



(Formerly GetHelp)
Version 9.4 Release Documentation

Frontline Education is happy to announce the release of Help Desk Management v 9.4 which includes the following enhancements:

- **Followers column (All Tickets Grid)**
- **List Filter (All Tickets Grid)**
 - **List: Tickets I'm Following**

This document outlines key capabilities, setup information, feature scope, and usage tips to help users understand and use this functionality effectively.

Followers column (All Tickets Grid)

A **Followers** column has been added to the All Tickets grid. All technicians and Admins who have access to the All Tickets Grid will be able to add the column to the grid.

This column displays the users following each ticket and supports filtering and sorting. This enhancement helps administrators and technicians quickly identify which tickets are being monitored and by whom, improving transparency and team coordination.

Ticket Number	Priority	Problem Type	Summary	Status	Followers	Assigned To	Submitted By	Scheduled Date	Submitted On	Tag Number	Time Track
2731	High	Classroom Assets	not charging	Approved	AnnaMaria Gallozzi	Anna Gibbs	James Bond	monthly...	monthly...	007007	
2572	High	CB Charging Issue	5/26/2023 High Classroom Assets Issue	On Hold	Mario Torres, AnnaMaria Gallozzi	Leo Silva	James Bond		05/26/2023 12:19 PM	007007	
2558	Critical	CB Charging Issue	my PC won't power on	On Hold	Admin HelpDesk, Mario Torres, AnnaMaria Gallozzi, Annamary Holbrook, James Bond	Leo Silva	James Bond		05/08/2023 8:24 AM	007007	2h 0m
2403	Medium	CB Charging Issue	11/17/2022 Medium CB Charging Issue	On Hold	AnnaMaria Gallozzi	Leo Silva	James Bond		11/17/2022 1:49 PM	007007	

To display “Followers” on the All Tickets grid, add the “Followers” column to your grid from the Filter button in the upper left of the grid.

The “Followers” column will display all followers in the grid, expanding the row to fit all the followers on the ticket. The Followers will display in the order they were added to the ticket.

Note: The “Followers” column will now appear in Excel exports from the All Tickets grid. When you export your ticket list, all users following each ticket will be included in the exported data for improved visibility and collaboration tracking.

List Filter (All Tickets Grid)

To improve navigation and ticket visibility, version 9.2 introduced a **List** filter at the top of the Tickets grid. This dropdown allowed users to filter tickets based on their relationship to them, starting with two options:

- **List: None** (default view)
- **List: Tickets I Submitted**

In version 9.3, functionality expanded with a third option:

- **List: Tickets I'm in a Service Group For** This filter displays tickets assigned to service groups you are a member of, whether or not you are the submitter, assignee, or follower. This supports collaboration by showing all tickets tied to your service group's workload.

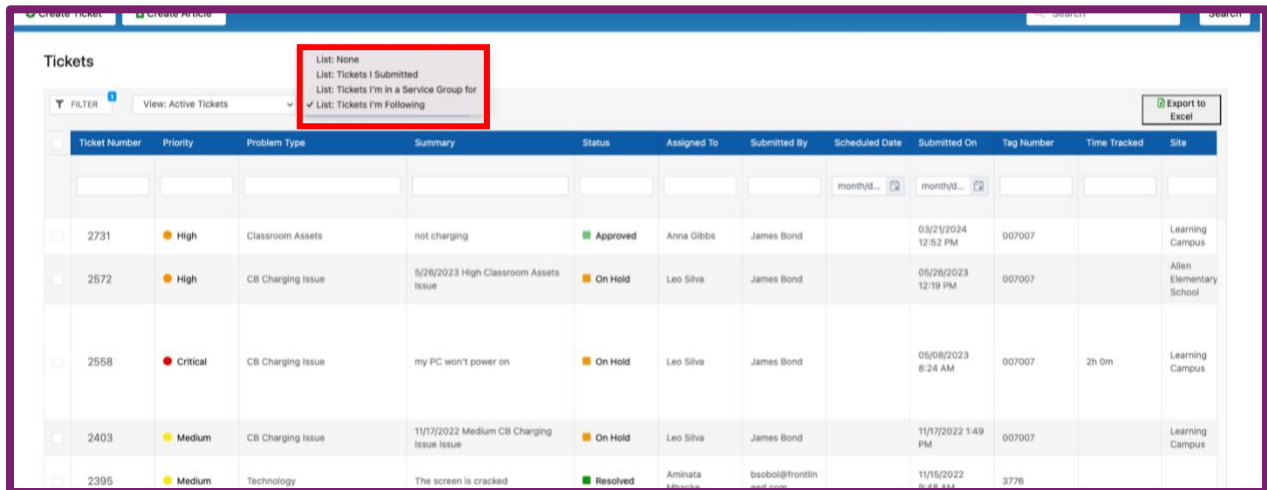
Version 9.4 expands the List filter with a new option:

