

View and Editing Information Services Tickets

Home [Your Website Ticket] **My Website Tickets** New Facilities Ticket [No Facilities Tickets] Logout

Results: Found 4 record(s)

Page 1

Ref	Summary	Status
123	IT, Network, Running, Issue	Open
124	IT, Network, Running, Issue	Dispatch
125	IT, Network, Running, Issue	Assigned
126	IT, Network, Running, Issue	Closed

Page 1

If you click the ticket number, it will open a new window, and you will not be able to edit it from there.

Click edit to change or add information to your ticket. Click OK to save the changes.

Back Edit

My site: United Website, Local

Ticket Information

Ref Number: 123456789
 Category: IT
 Department: Information Services
 E-mail: Request_Monitor@university.edu
 Telephone: 0123 456789

Location

Participate in IT, Local

Description

I cannot print to IT, Local, but you just did it for me. I got no more documents, they just don't print.

Attached File

Category: Issue

Ticket Status

Name: Assigned Assigned to: Request_Monitor
 Date Submitted: 12/12/2010
 Date Due (MM/DD/YY): 12/12/2010

Comments

12/12/2010

Date Created: 12/12/2010 10:10:10 AM Modification Date: 12/12/2010 10:10:10 AM

Dispatch – New tickets that have yet to be reviewed by the dispatcher.

Open – Tickets waiting to be assigned to a support tech.

Assigned – Tickets that have been assigned to a support tech, and work may or may not be currently in progress.

Closed – Tickets that have been completed.

Entering a New Facilities Request

Home [New Website Ticket] My Website Tickets **New Facilities Ticket** My Facilities Tickets Logout

OK Cancel

User Information

Full Name: John Doe
 Department: Information Services
 E-mail: Request_Monitor@university.edu
 Telephone:
 Campus: ☐ Open ☐ Closed ☐ Other

Select your campus

Work to be done

Summary:
 Description:

Brief summary of the request.

Detailed description of the request/problem. Please be as specific and detailed as possible here.

Select a category

Choose the priority

Attached File:

Category: Priority:

Authorized By:
 Account Number:
 Complete By (mm/dd/yyyy):

You may attach a file to this ticket. Click the Browse button, select the file, and choose Open. It will attach the file, and bring you back to this screen.

Authorized By and Account Number will need to be filled out for requests your department must pay for. You will need a supervisor's approval, and the account number it will be charged back to.

Complete By Date should be used when a request must be completed by a particular date. Date must be entered in the following format: MM/DD/YY (i.e. Mar 22 04)

OK Cancel

* If your department's mobile phone is not, fill in our text 313-636-9999 and email to information-services so that we can fix that, when

Help Desk Training Manual

**Barton Cobert, William Gregory, Jean-
loup Thomas, Catherine Baldrige**



Help Desk Training Manual:

