



GetHelp 5.2 Release Documentation

Frontline Education is happy to announce the release of GetHelp 5.2 which includes the following enhancements:

1. Bulk Actions: Merge Tickets
2. Problem Type Management: Allow for Inactivate Other Problem Type
3. Followers: Increase Followers on Tickets
4. Report: Total Tickets by Service Group

MERGE TICKETS

As a service provider, I want to select multiple tickets and merge them into a primary ticket, add comments to all ticket selections, move all merged tickets to the status of Closed, and have the ticket histories reflect the changes that have occurred.

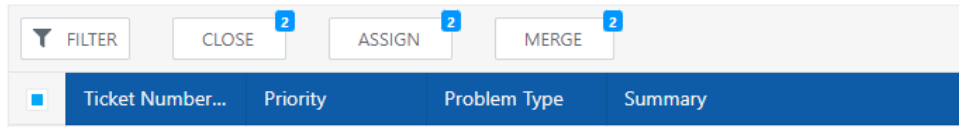
MERGE TICKET: BUTTON, MODAL, TICKET SELECTION, COMMENTS, STATUS CHANGES, HISTORY ENTRIES

1. To merge Tickets, select multiple tickets on the on All Tickets page

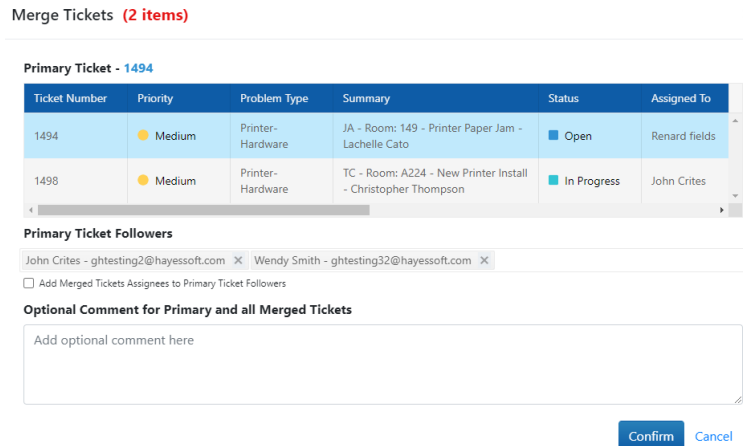
The screenshot shows the 'Tickets' page in the GetHelp interface. At the top, there are navigation links for 'Dashboard', 'Tickets', 'Knowledge Base', and 'Analytics'. Below these are two buttons: 'Create Ticket' and 'Create Article'. The main content area is titled 'Tickets' and features a table with columns for 'Ticket Number', 'Priority', 'Problem Type', 'Summary', 'Status', 'Assigned To', 'Submitted By', 'Submitted On', and 'Service Groups'. There are also buttons for 'FILTER', 'CLOSE', 'ASSIGN', and 'MERGE'. The table contains several rows of tickets, with the first four rows selected (checked). The 'MERGE' button is highlighted in blue.

	Ticket Number	Priority	Problem Type	Summary	Status	Assigned To	Submitted By	Submitted On	Service Groups	Time
<input checked="" type="checkbox"/>	15484	Medium	PType 2A	New "PType 2A" Ticket	Open	parimala Vummethala	parimala Vummethala	11/16/2021 7:02 AM		
<input checked="" type="checkbox"/>	15482	N/A	Counterparts	Email Ticket generated - 1	New	Unassigned	parimala Vummethala	11/16/2021 6:47 AM		
<input checked="" type="checkbox"/>	15481	N/A	Counterparts	Email Ticket generated - 1	New	Unassigned	parimala Vummethala	11/16/2021 6:47 AM		
<input checked="" type="checkbox"/>	15480	Medium	PType 2A	New "PType 2A" Ticket	Open	parimala Vummethala	parimala Vummethala	11/16/2021 6:04 AM		
<input checked="" type="checkbox"/>	15478	Medium	PType 2A	New "PType 2A" Ticket	Open	parimala Vummethala	parimala Vummethala	11/16/2021 5:21 AM		
<input type="checkbox"/>	15475	Medium	PType 2A	New "PType 2A" Ticket	Open	parimala Vummethala	parimala Vummethala	11/16/2021 4:48 AM		
<input type="checkbox"/>	15473	Medium	PType 2A	New "PType 2A" Ticket	Open	Pari Tech	parimala Vummethala	11/16/2021 4:28 AM		
<input type="checkbox"/>	15471	Medium	PType 2A	New "PType 2A" Ticket	Open	Pari Tech	parimala Vummethala	11/16/2021 3:57 AM		
<input type="checkbox"/>	15470	Medium	PType 2A	New "PType 2A" Ticket	Open	Pari Vummethala	parimala Vummethala	11/16/2021 2:58 AM		

2. Select Merge to open the Merge tickets Modal.

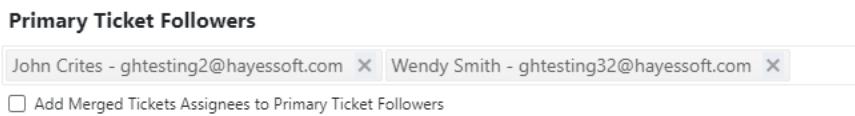


3. Select which ticket will be the primary ticket by clicking in the grid.



4. Once the Primary ticket is selected you can manage the Followers for the primary tickets.

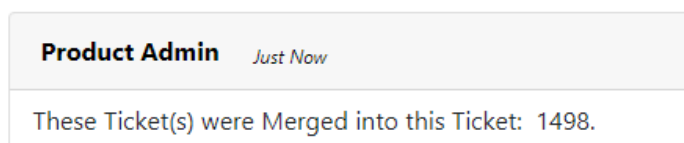
- Note: Checking the add assignee box will add the assignees of the non-primary tickets as followers.



