



Help Desk Management Version 6.3 Release Documentation

Frontline Education is happy to announce the release of Help Desk version 6.3 which includes the following enhancements:

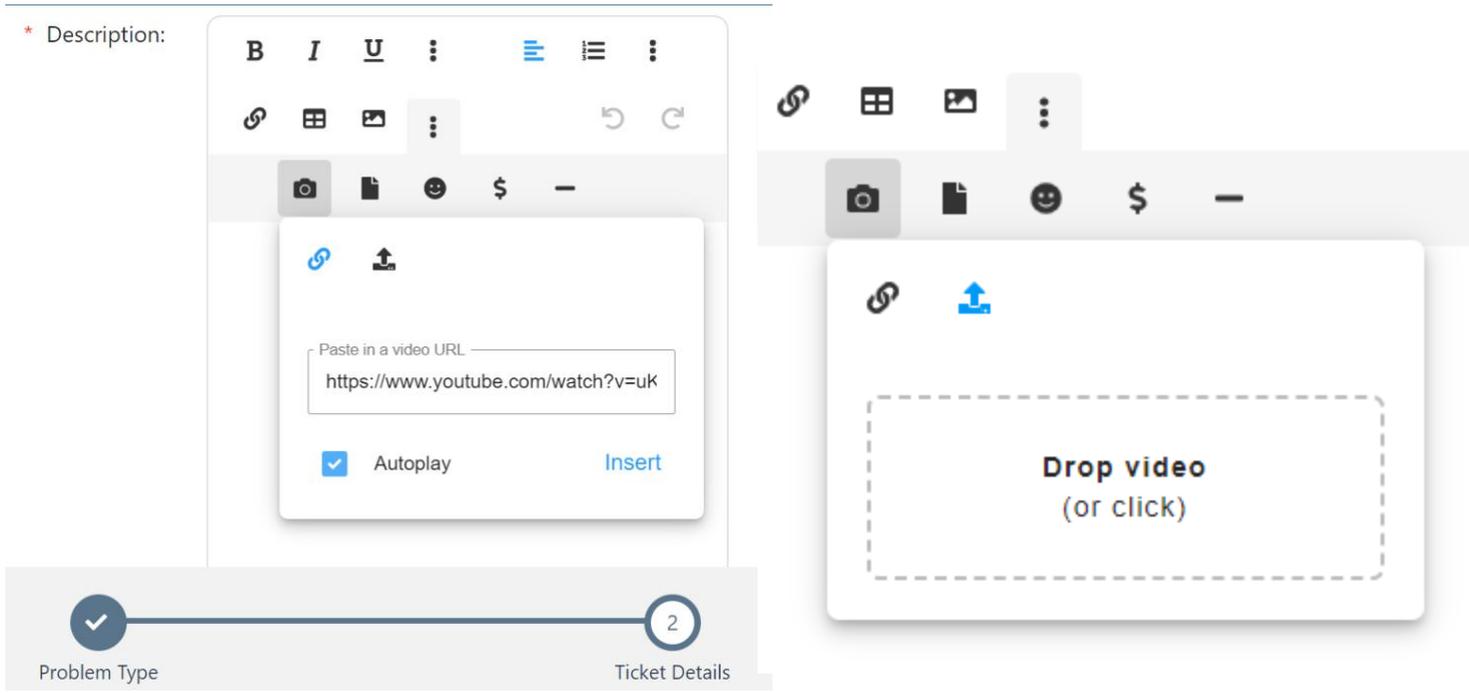
1. Rich Text Editor
2. In App Notifications
3. User Portal Resolve Ticket
4. Service Desk View Previous Tickets (Tag)

1. RICH TEXT EDITOR

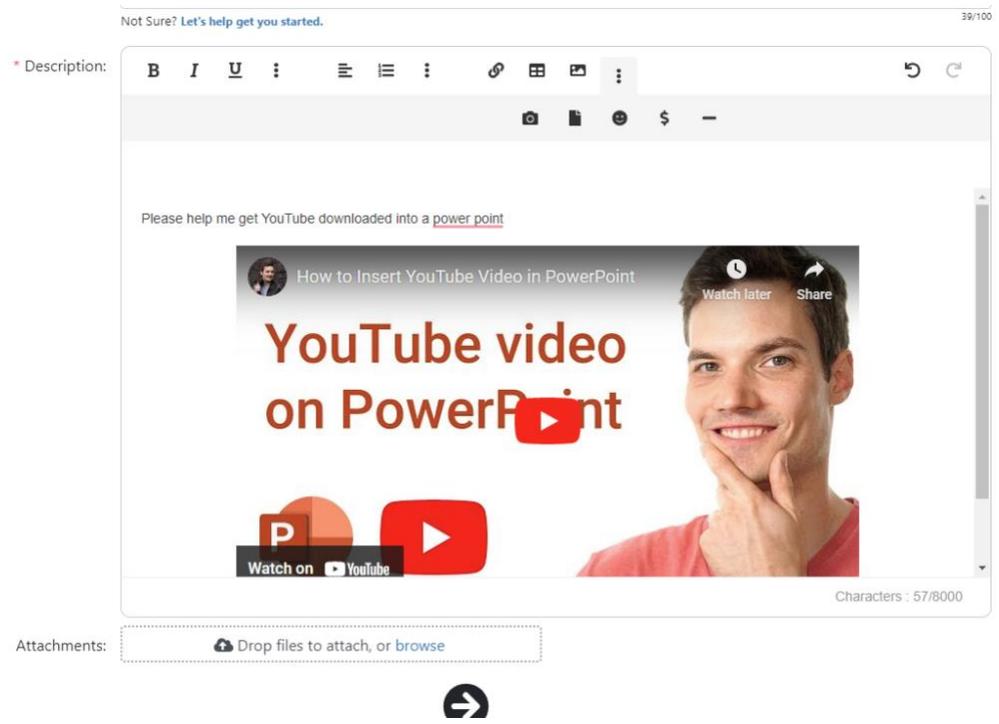
Both the service desk and user portal can now add or edit video, emojis, links, and other components in the description text and public comments in tickets.

