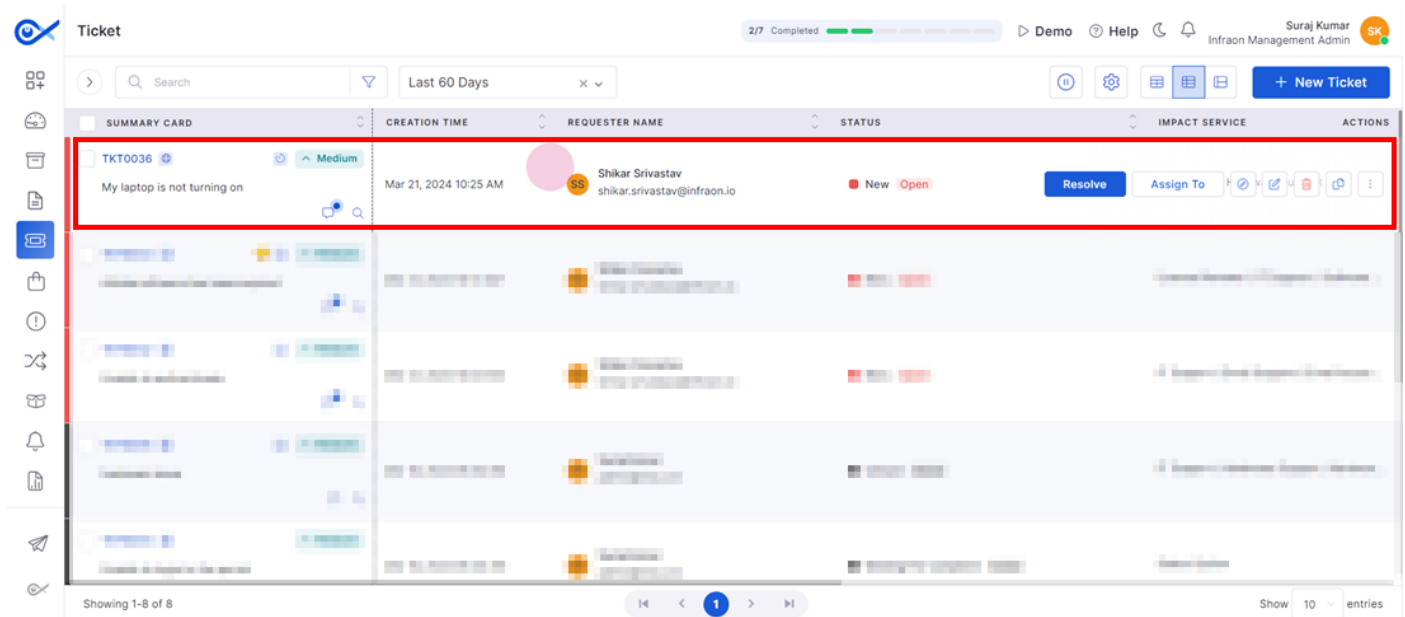
**Attachment** No Attachment

**Submit as New**

**Submit as Pending**

**Submit as Resolved**

Upon clicking **submit as new**, the ticket is created in the Infraon Infinity tool on behalf of the end user.



The screenshot displays the 'Ticket' management interface in the Infraon Infinity tool. The top navigation bar includes a search bar, a filter dropdown set to 'Last 60 Days', and a '+ New Ticket' button. The main content area shows a table of tickets. The first ticket is highlighted with a red border:

| SUMMARY CARD                                  | CREATION TIME         | REQUESTER NAME                                  | STATUS   | IMPACT SERVICE | ACTIONS              |
|-----------------------------------------------|-----------------------|-------------------------------------------------|----------|----------------|----------------------|
| <b>TKT0036</b><br>My laptop is not turning on | Mar 21, 2024 10:25 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                | Resolve<br>Assign To |

The interface also shows a sidebar with various icons and a bottom status bar indicating 'Showing 1-8 of 8' entries.

Now, a ticket has been raised for the end user stating the reason, and a corresponding technician will rectify the issue.

This is how a technician creates a ticket for an end user who is unable to access their email or the self-service portal.

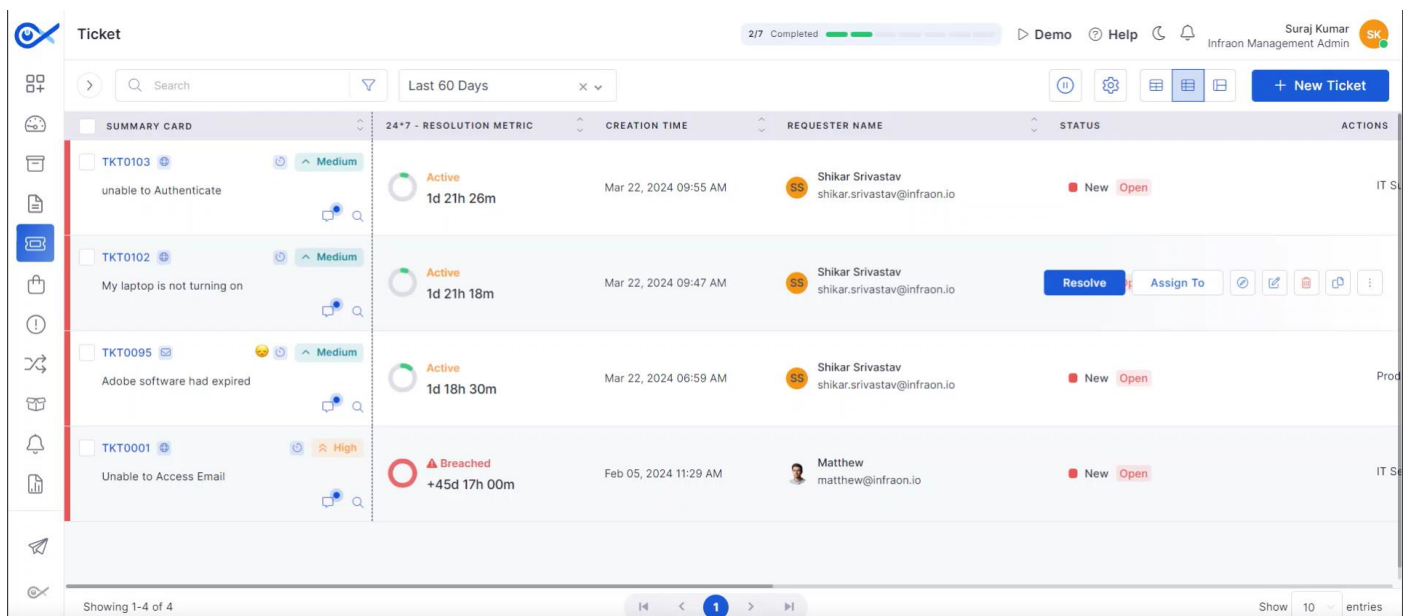
## Ticket Assignment

This guide explains the ticket assignment process within the Infraon Infinity suite, focusing on the Ticket Visibility section.

Admins can view, manage, and allocate all tickets generated in the portal. In contrast, Engineers only have access to tickets assigned to them. During ticket creation, they can also self-assign tickets if they are linked to their team in the **"Impacted Service"** column.

The Service Desk Team can view all tickets and manually assign them to a team or a specific technician.

Infraon provides both manual and automatic ticket assignment options.



| SUMMARY CARD                                                              | 24*7 - RESOLUTION METRIC | CREATION TIME         | REQUESTER NAME                                  | STATUS            | ACTIONS |
|---------------------------------------------------------------------------|--------------------------|-----------------------|-------------------------------------------------|-------------------|---------|
| <input type="checkbox"/> TKT0103<br>unable to Authenticate<br>Medium      | Active<br>1d 21h 26m     | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open          | IT S    |
| <input type="checkbox"/> TKT0102<br>My laptop is not turning on<br>Medium | Active<br>1d 21h 18m     | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | Resolve Assign To |         |
| <input type="checkbox"/> TKT0095<br>Adobe software had expired<br>Medium  | Active<br>1d 18h 30m     | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open          | Prod    |
| <input type="checkbox"/> TKT0001<br>Unable to Access Email<br>High        | Breached<br>+45d 17h 00m | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open          | IT S    |

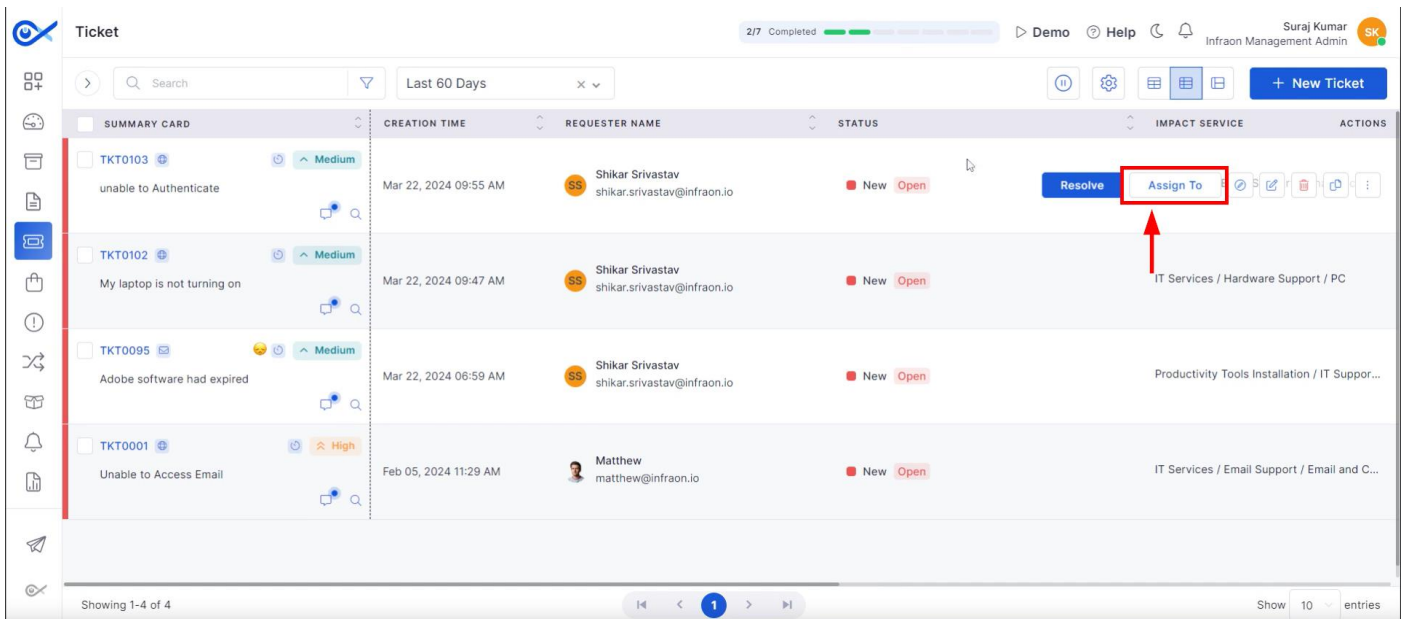
Showing 1-4 of 4

## Ticket Assignment (Manual)

This guide explains the manual ticket assignment process in the Infraon Infinity suite. In this process, the Admins or the Service Desk team assign tickets by selecting the appropriate team, expertise, level, and technician. The ticket is then directly assigned to the selected technician.

Start with the following steps:

**Step 1:** Hover-over the ticket, and then click on the **"Assign To"** option.



The screenshot displays the 'Ticket' management interface. At the top, there's a search bar and a filter for 'Last 60 Days'. Below this is a table of tickets. The first ticket, TKT0103, is highlighted. In the 'Actions' column for this ticket, the 'Assign To' button is highlighted with a red box and a red arrow. The table columns are: SUMMARY CARD, CREATION TIME, REQUESTER NAME, STATUS, IMPACT SERVICE, and ACTIONS.

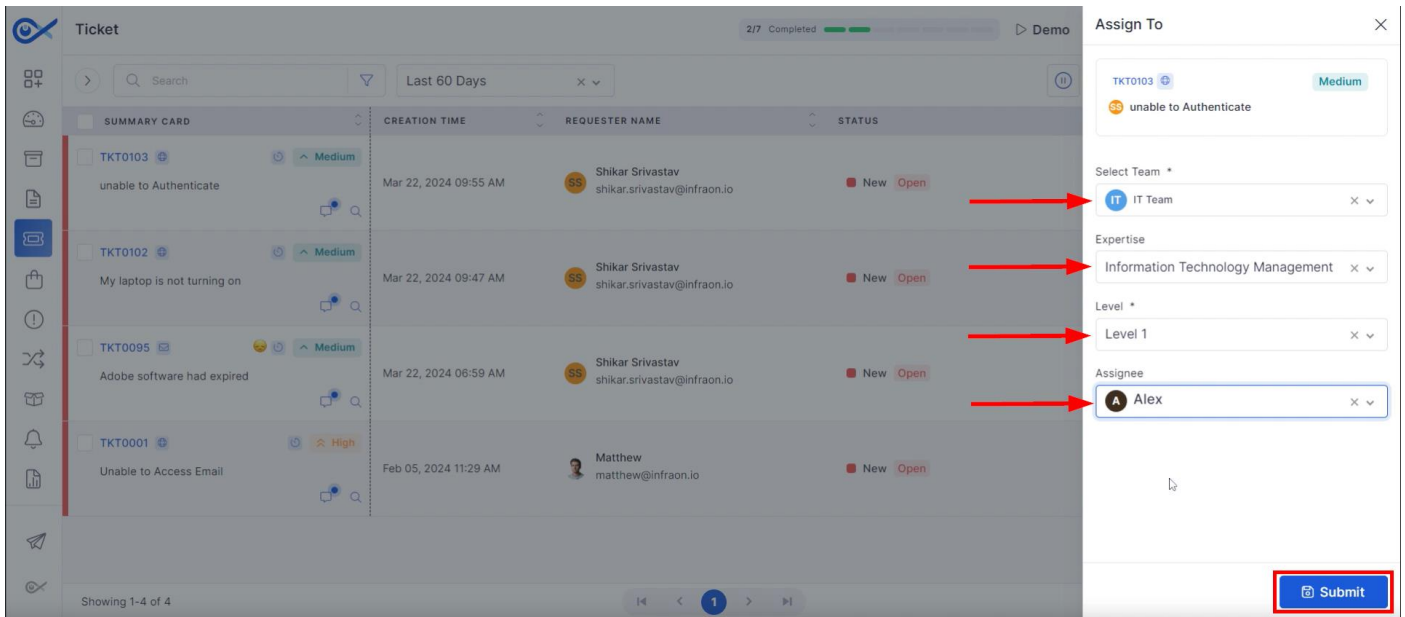
| SUMMARY CARD                                     | CREATION TIME         | REQUESTER NAME                                  | STATUS   | IMPACT SERVICE                                  | ACTIONS           |
|--------------------------------------------------|-----------------------|-------------------------------------------------|----------|-------------------------------------------------|-------------------|
| TKT0103<br>unable to Authenticate<br>Medium      | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                                                 | Resolve Assign To |
| TKT0102<br>My laptop is not turning on<br>Medium | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services / Hardware Support / PC             |                   |
| TKT0095<br>Adobe software had expired<br>Medium  | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity Tools Installation / IT Support... |                   |
| TKT0001<br>Unable to Access Email<br>High        | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services / Email Support / Email and C...    |                   |

Showing 1-4 of 4

**Step 2:** A new pop-up window will appear where you can specify ticket ownership and handling.

Select the target "Team" responsible for the ticket and the appropriate Expertise group. Determine the ticket's priority "Level," indicating the required skill tier within the designated team. Finally, choose the specific technician or the "Assignee" who will be assigned to address the ticket.

Click on **Submit** to finalize the assignment.



| Ticket ID | Summary Card                | Creation Time         | Requester Name                                  | Status   |
|-----------|-----------------------------|-----------------------|-------------------------------------------------|----------|
| TKT0103   | unable to Authenticate      | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |
| TKT0102   | My laptop is not turning on | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |
| TKT0095   | Adobe software had expired  | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |
| TKT0001   | Unable to Access Email      | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open |

**Assign To**

TKT0103 Medium

unable to Authenticate

Select Team \*  
IT Team

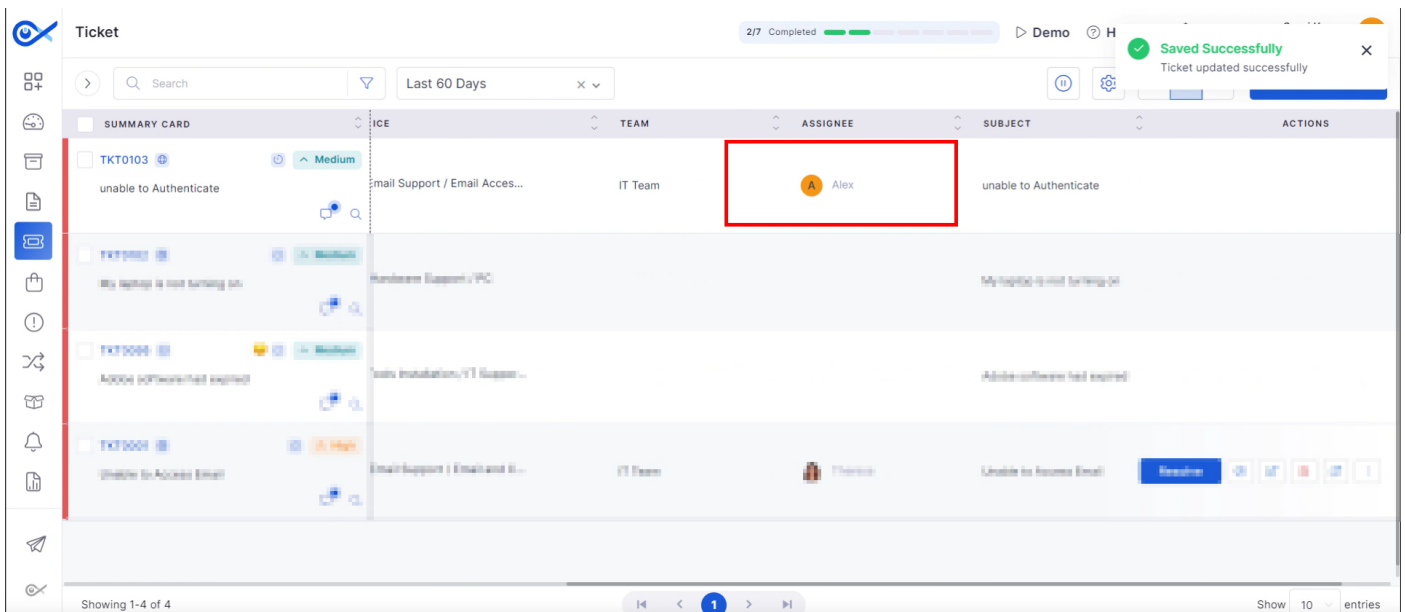
Expertise  
Information Technology Management

Level \*  
Level 1

Assignee  
Alex

**Submit**

The ticket is now assigned to the selected technician.



| Ticket ID | Summary Card                | Team    | Assignee | Subject                     | Actions |
|-----------|-----------------------------|---------|----------|-----------------------------|---------|
| TKT0103   | unable to Authenticate      | IT Team | Alex     | unable to Authenticate      |         |
| TKT0102   | My laptop is not turning on |         |          | My laptop is not turning on |         |
| TKT0095   | Adobe software had expired  |         |          | Adobe software had expired  |         |
| TKT0001   | Unable to Access Email      | IT Team | Therese  | Unable to Access Email      | Resolve |

This concludes the guide on manual ticket assignment in the Infraon suite.

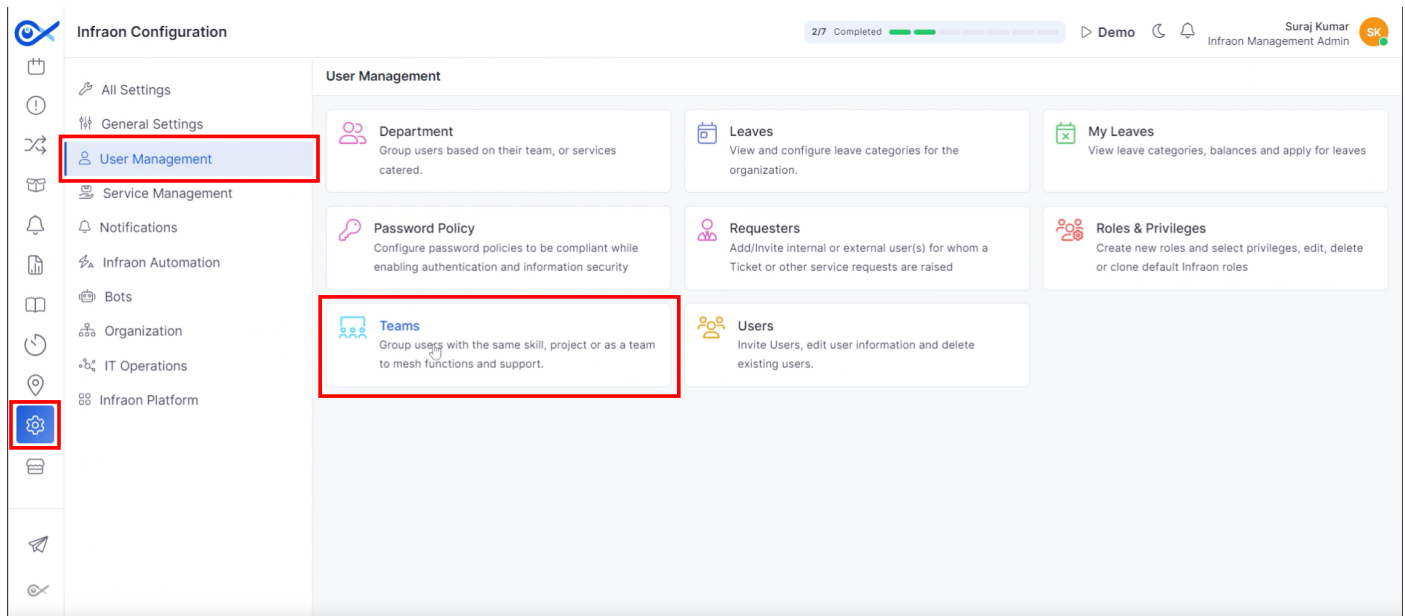
## Ticket Assignment (Automatic)

This guide will explore the automatic ticket assignment feature in the Infraon Infinity suite. This feature offers two options: **Team Assignment** and **Business Rule**.

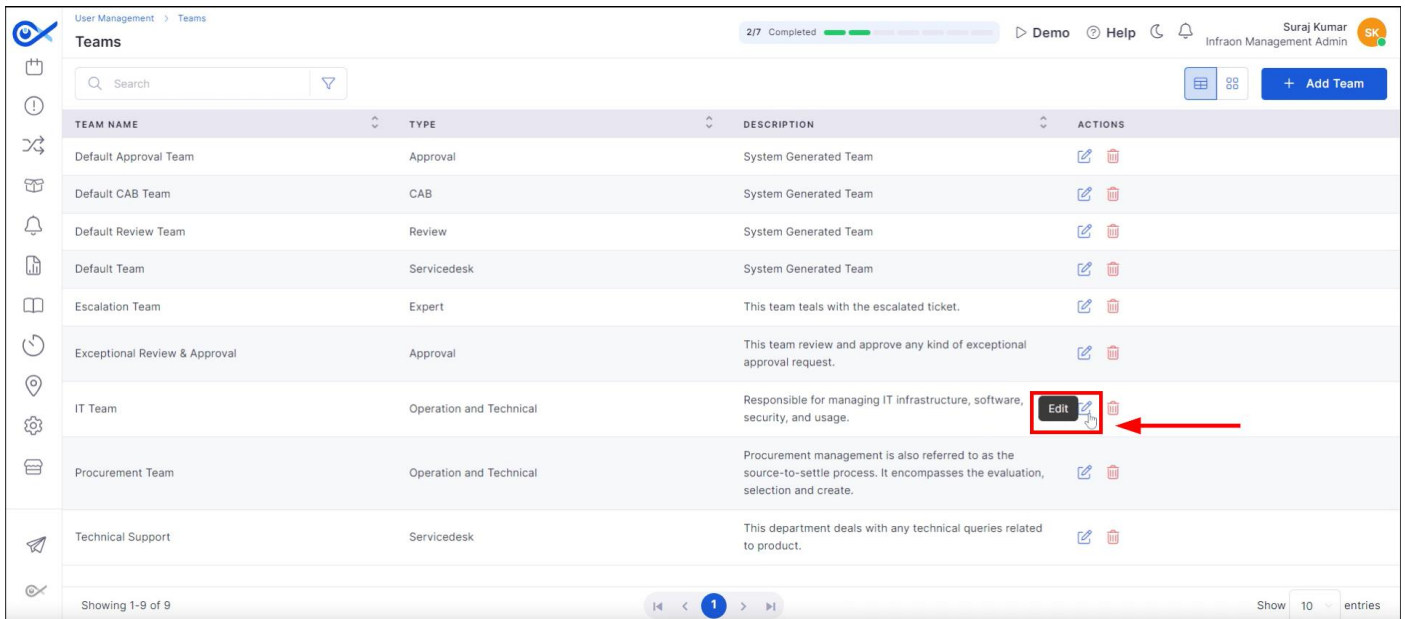
### Team Assignment

Team assignment is a process of automatically allocating technicians to resolve issues. When a ticket is created, the associated impacted service triggers the assignment. Predefined linkages between impacted services and responsible teams direct the ticket to the appropriate team. Subsequently, the ticket is assigned to a specific technician within that team.

**Step 1:** Navigate to the “**Infraon Configuration**” module, then proceed to the “**User Management**” tab and select the “**Teams**” module to configure automated ticket assignment.

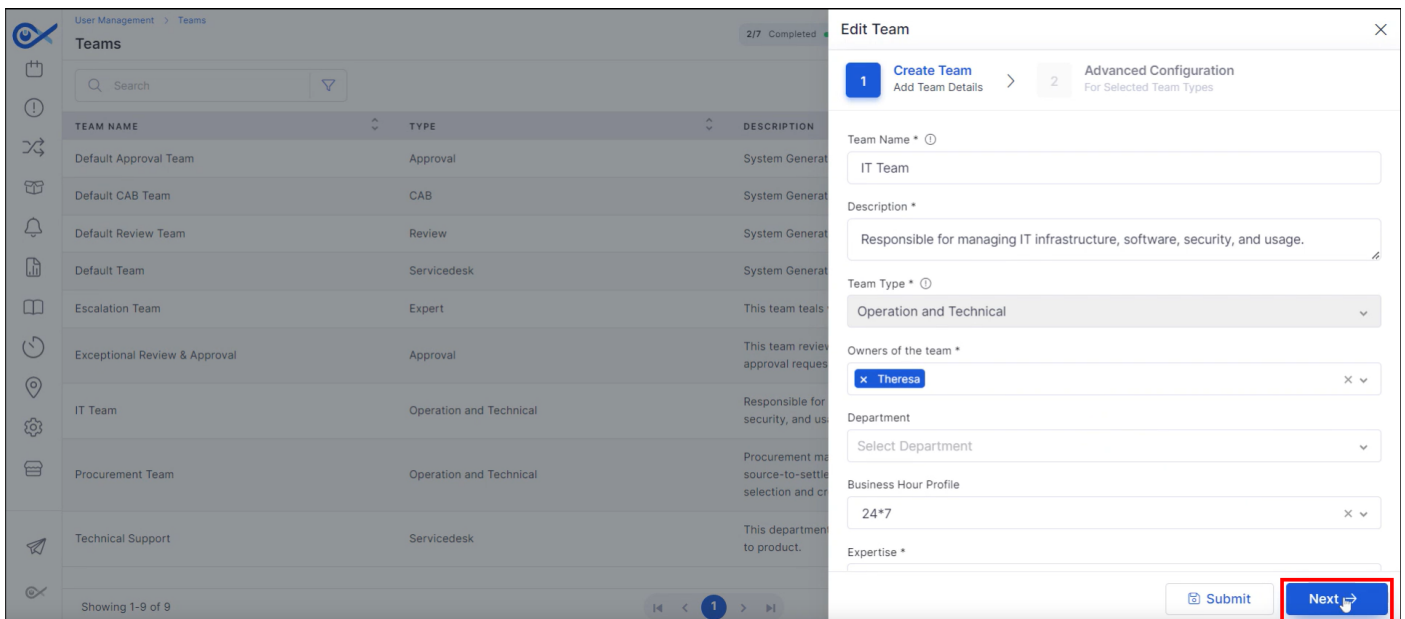


**Step 2:** To evenly distribute ticket workload among technicians within a specific team, select the desired team and click the **"Edit"** button to modify team assignments.



| TEAM NAME                     | TYPE                    | DESCRIPTION                                                                                                                      | ACTIONS         |
|-------------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Default Approval Team         | Approval                | System Generated Team                                                                                                            | [Edit] [Delete] |
| Default CAB Team              | CAB                     | System Generated Team                                                                                                            | [Edit] [Delete] |
| Default Review Team           | Review                  | System Generated Team                                                                                                            | [Edit] [Delete] |
| Default Team                  | Servicedesk             | System Generated Team                                                                                                            | [Edit] [Delete] |
| Escalation Team               | Expert                  | This team deals with the escalated ticket.                                                                                       | [Edit] [Delete] |
| Exceptional Review & Approval | Approval                | This team review and approve any kind of exceptional approval request.                                                           | [Edit] [Delete] |
| IT Team                       | Operation and Technical | Responsible for managing IT infrastructure, software, security, and usage.                                                       | [Edit] [Delete] |
| Procurement Team              | Operation and Technical | Procurement management is also referred to as the source-to-settle process. It encompasses the evaluation, selection and create. | [Edit] [Delete] |
| Technical Support             | Servicedesk             | This department deals with any technical queries related to product.                                                             | [Edit] [Delete] |

**Step 3:** Access the advanced configuration by clicking **"Next"** in the pop-up window. Within this section, enable automatic ticket assignment.