5. Adding comments posts to all tickets.



6. Press Confirm to merge tickets.



Other Considerations

- Comments will be posted below the merge comment.
- The primary tickets Comments will list all the ticket numbers merged into it.
- Non-Primary ticket's comments will list the primary ticket number.
- Max of 20 tickets can be merged at one time.

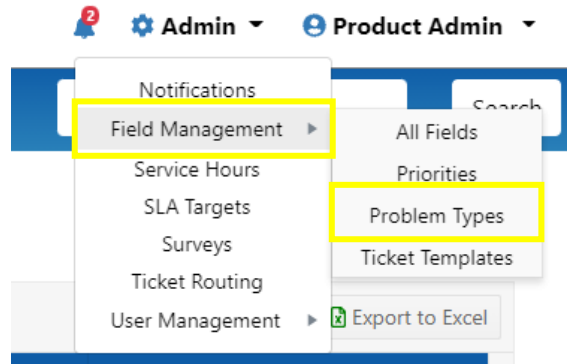
- Followers cannot exceed 50 after the merge.
- Non-Primary tickets will be closed.

PROBLEM TYPE MANAGEMENT: INACTIVATE "OTHER" PROBLEM TYPE

As a service administrator, I want to deactivate or hide the "Other" category so my users cannot access this category to submit tickets to.

ALLOW CUSTOMERS TO INACTIVATE OR HIDE "OTHER" CATEGORY

1. To remove the Other problem type, click the Admin drop down then select the Field Management > Problem Types.



2. Select Deactivate to remove the Other problem type from the active problem types.



Other Considerations

- A minimum of one Problem Type must be active within the system.

INCREASE FOLLOWERS ON TICKETS

As a service provider, I want to limit quantity of followers on a ticket. I can add up to 49 followers to a primary ticket from merged ticket submitters if necessary.

MERGE TICKETS INCREASE FOLLOWERS

1. On an active ticket, locate and select Manage beside Followers.

Contact Info

Assigned Technician: Addy McAdmin 

Submitted By: Thon Thai 

Service Groups: (Manage)

Followers: (Manage)

2. Search for followers to add to the ticket, begin typing to display existing admin/tech users.

Contact Info


Assigned Technician: Bob Tech 

Submitted By: Product Admin 

Service Groups: (Manage)

Followers: (Manage)

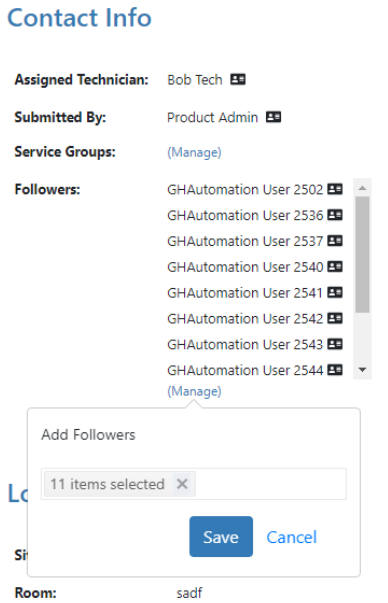
Add Followers

bob te 

- Bob Tech - fake.email.102@gmail.com
- Bob Tech2 - fake.email.104@gmail.com
- Bob Tech3 - fake.email.105@gmail.com

Room: saur

3. Clicking on the name will add them as followers on the ticket.



Other considerations

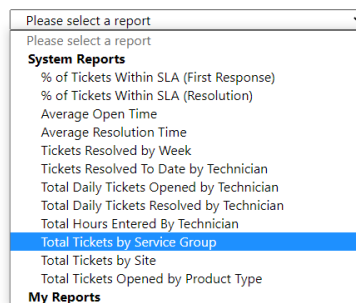
- The list will display followers' names until 5 followers have been selected then it will collapse to say number of items selected.
- To remove one follower, deselect them from the drop down when more than 4 have been selected.
- To remove all followers, press the "X" next to Items selected.

TOTAL TICKETS BY SERVICE GROUP REPORT

As an admin, I want a report that shows the total tickets by Service Group.

REPORT: TOTAL TICKETS BY SERVICE GROUP

1. Under analytics select the new report "Total Tickets by Service Group".



2. Select the Date Range for the report.

Analytics Total Tickets by Service Group Date Range: Start Date End Date Run
This Year

3. Press Run to generate the report.

Total Tickets by Service Group							7	8	9
1	2	3	4	5	6	Totals			
2	SERVICE GROUP		TICKET STATUS						
3	PROBLEM TYPE	Blank	Closed	New	Open	Total Count of Tickets			
4	Audio Enhancement System	1	0	1	0	1			
5	Hardware - non-wiring	1	0	0	1	1			
6	Network - Telecenter	4	0	4	0	4			
7	Other	2	1	0	1	2			
8	Grand Total	8	1	5	2	8			

4. The Gear icon allows for filtering and sorting to be applied.

SERVICE GROUP TICKET STATUS PROBLEM TYPE

Total Tickets by Service Group

Ticket Status

Filter by: LABELS VALUES AZ ZA

6 of 6 selected

- Select all
- Closed
- New
- Open
- Removed
- Reopened

Other Considerations

- The Gear in the Status field will allow the report to be filtered by Status.
- The Gear in the Service Group will allow the report to be filtered by the Service Group.
- The Gear in the Problem Type field will allow the report to be filtered by Problem Type.
- Tickets with no Service Groups applied will be grouped under Blank.
- The drop down for each Service Group will show the number of tickets in each status .