ADD/EDIT TICKET – DESCRIPTION AND PUBLIC COMMENTS

1. Rich Text Editor is now set up by default in Help Desk Management.
2. Rich Text Editor is enabled for ticket description and public comments.
3. Vertical Ellipsis next to the Insert Image icon offers options to upload Video, Files, Emojis, Special Characters and Horizontal Line
4. **Video Icon:** Add videos in the body of the ticket description, by using the **Link icon** to paste the video URL or the **Upload icon** to choose a file from your computer. Option to select the video to Autoplay is not set by default.
NOTE: If videos are added as url links in the ticket description directly, the video will not be embedded. Embedded videos need to be added through the upload button.



Example of embedded video in ticket description.



< Back

18815 - 12/6/2022 Medium Approval Request Issue

Approval Request

Add Comment View Device Details

Resolve

Details

Status:	Request Approval	Submitted On:	12/06/2022 12:18 PM
Priority:	Medium	Last Edited:	12/06/2022 12:18 PM
Problem Type:	Approval Request		

Description

Please help me get YouTube on my Power Point

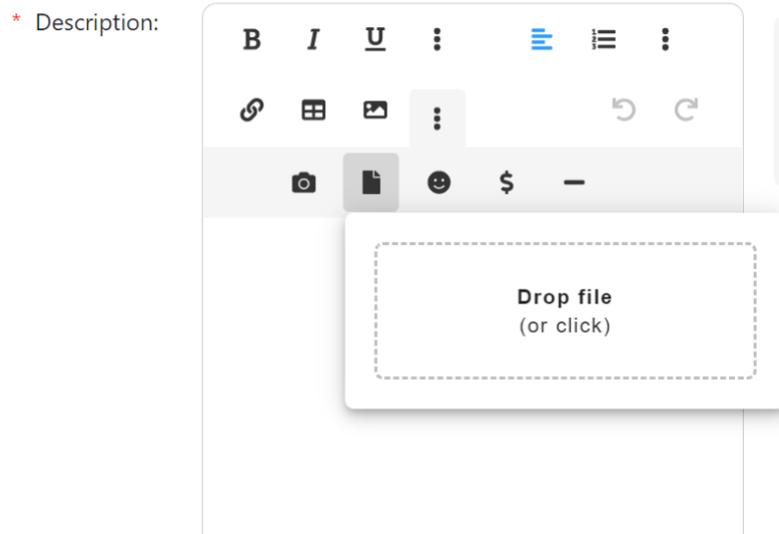


Contact Info

Assigned Technician:	Thon Thai
Submitted By:	AnnaMaria Gallozzi

- File Upload Icon:** Files can be added as attachments right in the body of the email. As a user, you can add the file by choosing it in the file finder or dropping the file in the drop box.

NOTE: Dropping files directly in the body of the ticket description will not be uploaded and will cause an error.

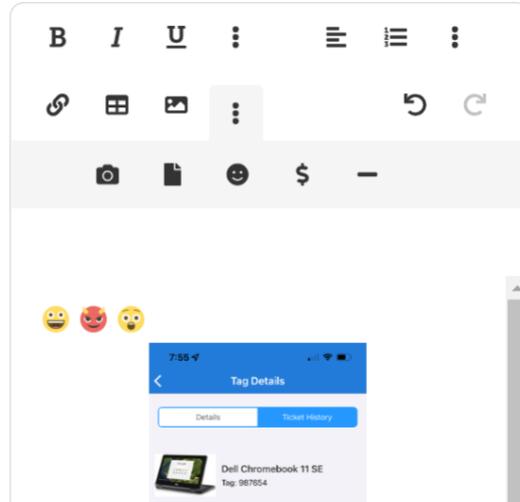


- Emoji Icon:** Emojis can be added using the “Smiley Face” icon. Emojis can be pasted in the field as well or chosen from the dropdown.

