

Frontline Education is happy to announce the release of Help Desk 6.2 which includes the following enhancements:

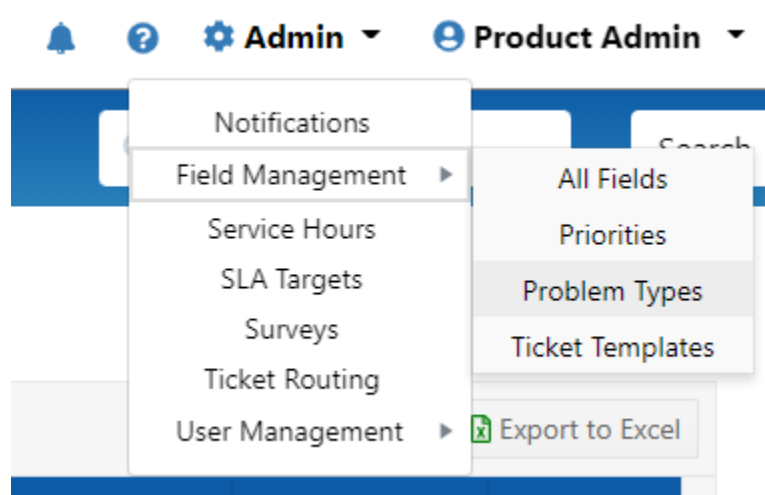
1. All Tickets: Problem Type Hierarchical Multi Select
2. Problem Types: Staff Only Problem Types

PROBLEM TYPE: STAFF ONLY PROBLEM TYPE

As a service administrator, I want to be able to create problem types that can only be seen by staff members in the district. Steps to enable the feature are below.

PROBLEM TYPE VISIBILITY FOR USERS

1. The **Admin** drop down select **Problem Types**.



2. Select **Edit** or **Create** a Problem Type.

- To enable, select the check box **Hide this Problem Type from Students**.

Create Problem Type

* Name: Staff Only Problem Type

* Description: Please enter a description of the problem type...


Hide from User Portal

Require users and technicians to use sub-problem types while creating a ticket for Staff Only Problem Type

Hide this Problem Type from Students

Service Groups That Work This Problem

Service Groups...

* Image: 

Recommended Image Size: 64x64 pixels

- Select, Create/Save to apply the change.

Other Considerations:

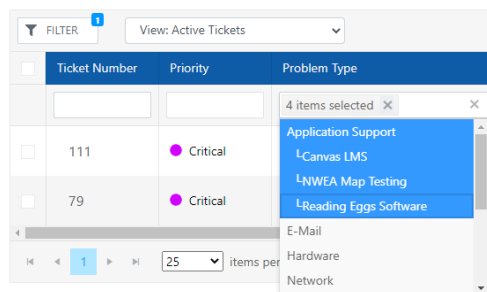
- Checking this box hides the problem type from all users that are not listed as Staff in Asset Management.
- When hiding a parent Problem Type (top-level) it will hide all Sub-Problem Types associated.
- This feature does not apply to standalone applications.

ALL TICKETS: PROBLEM TYPE HIERARCHICAL MULTI SELECT

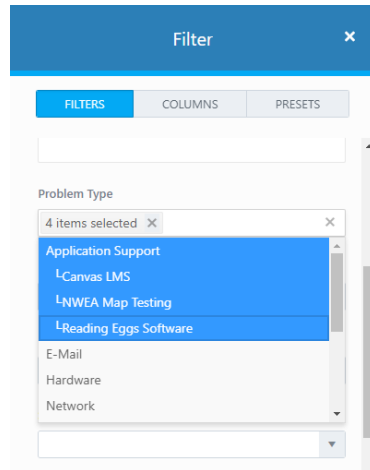
As a service administrator, when in the All-Tickets page, I want to be able to quickly select the Sub-Problem Types when filtering.

MULTI-SELECT HIERARCHICAL SELECTION FOR PROBLEM TYPE FILTER

- Clicking within the search at the top of the **Problem Type** column.



2. Or on the tags filter **Problem Type Field.**



Other Considerations:

- Adding or removing filters from the drop down or filter menu will both affect the All Tickets Grid.
- Some Parent (top-level) Problem Types will not have tickets associated with them.