1

Create Team

Add Team Details

2

Advanced Configuration

For Selected Team Types

Team Name \*

IT Team

Description \*

Responsible for managing IT infrastructure, software, security, and usage.

Team Type \*

Operation and Technical

Owners of the team \*

Theresa

Department

Select Department

Business Hour Profile

24\*7

Expertise \*

Submit

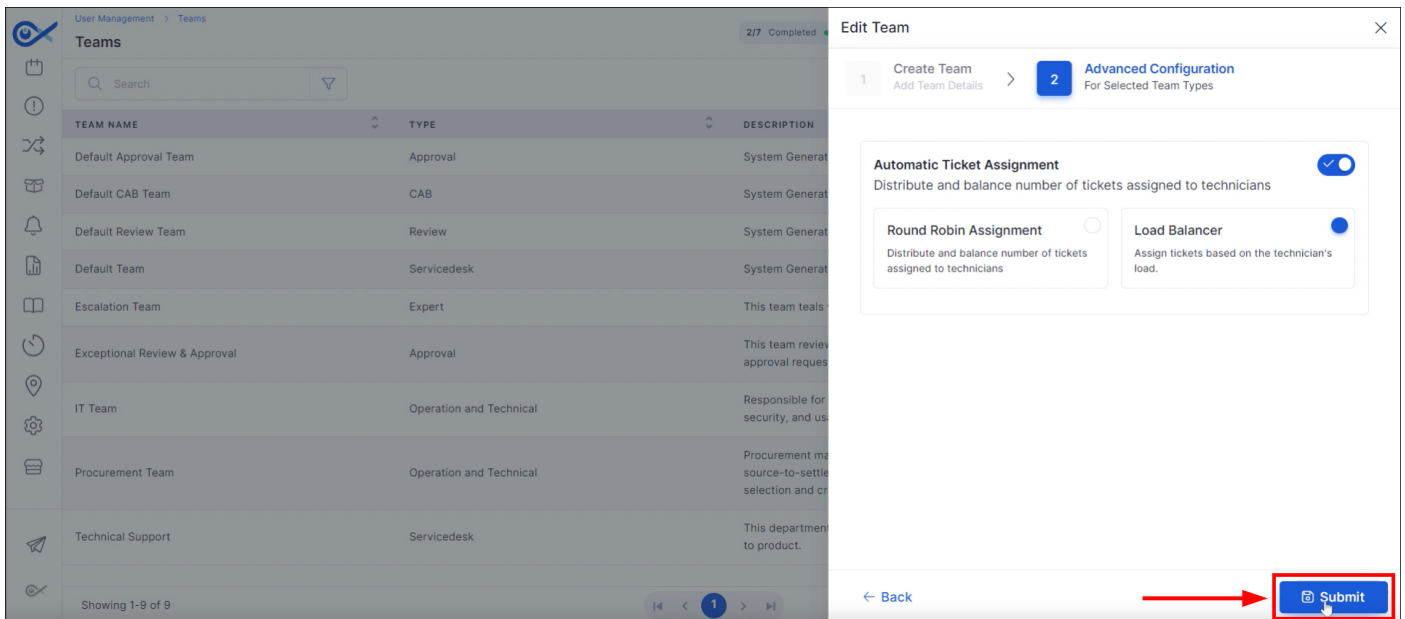
Next

There are two methods: **Round Robin Assignment** and **Load Balancer**.

- Round Robin ticket assignment evenly distributes incoming tickets among available technicians. For example, if a team consists of Alice, Bob, and Carol, the tickets would be assigned in the following order: Ticket 1 to Alice, Ticket 2 to Bob, Ticket 3 to Carol, Ticket 4 back to Alice, and so forth, continuing this cycle.

- The load Balancer method considers the current workload of available agents to ensure a balanced distribution of tickets. For instance, if Alice is handling 6 tickets, Bob 2, and Carol 5, a new ticket would be assigned to Bob, as he currently has the lightest load. The load balancer continuously adjusts to distribute the workload evenly.

**Step 4:** Make appropriate configuration selections and confirm choices by clicking the “Submit” button.



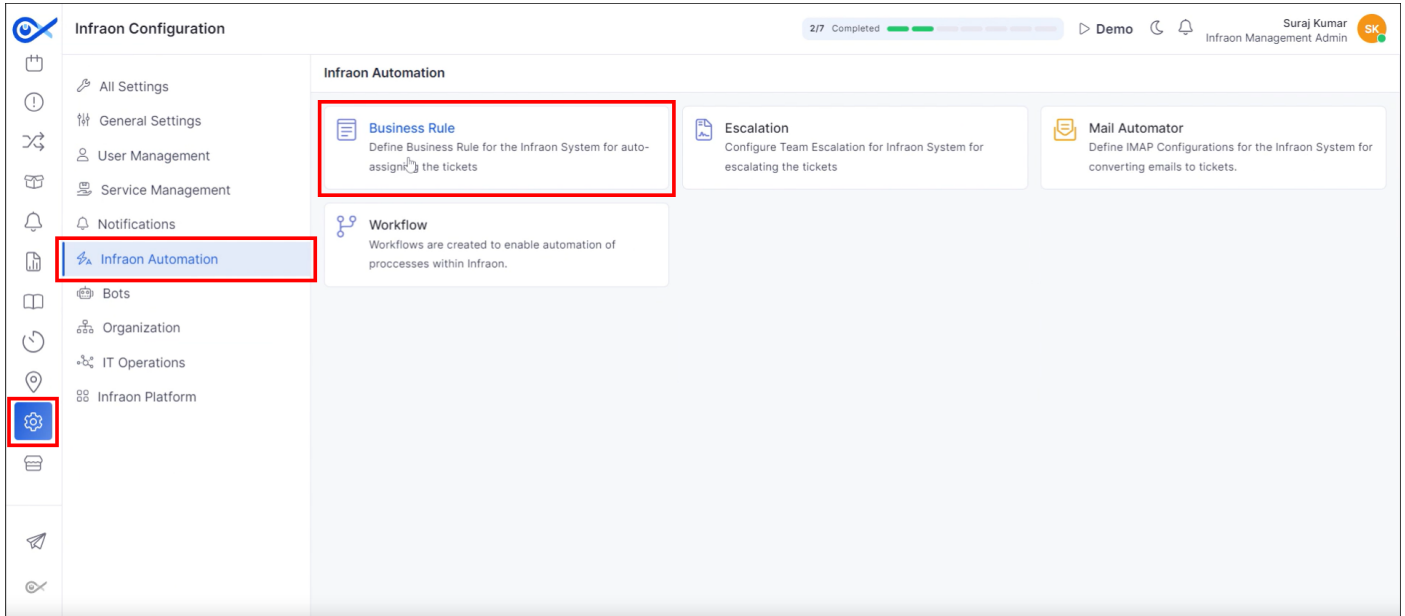
The screenshot shows the 'Edit Team' configuration window in the Infinity system. The window is divided into two main sections. On the left, there is a sidebar with a list of teams, including 'Default Approval Team', 'Default CAB Team', 'Default Review Team', 'Default Team', 'Escalation Team', 'Exceptional Review & Approval', 'IT Team', 'Procurement Team', and 'Technical Support'. The main area on the right is titled 'Edit Team' and shows the 'Advanced Configuration' step. It includes a section for 'Automatic Ticket Assignment' which is checked, and a section for 'Load Balancer' which is also checked. A red arrow points to the 'Submit' button at the bottom right of the configuration window.

This marks the end of the explanation of how automatic ticket assignment functions within the Infraon Infinity Teams framework.

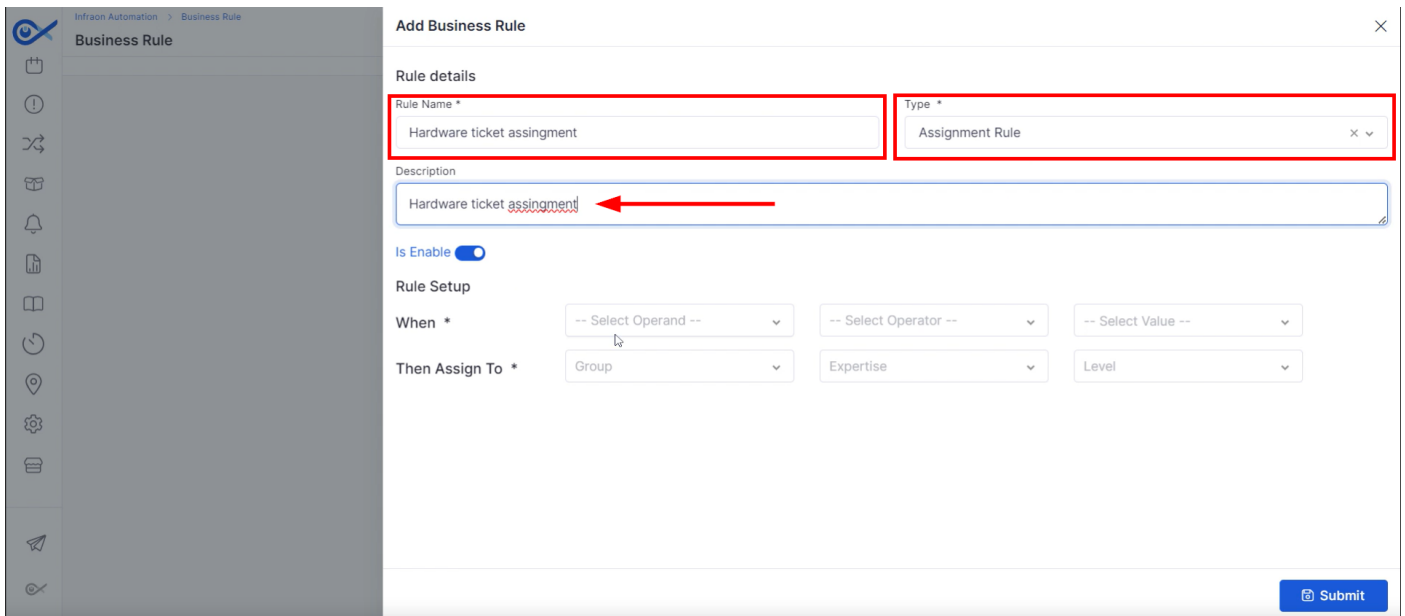
## Business Rule

Business Rules automatically assign tickets based on the impacted service and requester tag. For example, if a ticket is created for a specific impacted service, it is automatically assigned to the **Level** configured for that service.

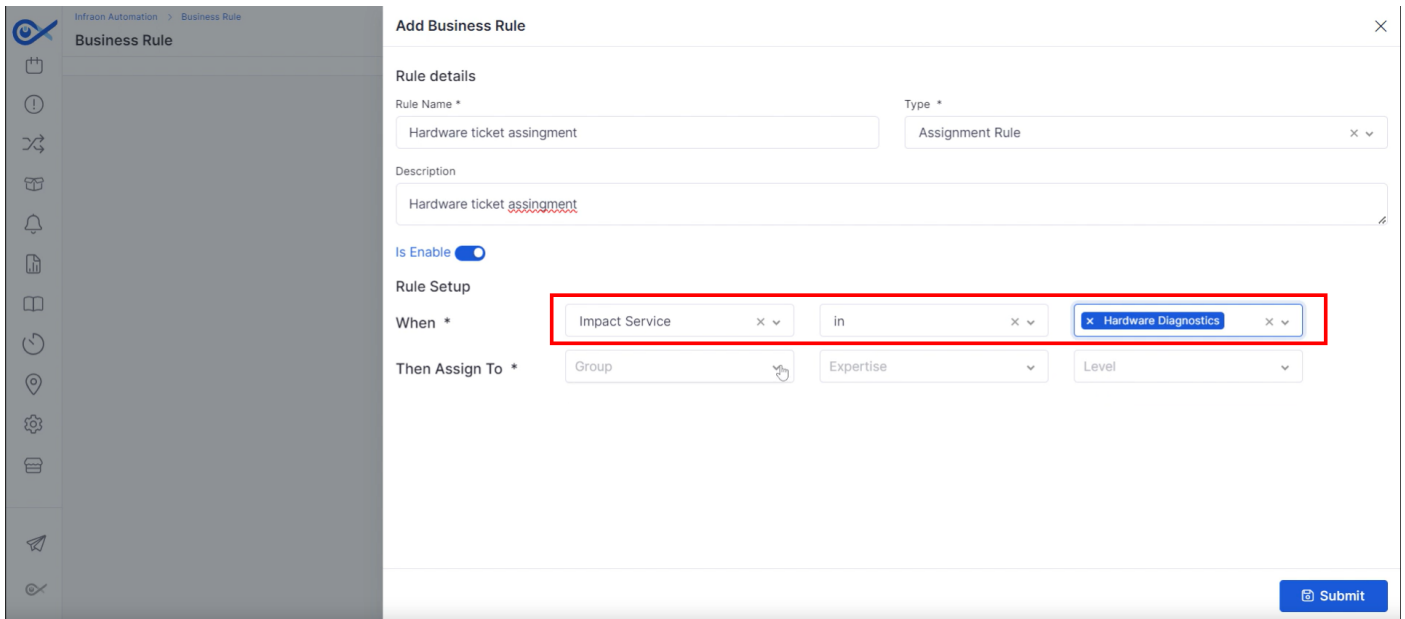
**Step 1:** Navigate to the **"Infraon Configuration"** module, then proceed to the **"Infraon Automation"** tab and select the **"Business Rule"** module to configure automated ticket assignment.



**Step 2:** Begin the rule creation process by inputting a rule name, determining the rule type, and supplying a brief description.



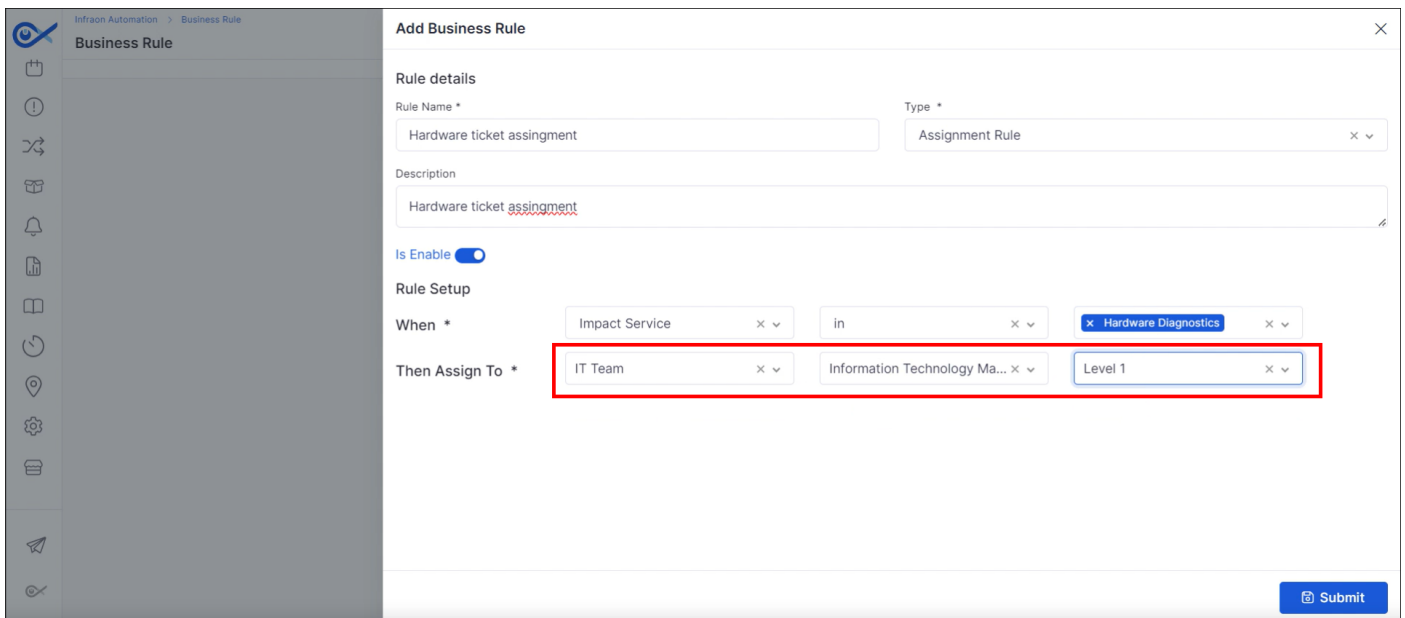
**Step 3:** In the **"When"** column, establish rule conditions by selecting an **Operand** (such as Impact service), applying an **Operator** (like 'in'), and defining the desired **Value**.



The screenshot shows the 'Add Business Rule' form. The 'Rule Name' is 'Hardware ticket assignment' and the 'Type' is 'Assignment Rule'. The 'Description' is 'Hardware ticket assignment'. The 'Is Enable' toggle is turned on. In the 'Rule Setup' section, the 'When' condition is configured with 'Impact Service' as the operand, 'in' as the operator, and 'Hardware Diagnostics' as the value. The 'Then Assign To' section is empty.

**Step 4:** In the **"Then Assign To"** section, define the assignment criteria by inputting the target **Group**, **Expertise** requirements, and impact service **Level**.

Once the configuration is made, click **"Submit."**



The screenshot shows the 'Add Business Rule' form with the 'Then Assign To' section configured. The 'When' condition remains 'Impact Service' in 'in' 'Hardware Diagnostics'. The 'Then Assign To' section is now populated with 'IT Team' as the Group, 'Information Technology Ma...' as the Expertise, and 'Level 1' as the Level.

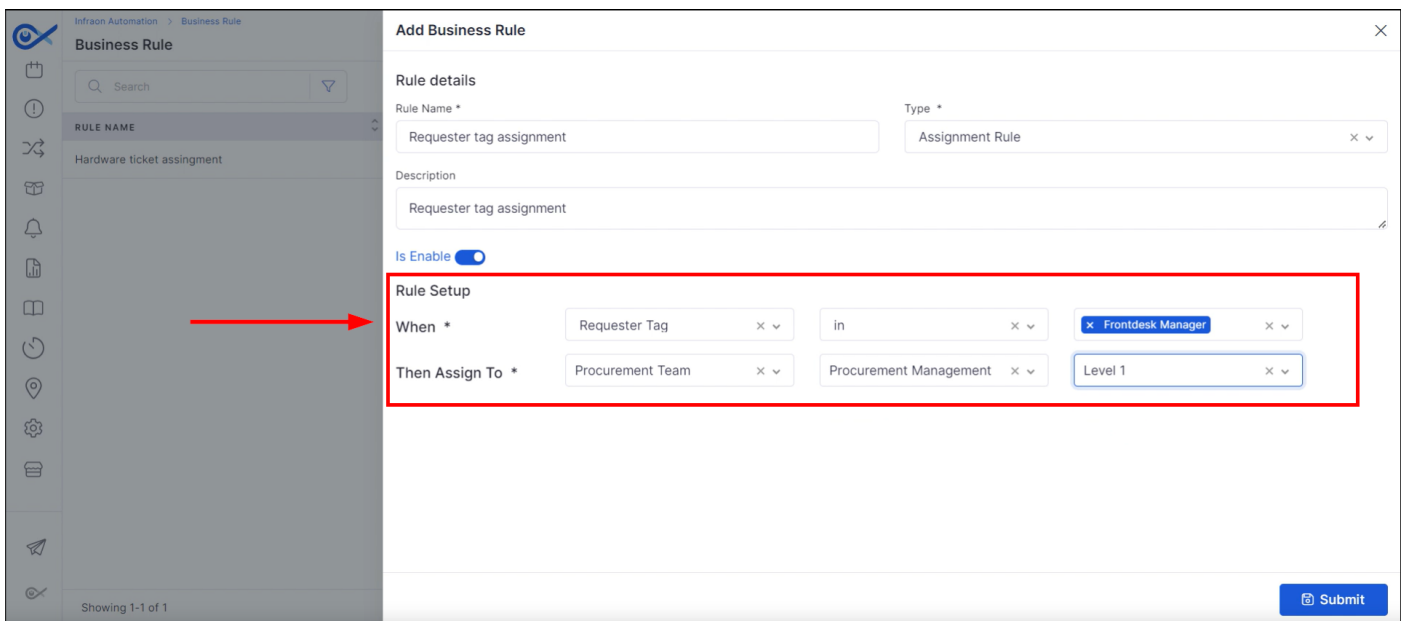
For example, if the impact service is hardware diagnostics, any ticket created with this service will be automatically assigned to the IT team level one technician.

For the second case, if a business rule matches a requester tag, any ticket created by that requester is automatically assigned to the preconfigured level.

**Step 1:** Define a business rule for the requester tag by entering a rule name, selecting the rule type, and adding a descriptive explanation. Utilize the same procedure as described above.

**Step 2:** To set up a business rule based on the requested tag, select the operator as the front desk manager and **"Assign To"** details, respectively.

When an end user creates a ticket, it will be directly assigned to the procurement team to the level one technician in the procurement team.



**Add Business Rule**

**Rule details**

Rule Name \* Requester tag assignment

Type \* Assignment Rule

Description Requester tag assignment

Is Enable ☒

**Rule Setup**

When \* Requester Tag in Frontdesk Manager

Then Assign To \* Procurement Team Procurement Management Level 1

Submit

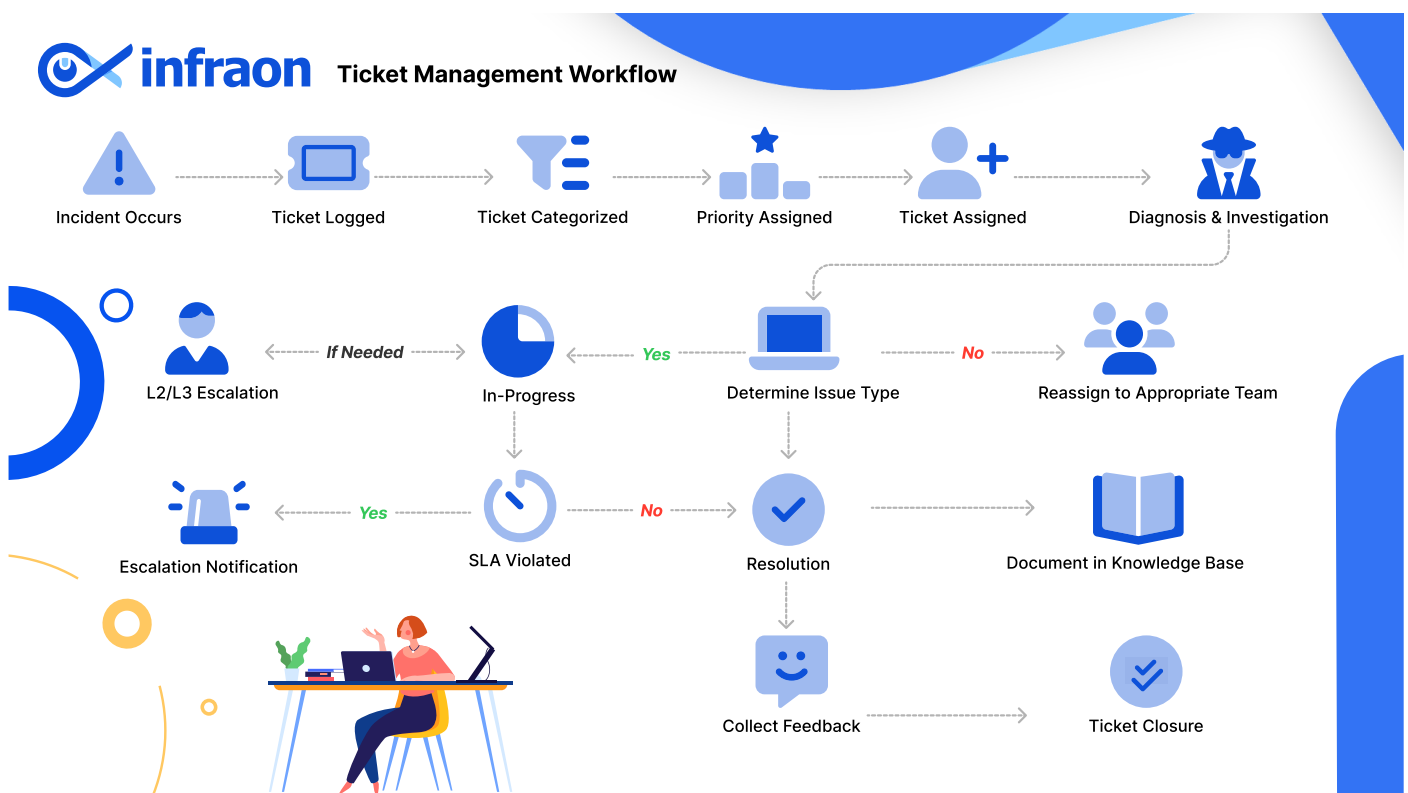
This is how to use the auto-ticket assignment feature in the Infraon Infinity suite.

## Ticket Resolution

This guide outlines a technician or engineer's process for working on a ticket, from creation to resolution. Tickets follow a specific workflow, which are the steps or guidelines to follow when resolving a ticket, request, or problem.

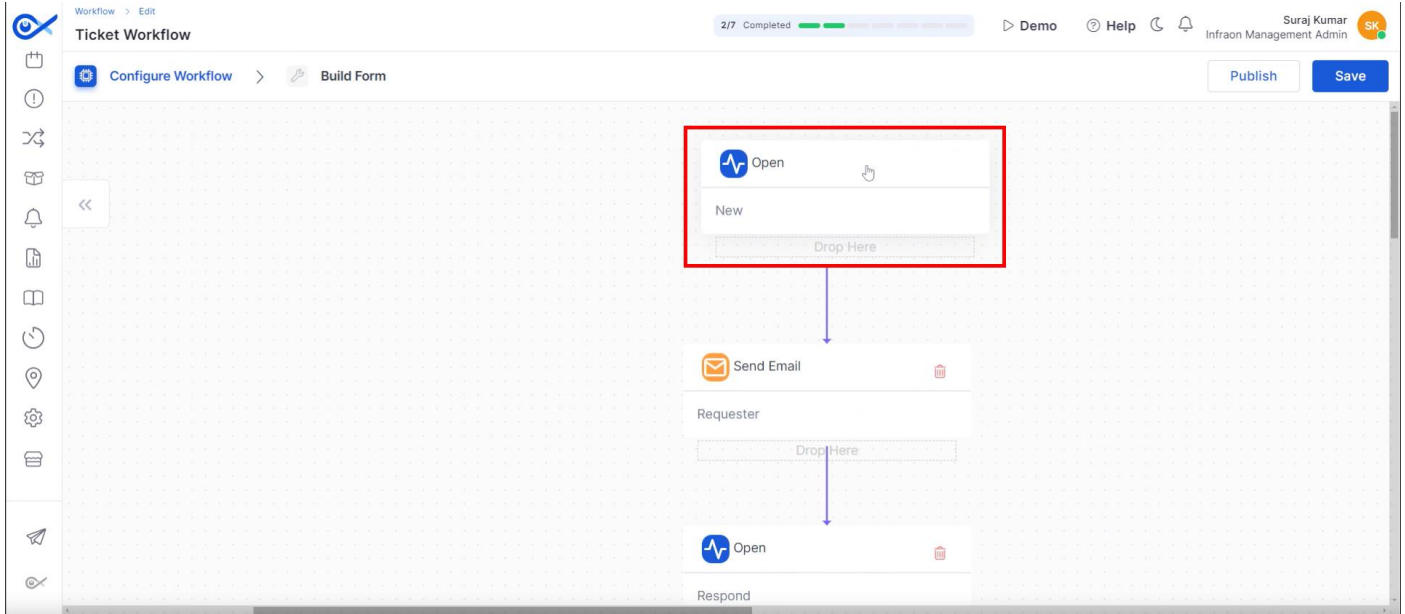
**NOTE:** This demonstration will outline a default ticket workflow process implemented in Infraon Infinity. A comprehensive understanding can be gained by exploring the **"Ticket Workflow"** module under **"Infraon Configuration -> Infraon Automation -> Workflow -> Ticket."**

### Ticket Workflow





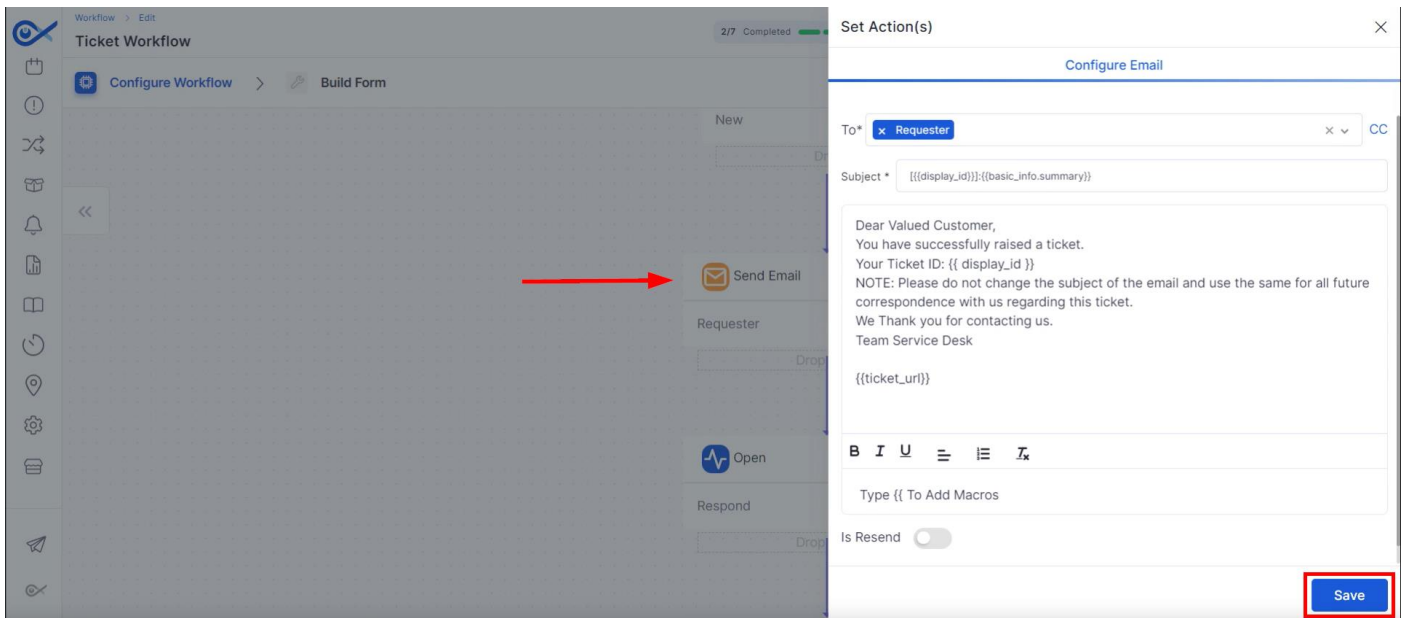
When a new ticket is generated within the system, its lifecycle is initiated in the **“Open and New”** state.