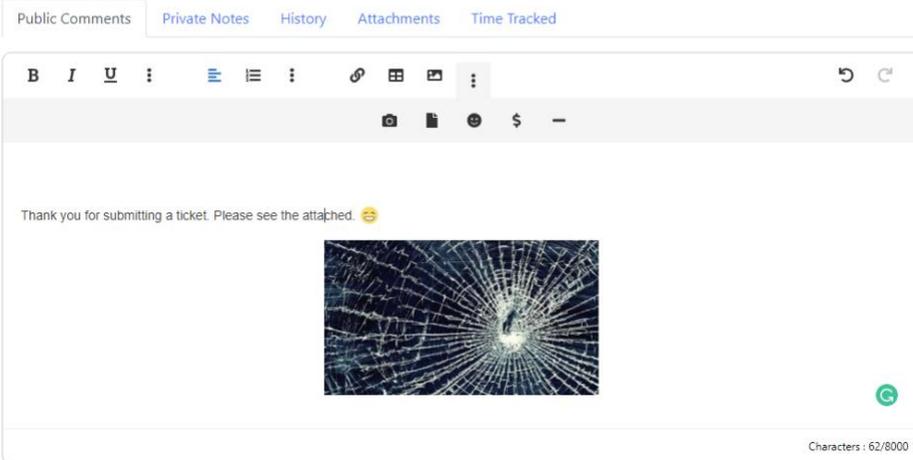
NOTE: short hand emoji (: -) will not cause an emoji to appear.

2/50

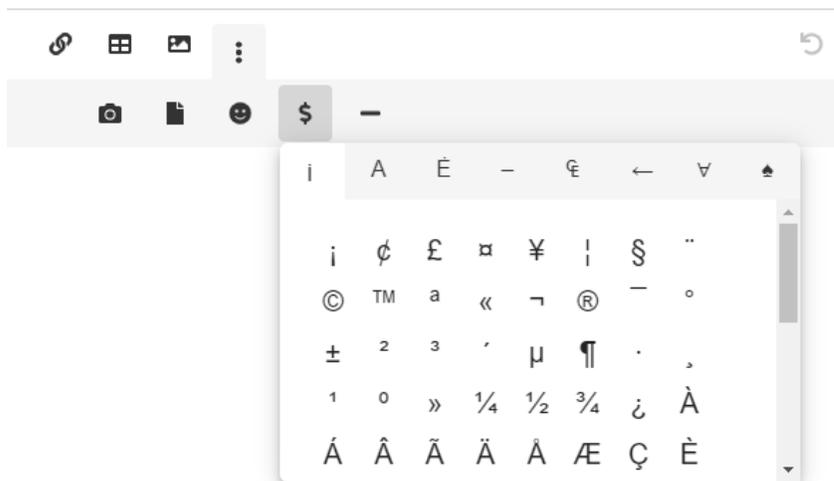
* Description:



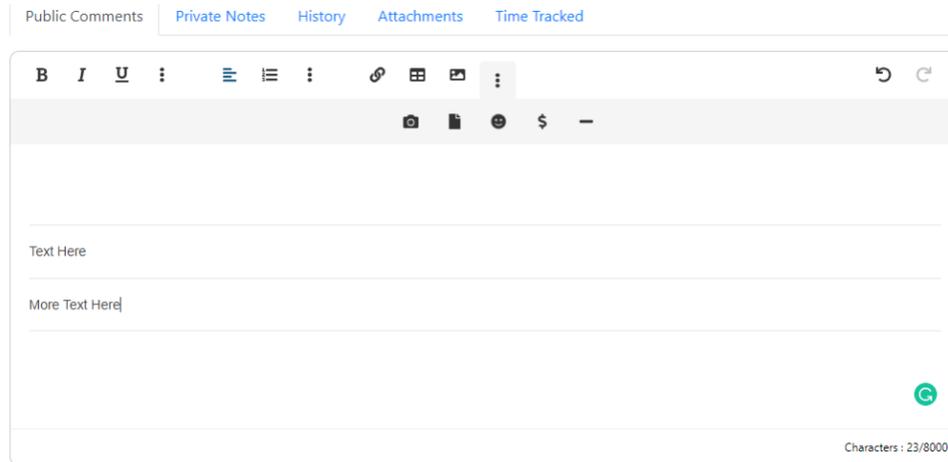
Activity



7. **Special Characters Icon:** Special Characters can be added using the \$. These characters can range from special letters, to mathematical figures, and symbols.



8. **Line Break Icon:** The line break allows for an aesthetic way to separate text, images, or videos for easier consumption in the description or comment fields.



9. **Inbound Emails:** When an email comes in to Help Desk Management to create a ticket or respond to a comment with an embedded link then the following will happen:
- If display name is the same as the URL, or one contained the other, then only one is kept, e.g. **www.google.com** <<http://www.google.com>> displays as **www.google.com**.
 - If display name was different from the URL, then both are kept, e.g. **Google** <<http://www.google.com>> displays as **Google** [<http://www.google.com>].
 - This will keep the solution secure from any ransomware. The links will not be clickable but can be copy and pasted into a browser.
10. **Outbound Emails:** When an email is sent from Help Desk Management with an embedded video, image, or attachment, it will show as a link with the file name in the email. The link will send the user to the Help Desk to view the ticket. This is due to security concerns and preventing a ransomware attack.