Mastering Professional Help Desk Skills: A Comprehensive Guide for Customer Service Excellence Gerard Assey, 2024-03-11 Mastering Professional Help Desk Skills A Comprehensive Guide for Customer Service Excellence is a comprehensive book designed to empower help desk professionals customer service representatives and CS Engineers with the essential skills needed for success in personal telephone and internet interactions From the significance of first impressions to the intricacies of complaint handling the book explores the art of customer service It emphasizes the human element going beyond technicalities to cultivate a customer centric mindset Readers will discover practical insights real world examples and actionable strategies to enhance their communication problem solving and stress management abilities Through a structured approach the book provides tools action plans and a commitment to continuous improvement fostering a culture of excellence This guide is a roadmap for individuals seeking to not only meet but exceed customer expectations ultimately contributing to the success of their teams and organizations The Book covers Preface Crafting Lasting Impressions in Customer Service The Importance of Customer Service Key Benefits of Providing Excellent Customer Service The Roles Responsibilities Functions of a HELP DESK Professional KEY Attributes Traits and Qualities of Help Desk Professionals Telephone Techniques and Skills Pre Call Planning and Preparation During the Call Steps to a Professional Service Call Effective Questioning and Listening Skills Open ended Questions to get to the Root of Issues in Various Categories of Industries Steps to be a Good Listener Handling Complaints and Angry Customers Resolving Complaints Effectively Empowering Frontline Staff to Resolve Issues Personal Face to Face Interaction Ensuring Proper Grooming and Presenting a Professional Image Customer Care Skills Internet Interaction Email Professional DO s DON T s of Emailing Continuous Improvement and Teamwork Coping with Stress in the Service Industry Teamwork in Customer Service Understanding Customer Behavior A Personality Assessment for Customer Service Staff Identifying Different Customer Types Managing Difficult People and Sensitive Situations Understanding Users and Categorizing Them Typical Incident Management Process Implementing a Successful Help Desk Skills Initiative Action Plan Empowering Help Desk Professionals for Excellence in Customer Service Conclusion Elevating Your Helpdesk Journey About the Author *How to Manage the IT Help Desk* Noel Bruton, 2012-07-26 Are you overworked unappreciated and under resourced This book understands you and provides years and years of User Support experience packed into one volume The How To book that every IT department needs it will help turn your helpdesk into a company asset How to be successful at probably the most stressful job in IT This book offers tools for measuring productivity and features ten key steps for successful support while User Support successes and failures are revealed in true life case studies This book gives you techniques for Justifying staff and other expenditure Gaining senior management support Getting the users on your side Running a motivated and productive team Designing and managing services and service levels The second edition of this popular book brings updates to several of the author s ideas strategies

and techniques with new material on Customer Relationship Management definition and the role of the helpdesk E Support and the Internet Contrasting the Call Center and the Helpdesk first second and third line support Operational Level Agreements Strategies for backlog management Telephone technologies in user support In addition there is A new Template for a Service Level Agreement An Improved cost justification model for the Internal Helpdesk A New cost justification model for the External Helpdesk

The Computer Training Handbook Elliott Masie,1995 This is considered the resource textbook for the technology training and learning field This best selling book provides practical solutions and hundreds of tips for new and experienced trainers facing the challenge of how to help users learn new technology It addresses the methods technologies and organizational issues faced by all training professionals

Handbook of Data Center Management Wayne C. Bradley,2017-11-22 Accounting for the rapid and often confusing changes currently underway in the information systems of organizations such as the rush to replace mainframes with networks and the decentralization of data storage and processing provides insights on the duties and challenges of a data center manager Covers strategic planning management practices controls systems and contingency planning network technology human resources desktop computing and future directions

Systems Analysis and Design Mr. Rohit Manglik,2024-03-03 EduGorilla Publication is a trusted name in the education sector committed to empowering learners with high quality study materials and resources Specializing in competitive exams and academic support EduGorilla provides comprehensive and well structured content tailored to meet the needs of students across various streams and levels

Running an Effective Help Desk Barbara Czegel,1998-03-27 The definitive guide to setting up and running a successful Help Desk now updated and expanded to include the latest Web based technologies This book is for you if you are A business manager charged with researching planning and setting up a Help Desk in your organization An IT manager who wants to improve the level of technical support and communication within your organization with the latest support technologies A Help Desk manager looking for guidance on how to upgrade traditional Help Desk functions with Internet or intranet related processes The thoroughly revised updated and expanded Second Edition of the critically acclaimed first ever guide to running an effective Help Desk this book tells you everything you need to know to plan budget staff implement track upgrade and even outsource your organization s Help Desk Drawing upon her extensive experience as a leading North American expert on Help Desk planning and management author Barbara Czegel Guides you step by step through every phase of setting up traditional and Web related Help Desks for the Internet and an intranet Provides a wealth of practical advice on all technical management and human factor aspects of running an effective Help Desk Supplies ready to use templates in both Word and HTML formats for an array of Help Desk projects On the companion website you ll find Real life Web based Help Desk examples All the templates from the book in HTML and Word formats