The screenshot shows the 'Ticket Workflow' configuration screen. The workflow is titled 'Ticket Workflow' and has a status of '2/7 Completed'. The workflow steps are: 'Open' (New), 'Send Email' (Requester), and 'Open' (Respond). The first 'Open' step is highlighted with a red box, and a red arrow points from it to the 'Send Email' step.



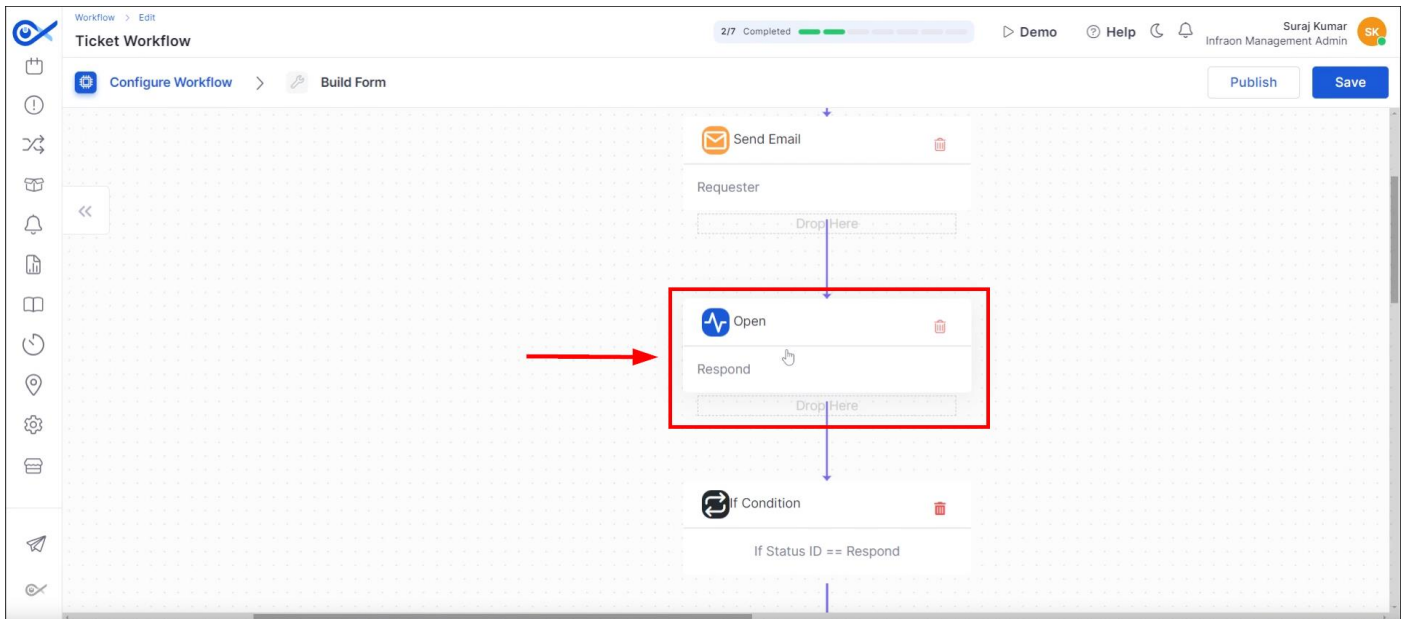
An automated email acknowledging ticket creation is sent to the end user. Email content can be customized using available macros.



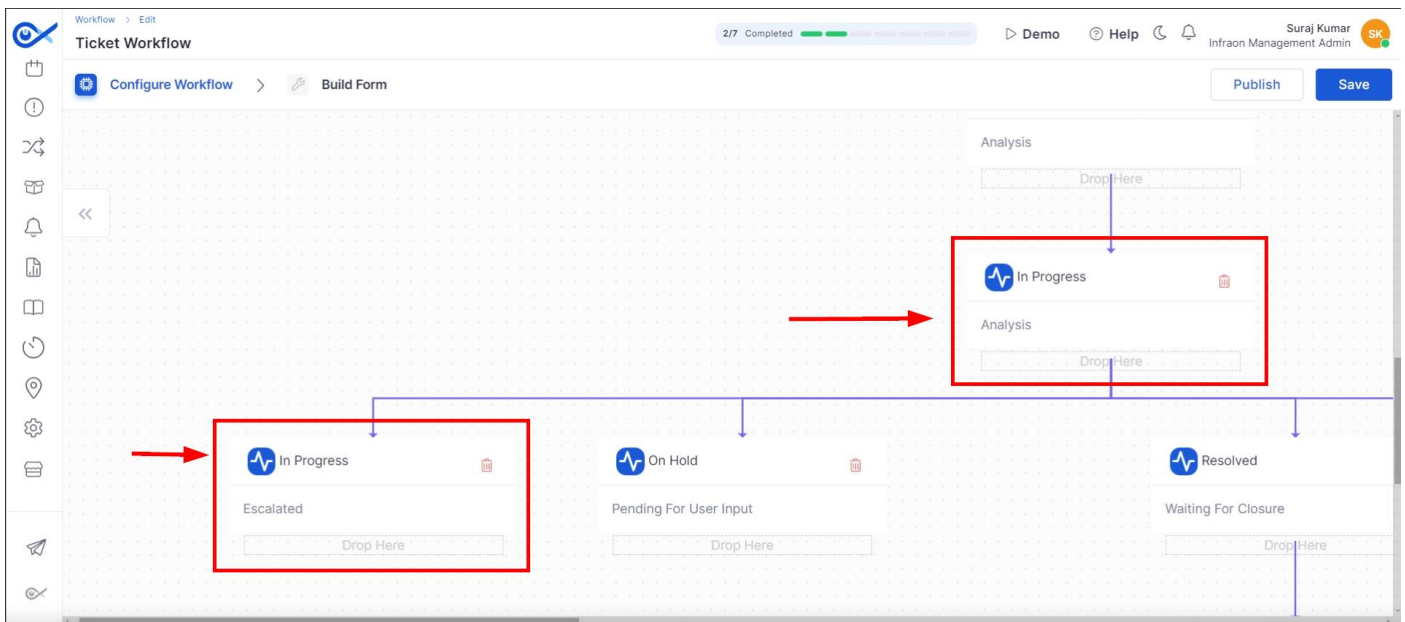
The screenshot shows the 'Ticket Workflow' configuration screen with the 'Configure Email' dialog box open. The dialog shows the email configuration for the 'Send Email' step. The 'To' field is set to 'Requester', and the 'Subject' field contains the macro '{{display\_id}}:{{basic\_info.summary}}'. The email body text is: 'Dear Valued Customer, You have successfully raised a ticket. Your Ticket ID: {{display\_id}} NOTE: Please do not change the subject of the email and use the same for all future correspondence with us regarding this ticket. We Thank you for contacting us. Team Service Desk {{ticket\_url}}'. The 'Save' button is highlighted with a red box.



The ticket status is updated to **“Open-Responded,”** signifying the commencement of technician involvement.

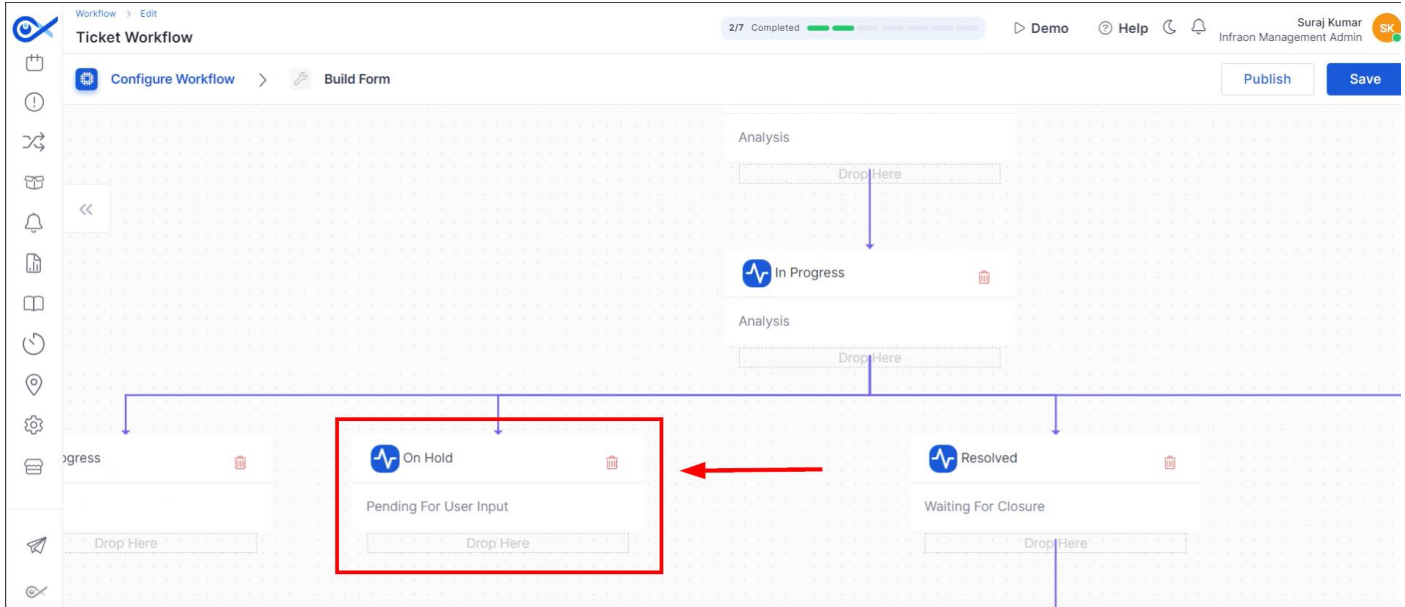


 The ticket transitions to the **"In-Progress Analysis"** state. This phase may include sub-statuses like **"In-Progress Escalated"** for elevated issues.

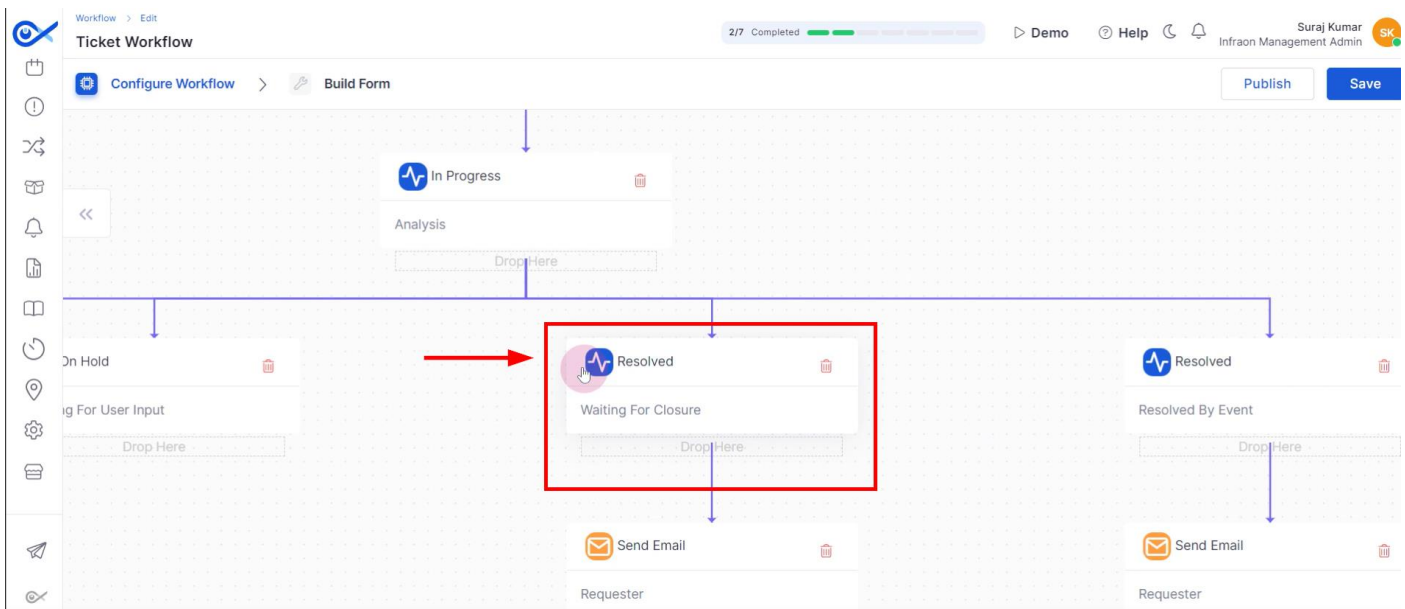




If the end user is required to provide additional information, the ticket can be placed on hold in the **"Pending for User Input"** state. SLA timers are paused during this phase.

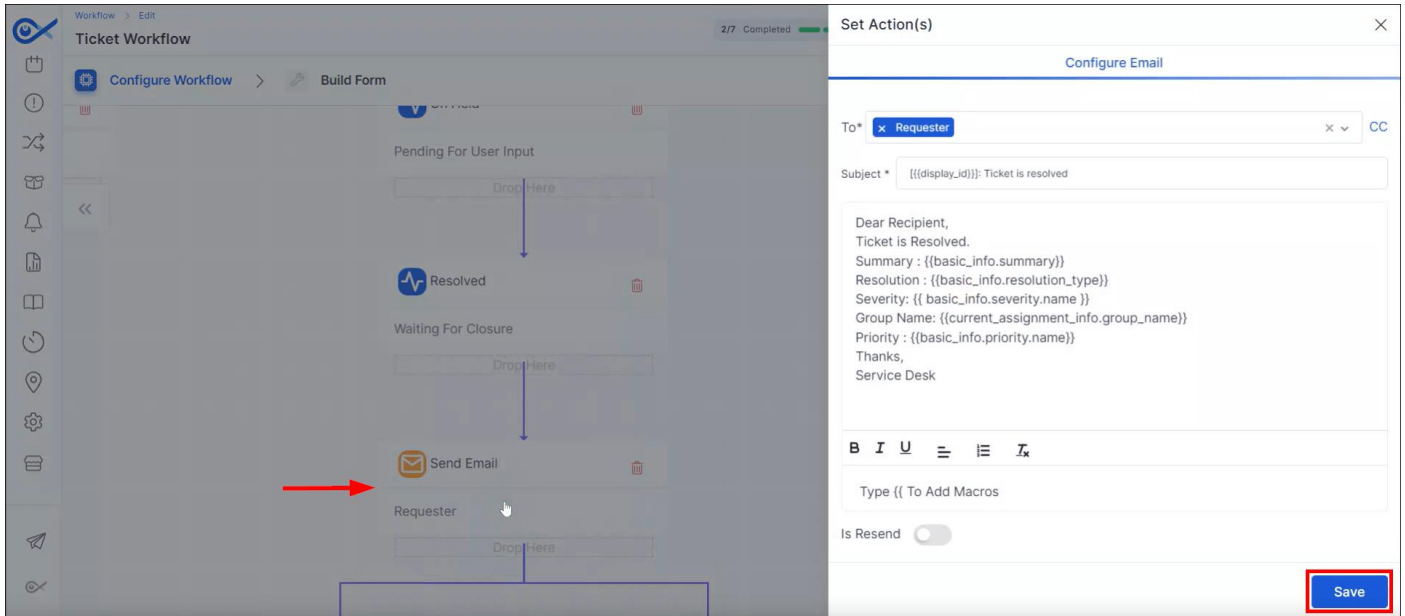


Once a solution is determined, the ticket status is changed to **"Resolved and Waiting for Closure."**





An email is sent to relevant parties informing them of the ticket resolution, including a summary and solution details.



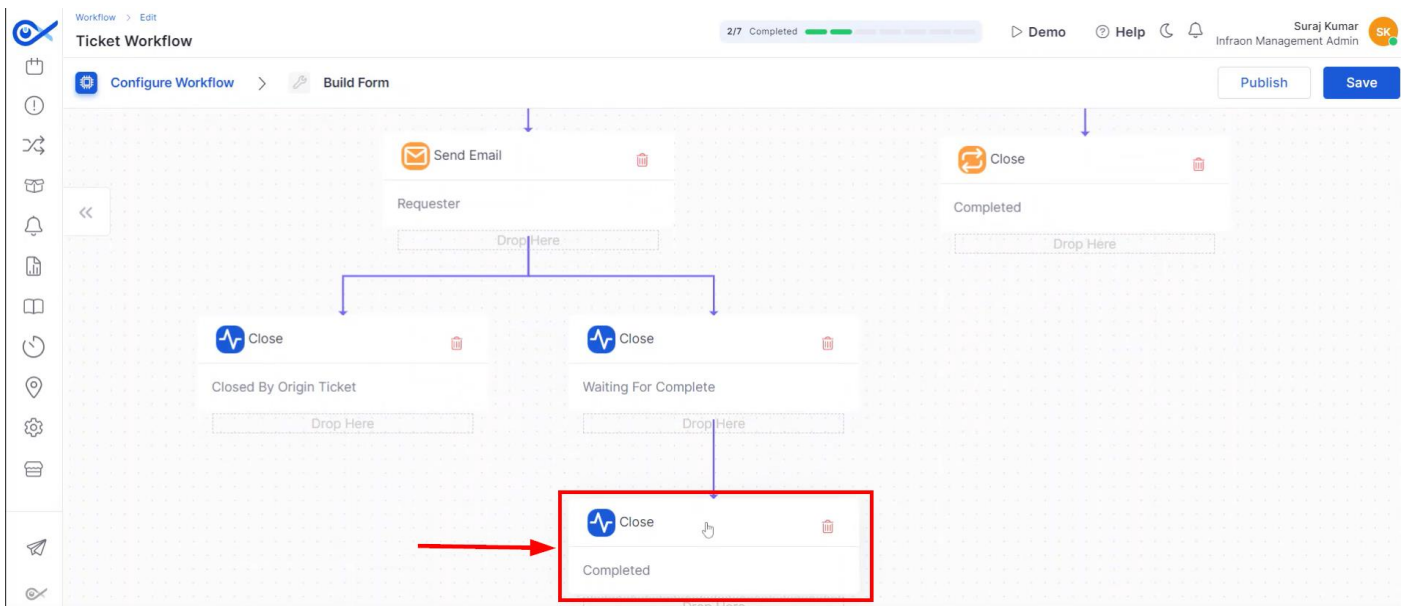
The screenshot shows the 'Ticket Workflow' configuration interface. On the left, a workflow diagram shows a sequence of steps: 'Pending For User Input', 'Resolved', 'Waiting For Closure', and 'Send Email'. A red arrow points to the 'Send Email' step. On the right, the 'Set Action(s)' panel is open, showing the 'Configure Email' configuration. The 'To' field is set to 'Requester'. The 'Subject' field contains the placeholder text '[[display\_id]]: Ticket is resolved'. The email body contains a template with placeholders for ticket details: 'Dear Recipient, Ticket is Resolved. Summary : {{basic\_info.summary}} Resolution : {{basic\_info.resolution\_type}} Severity: {{ basic\_info.severity.name }} Group Name: {{current\_assignment\_info.group\_name}} Priority : {{basic\_info.priority.name}} Thanks, Service Desk'. The 'Is Resend' toggle is turned off. A red box highlights the 'Save' button at the bottom right of the configuration panel.



The ticket is officially closed upon confirmation from the end-user.



The ticket will be automatically closed if there is no response from the end user within a specified timeframe.



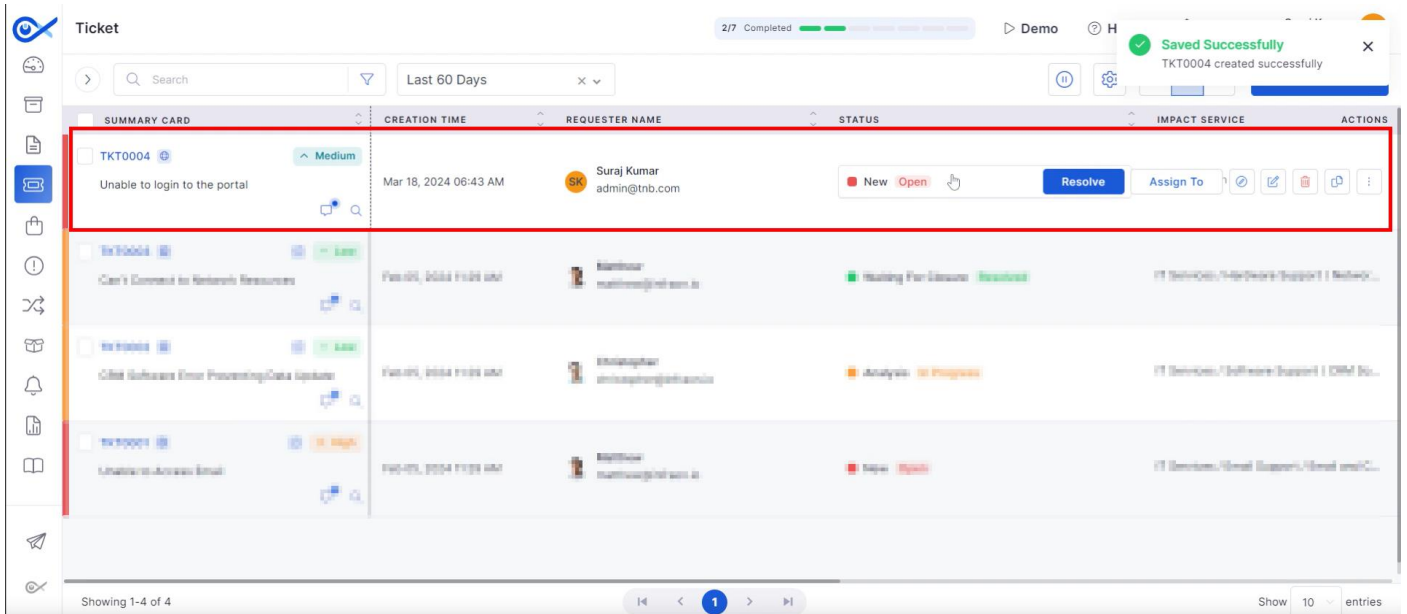
The screenshot shows the 'Ticket Workflow' configuration interface. On the left, a workflow diagram shows a sequence of steps: 'Send Email', 'Requester', 'Close', 'Waiting For Complete', and 'Close'. A red arrow points to the 'Close' step. On the right, the 'Set Action(s)' panel is open, showing the 'Configure Email' configuration. The 'To' field is set to 'Requester'. The 'Subject' field contains the placeholder text '[[display\_id]]: Ticket is resolved'. The email body contains a template with placeholders for ticket details: 'Dear Recipient, Ticket is Resolved. Summary : {{basic\_info.summary}} Resolution : {{basic\_info.resolution\_type}} Severity: {{ basic\_info.severity.name }} Group Name: {{current\_assignment\_info.group\_name}} Priority : {{basic\_info.priority.name}} Thanks, Service Desk'. The 'Is Resend' toggle is turned off. A red box highlights the 'Close' button at the bottom right of the configuration panel.

This outlines the standard ticket workflow. The following sections will detail how this workflow is implemented within the tool and technicians' specific actions when assigned a ticket.

## Ticket Handling



Whenever a new ticket is generated, it is assigned to the technician based on predefined rules or manual allocation.