Other Considerations:

- When using rich text editor for the ticket comments and ticket description, these fields will display videos and emojis as “errors” on the tickets grid.
- Rich text editor is not accessible for all fields, that includes status change comments.
- The Knowledge Base Rich text editor is different from the Ticket Rich text editor for description and public comments and private notes.
- Pictures and links can be copy and pasted into the drop boxes.

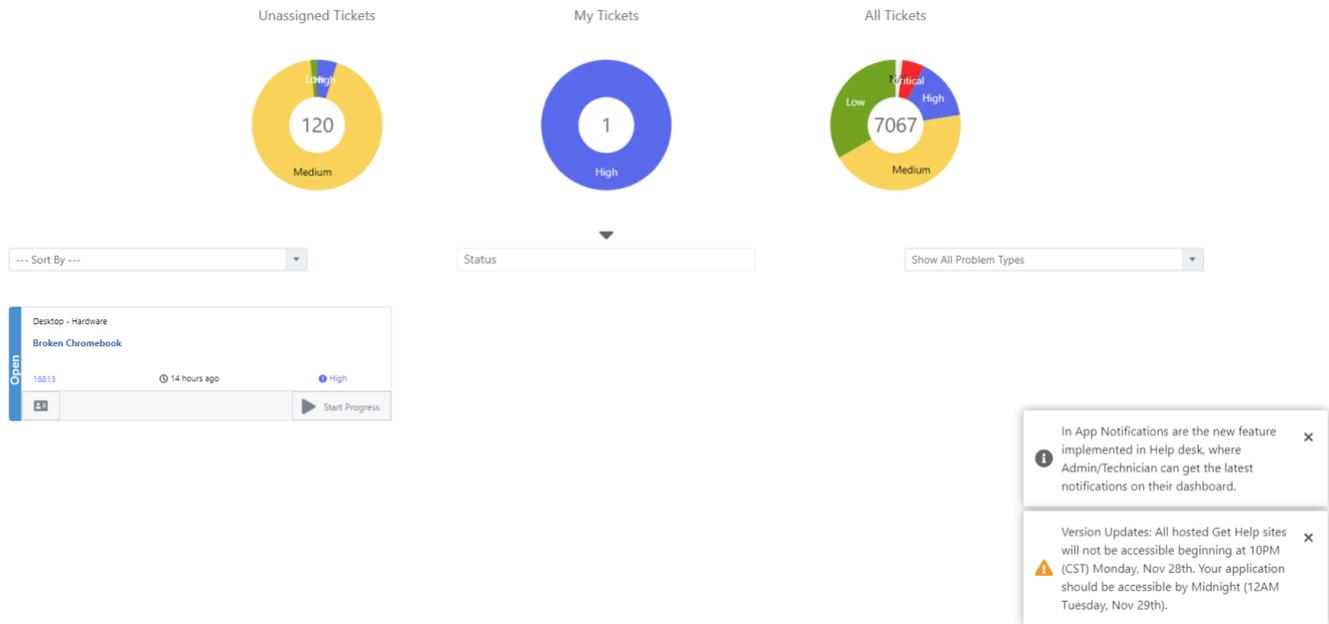
2. IN APP NOTIFICATIONS

Help Desk Management now supports In App release notifications for both the service desk and user portal. These notifications will alert users when services is planned (ie new release, scheduled maintenance) or any other critical information about the system from Frontline Education.

IN APP NOTIFICATIONS

In App Notifications will be shown on the right side of the screen upon logging in. There are two types of notifications, the orange triangle means “warning” and the I in the circle means “information”.

The notifications will display on the home screen until the user exits out of them using the X on the top right. The notifications are only present in the in the service technician portal for admin and technicians.



3. USER PORTAL RESOLVE TICKET

Without contacting a technician for support, Staff and Student Help Desk User Portal users will now have the option to resolve their own tickets directly.

USER PORTAL RESOLVE TICKET

1. From the User Portal, when a user opens their ticket (whether the ticket was created via email or through the user portal) the user can “Resolve” the ticket without the help of a technician.
2. The end user will navigate to the ticket, open the ticket, and click on the “Resolve” button on the right hand-side.

