

Help Desk Management 6.1 Release Documentation

Frontline Education is happy to announce the release of Help Desk 6.1 which includes the following enhancements:

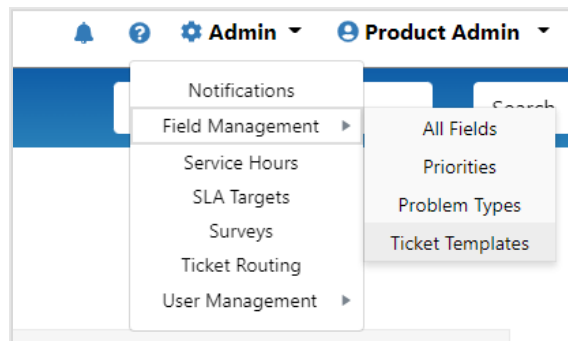
1. Ticket Templates: Service Desk Only Fields
2. All Tickets: Add Tag Number Column
3. All Tickets: Multi Select Filters
4. Branding Updates

TICKET TEMPLATES: SERVICE DESK ONLY FIELDS

As a service administrator, I want to create standard fields for a ticket template that can only be viewed by technician(s) that are creating or working the ticket.

SERVICE DESK ONLY FIELDS

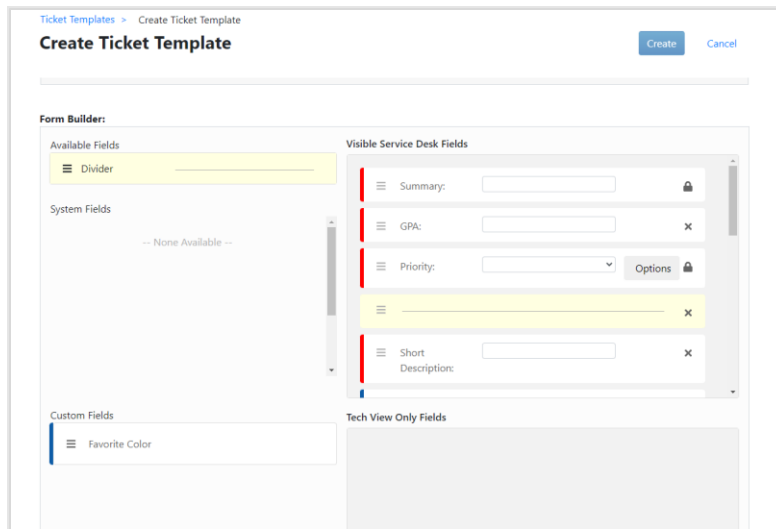
1. From the **Admin Drop Down** select **Ticket Templates**



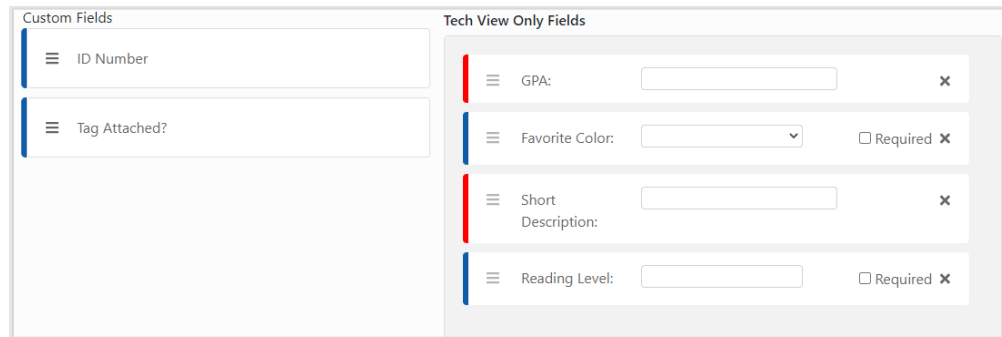
2. Select **Edit** or **Create** a Ticket Template



3. The Create/Edit Ticket Template screen now has two sections



4. The **Custom Fields** can be dragged to Tech View Only Fields



5. Clicking **Create** or **Update** will save that Ticket Template the assigned problem types. Fields added in this section will only be seen by technicians and admins.

Other Considerations:

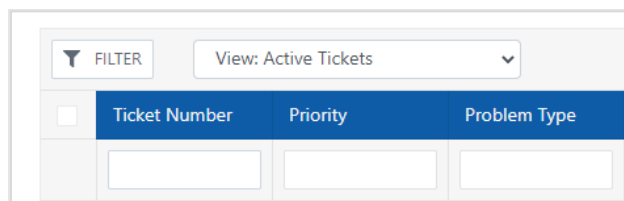
- Custom fields are the only fields that can be **Service Desk** only fields.
- Required fields will still only be required during ticket creation or when editing Custom Fields.