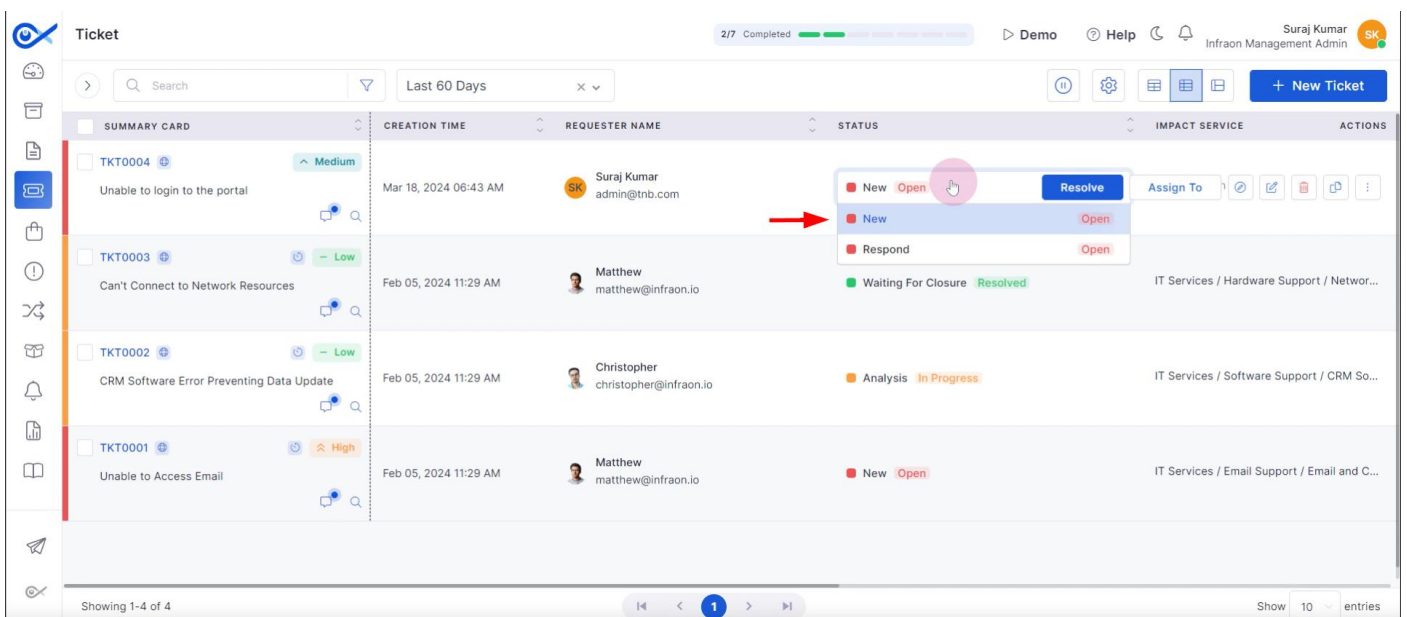


The screenshot shows the 'Ticket' management interface. At the top, there's a search bar and a filter for 'Last 60 Days'. A notification banner at the top right says 'Saved Successfully TKT0004 created successfully'. The main table lists tickets with columns: SUMMARY CARD, CREATION TIME, REQUESTER NAME, STATUS, IMPACT SERVICE, and ACTIONS. The first ticket, TKT0004, is highlighted with a red box. Its status is 'New Open' and it has a 'Resolve' button. The other tickets in the list are TKT0003, TKT0002, and TKT0001.

| SUMMARY CARD                                                | CREATION TIME         | REQUESTER NAME                        | STATUS                       | IMPACT SERVICE                               | ACTIONS           |
|-------------------------------------------------------------|-----------------------|---------------------------------------|------------------------------|----------------------------------------------|-------------------|
| TKT0004<br>Unable to login to the portal<br>Medium          | Mar 18, 2024 06:43 AM | Suraj Kumar<br>admin@tnb.com          | New Open                     |                                              | Resolve Assign To |
| TKT0003<br>Can't Connect to Network Resources<br>Low        | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | Waiting For Closure Resolved | IT Services / Hardware Support / Network...  |                   |
| TKT0002<br>CRM Software Error Preventing Data Update<br>Low | Feb 05, 2024 11:29 AM | Christopher<br>christopher@infraon.io | Analysis In Progress         | IT Services / Software Support / CRM So...   |                   |
| TKT0001<br>Unable to Access Email<br>High                   | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | New Open                     | IT Services / Email Support / Email and C... |                   |



Essential ticket details, including the end-user, are populated. The ticket's initial status is then set to **"New and Open."**

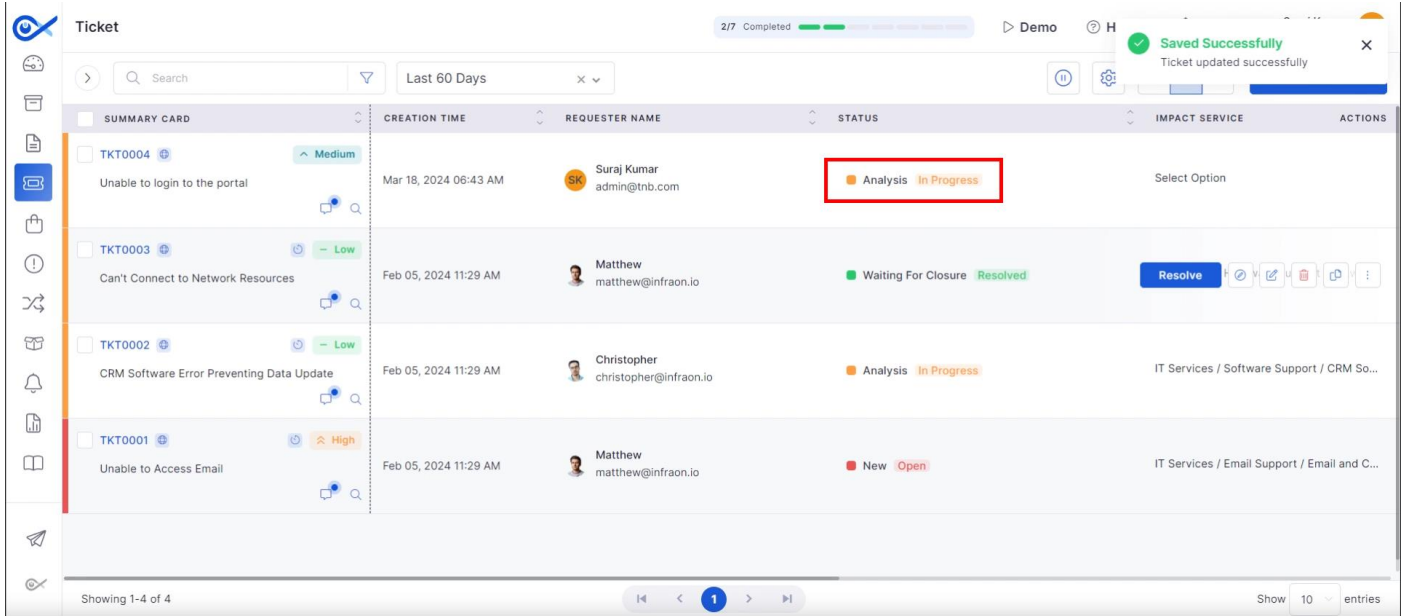


The screenshot shows the 'Ticket' management interface. At the top, there's a search bar and a filter for 'Last 60 Days'. A notification banner at the top right says 'Saved Successfully TKT0004 created successfully'. The main table lists tickets with columns: SUMMARY CARD, CREATION TIME, REQUESTER NAME, STATUS, IMPACT SERVICE, and ACTIONS. The first ticket, TKT0004, is highlighted with a red box. Its status is 'New Open' and it has a 'Resolve' button. A red arrow points to the 'New Open' status, which is highlighted with a pink circle. The other tickets in the list are TKT0003, TKT0002, and TKT0001.

| SUMMARY CARD                                                | CREATION TIME         | REQUESTER NAME                        | STATUS                       | IMPACT SERVICE                               | ACTIONS           |
|-------------------------------------------------------------|-----------------------|---------------------------------------|------------------------------|----------------------------------------------|-------------------|
| TKT0004<br>Unable to login to the portal<br>Medium          | Mar 18, 2024 06:43 AM | Suraj Kumar<br>admin@tnb.com          | New Open                     |                                              | Resolve Assign To |
| TKT0003<br>Can't Connect to Network Resources<br>Low        | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | Waiting For Closure Resolved | IT Services / Hardware Support / Network...  |                   |
| TKT0002<br>CRM Software Error Preventing Data Update<br>Low | Feb 05, 2024 11:29 AM | Christopher<br>christopher@infraon.io | Analysis In Progress         | IT Services / Software Support / CRM So...   |                   |
| TKT0001<br>Unable to Access Email<br>High                   | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | New Open                     | IT Services / Email Support / Email and C... |                   |



Upon acknowledging the ticket, the technician changes its status to **"In-Progress Analysis."**

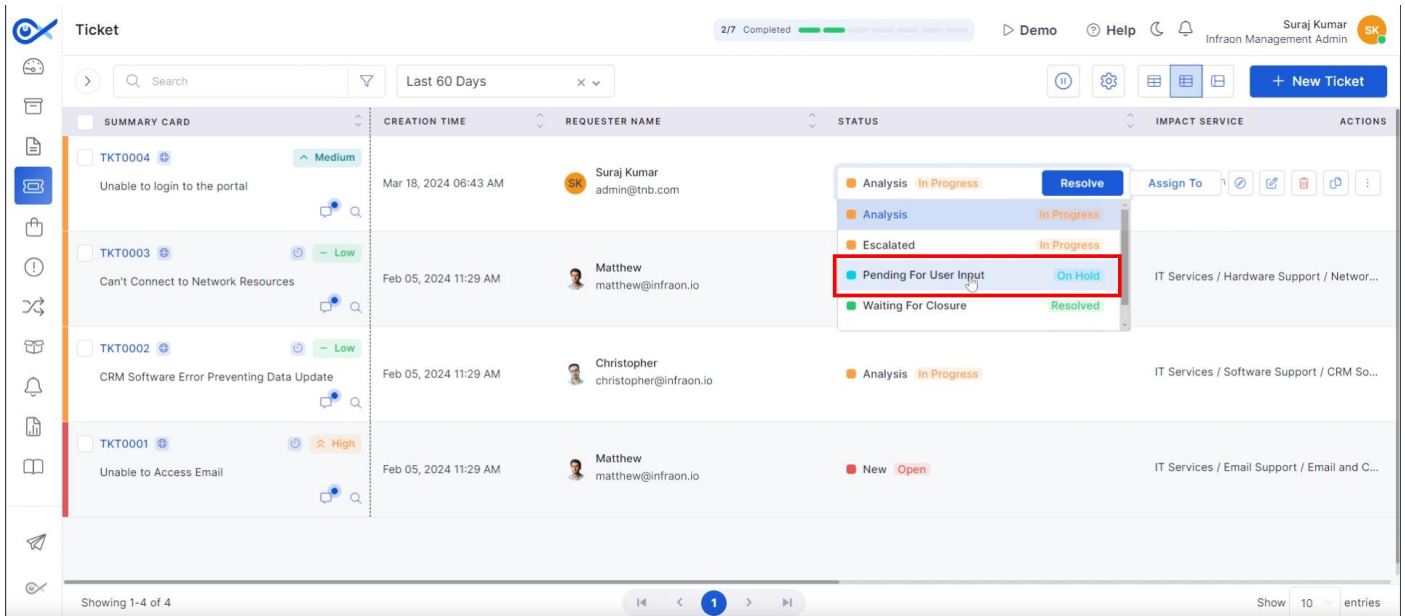


The screenshot shows the 'Ticket' management interface. A notification at the top right says 'Saved Successfully' and 'Ticket updated successfully'. The main table lists tickets with columns: SUMMARY CARD, CREATION TIME, REQUESTER NAME, STATUS, IMPACT SERVICE, and ACTIONS. The first ticket, TKT0004, has a status of 'Analysis In Progress' which is highlighted with a red box. Other tickets include TKT0003 (Waiting For Closure Resolved), TKT0002 (Analysis In Progress), and TKT0001 (New Open).

| SUMMARY CARD                                                | CREATION TIME         | REQUESTER NAME                        | STATUS                       | IMPACT SERVICE                               | ACTIONS |
|-------------------------------------------------------------|-----------------------|---------------------------------------|------------------------------|----------------------------------------------|---------|
| TKT0004<br>Unable to login to the portal<br>Medium          | Mar 18, 2024 06:43 AM | Suraj Kumar<br>admin@tnb.com          | Analysis In Progress         | Select Option                                |         |
| TKT0003<br>Can't Connect to Network Resources<br>Low        | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | Waiting For Closure Resolved |                                              | Resolve |
| TKT0002<br>CRM Software Error Preventing Data Update<br>Low | Feb 05, 2024 11:29 AM | Christopher<br>christopher@infraon.io | Analysis In Progress         | IT Services / Software Support / CRM So...   |         |
| TKT0001<br>Unable to Access Email<br>High                   | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | New Open                     | IT Services / Email Support / Email and C... |         |



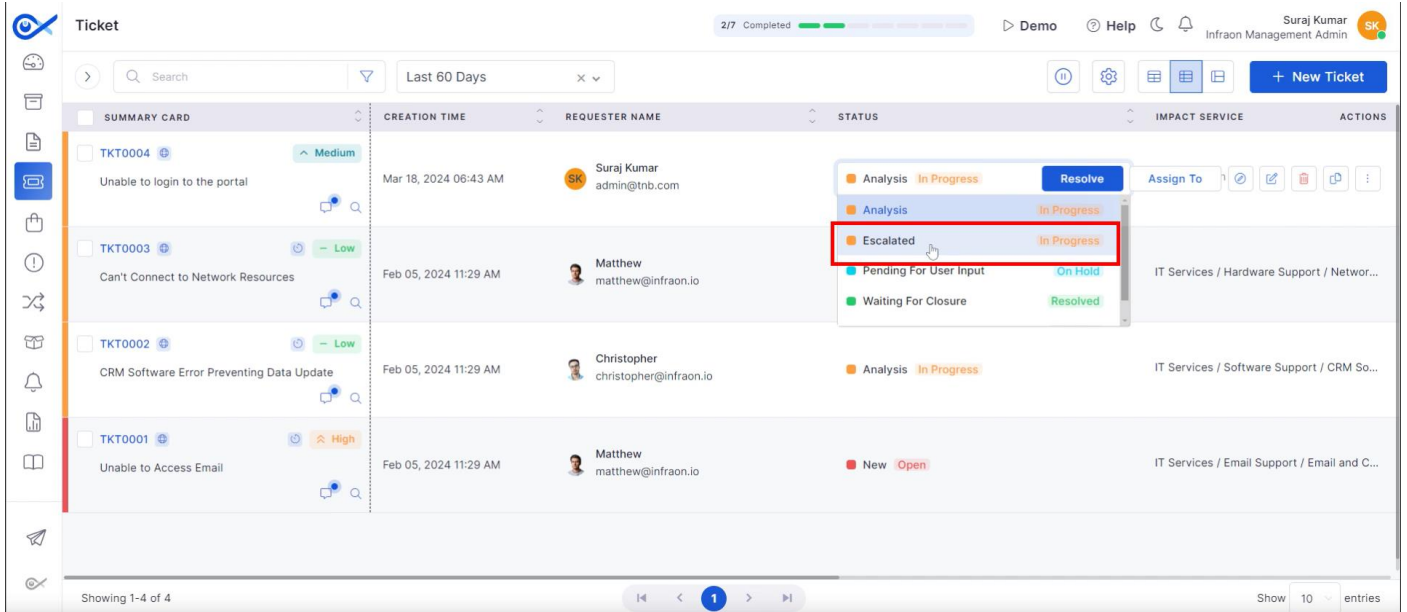
As the investigation progresses, the ticket status is updated accordingly. If additional information is required from the end user, the status is changed to **"Pending for User Input."**



The screenshot shows the same 'Ticket' management interface. A dropdown menu is open for the first ticket, TKT0004, showing various status options. The option 'Pending For User Input' is highlighted with a red box. Other options include 'Analysis In Progress', 'Escalated In Progress', and 'Waiting For Closure Resolved'.

| SUMMARY CARD                                                | CREATION TIME         | REQUESTER NAME                        | STATUS                       | IMPACT SERVICE                               | ACTIONS            |
|-------------------------------------------------------------|-----------------------|---------------------------------------|------------------------------|----------------------------------------------|--------------------|
| TKT0004<br>Unable to login to the portal<br>Medium          | Mar 18, 2024 06:43 AM | Suraj Kumar<br>admin@tnb.com          | Analysis In Progress         |                                              | Resolve, Assign To |
| TKT0003<br>Can't Connect to Network Resources<br>Low        | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | Waiting For Closure Resolved | IT Services / Hardware Support / Networ...   |                    |
| TKT0002<br>CRM Software Error Preventing Data Update<br>Low | Feb 05, 2024 11:29 AM | Christopher<br>christopher@infraon.io | Analysis In Progress         | IT Services / Software Support / CRM So...   |                    |
| TKT0001<br>Unable to Access Email<br>High                   | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io         | New Open                     | IT Services / Email Support / Email and C... |                    |

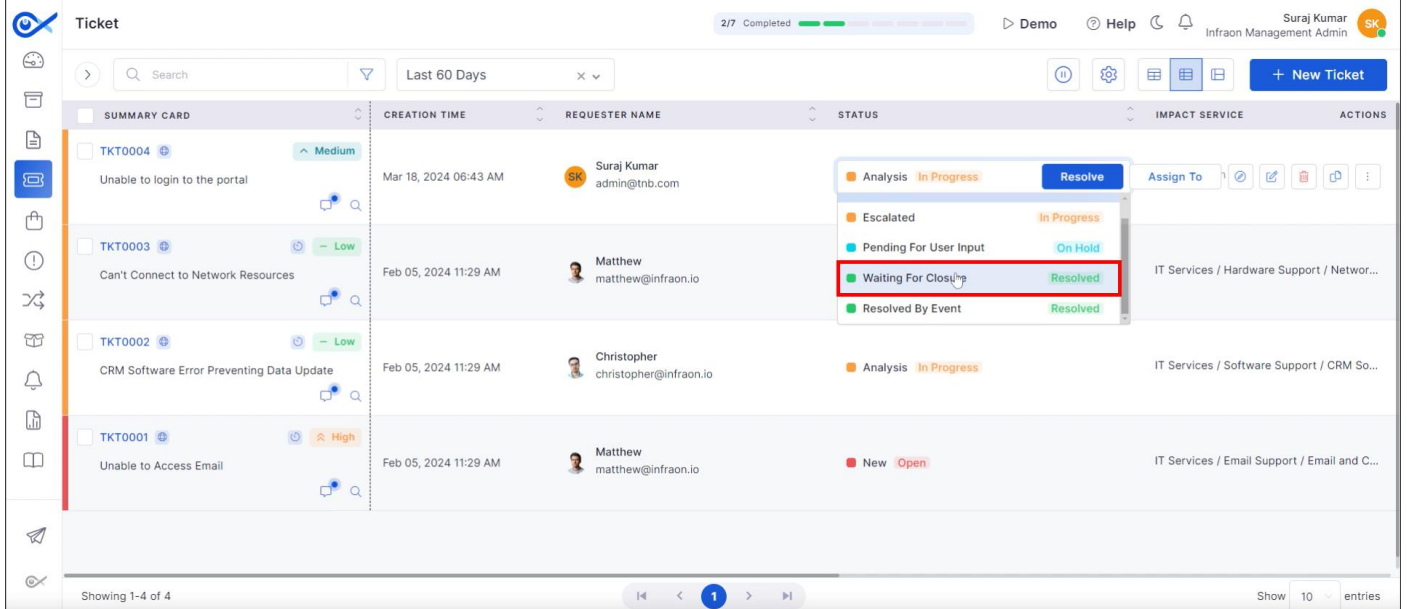
In case of escalation, the status is updated to **"Escalated."**



The screenshot shows the 'Ticket' management interface. A dropdown menu is open for the ticket 'TKT0003 - Can't Connect to Network Resources'. The 'Escalated' status is highlighted in red. The interface includes a search bar, filters, and a table of tickets with columns for Summary Card, Creation Time, Requester Name, Status, Impact Service, and Actions.

| SUMMARY CARD                                             | CREATION TIME         | REQUESTER NAME                       | STATUS                  | IMPACT SERVICE                               | ACTIONS                  |
|----------------------------------------------------------|-----------------------|--------------------------------------|-------------------------|----------------------------------------------|--------------------------|
| TKT0004: Unable to login to the portal (Medium)          | Mar 18, 2024 06:43 AM | Suraj Kumar (admin@tnb.com)          | Analysis In Progress    | IT Services / Hardware Support / Network...  | Resolve, Assign To, etc. |
| TKT0003: Can't Connect to Network Resources (Low)        | Feb 05, 2024 11:29 AM | Matthew (matthew@infraon.io)         | Escalated (In Progress) | IT Services / Hardware Support / Network...  | Assign To, etc.          |
| TKT0002: CRM Software Error Preventing Data Update (Low) | Feb 05, 2024 11:29 AM | Christopher (christopher@infraon.io) | Analysis In Progress    | IT Services / Software Support / CRM So...   | Assign To, etc.          |
| TKT0001: Unable to Access Email (High)                   | Feb 05, 2024 11:29 AM | Matthew (matthew@infraon.io)         | New Open                | IT Services / Email Support / Email and C... | Assign To, etc.          |

Once a solution is determined, the ticket is marked as **"Resolved and Waiting for Closure."**

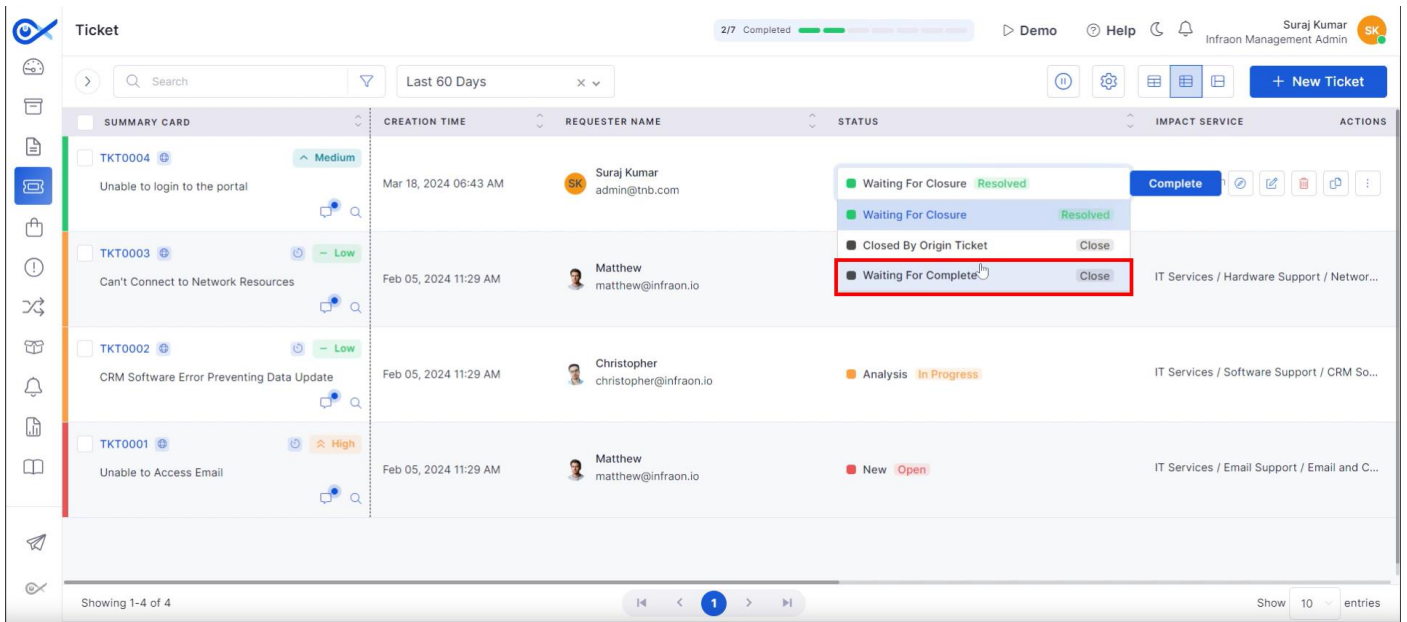


The screenshot shows the 'Ticket' management interface. A dropdown menu is open for the ticket 'TKT0003 - Can't Connect to Network Resources'. The 'Waiting For Closure' status is highlighted in red. The interface includes a search bar, filters, and a table of tickets with columns for Summary Card, Creation Time, Requester Name, Status, Impact Service, and Actions.

| SUMMARY CARD                                             | CREATION TIME         | REQUESTER NAME                       | STATUS                         | IMPACT SERVICE                               | ACTIONS                  |
|----------------------------------------------------------|-----------------------|--------------------------------------|--------------------------------|----------------------------------------------|--------------------------|
| TKT0004: Unable to login to the portal (Medium)          | Mar 18, 2024 06:43 AM | Suraj Kumar (admin@tnb.com)          | Analysis In Progress           | IT Services / Hardware Support / Network...  | Resolve, Assign To, etc. |
| TKT0003: Can't Connect to Network Resources (Low)        | Feb 05, 2024 11:29 AM | Matthew (matthew@infraon.io)         | Waiting For Closure (Resolved) | IT Services / Hardware Support / Network...  | Assign To, etc.          |
| TKT0002: CRM Software Error Preventing Data Update (Low) | Feb 05, 2024 11:29 AM | Christopher (christopher@infraon.io) | Analysis In Progress           | IT Services / Software Support / CRM So...   | Assign To, etc.          |
| TKT0001: Unable to Access Email (High)                   | Feb 05, 2024 11:29 AM | Matthew (matthew@infraon.io)         | New Open                       | IT Services / Email Support / Email and C... | Assign To, etc.          |

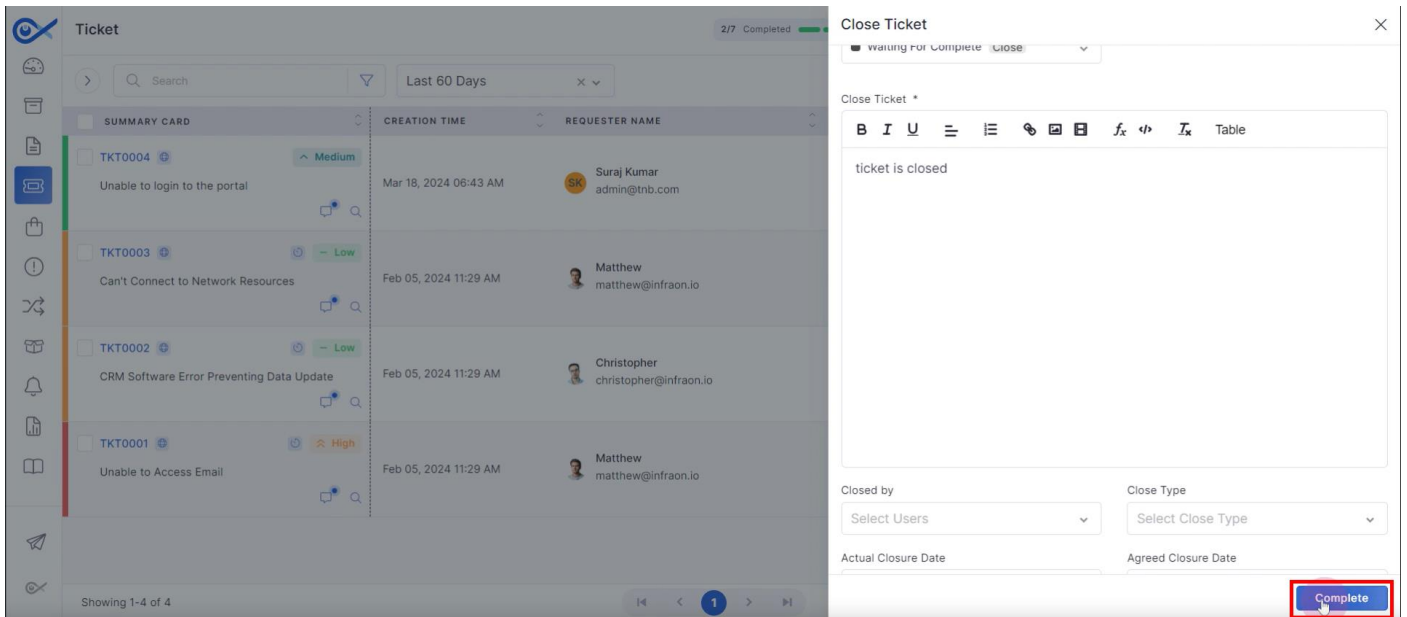
The end user is then presented with options to close or reopen the ticket.

Upon closure confirmation from the end user or system timeout,



The screenshot shows the 'Ticket' management interface. At the top, there's a search bar and a filter set to 'Last 60 Days'. Below this is a table of tickets with columns: SUMMARY CARD, CREATION TIME, REQUESTER NAME, STATUS, IMPACT SERVICE, and ACTIONS. The table lists four tickets: TKT0004 (Unable to login to the portal, Medium priority, Mar 18, 2024), TKT0003 (Can't Connect to Network Resources, Low priority, Feb 05, 2024), TKT0002 (CRM Software Error Preventing Data Update, Low priority, Feb 05, 2024), and TKT0001 (Unable to Access Email, High priority, Feb 05, 2024). A dropdown menu is open for the 'Waiting For Complete' status, showing options: 'Waiting For Closure' (Resolved), 'Waiting For Closure' (Resolved), 'Closed By Origin Ticket' (Close), and 'Waiting For Complete' (Close). The 'Waiting For Complete' option is highlighted with a red box.

the ticket is finalized with a closing note.



The screenshot shows the 'Close Ticket' dialog box. It has a title bar 'Close Ticket' and a close button. Below the title bar is a dropdown menu showing 'Waiting For Complete' and a 'Close' button. The main area is a text editor with a toolbar (B, I, U, etc.) and a text area containing the note 'ticket is closed'. Below the text area are two dropdown menus: 'Closed by' (Select Users) and 'Close Type' (Select Close Type). At the bottom, there are two input fields: 'Actual Closure Date' and 'Agreed Closure Date'. A 'Complete' button is highlighted with a red box.

This concludes the overview of a technician's workflow when handling an assigned ticket.

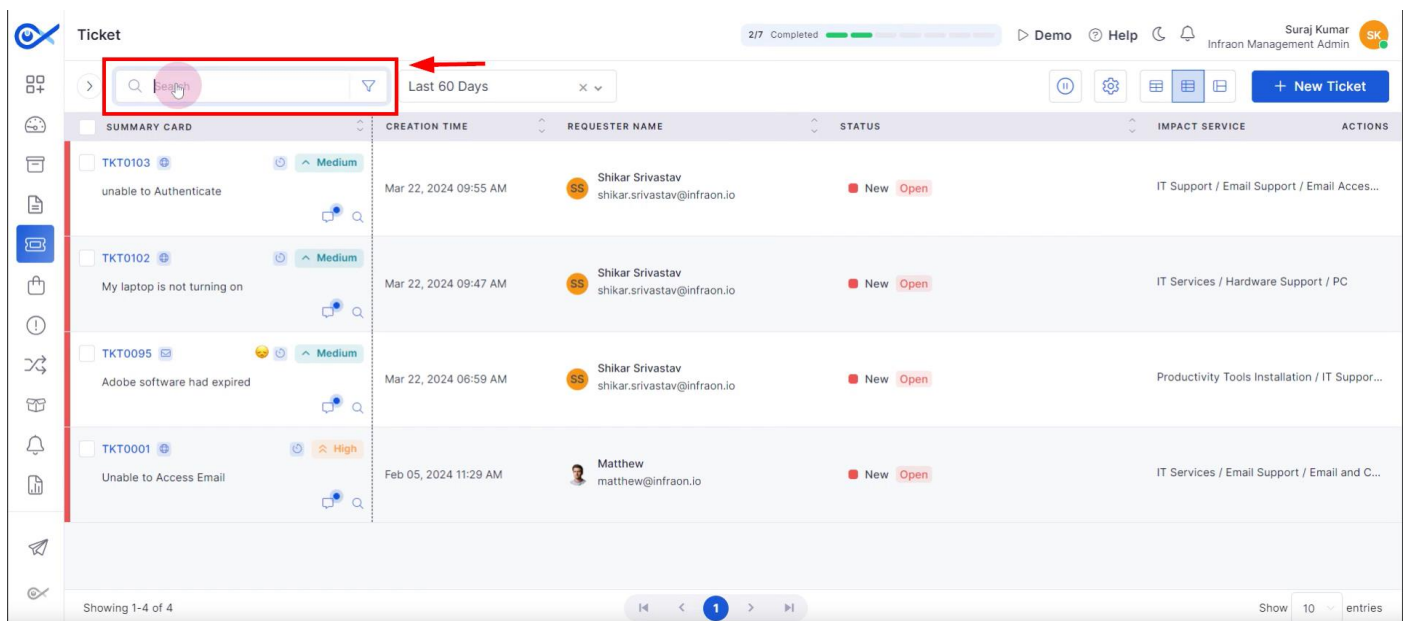
## Miscellaneous

This guide provides a comprehensive overview of the ticket management page, explaining its features and functionalities. These pages offer various tools for managing and organizing tickets effectively.