Total Customer Service for Profitability Larry Swaton, Lawrence Swaton,2003 The book covers customer service from a strategy viewpoint It starts as the product is being developed and continues through the product life

cycle It covers planning marketing maintenance training documentation staffing technical support warranty contracts accounting logistics inventory leadership field service and collecting action It is a chess game to put them together as a system For more information visit Larry Swaton s website at www.swatonandassociates.com **The Network Manager's Handbook** John Lusa,2018-05-04 This essential handbook for the data communications network manager and planner covers a variety of data communication and IS topics The Network Manager s Handbook addresses technical issues associated with local and wide area networking purchasing communications services supporting the network s users understanding the telecommunications regulatory environment personnel issues and more **Occupational Outlook Quarterly** ,2001

Software Engineering Kassem A. Saleh,2009 This book provides the software engineering fundamentals principles and skills needed to develop and maintain high quality software products It covers requirements specification design implementation testing and management of software projects It is aligned with the SWEBOK Software Engineering Undergraduate Curriculum Guidelines and ACM Joint Task Force Curricula on Computing **The Essentials of Managing Quality for Projects and Programmes** John Bartlett,2017-04-21 This indispensable handbook details the practical steps that can lead to success in programme management Accelerating change has demanded that companies and organisations use programme management methods and techniques to effect it John Bartlett provides the benefit of his deep involvement in managing large scale change where his advice and guidance have proved successful for both the private and public sectors of commerce and industry The book is compatible with several existing frameworks not least the UK government s Managing Successful Programmes approach It is arranged without cumbersome theory but presents just the essentials needed for good practice The Essentials of Managing Programmes is recommended reading in many universities and the Association for Project Management Pick up and use this concise intensely practical guide to develop a shared understanding shared language and shared purpose in all your programmes across project managers sponsors programme board members and all those involved in or affected by organizational transformation **Information Desks in ARL Libraries** ,1991 Stellar Customer Service Mou Chakraborty,2016-08-29 From librarians to volunteer workers staff to student workers all library personnel need to deliver great customer service This book presents innovative instructional methods that will inspire you to take a fresh approach to customer service training Customer service is one of the most critical staff development training areas in the library world Every member of a library s staff who interacts with the public needs the specialized skills and tools to work with a diverse clientele This book addresses the need for staff training for various kinds of libraries covering public and academic libraries of various sizes medical libraries law libraries and state organization and joint use libraries Each chapter of Stellar Customer Service Training Library Staff to Exceed provides practical advice and creative solutions for showing staff how to handle customer service issues The book identifies the essential skills and tools staff at all levels from librarians and staff to student workers and volunteers must have to contribute to your library s success Readers will

learn innovative training methods see how a wide range of libraries have approached this perennial staff issue and get excited about approaching their own customer service training in fresh new ways *Franchise Opportunities Handbook* United States. Domestic and International Business Administration,1986 This is a directory of companies that grant franchises with detailed information for each listed franchise **Franchise Opportunities Handbook** ,1991-06

Cobert's Manual Of Drug Safety And Pharmacovigilance (Fourth Edition) Barton Cobert,William Gregory,Jean-loup Thomas,Catherine Baldrige,2024-12-27 Cobert s Manual of Drug Safety and Pharmacovigilance Fourth Edition is an updated how to manual of guiding principles and concepts for those working in the fields of drug safety clinical research pharmacology regulatory affairs risk management quality compliance and in government and legal professions This comprehensive and practical guide discusses the theory and the practicalities of drug safety and pharmacovigilance and provides essential information on drug safety and regulations in the United States European Union and more including recognizing monitoring reporting and cataloging serious adverse drug reactions Cobert s Manual of Drug Safety and Pharmacovigilance Fourth Edition teaches the daily practice of drug safety in industry hospitals the FDA and other health agencies both in the United States and around the world and provides critical information about what to do when confronted with a drug safety problem **Skills and Tasks for Jobs** United States. Department of Labor. Secretary's Commission on Achieving Necessary Skills,1992 **Life Cycle Management for Automated Information Systems, LCM-AIS.** United States. Patent and Trademark Office,1999 This manual establishes the policies procedures roles and responsibilities governing the initiation definition design development deployment operation maintenance management and retirement of Automated Information Systems AIS within the United States Patent and Trademark Office Executive summary

Occupational Outlook Handbook ,2006 Describes 250 occupations which cover approximately 107 million jobs Information Systems Policies and Procedures Manual George Jenkins,2000-10

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