< Back

13688 - Tech assignment

Chromebook-Hardware > Screen > Shattered Screen

Add Comment

View Device Details

Resolve

Details

Status: Open
Priority: Medium
Problem Type: Shattered Screen
Submitted On: 08/18/2020 4:32 PM
Last Edited: 08/18/2020 4:35 PM

Contact Info

Assigned Technician: jay anderson
Submitted By: AnnaMaria Gallozzi

Location Info

Site: S McAllen High School
Room: 32

Description

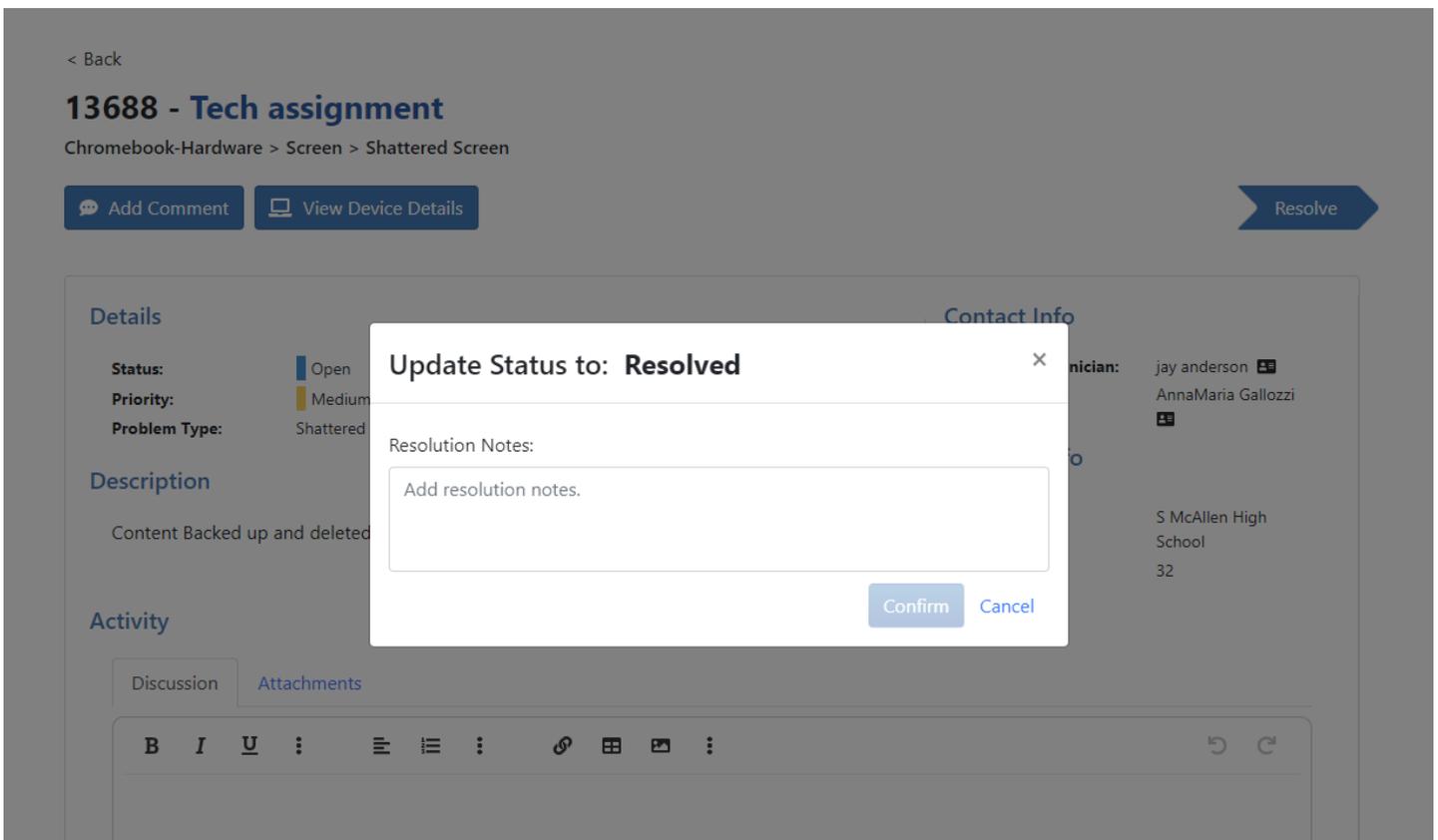
Content Backed up and deleted. Will be restored with 6.3