### Navigating the Top Panel



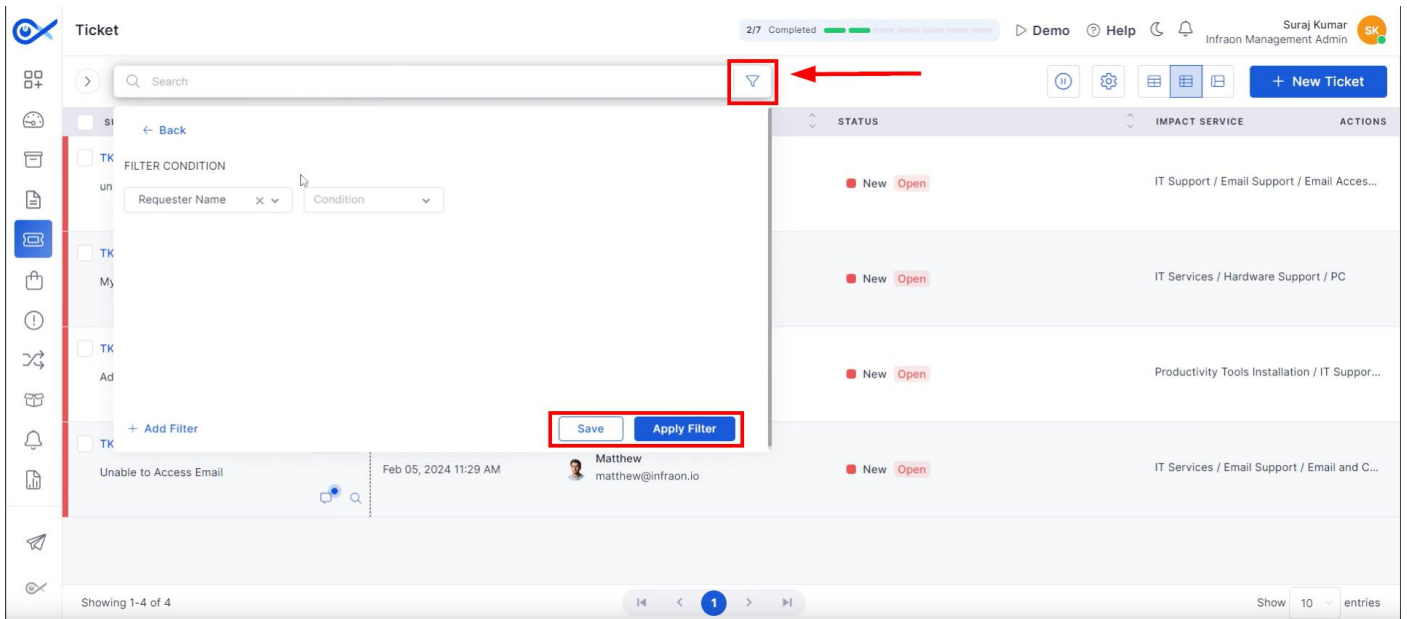
Locating the **"Search"** option on the top panel will assist technicians in finding a specific ticket based on its ID, requester, and more.



| SUMMARY CARD                           | CREATION TIME         | REQUESTER NAME                                  | STATUS   | IMPACT SERVICE                                 | ACTIONS |
|----------------------------------------|-----------------------|-------------------------------------------------|----------|------------------------------------------------|---------|
| TKT0103<br>unable to Authenticate      | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Support / Email Support / Email Acces...    |         |
| TKT0102<br>My laptop is not turning on | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services / Hardware Support / PC            |         |
| TKT0095<br>Adobe software had expired  | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity Tools Installation / IT Suppor... |         |
| TKT0001<br>Unable to Access Email      | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services / Email Support / Email and C...   |         |

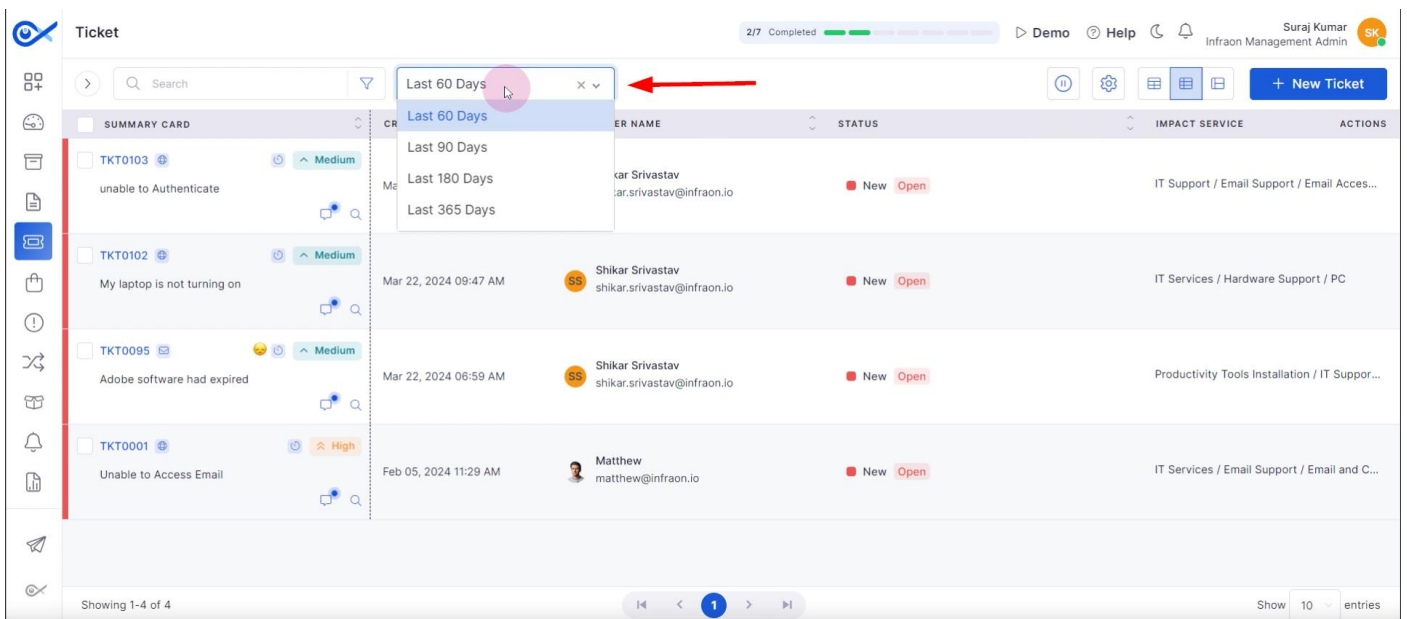


Use the **"Filter"** option adjacent to the search bar to refine your ticket search. Apply filters based on criteria like ticket ID, requester, technician, issue, ticket type, etc. **"Save"** your custom filter settings for future use.



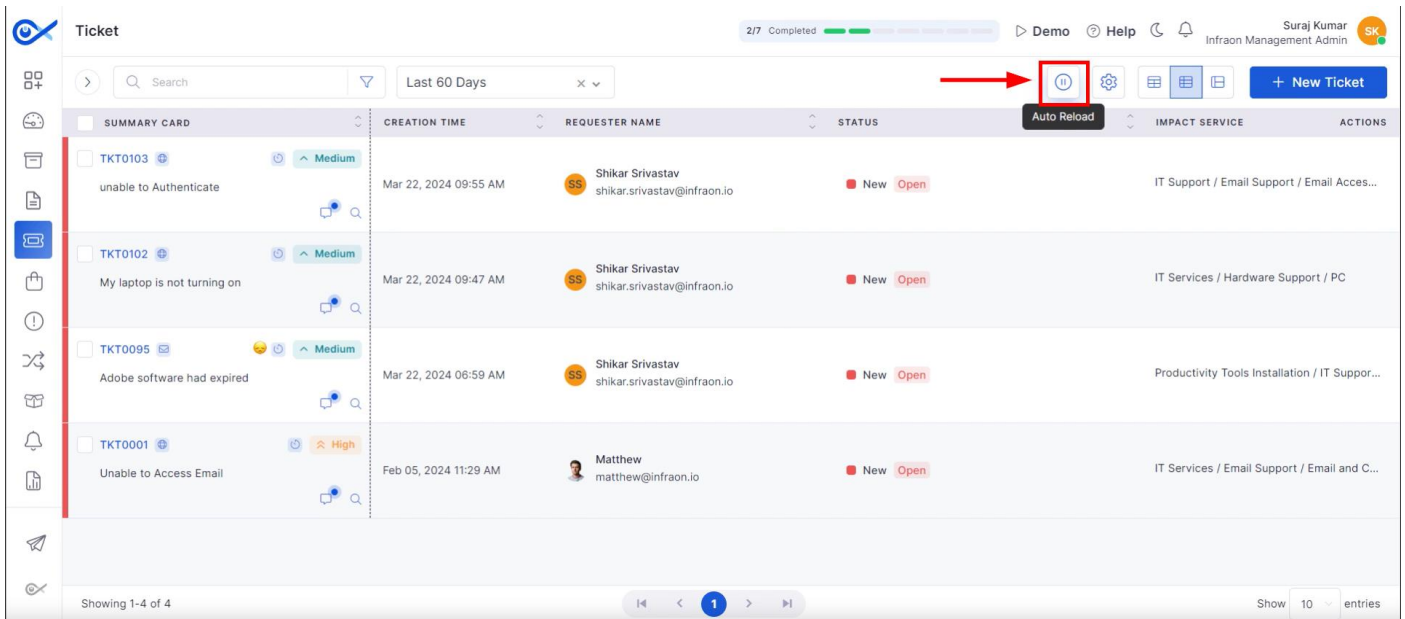
The screenshot shows the 'Ticket' management interface. A red box highlights the filter icon (a funnel) next to the search bar. A red arrow points to this icon. Below the search bar, a dropdown menu is open, showing 'FILTER CONDITION' with options for 'Requester Name' and 'Condition'. At the bottom of the dropdown, there are 'Save' and 'Apply Filter' buttons, also highlighted with a red box. The main table displays a list of tickets with columns for STATUS, IMPACT SERVICE, and ACTIONS. The first ticket is 'Unable to Access Email' with status 'New' and 'Open'.

➡ Adjacent to the search and filter options is a **"Timeframe Selector,"** which enables users to view tickets within specific timeframes, such as the past thirty, sixty, or ninety days or the entire previous year.



The screenshot shows the 'Ticket' management interface with the 'Timeframe Selector' dropdown menu open. A red box highlights the dropdown menu, and a red arrow points to it. The dropdown menu shows options: 'Last 60 Days', 'Last 90 Days', 'Last 180 Days', and 'Last 365 Days'. The main table displays a list of tickets with columns for SUMMARY CARD, CR, USER NAME, STATUS, IMPACT SERVICE, and ACTIONS. The first ticket is 'unable to Authenticate' with status 'New' and 'Open'.

➡ The top panel includes an "Auto-Reload" feature, which refreshes the page every five minutes by default. This allows for real-time updates on ticket statuses. To manually disable this feature, click the auto-reload icon.



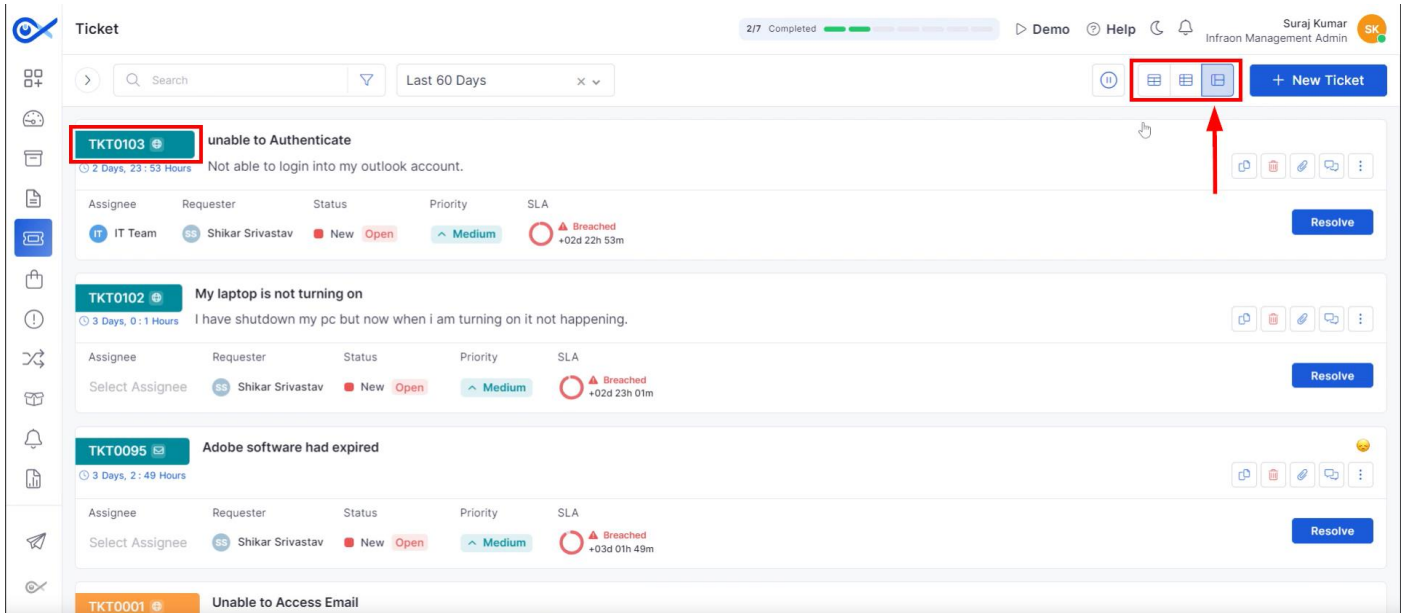
The screenshot shows the 'Ticket' management interface. At the top right, there are view toggle icons: a list view, a smart grid view (highlighted with a red box and a red arrow), and a grid view. Next to them is an 'Auto Reload' button. The main area displays a list of tickets in a panel view. Each ticket card shows the ticket ID, title, creation time, requester name, status, and impact service. The tickets listed are:

| Ticket ID | Title                       | Creation Time         | Requester Name   | Status   | Impact Service                                 |
|-----------|-----------------------------|-----------------------|------------------|----------|------------------------------------------------|
| TKT0103   | unable to Authenticate      | Mar 22, 2024 09:55 AM | Shikar Srivastav | New Open | IT Support / Email Support / Email Acces...    |
| TKT0102   | My laptop is not turning on | Mar 22, 2024 09:47 AM | Shikar Srivastav | New Open | IT Services / Hardware Support / PC            |
| TKT0095   | Adobe software had expired  | Mar 22, 2024 06:59 AM | Shikar Srivastav | New Open | Productivity Tools Installation / IT Suppor... |
| TKT0001   | Unable to Access Email      | Feb 05, 2024 11:29 AM | Matthew          | New Open | IT Services / Email Support / Email and C...   |



Tickets can be toggled between panel view, smart grid, and grid view.

The panel view provides a concise overview of tickets, displaying key details such as assignee, requester, status, priority, and SLA. Selecting the **Ticket ID**,



The screenshot shows the 'Ticket' management interface with detailed views for selected tickets. A red box highlights the ticket ID and title for the first ticket, and a red arrow points to the view toggle icons. The detailed view for TKT0103 shows:

- Ticket ID:** TKT0103
- Title:** unable to Authenticate
- Description:** Not able to login into my outlook account.
- Assignee:** IT Team
- Requester:** Shikar Srivastav
- Status:** New Open
- Priority:** Medium
- SLA:** Breached +02d 22h 53m

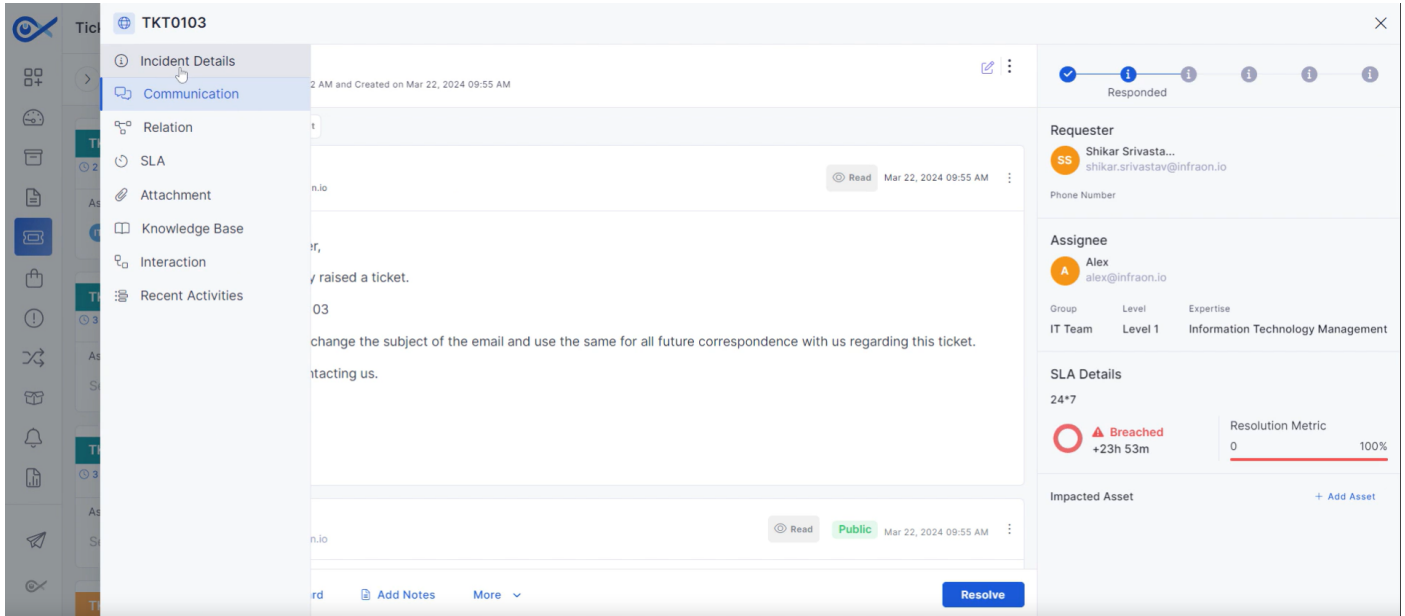
The detailed view for TKT0102 shows:

- Ticket ID:** TKT0102
- Title:** My laptop is not turning on
- Description:** I have shutdown my pc but now when i am turning on it not happening.
- Assignee:** Select Assignee
- Requester:** Shikar Srivastav
- Status:** New Open
- Priority:** Medium
- SLA:** Breached +02d 23h 01m

The detailed view for TKT0095 shows:

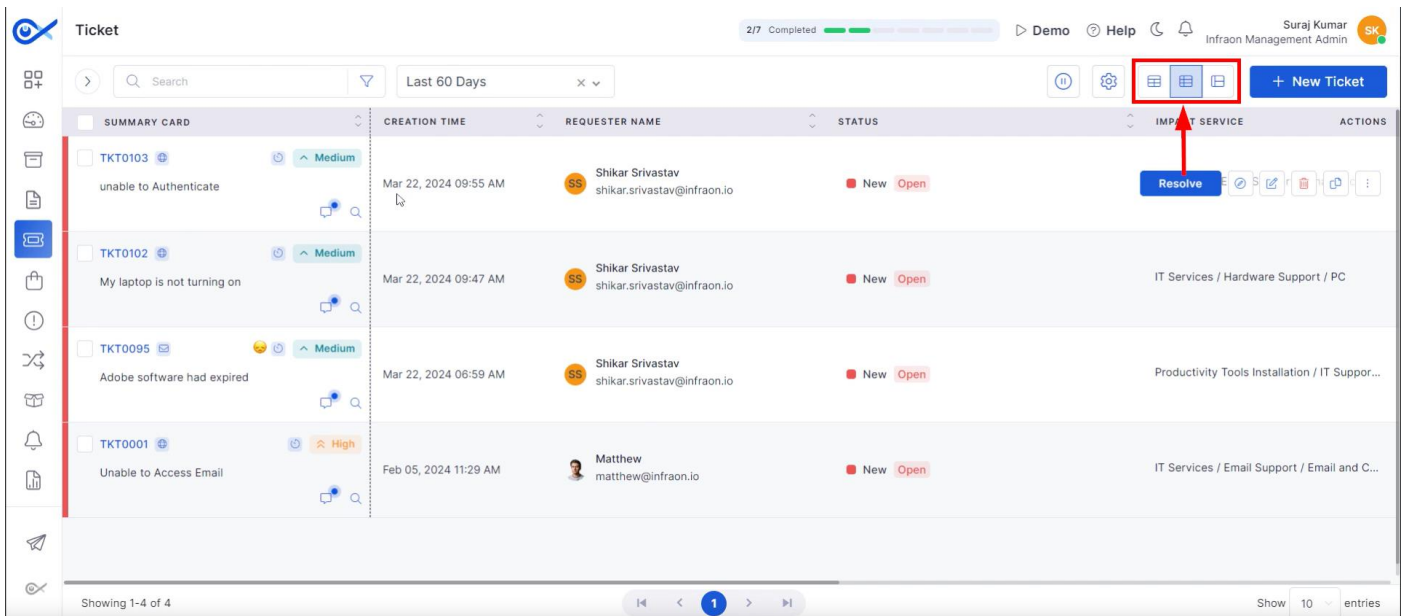
- Ticket ID:** TKT0095
- Title:** Adobe software had expired
- Description:**
- Assignee:** Select Assignee
- Requester:** Shikar Srivastav
- Status:** New Open
- Priority:** Medium
- SLA:** Breached +03d 01h 49m

It opens its dedicated module, which provides comprehensive information on **incident details, communication, relationships, SLAs, attachments, knowledge base, interaction, and recent activities.**



The screenshot shows the 'Incident Details' module for ticket TKT0103. The interface includes a sidebar with navigation options, a main content area with ticket details, and a right sidebar with requester and assignee information. The ticket status is 'Responded'.

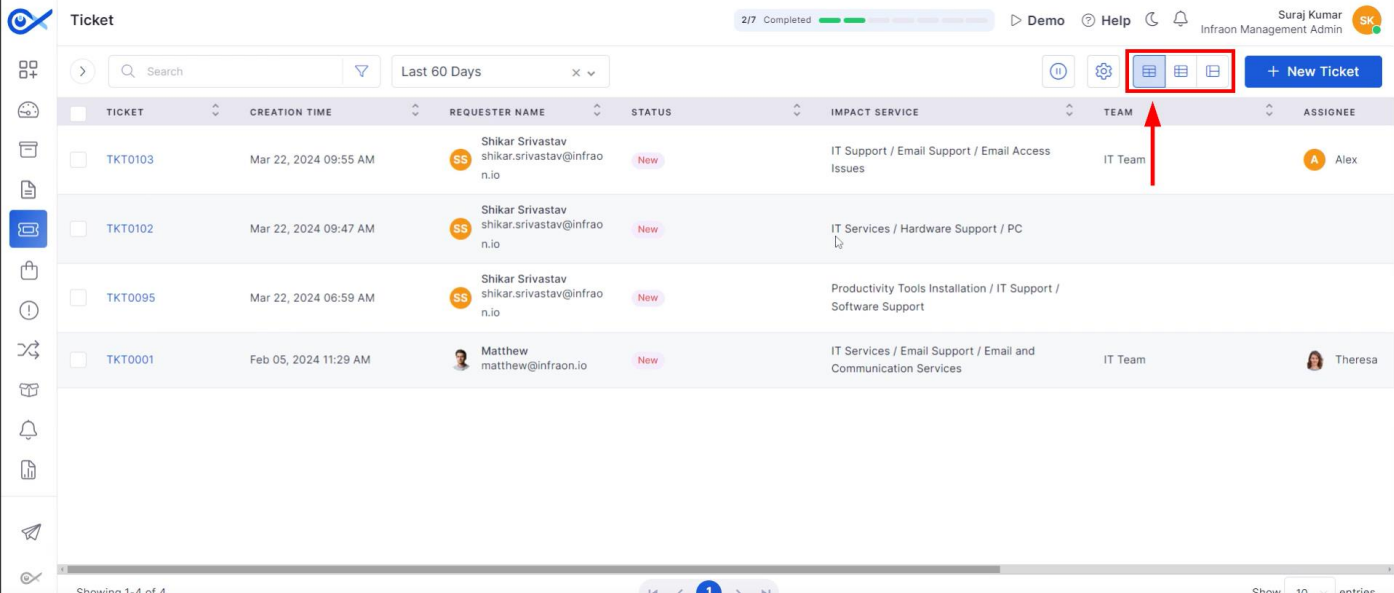
The smart grid provides a concise overview of tickets through summary cards that include **creation time, requester, status, affected service, and actionable items.**



The screenshot shows the 'Ticket' smart grid. The grid displays a list of tickets with columns for Summary Card, Creation Time, Requester Name, Status, Impacted Service, and Actions. A red box highlights the 'IMPACTED SERVICE' column header.

| SUMMARY CARD                           | CREATION TIME         | REQUESTER NAME                                  | STATUS   | IMPACTED SERVICE                                | ACTIONS |
|----------------------------------------|-----------------------|-------------------------------------------------|----------|-------------------------------------------------|---------|
| TKT0103<br>unable to Authenticate      | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                                                 | Resolve |
| TKT0102<br>My laptop is not turning on | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services / Hardware Support / PC             |         |
| TKT0095<br>Adobe software had expired  | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity Tools Installation / IT Support... |         |
| TKT0001<br>Unable to Access Email      | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services / Email Support / Email and C...    |         |

The grid view presents ticket data in a tabular format, displaying key information such as **ticket number**, **creation date**, **requester**, **status**, and **affected service** in dedicated columns.



Ticket

2/7 Completed

Search Last 60 Days

Help Demo

Suraj Kumar  
Infraon Management Admin

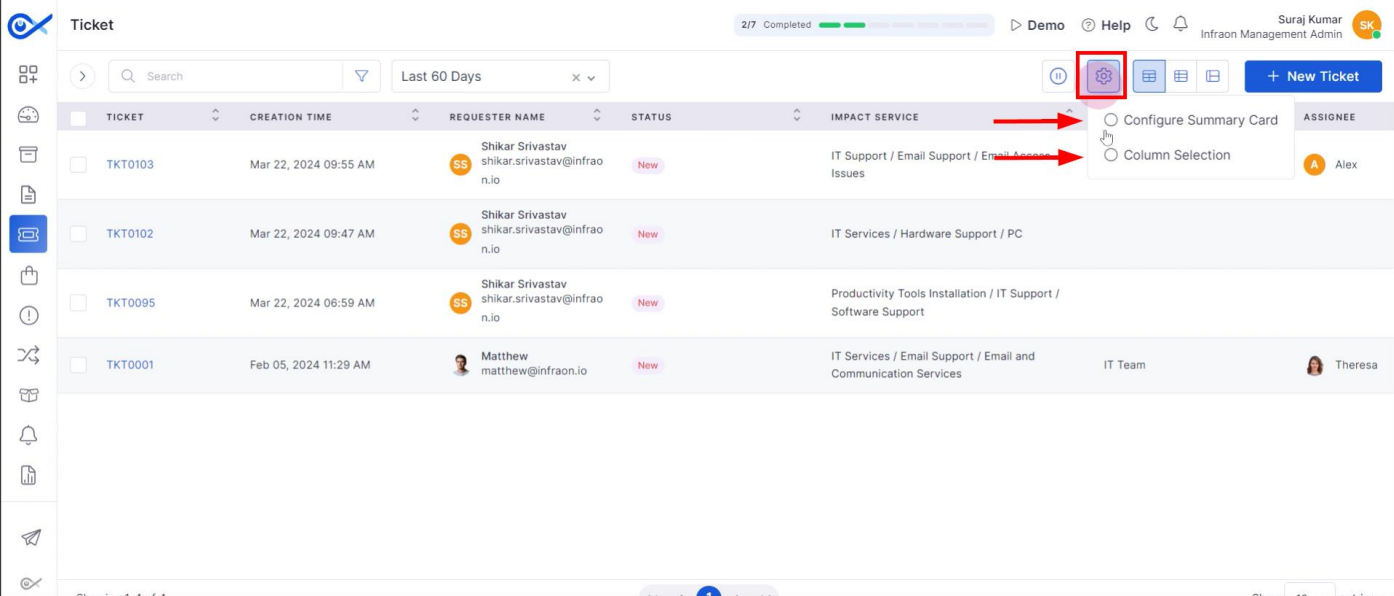
+ New Ticket

| TICKET  | CREATION TIME         | REQUESTER NAME                                  | STATUS | IMPACT SERVICE                                                  | TEAM    | ASSIGNEE |
|---------|-----------------------|-------------------------------------------------|--------|-----------------------------------------------------------------|---------|----------|
| TKT0103 | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New    | IT Support / Email Support / Email Access Issues                | IT Team | Alex     |
| TKT0102 | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New    | IT Services / Hardware Support / PC                             |         |          |
| TKT0095 | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New    | Productivity Tools Installation / IT Support / Software Support |         |          |
| TKT0001 | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New    | IT Services / Email Support / Email and Communication Services  | IT Team | Theresa  |

Showing 1-4 of 4

Show 10 entries

Locate the **"Configure"** icon on the top panel next to the view options to customize the displayed columns. This will open a menu allowing users to select the **"Configure Summary Card"** or **"Column Selection"** format.