ALL TICKETS: ADD TAG NUMBER COLUMN

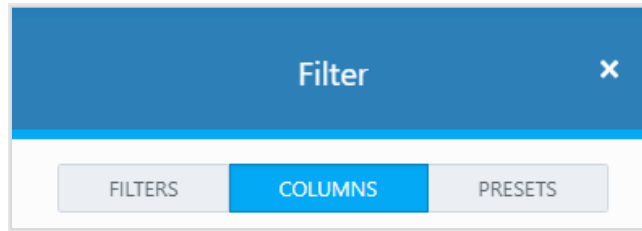
As a service administrator, I want to be able to view the tag number entered on tickets for several tickets at one time.

ADD TAG NUMBER TO ALL TICKETS GRID

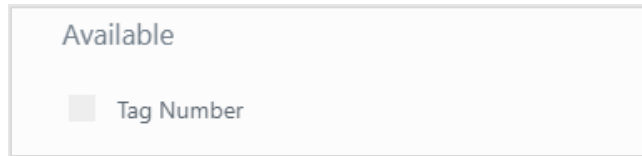
1. Open Filters section on All Tickets page



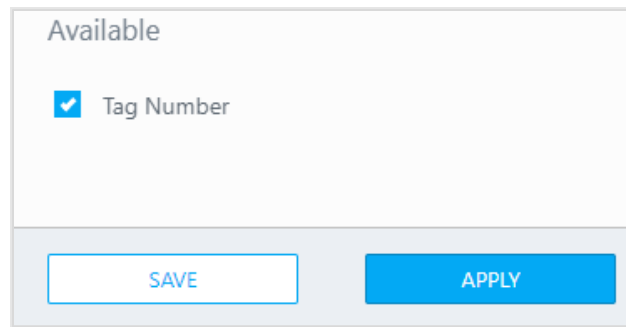
2. Click the Columns button to view available columns



3. Checking the box next to select Tag Number



4. Clicking on Apply adds the column to your view



Other Considerations:

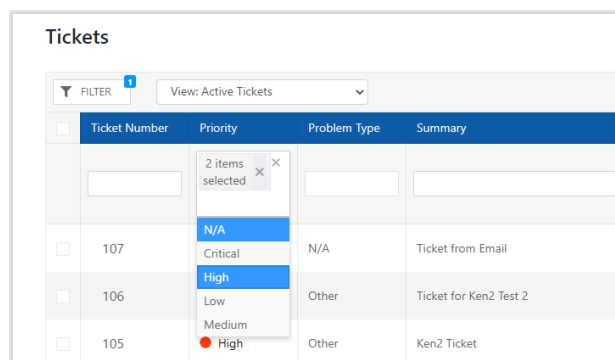
- Tag Numbers field will be blank if no tag number was entered on the ticket.
- Columns can be dragged to change the order.

ALL TICKETS: ALL FOR MULTI SELECT

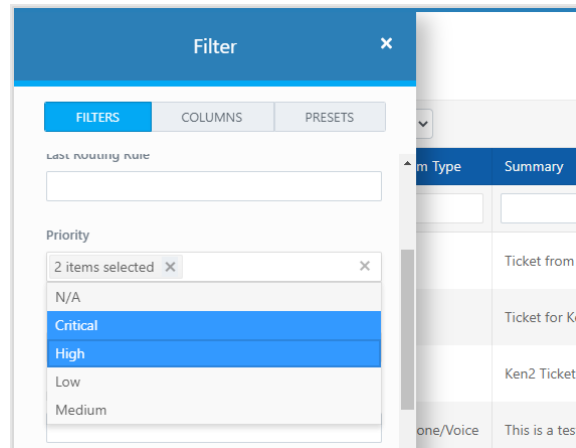
As a service provider, I want to be able to select multiple items in the same column to filter the All Tickets Grid.

HH-21 MULTI-SELECT FILTER FOR ALL TICKET FILTERS

1. Clicking into the search at the top of a column



2. Or on the tags filter



Other considerations:

- The custom fields that allow for a multi-select will not allow for multi select on the filters.
- Adding or removing filters from the drop down or filter menu will both affect the All-Tickets Grid.

BRANDING UPDATES

GetHelp logo has been updated to match the new name of Frontline Help Desk Management.

UPDATE LOGO AND NAMING

- Update logos
- Updated Browser Naming to "Help Desk"
- Remove Logo from Dashboards