Activity

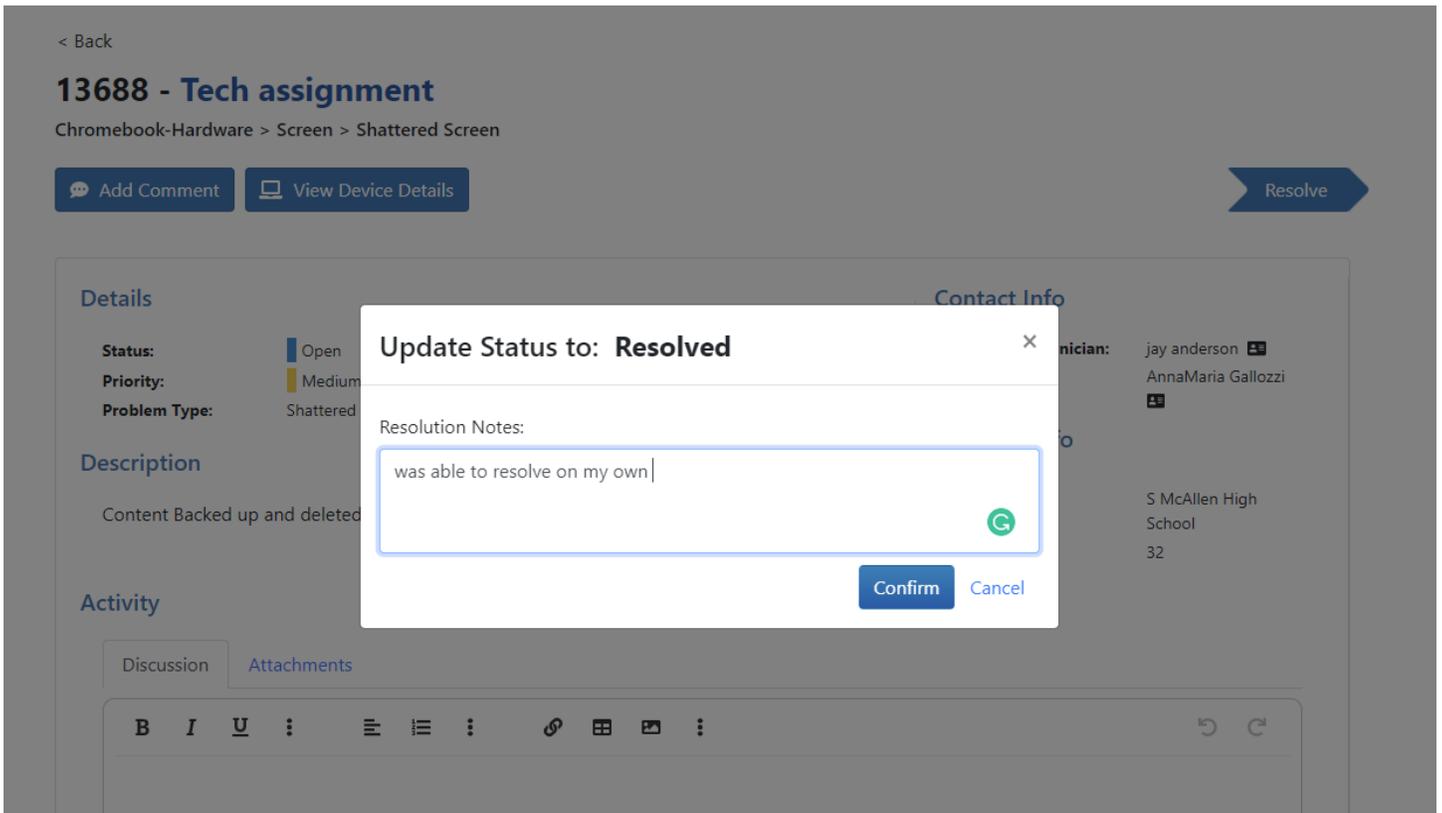
Discussion Attachments

B **I** **U** **:** **☰** **☰** **:** **🔗** **📅** **📎** **:**

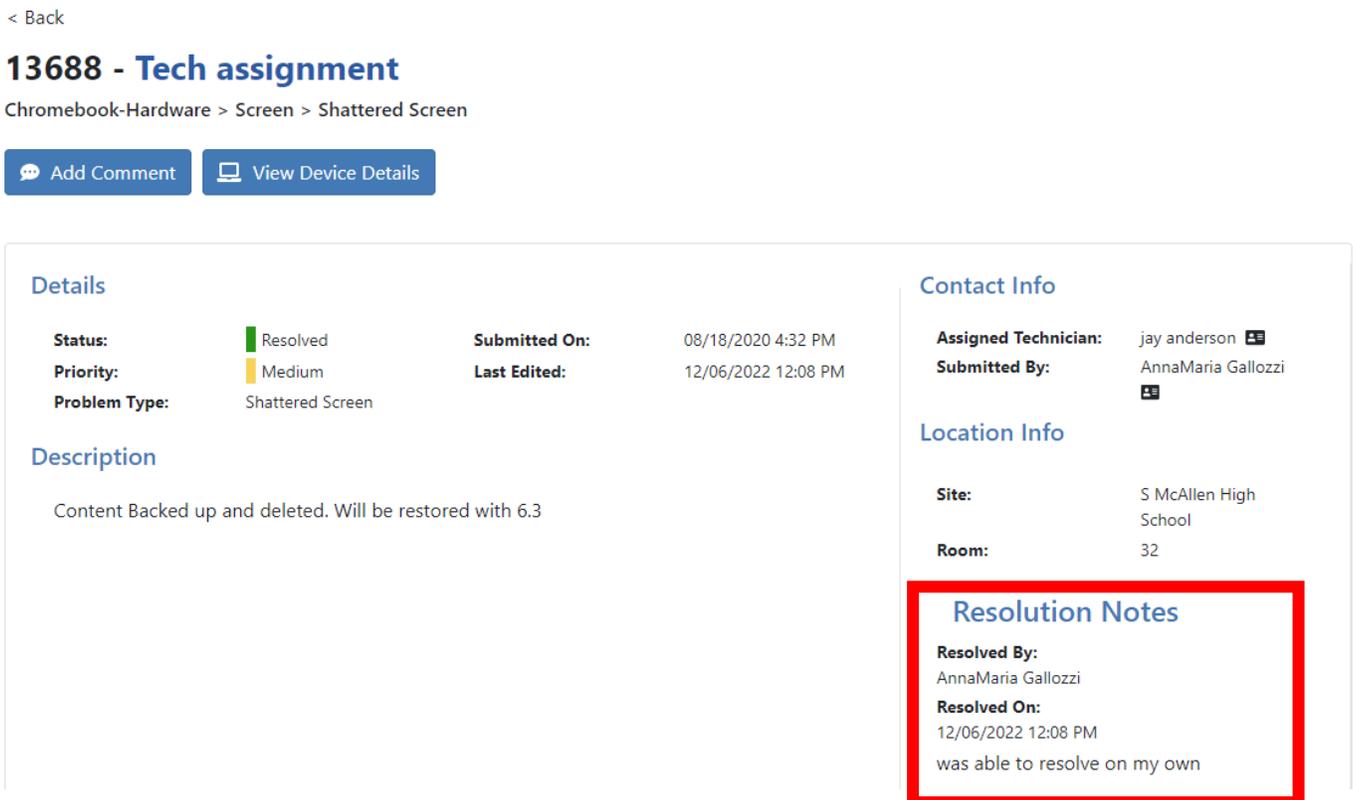
3. When the user clicks the “Resolve” button the status pop-up to add a resolution note will appear.