Ticket

2/7 Completed

Search Last 60 Days

Help Demo

Suraj Kumar  
Infraon Management Admin

+ New Ticket

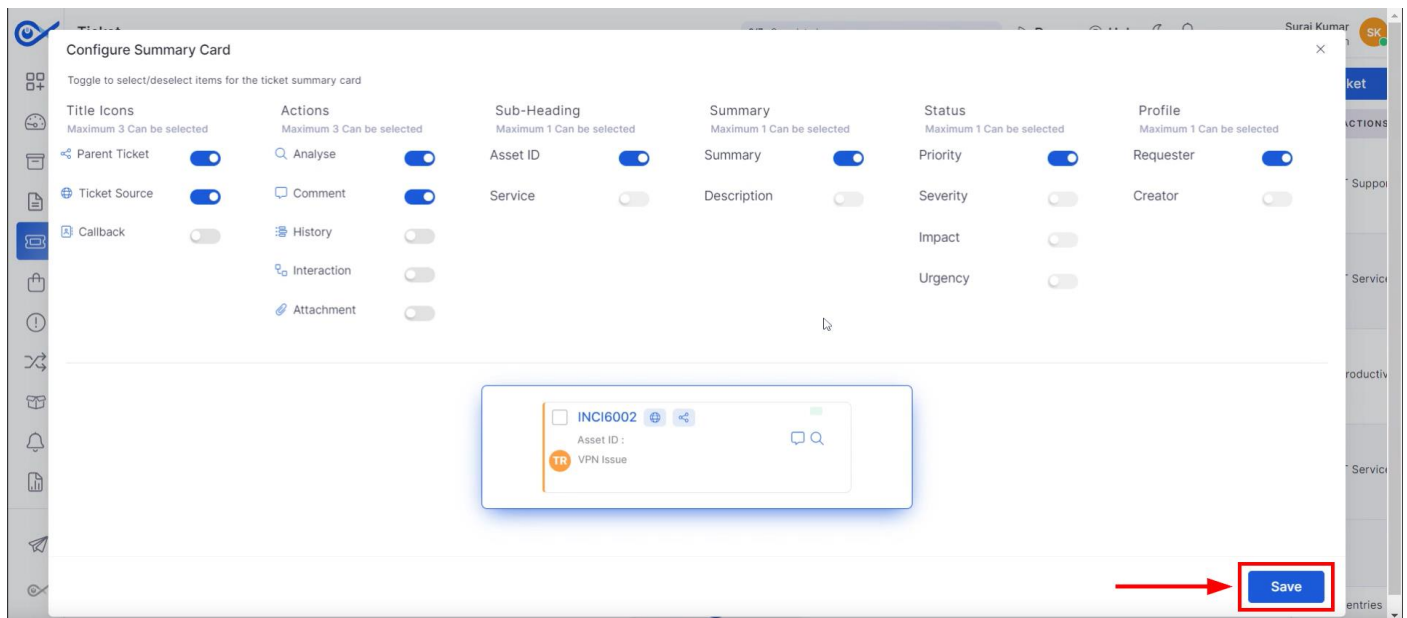
| TICKET  | CREATION TIME         | REQUESTER NAME                                  | STATUS | IMPACT SERVICE                                                  | TEAM    | ASSIGNEE |
|---------|-----------------------|-------------------------------------------------|--------|-----------------------------------------------------------------|---------|----------|
| TKT0103 | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New    | IT Support / Email Support / Email Access Issues                |         | Alex     |
| TKT0102 | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New    | IT Services / Hardware Support / PC                             |         |          |
| TKT0095 | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New    | Productivity Tools Installation / IT Support / Software Support |         |          |
| TKT0001 | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New    | IT Services / Email Support / Email and Communication Services  | IT Team | Theresa  |

Showing 1-4 of 4

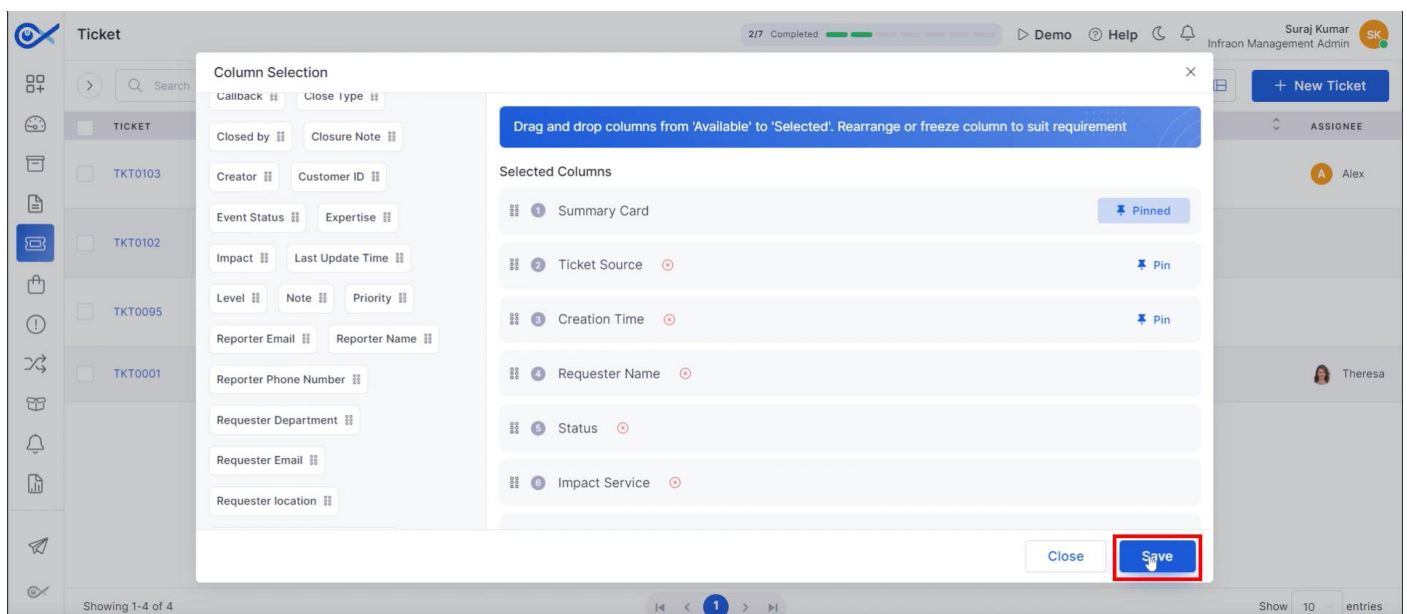
Show 10 entries

Configure Summary Card  
Column Selection

The smart grid offers a **"Configure Summary Card"** option, enabling users to customize the card's content. This includes adding ticket source and analysis details and toggling the visibility of impact and severity indicators. Alternatively, the impact status can be displayed directly on the main page by selecting the corresponding option and saving the changes.

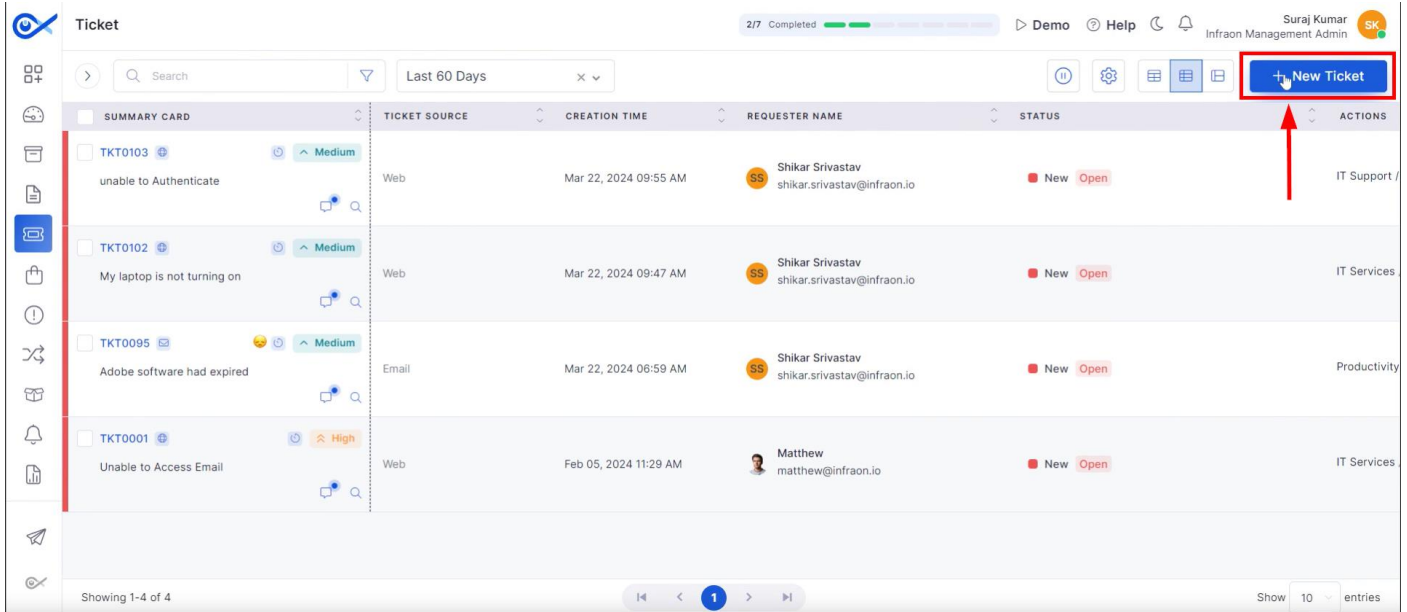


In **Column Selection**, users can modify the displayed columns by dragging and dropping desired fields from the available options to the active column list. Once satisfied with the selection, save the changes and apply them to the view page.





The **"New Ticket"** button, located in the upper right-hand corner of the page, is the entry point for creating new tickets.



The screenshot shows the 'Ticket' management interface. In the top right corner, there is a blue button labeled '+ New Ticket'. A red box highlights this button, and a red arrow points to it from below. The interface also displays a list of tickets with columns for Summary Card, Ticket Source, Creation Time, Requester Name, Status, and Actions.

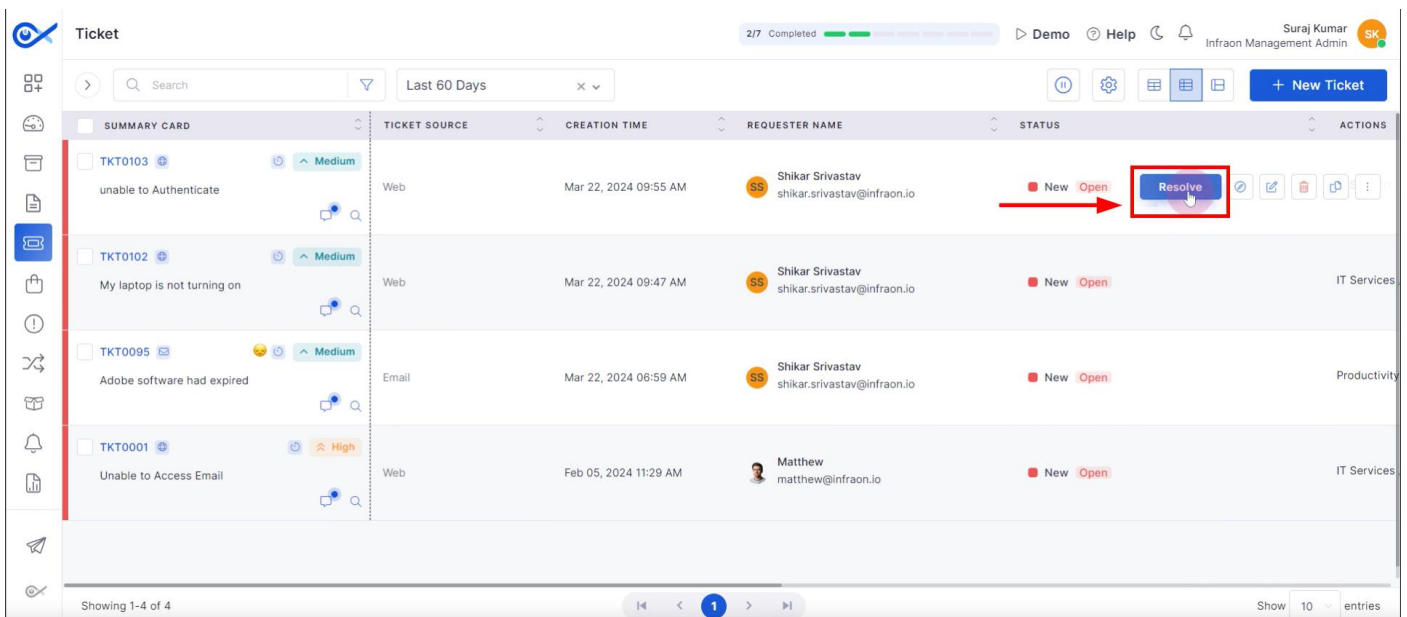
| SUMMARY CARD                                     | TICKET SOURCE | CREATION TIME         | REQUESTER NAME                                  | STATUS   | ACTIONS      |
|--------------------------------------------------|---------------|-----------------------|-------------------------------------------------|----------|--------------|
| TKT0103<br>unable to Authenticate<br>Medium      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Support / |
| TKT0102<br>My laptop is not turning on<br>Medium | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services  |
| TKT0095<br>Adobe software had expired<br>Medium  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity |
| TKT0001<br>Unable to Access Email<br>High        | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services  |

## Quick Actions

Mouse-over interactions on ticket listings reveal accessible quick-action controls.



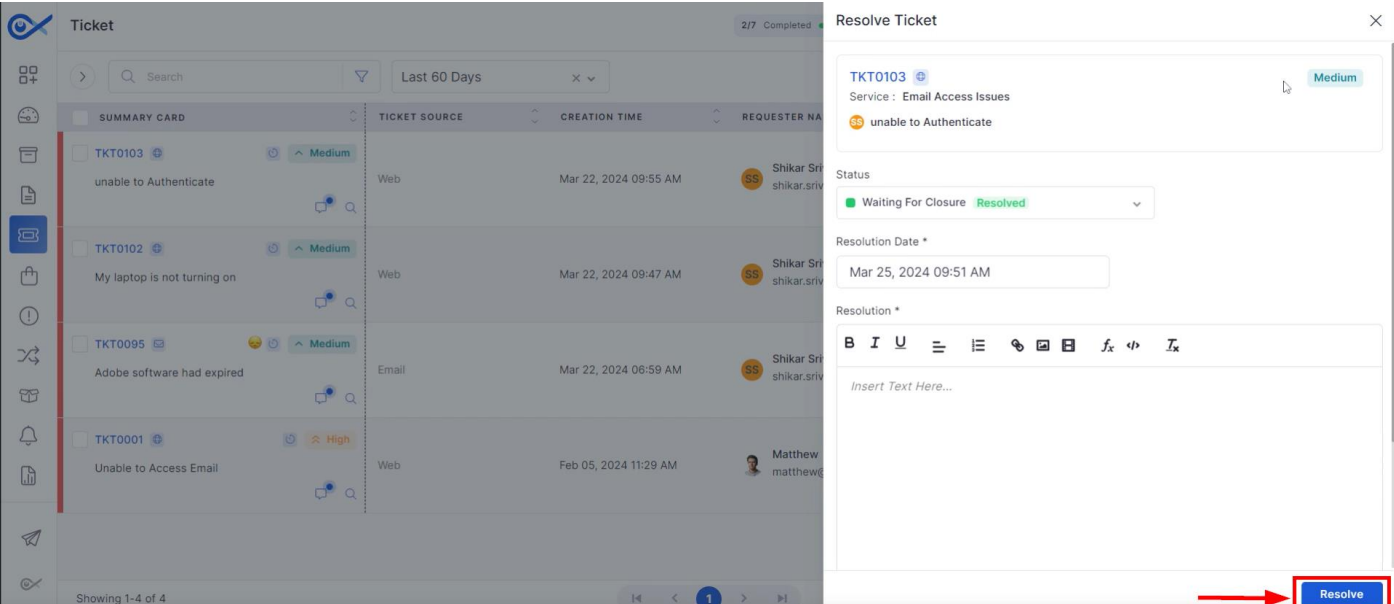
The initial quick action available is **"Resolve,"** which allows for the direct closure of a ticket upon execution.



The screenshot shows the 'Ticket' management interface with the mouse-over quick actions visible. A red box highlights the 'Resolve' button in the Actions column of the first ticket row. A red arrow points to this button from the left. The interface also displays a list of tickets with columns for Summary Card, Ticket Source, Creation Time, Requester Name, Status, and Actions.

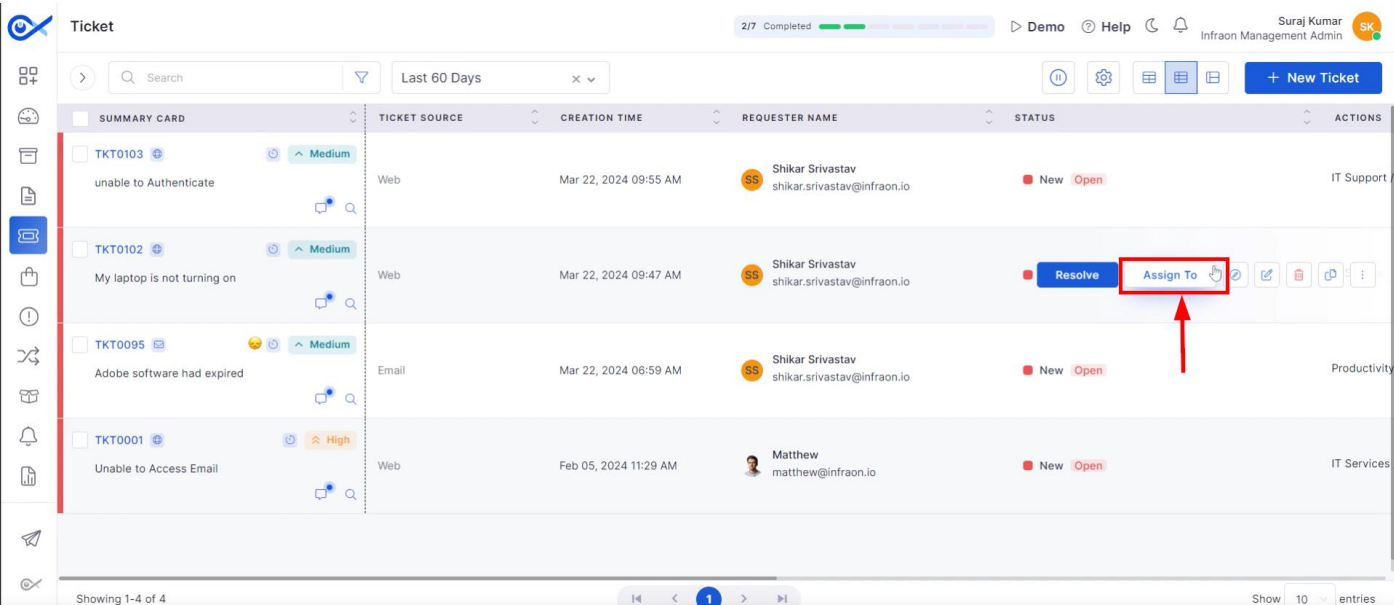
| SUMMARY CARD                                     | TICKET SOURCE | CREATION TIME         | REQUESTER NAME                                  | STATUS   | ACTIONS      |
|--------------------------------------------------|---------------|-----------------------|-------------------------------------------------|----------|--------------|
| TKT0103<br>unable to Authenticate<br>Medium      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Resolve      |
| TKT0102<br>My laptop is not turning on<br>Medium | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services  |
| TKT0095<br>Adobe software had expired<br>Medium  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity |
| TKT0001<br>Unable to Access Email<br>High        | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services  |

Upon selecting **"Resolve,"** a pop-up window appears prompting for a resolution summary. Click **"Submit"** to finalizes the ticket closure process.



The screenshot shows the 'Resolve Ticket' pop-up window. The ticket details include TKT0103, Service: Email Access Issues, and Status: Waiting For Closure. The Resolution Date is set to Mar 25, 2024 09:51 AM. A red arrow points to the 'Resolve' button at the bottom right of the pop-up.

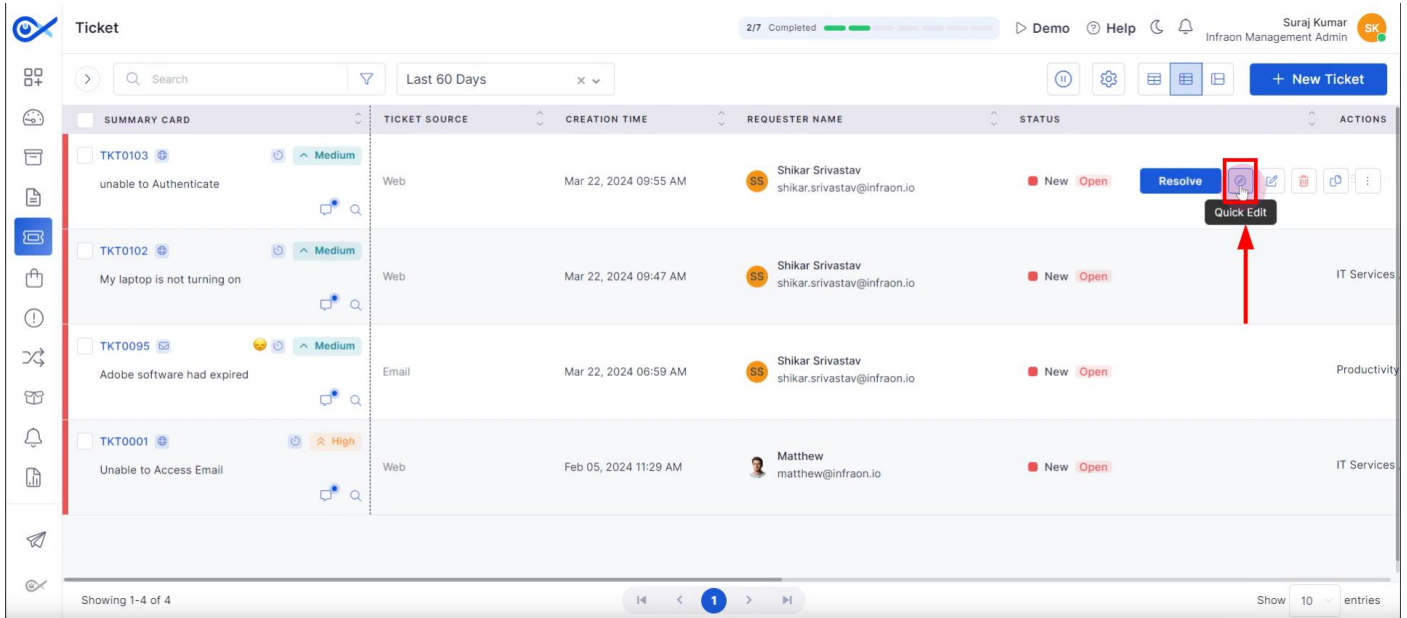
 The **"Assign To"** quick action allows for immediate ticket reassignment within the management interface.



The screenshot shows the 'Ticket' management interface. The table lists tickets with columns: SUMMARY CARD, TICKET SOURCE, CREATION TIME, REQUESTER NAME, STATUS, and ACTIONS. A red arrow points to the 'Assign To' button in the ACTIONS column for ticket TKT0102.



A **"Quick Edit"** function is accessible for expeditious modification of ticket attributes including priority, urgency, severity, and impact levels. The impacted service and assembly can also be amended via this streamlined process.



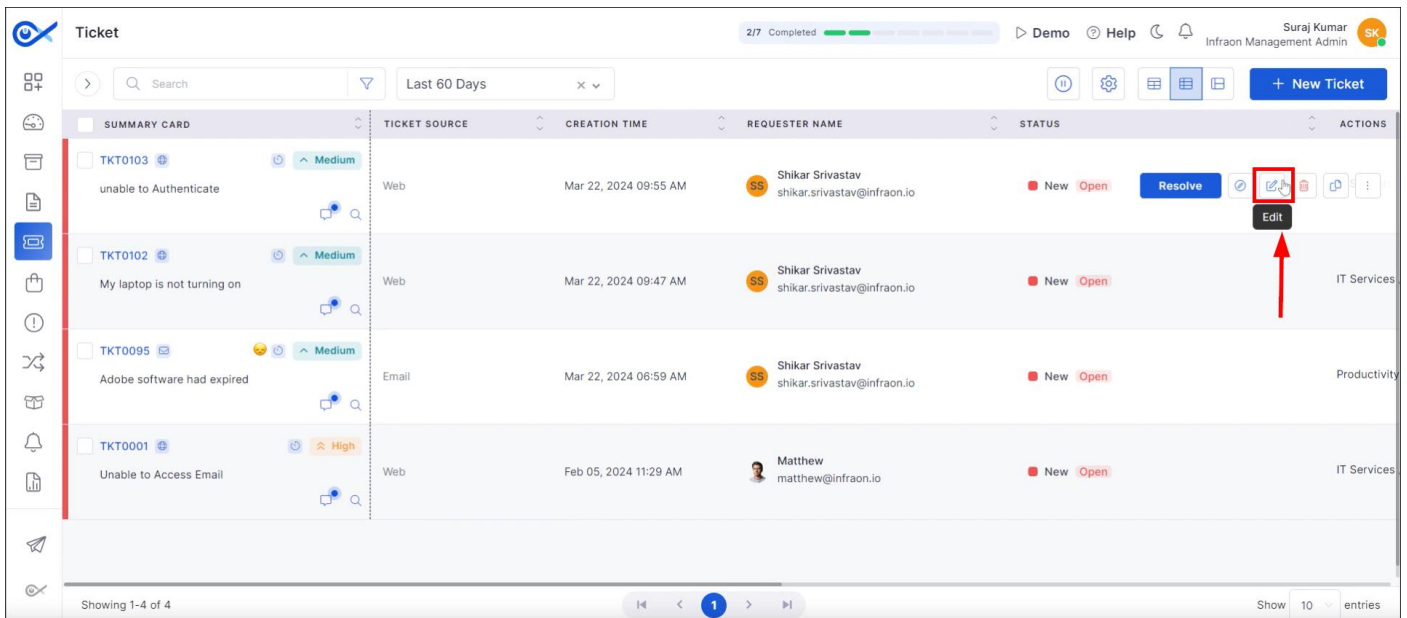
The screenshot displays the 'Ticket' management interface. The top navigation bar includes a search bar, a filter dropdown set to 'Last 60 Days', and a '+ New Ticket' button. The main table lists tickets with columns for Summary Card, Ticket Source, Creation Time, Requester Name, Status, and Actions. The first ticket, TKT0103, is highlighted. In the 'Actions' column for this ticket, the 'Quick Edit' button is highlighted with a red box and a red arrow.

| SUMMARY CARD                           | TICKET SOURCE | CREATION TIME         | REQUESTER NAME                                  | STATUS   | ACTIONS            |
|----------------------------------------|---------------|-----------------------|-------------------------------------------------|----------|--------------------|
| TKT0103<br>unable to Authenticate      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Resolve Quick Edit |
| TKT0102<br>My laptop is not turning on | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                    |
| TKT0095<br>Adobe software had expired  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                    |
| TKT0001<br>Unable to Access Email      | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open |                    |

Showing 1-4 of 4



For comprehensive ticket modification, access the detailed **"Edit"** function.

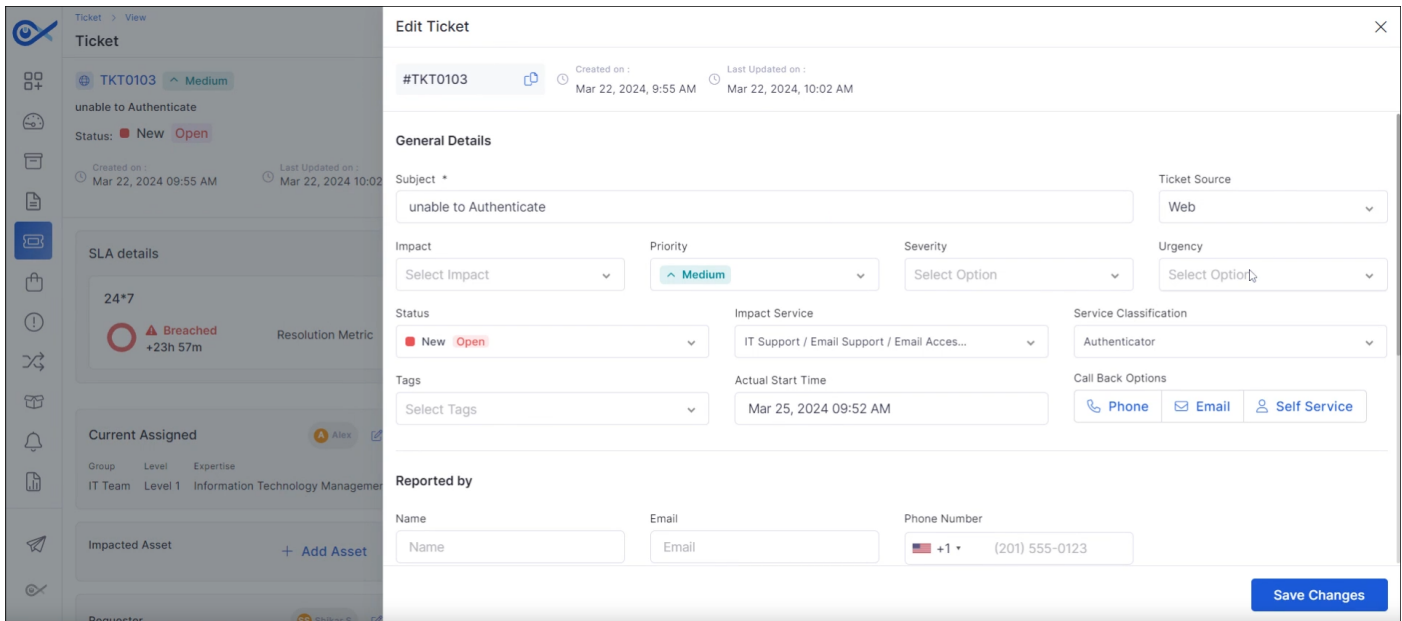


The screenshot displays the 'Ticket' management interface, similar to the previous one. In this view, the 'Edit' button in the 'Actions' column for the first ticket (TKT0103) is highlighted with a red box and a red arrow.

| SUMMARY CARD                           | TICKET SOURCE | CREATION TIME         | REQUESTER NAME                                  | STATUS   | ACTIONS      |
|----------------------------------------|---------------|-----------------------|-------------------------------------------------|----------|--------------|
| TKT0103<br>unable to Authenticate      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Resolve Edit |
| TKT0102<br>My laptop is not turning on | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |              |
| TKT0095<br>Adobe software had expired  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |              |
| TKT0001<br>Unable to Access Email      | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open |              |

Showing 1-4 of 4

The **"Edit"** view provides visibility into ticket source, urgency, severity, and priority. Additionally, users can add followers or reassign the ticket within this interface.



**Edit Ticket**

#TKT0103 Created on: Mar 22, 2024, 9:55 AM Last Updated on: Mar 22, 2024, 10:02 AM

**General Details**

Subject: unable to Authenticate Ticket Source: Web

Impact: Select Impact Priority: Medium Severity: Select Option Urgency: Select Option

Status: New Open Impact Service: IT Support / Email Support / Email Acces... Service Classification: Authenticator

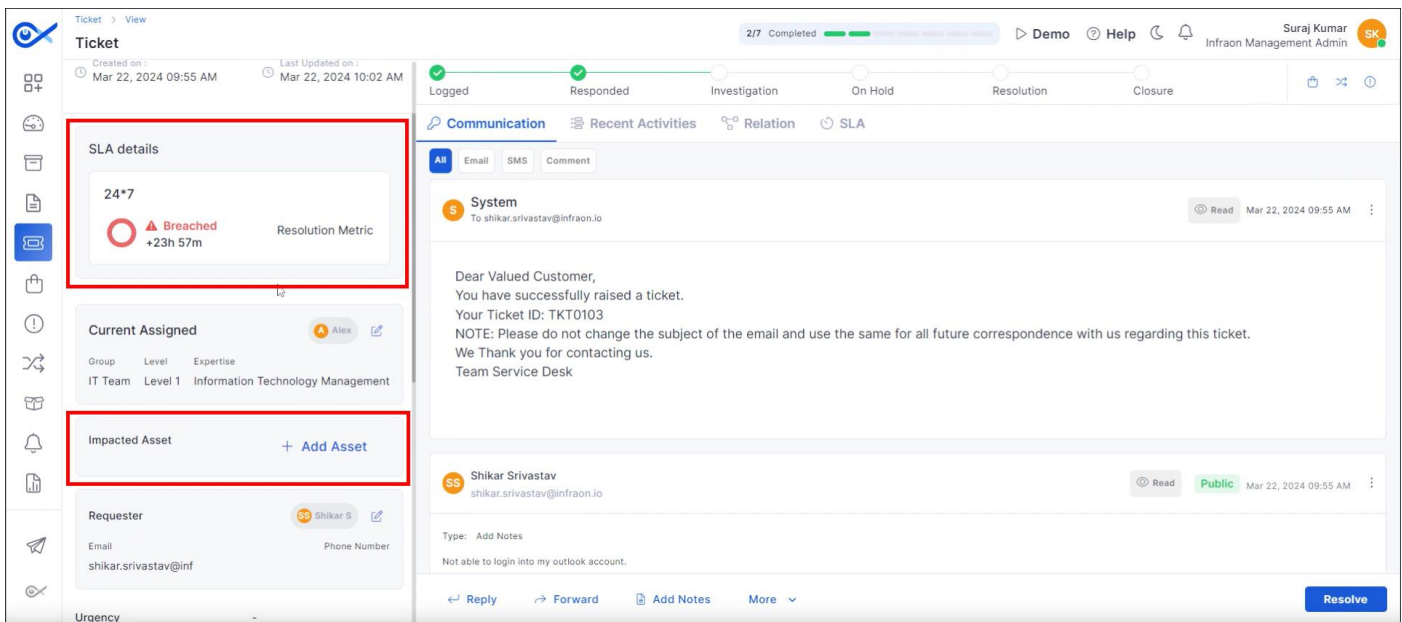
Tags: Select Tags Actual Start Time: Mar 25, 2024 09:52 AM Call Back Options: Phone Email Self Service

**Reported by**

Name: Email: Phone Number: +1 (201) 555-0123

[Save Changes](#)

The edit page displays **"SLA"** metrics and assigned technician details. **"Impacted assets"** relevant to the ticket can also be linked within this section.



**Ticket**

Created on: Mar 22, 2024 09:55 AM Last Updated on: Mar 22, 2024 10:02 AM

**SLA details**

24\*7 Breached +23h 57m Resolution Metric

**Current Assigned**

Group: IT Team Level: Level 1 Expertise: Information Technology Management

**Impacted Asset** [+ Add Asset](#)

**Requester**

Email: shikar.srivastav@inf Phone Number:

**Communication**

2/7 Completed

Logged Responded Investigation On Hold Resolution Closure

**System**

To shikar.srivastav@infraon.io

Dear Valued Customer,  
You have successfully raised a ticket.  
Your Ticket ID: TKT0103  
NOTE: Please do not change the subject of the email and use the same for all future correspondence with us regarding this ticket.  
We Thank you for contacting us.  
Team Service Desk

**Shikar Srivastav**

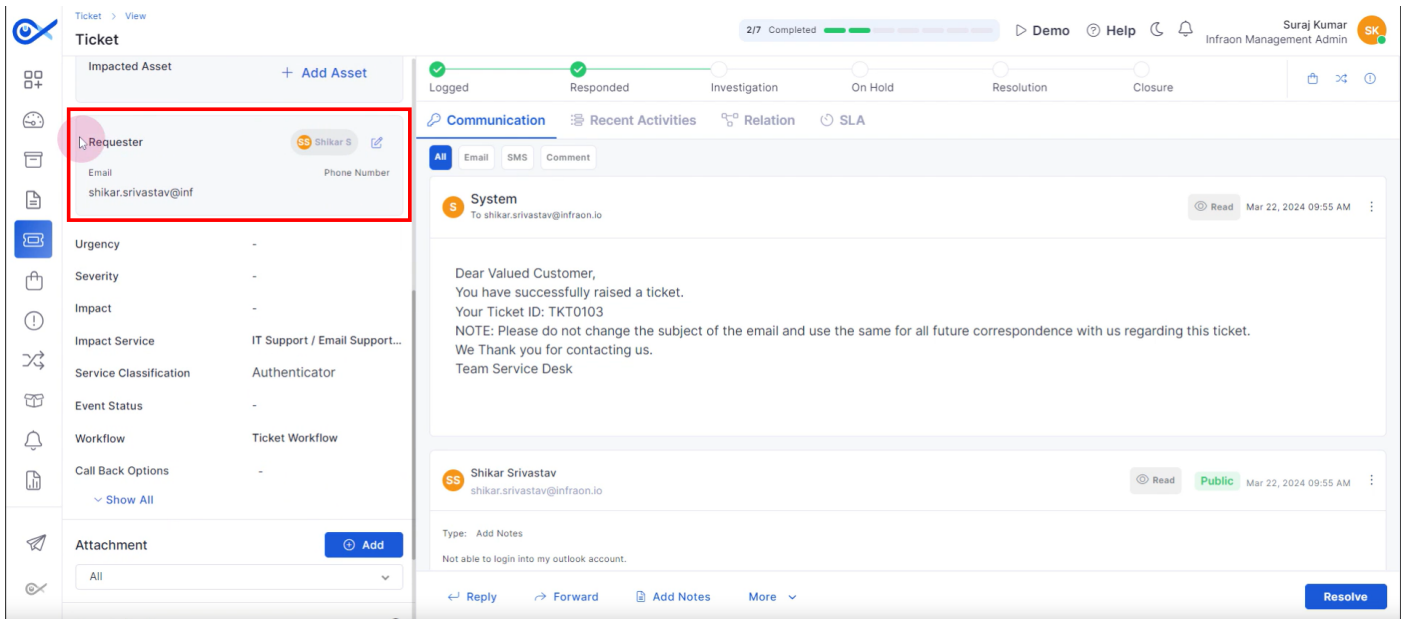
shikar.srivastav@infraon.io

Type: Add Notes

Not able to login into my outlook account.

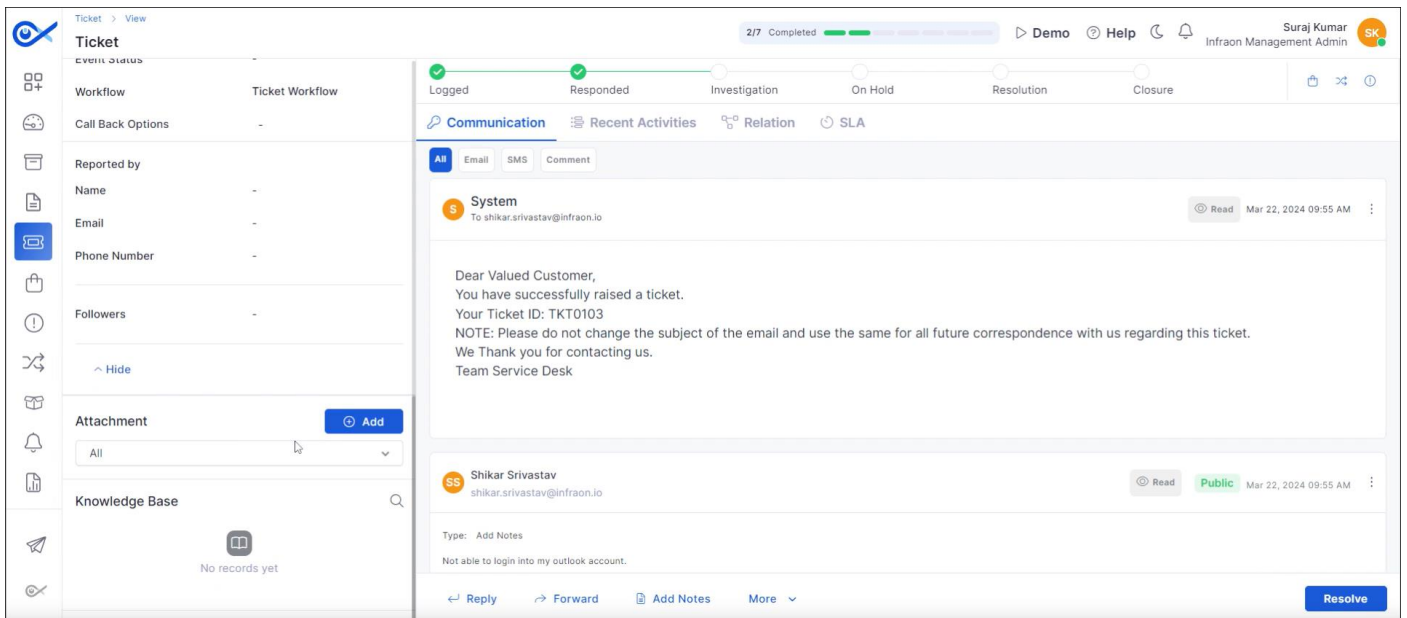
[Reply](#) [Forward](#) [Add Notes](#) [More](#) [Resolve](#)

**"Requester"** information is accessible within the ticket details section, alongside urgency, severity, and impacted service data.



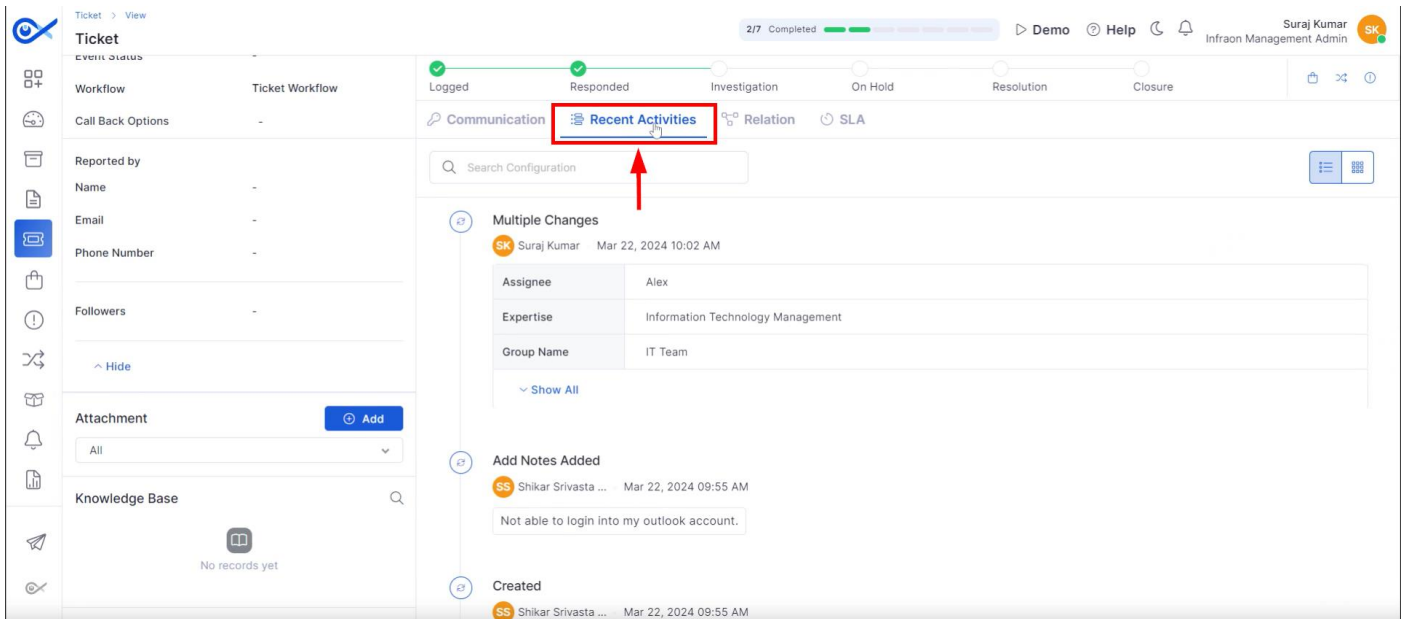
The screenshot displays the 'Ticket' view in the Infinity User Guide. The left sidebar contains a 'Ticket' section with a 'Requester' field highlighted by a red box. The 'Requester' field shows the email 'shikar.srivastav@inf' and the name 'Shikar S'. Below this, there are fields for 'Urgency', 'Severity', 'Impact', 'Impact Service', 'Service Classification', 'Event Status', 'Workflow', and 'Call Back Options'. The main content area shows the 'Communication' section with a system message and a user comment. The system message is from 'System' to 'shikar.srivastav@infraon.io' and contains a welcome message and ticket ID. The user comment is from 'Shikar Srivastav' to 'shikar.srivastav@infraon.io' and contains a note about login issues. The right sidebar shows the 'Attachment' section with a dropdown menu and an 'Add' button.

Relevant **"Attachments"** can be added directly within the ticket. Additionally, the **"Communication"** section provides a view of associated emails, SMS messages, and comments.



The screenshot displays the 'Ticket' view in the Infinity User Guide. The left sidebar contains a 'Ticket' section with an 'Attachment' field highlighted by a red box. The 'Attachment' field shows a dropdown menu with 'All' selected and an 'Add' button. Below this, there is a 'Knowledge Base' section with a search bar and a 'No records yet' message. The main content area shows the 'Communication' section with a system message and a user comment. The system message is from 'System' to 'shikar.srivastav@infraon.io' and contains a welcome message and ticket ID. The user comment is from 'Shikar Srivastav' to 'shikar.srivastav@infraon.io' and contains a note about login issues. The right sidebar shows the 'Attachment' section with a dropdown menu and an 'Add' button.

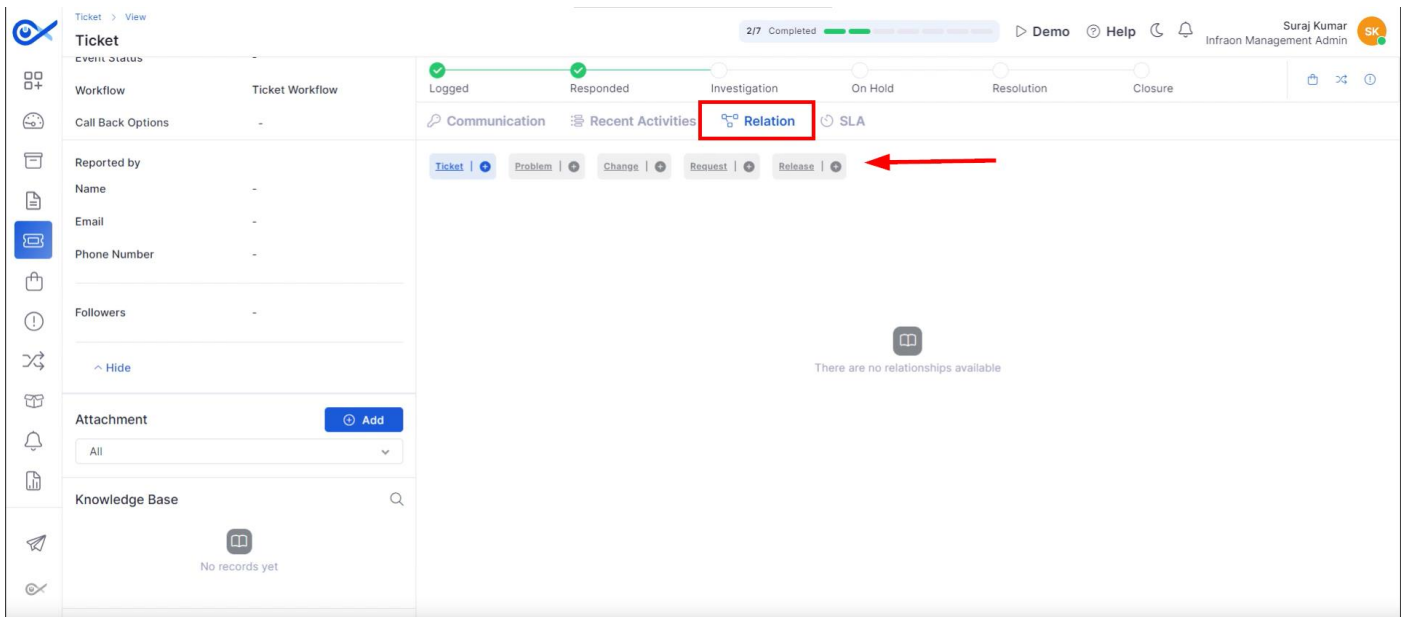
The **"Recent Activities"** section maintains a chronological record of modifications made to the ticket, providing transparency into the ticket's evolution.



The screenshot shows the 'Ticket' view with the 'Recent Activities' tab selected. The activities are listed in a chronological order:

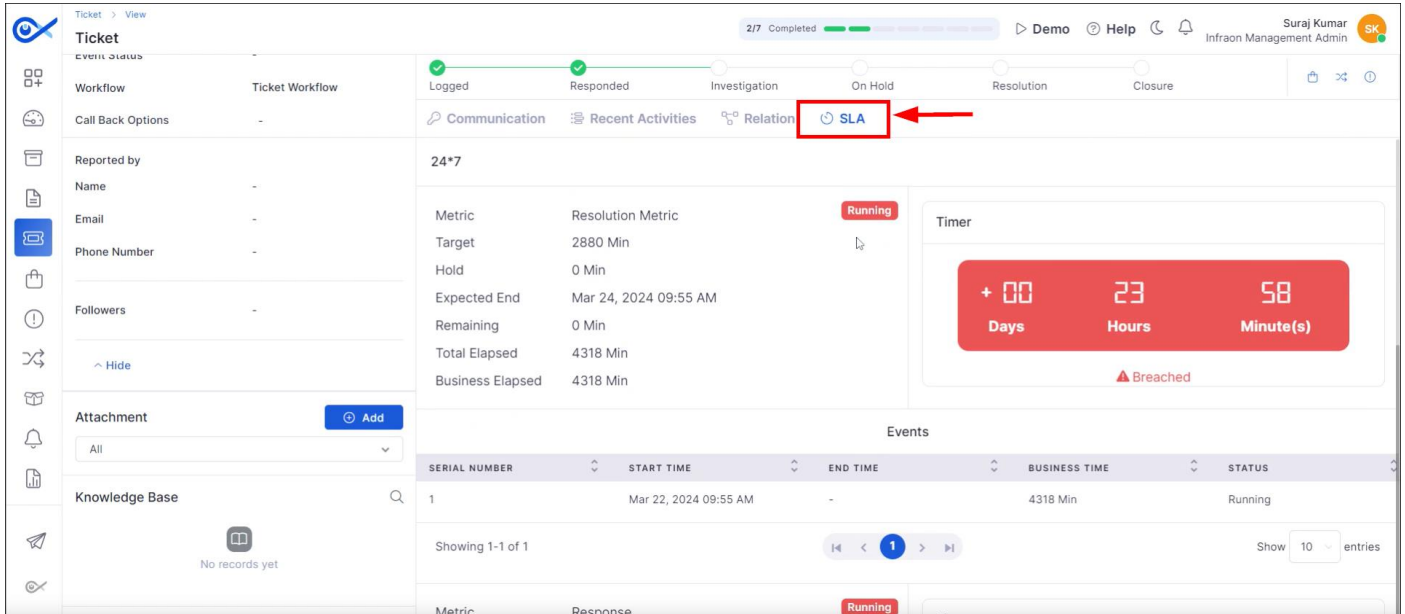
- Multiple Changes** by Suraj Kumar on Mar 22, 2024 10:02 AM. Details: Assignee: Alex, Expertise: Information Technology Management, Group Name: IT Team.
- Add Notes Added** by Shikar Srivasta on Mar 22, 2024 09:55 AM. Note: Not able to login into my outlook account.
- Created** by Shikar Srivasta on Mar 22, 2024 09:55 AM.

The **"Relations"** area facilitates the association of related problems or changes to the primary ticket, enabling comprehensive issue management.



The screenshot shows the 'Ticket' view with the 'Relation' tab selected. Below the tab, there are buttons for 'Ticket', 'Problem', 'Change', 'Request', and 'Release'. The 'Ticket' button is selected, and the message 'There are no relationships available' is displayed.

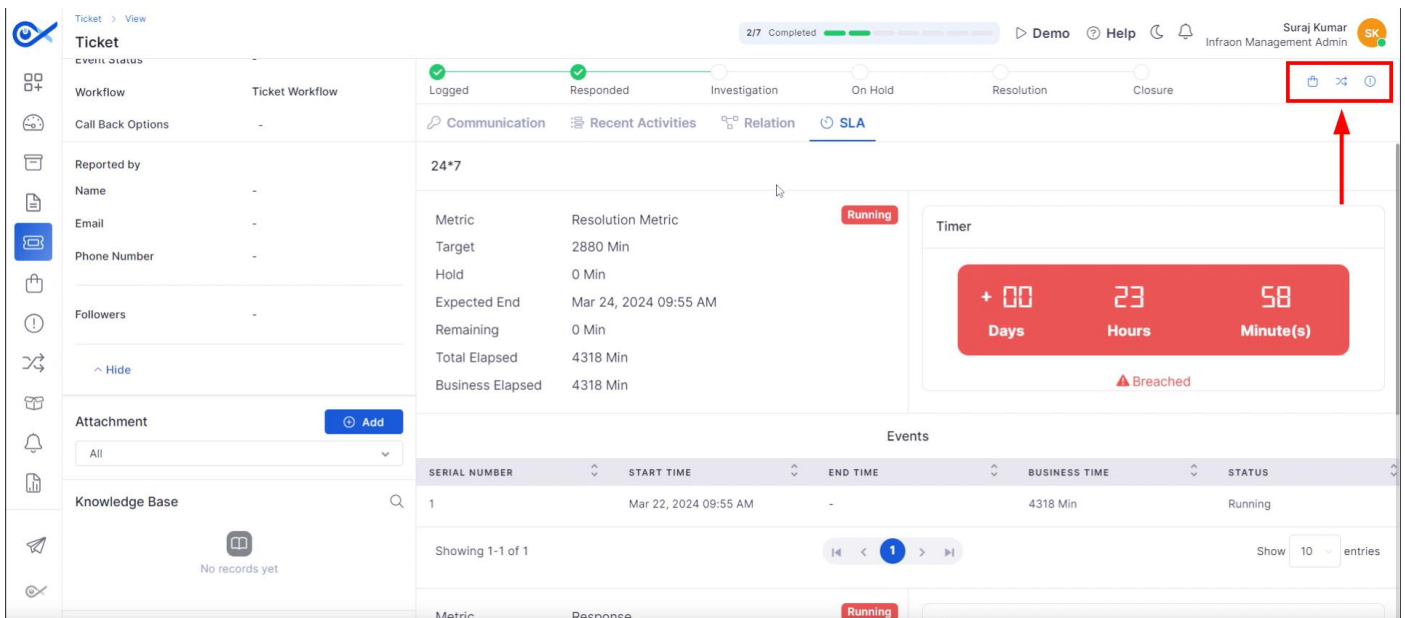
Real-time **"Service Level Agreement (SLA)"** metrics are readily accessible within the ticket interface, allowing for proactive monitoring of performance against agreed-upon service levels.



The screenshot shows the 'Ticket' interface with the 'SLA' tab highlighted by a red arrow. The interface includes a sidebar with navigation options, a top navigation bar with user information, and a main content area. The 'SLA' tab displays a progress bar for '2/7 Completed' and a list of metrics for 'Resolution Metric' and 'Response Metric'. A 'Timer' section shows a running time of 23 hours and 58 minutes, with a 'Breached' status. Below the metrics, an 'Events' table lists the ticket's history.

| SERIAL NUMBER | START TIME            | END TIME | BUSINESS TIME | STATUS  |
|---------------|-----------------------|----------|---------------|---------|
| 1             | Mar 22, 2024 09:55 AM | -        | 4318 Min      | Running |

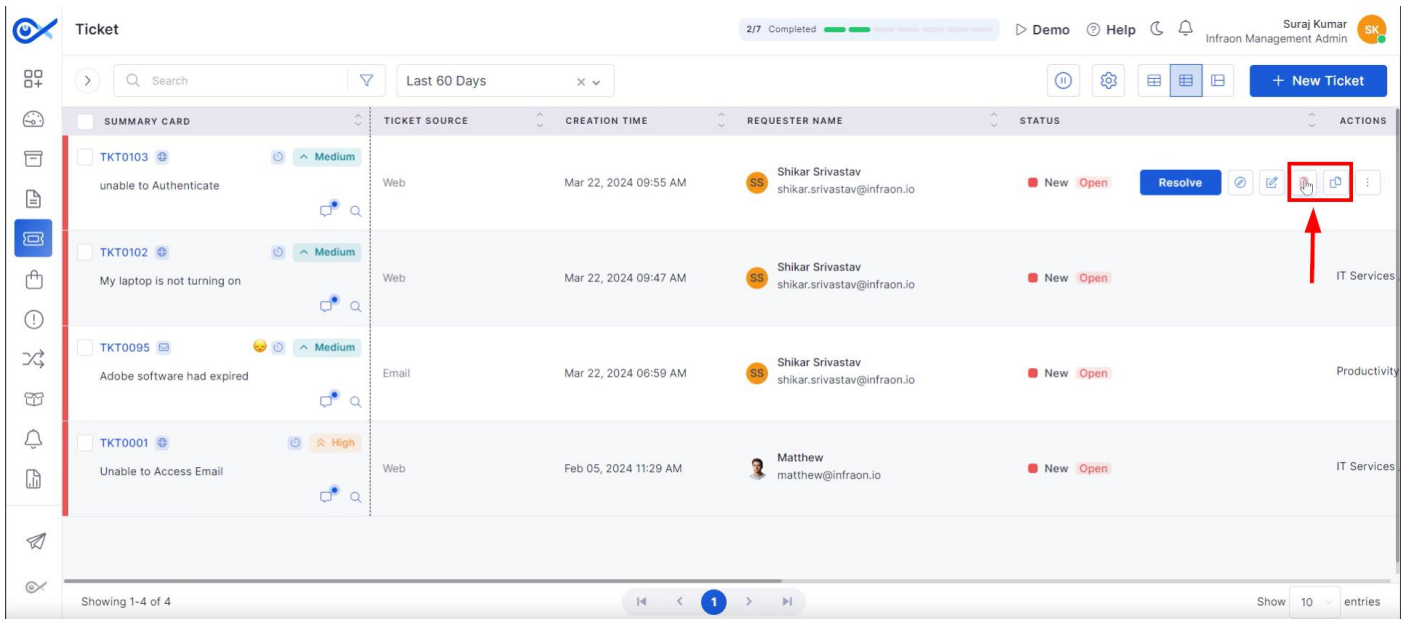
Technicians can Convert **"Ticket to Request," "Add Change,"** or **"Add Problem"** here. Once the ticket is resolved, technicians can also convert it into a **"Knowledge Base"** article if needed. That concludes the overview of the ticket editing options.