4. A resolution note must be added for a user resolved ticket. The Confirm button will not be activated until a note is entered.



5. When the resolution note has been entered and confirmed, the ticket status is now updated to reflect the change.



6. The option to have a notification will be sent to the technician. To enable this option, an admin will navigate to the Admin Notification page and choose who they want to see the resolution email notifications.

Status Changes

	Technician	User	Followers
Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In Progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolved	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reopened	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Request Approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approval Pending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approval Denied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. The resolution note will be present in the resolution notes section of the ticket and on the “All Tickets” grid.

Summary	Problem Type	Priority	Assigned To	Tag Number	Resolution Notes
not charging	CB Charging Issue	● High	Leo Silva	007007	Solved on my own- thank you for y our help! The outlet doesnt work.

NOTE: As a reminder, the “All Tickets” grid is configurable to your individual user profile. Each column can be added or removed or reordered to your personal preferences with viewing this grid.

Other Considerations:

1. A user can only resolve their own tickets from the user portal, this action cannot be performed via email reply.
2. We understand that there is no asterisk next to the comment field to indicate that it is required. We will address this in a future release.
3. If the admin would like to set up a standard workflow for Resolved tickets to automatically change to Closed status, this can be accomplished in Ticket Routing > Ticket Updates.

Edit Rule

Update

Cancel

+ Add Condition

All conditions must be valid

Only **one** condition must be valid



Status

Is

Resolved



What action should be performed?



Assign to:

Unassigned



Assign to Service Group:

Click to Select Service Group(s)

0/5



Set Status To:

Closed



4. SERVICE DESK VIEW PREVIOUS TAG TICKETS

View Previous Tickets associated to a Tag so technicians can quickly have more context when working on a ticket. Tag History lets you see the quantity of previous tickets for that tag and quickly view past tickets.

SERVICE DESK VIEW PREVIOUS TAG TICKETS

1. When a ticket has a Tag associated, previous tickets opened for the tag can be viewed on the right side of the screen on a tab called Ticket History. The Ticket History tab will also display in parenthesis the quantity of previous tickets for the tag.

Device Details



Tag Status:	Recycled	Tag Number:	MDMT2
Product	MDMNoAcc	Serial	H14L91KC500447
Name:		Number:	
Product Type:	CHROMEBOOK	Tag Site:	MDM1
Manufacturer:	ACER	Tag Location:	Room: MDMR2
Model:			



< Back



18962 - Broken Screen

Chromebook-Hardware > Screen > Shattered Screen

Edit Details

View Device Details

Reroute

Aannamaria Gallozzi

Start Progress

Tag History (5)

Details

Status: Open
Priority: High
Problem Type: Shattered Screen
Submitted On: 02/07/2023 2:51 PM
Last Edited: 02/07/2023 2:51 PM
Time Tracked: 00 hr 00 min



Contact Info

Assigned Technician: Aannamaria Gallozzi
Submitted By: Pari A1
Service Groups: (Manage)
Followers: (Manage)

Description

- When the Tag History Tab is clicked, a listing of the previous tickets will display. The tickets are shown in order of most recently submitted. The Tag History tab will show up to 8 tickets in the listing. The technician or admin can page through to older tickets to find what they are looking for. Clicking on one of the tickets, it will open the ticket in a new tab so the technician or admin does not lose their work on the original ticket.