The screenshot shows the 'Ticket' interface with the 'Convert' icon (represented by a document with a plus sign) highlighted by a red arrow. The interface is similar to the previous one, but the 'Convert' icon is the focus of the annotation.

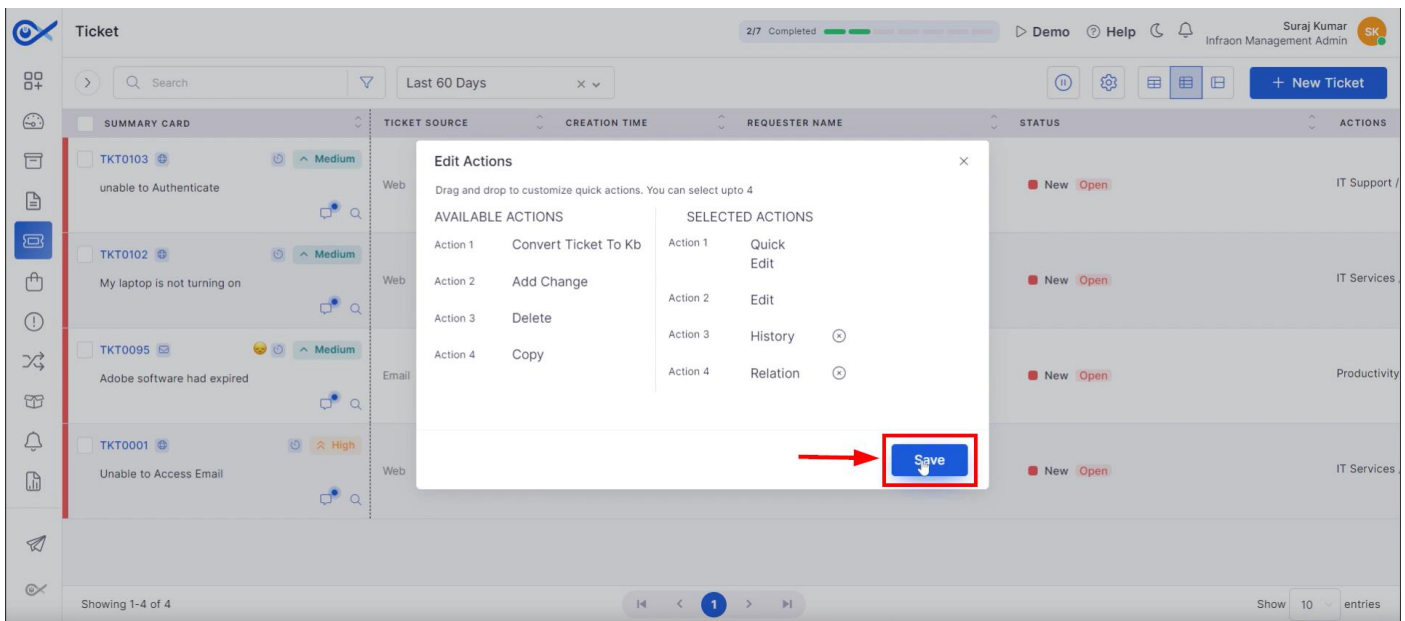


Tickets can be deleted by clicking the designated **"Delete"** icon. To create a duplicate, utilize the **"Copy"** function. The copied ticket requires the addition of requester details and other relevant information before finalization.



The screenshot shows the 'Ticket' management interface. At the top, there's a search bar and a filter for 'Last 60 Days'. Below this is a table with columns: SUMMARY CARD, TICKET SOURCE, CREATION TIME, REQUESTER NAME, STATUS, and ACTIONS. The table lists four tickets. The first ticket, TKT0103, has a status of 'New Open' and a 'Resolve' button. A red box highlights the 'Actions' column for this ticket, and a red arrow points to the 'Edit Actions' icon (a gear with a pencil).

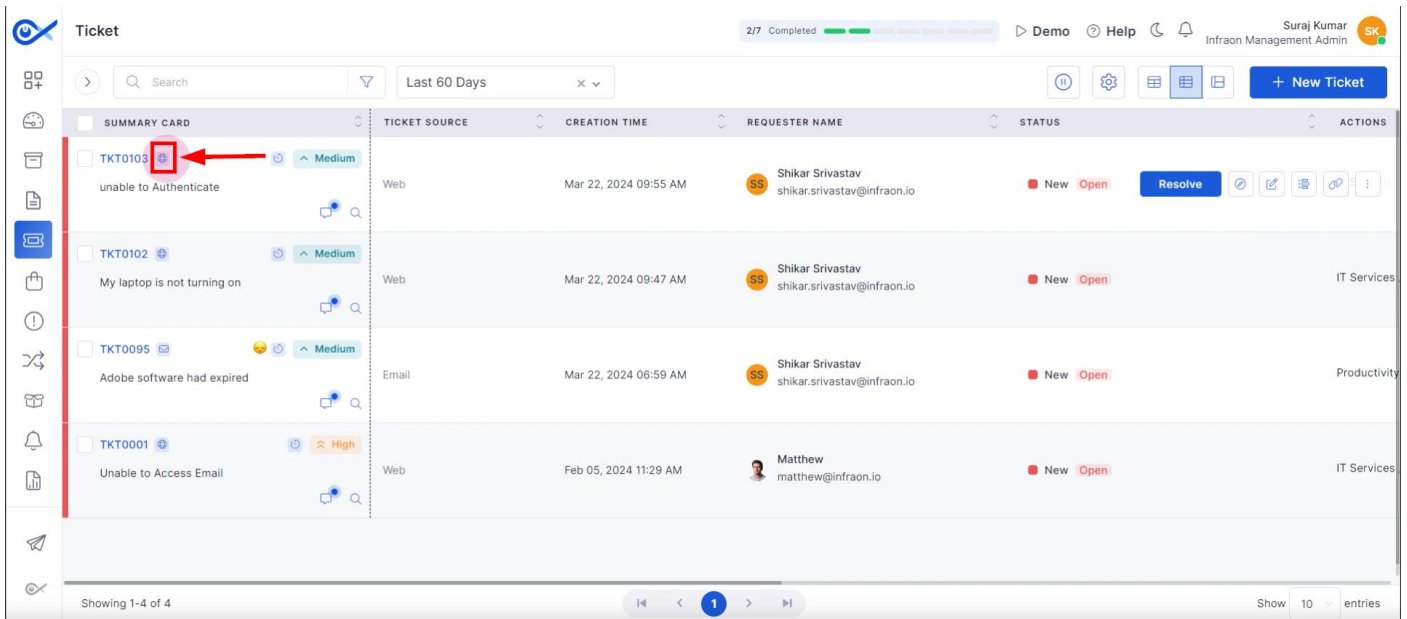
Customize action keys, navigate to the 'Quick Actions' menu and select **"Edit Actions."** This allows for configuration, such as enabling a drag-and-drop function to view ticket history and related records.



The screenshot shows the 'Edit Actions' dialog box. It has a title bar 'Edit Actions' and a close button. Below the title bar is a message: 'Drag and drop to customize quick actions. You can select upto 4'. The dialog is divided into two columns: 'AVAILABLE ACTIONS' and 'SELECTED ACTIONS'. The 'AVAILABLE ACTIONS' column lists four actions: 'Convert Ticket To Kb', 'Add Change', 'Delete', and 'Copy'. The 'SELECTED ACTIONS' column lists four actions: 'Quick Edit', 'Edit', 'History', and 'Relation'. A red arrow points to the 'Save' button at the bottom right of the dialog.

## Summary Catalogue

The ticket summary card incorporates a **"Ticket Source"** metadata field, indicating the originating channel for the ticket, whether it be a web-based interface, email, or self-service portal.

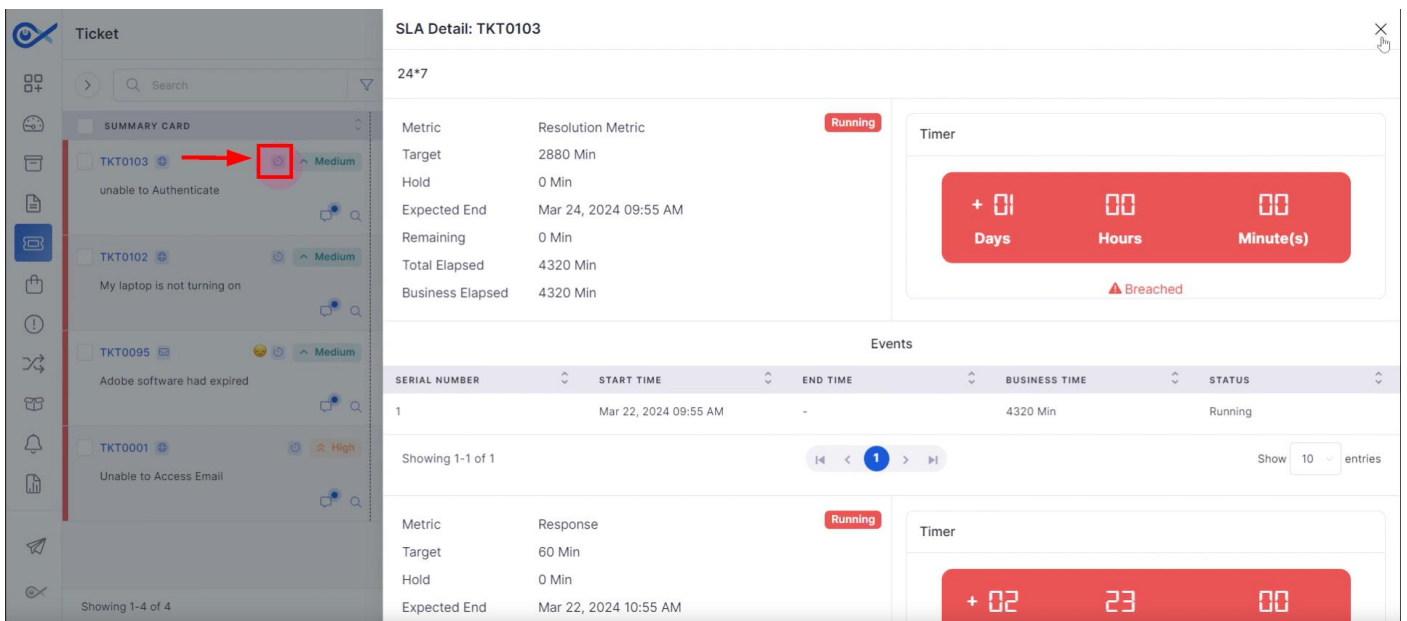


The screenshot shows the 'Ticket' management interface. At the top, there's a search bar and a filter for 'Last 60 Days'. Below this is a table of tickets. The first ticket, TKT0103, is highlighted with a red box around its SLA indicator (a small icon with 'SLA' text). A red arrow points to this indicator. The table columns are: SUMMARY CARD, TICKET SOURCE, CREATION TIME, REQUESTER NAME, STATUS, and ACTIONS. The tickets listed are:

| Ticket ID | Summary Card                | Ticket Source | Creation Time         | Requester Name                                  | Status   | Actions                          |
|-----------|-----------------------------|---------------|-----------------------|-------------------------------------------------|----------|----------------------------------|
| TKT0103   | unable to Authenticate      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Resolve, Edit, Copy, Print, etc. |
| TKT0102   | My laptop is not turning on | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                                  |
| TKT0095   | Adobe software had expired  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open |                                  |
| TKT0001   | Unable to Access Email      | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open |                                  |

At the bottom, it says 'Showing 1-4 of 4' and 'Show 10 entries'.

 The summary card includes an **"SLA"** indicator which, when clicked, expands to display detailed SLA information.



The screenshot shows the 'SLA Detail: TKT0103' view. It displays various metrics and a timer. The metrics include:

| Metric           | Resolution Metric     | Status  |
|------------------|-----------------------|---------|
| Target           | 2880 Min              | Running |
| Hold             | 0 Min                 |         |
| Expected End     | Mar 24, 2024 09:55 AM |         |
| Remaining        | 0 Min                 |         |
| Total Elapsed    | 4320 Min              |         |
| Business Elapsed | 4320 Min              |         |

Below the metrics is a 'Timer' section showing a red bar with the text 'Breached'. The timer displays: + 01 Days, 00 Hours, 00 Minute(s).

Below the timer is an 'Events' table:

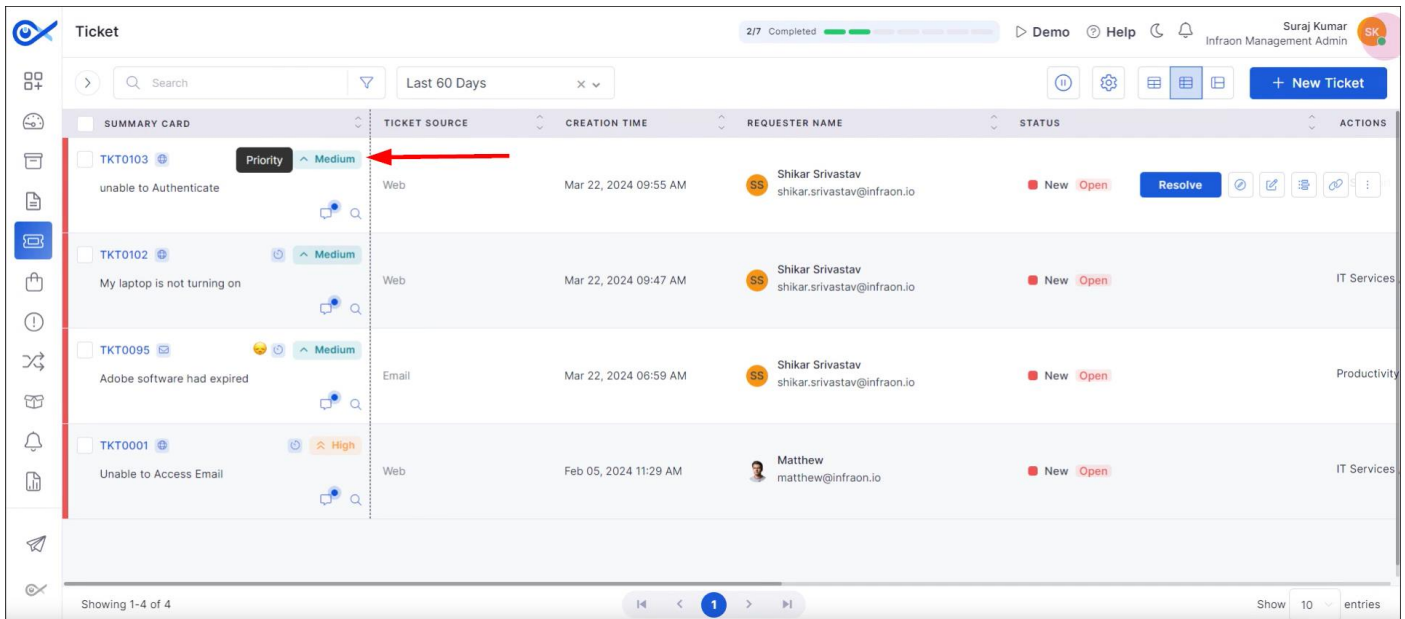
| Serial Number | Start Time            | End Time | Business Time | Status  |
|---------------|-----------------------|----------|---------------|---------|
| 1             | Mar 22, 2024 09:55 AM | -        | 4320 Min      | Running |

At the bottom, it says 'Showing 1-1 of 1' and 'Show 10 entries'.

 The summary card displays the ticket **"Priority"** adjacent to the SLA indicator.



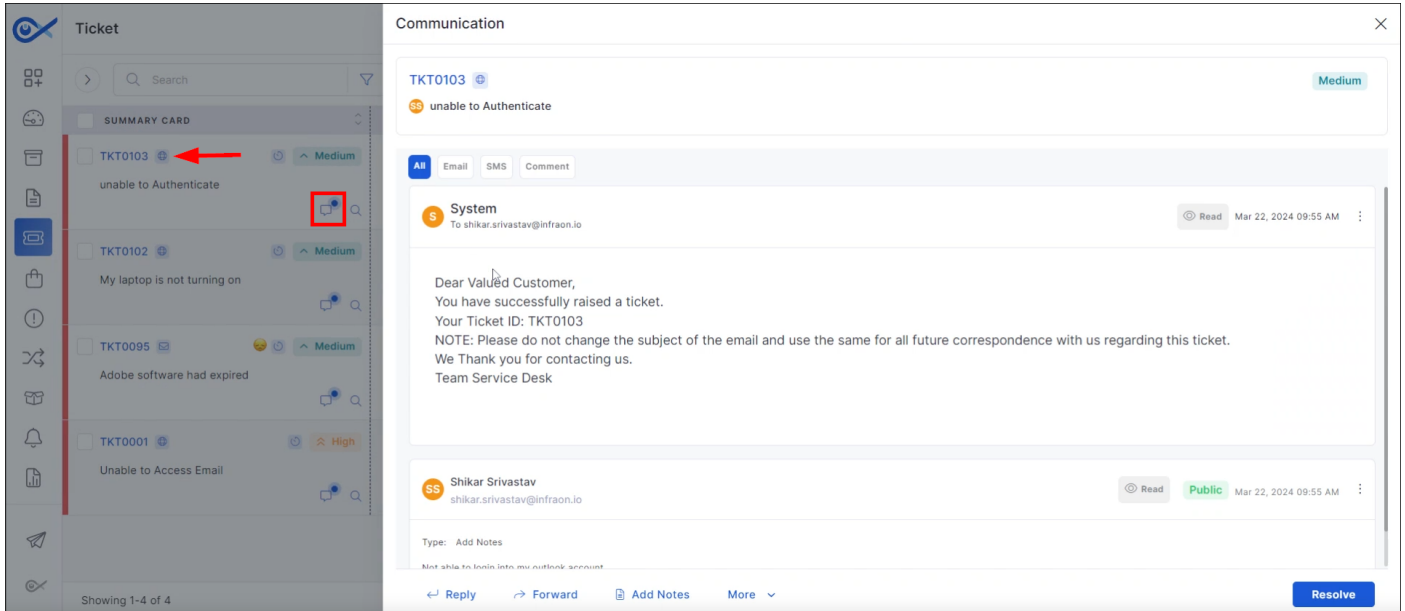
# Infinity User Guide



| SUMMARY CARD                     |                                                 | TICKET SOURCE | CREATION TIME         | REQUESTER NAME                                  | STATUS   | ACTIONS      |
|----------------------------------|-------------------------------------------------|---------------|-----------------------|-------------------------------------------------|----------|--------------|
| <input type="checkbox"/> TKT0103 | unable to Authenticate<br>Priority: Medium      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Resolve      |
| <input type="checkbox"/> TKT0102 | My laptop is not turning on<br>Priority: Medium | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services  |
| <input type="checkbox"/> TKT0095 | Adobe software had expired<br>Priority: Medium  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity |
| <input type="checkbox"/> TKT0001 | Unable to Access Email<br>Priority: High        | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services  |



To initiate ticket-related communication, click on the **"Ticket ID"** to access the dedicated communication tab. This area provides a comprehensive view of all interactions associated with the ticket. Users can directly respond to the end-user, including adding a personalized signature, with new message notifications indicated by a blue pointer icon.



**Ticket**

**Communication**

**TKT0103** Medium

unable to Authenticate

Email SMS Comment

**System**  
To shikar.srivastav@infraon.io  
Read Mar 22, 2024 09:55 AM

Dear Valued Customer,  
You have successfully raised a ticket.  
Your Ticket ID: TKT0103  
NOTE: Please do not change the subject of the email and use the same for all future correspondence with us regarding this ticket.  
We Thank you for contacting us.  
Team Service Desk

**Shikar Srivastav**  
shikar.srivastav@infraon.io  
Read Public Mar 22, 2024 09:55 AM

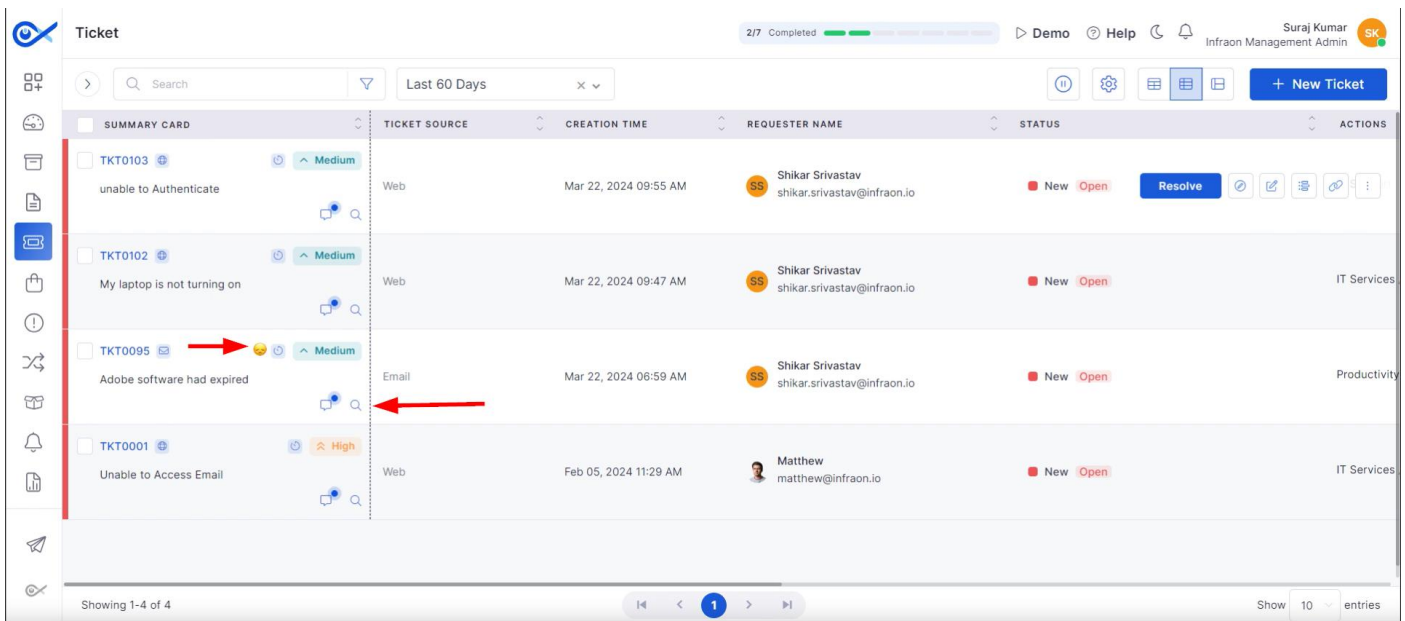
Type: Add Notes

Reply Forward Add Notes More

Resolve



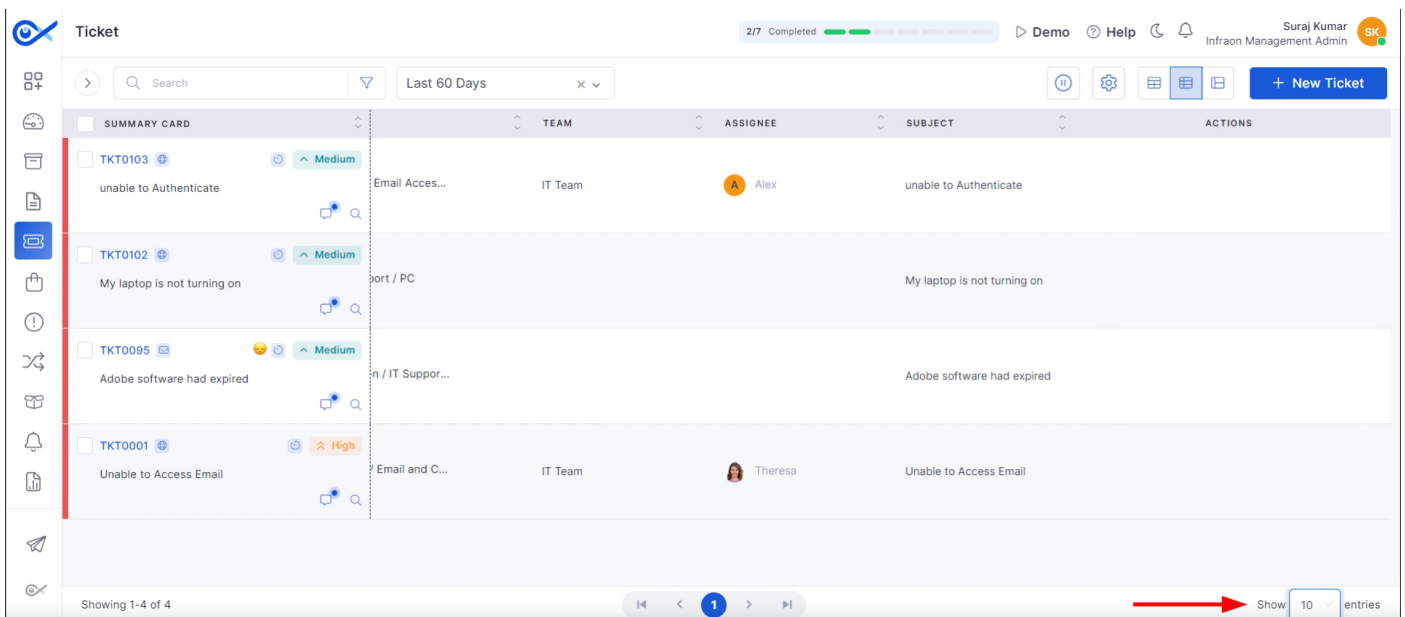
The **"Search"** icon enables ticket history analysis. Ticket creation initiates an automated emoji assignment process based on subject line content.



| SUMMARY CARD                           | TICKET SOURCE | CREATION TIME         | REQUESTER NAME                                  | STATUS   | ACTIONS      |
|----------------------------------------|---------------|-----------------------|-------------------------------------------------|----------|--------------|
| TKT0103<br>unable to Authenticate      | Web           | Mar 22, 2024 09:55 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Resolve      |
| TKT0102<br>My laptop is not turning on | Web           | Mar 22, 2024 09:47 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | IT Services  |
| TKT0095<br>Adobe software had expired  | Email         | Mar 22, 2024 06:59 AM | Shikar Srivastav<br>shikar.srivastav@infraon.io | New Open | Productivity |
| TKT0001<br>Unable to Access Email      | Web           | Feb 05, 2024 11:29 AM | Matthew<br>matthew@infraon.io                   | New Open | IT Services  |

Showing 1-4 of 4

 The **"Show entries"** option at the bottom of the page enables users to customize the number of tickets displayed per page, ranging from 10 to 200.



| SUMMARY CARD                           | TEAM    | ASSIGNEE | SUBJECT                     | ACTIONS |
|----------------------------------------|---------|----------|-----------------------------|---------|
| TKT0103<br>unable to Authenticate      | IT Team | Alex     | unable to Authenticate      |         |
| TKT0102<br>My laptop is not turning on | IT Team |          | My laptop is not turning on |         |
| TKT0095<br>Adobe software had expired  | IT Team |          | Adobe software had expired  |         |
| TKT0001<br>Unable to Access Email      | IT Team | Theresa  | Unable to Access Email      |         |

Showing 1-4 of 4

Show 10 entries

 The **"Views"** pop-up, accessible via the right arrow icon located at the top left corner of the page, provides various ticket overviews for technicians. Technicians can analyze ticket counts by groups based on unsolved, unassigned, new tickets in the group, solved tickets, pending, unsolved, my group solved tickets, my approval, and unread message.

This concludes the complete details of the ticket management page.