< Back



18962 - Broken Screen

Chromebook-Hardware > Screen > Shattered Screen

Edit Details

View Device Details

Reroute

Aannamaria Gallozzi

Details

Status: Open
Priority: High
Problem Type: Shattered Screen
Submitted On: 02/07/2023 2:51 PM
Last Edited: 02/07/2023 2:51 PM
Time Tracked: 00 hr 00 min



Contact

Assigned Technician:
Submitted By:
Service Groups:
Followers:

Tag Ticket(s) History

Found 5 ticket(s)...

Tag History (5)

Open	18965	Need to download Canvas
		<i>Need to debug</i>
Open	18964	Need to download Canvas
		<i>Need to debug</i>
Open	18963	Port Sparked
		<i>Ports sparked when plugged into the monitor</i>
New	18915	Ticket for Issue to Student
		<i>Ticket for Issue to Student</i>
New	18700	SY Ticket Summary
		<i>mdm</i>

Showing results 1 - 5

- If there is a knowledge base article relevant to the ticket and previous tag history tickets, the Quick Help Tab will be first, followed by the Tag History tab. When one of the tabs is clicked to display results,

the other tab can be found on the left side for the user to toggle between tabs, as shown below.

< Back



18915 - Ticket for Issue to Student

Reg6.2.2P1

Edit Details

View Device Details

Assign

Details

Status: New
Priority: Medium
Problem Type: Reg6.2.2P1

Submitted On: 01/27/2023 12:28 PM
Last Edited: 01/27/2023 12:28 PM
Time Tracked: 00 hr 00 min

Contact Info

Assigned Technician: *Unassigned*
Submitted By: pvumethala2@frontlineed.com
Service Groups: [\(Manage\)](#)
Followers: [\(Manage\)](#)

Description

Ticket for Issue to Student

Location Info

< Back



18915 - Ticket for Issue to Student

Reg6.2.2P1

Edit Details

View Device Details

Details

Status: New
Priority: Medium
Problem Type: Reg6.2.2P1

Submitted On: 01/27/2023 12:28 PM
Last Edited: 01/27/2023 12:28 PM
Time Tracked: 00 hr 00 min

Description

Ticket for Issue to Student

Tag Ticket(s) History

Found 5 ticket(s)...

Open	18965	Need to download Canvas
		<i>Need to debug</i>
Open	18964	Need to download Canvas
		<i>Need to debug</i>
Open	18963	Port Sparked
		<i>Ports sparked when plugged into the monitor</i>
Open	18962	Broken Screen
		<i>Johnny dropped his computer and the screen shattered</i>
New	18700	SY Ticket Summary
		<i>mdm</i>

Showing results 1 - 5

Location

< Back



18915 - Ticket for Issue to Student

Reg6.2.2P1

Edit Details

View Device Details

Details

Status: New
Priority: Medium
Problem Type: Reg6.2.2P1

Submitted On: 01/27/2023 12:28 PM
Last Edited: 01/27/2023 12:28 PM
Time Tracked: 00 hr 00 min

Description

Ticket for Issue to Student

Related Articles

Chromebook Issues

<< 1 >>

Quick Help

Tag History (5)

Quick Help

Tag History (5)

Open

Open

Open

Quick Help

Tag History (5)

Open

- If a technician or admin performs a Search while Viewing a ticket with Quick Help or Tag History tabs present, the two tabs will be hidden behind the search results. Quick Help or Tag History tabs will not be viewable until the search results are closed.

Dashboard Tickets Knowledge Base Analytics Admin Mike Hayes

Create Ticket Create Article Search Search

< Back

 **12392 - YouTube is blocked**

Data Integrations > GH

Edit Details Reroute AnnaMaria Gallozzi

Details

Status: Open Submitted On: 07/01/2022 12:20 PM
 Priority: Medium Last Edited: 02/07/2023 2:20 PM
 Problem Type: GH Time Tracked: 00 hr 00 min

Custom Fields

Checkbox: False Customer Email: gallozzi01@yahoo.com
 Estimated Effort in Hours: Export Data: False
 Import Data: False Priority Order:
 Product Version: Salesforce Case Number:
 School District(s): Union County Systems or Vendors:
 Target Date: Text: Help me

Search Results Found 153 ticket(s)...

182	New CES team member
283	Fw: CES Timesheet tracker is Read-only
284	TIPWeb IT - SAML - Google - Patterson USD
3054	Some schools reporting IT slowness
4102	Bossier Parish had an IP change
4274	Req of IP information - Terrebonne Parish
4529	Add Parago to competitors in Opportunities
4732	Laptop is not working

Showing results 1 - 8

Other Considerations:

- Quick Help has a new look to be consistent with Search Results and Ticket History. The Quick Help background is now blue.
- Depending on the resolution of the computer/browser of the customer, the Quick Help and Ticket History tabs may have more or less spacing between them. We recommend using 100% resolution on your browser window.