List: Tickets I'm Following

The List filter at the top of the "All Tickets" grid displays a new option: "Tickets I'm Following". This view shows only those tickets you are actively following, allowing you to stay updated on progress without needing to be assigned to or responsible for the ticket.

Accessing the Enhanced List Filter

1. Go to Tickets > All Tickets.
2. In the "Tickets" grid, find the List drop-down next to the "View: Active Tickets" filter.
 - Before applying any list-based filters, users will see the "Tickets" grid in its default state: "List: None." This option ensures a full, unrestricted view of tickets based on your role-based permissions and any custom filters you apply.
3. Choose Tickets I'm Following to see only the tickets associated with tickets you are a follower on.



The screenshot shows the "Tickets" grid interface. At the top, there is a "FILTER" section with a dropdown menu set to "View: Active Tickets". A red box highlights the "List" filter dropdown menu, which contains the following options: "List: None", "List: Tickets I Submitted", "List: Tickets I'm in a Service Group for", and "List: Tickets I'm Following". The "List: Tickets I'm Following" option is currently selected. Below the filter, the grid displays a table of tickets with columns for Ticket Number, Priority, Problem Type, Summary, Status, Assigned To, Submitted By, Scheduled Date, Submitted On, Tag Number, Time Tracked, and Site.

Ticket Number	Priority	Problem Type	Summary	Status	Assigned To	Submitted By	Scheduled Date	Submitted On	Tag Number	Time Tracked	Site
2731	High	Classroom Assets	not charging	Approved	Anna Gibbs	James Bond		03/21/2024 12:52 PM	007007		Learning Campus
2572	High	CB Charging Issue	5/26/2023 High Classroom Assets Issue	On Hold	Leo Silva	James Bond		05/26/2023 12:19 PM	007007		Allen Elementary School
2558	Critical	CB Charging Issue	my PC won't power on	On Hold	Leo Silva	James Bond		05/08/2023 8:24 AM	007007	2h 0m	Learning Campus
2403	Medium	CB Charging Issue	11/17/2022 Medium CB Charging Issue Issue	On Hold	Leo Silva	James Bond		11/17/2022 1:49 PM	007007		Learning Campus
2395	Medium	Technology	The screen is cracked	Resolved	Aminata Kpueke	bsobol@frontliners.com		11/15/2022 9:28 AM	3776		

Note: List Filters are only present on the "All Tickets" Grid, not the "Unassigned" or "My Tickets" pages.

When Using “Tickets I’m Following”:

- The grid displays tickets that you are a follower on.

The screenshot shows a grid titled "View: Active Tickets" with a filter dropdown set to "List: Tickets I'm Following". The grid has columns for Ticket Number, Priority, Problem Type, Summary, Status, Followers, Assigned To, Submitted By, Scheduled Date, Submitted On, Tag Number, and Time Track. The "Followers" column is highlighted with a red box, showing a list of names for each ticket row.

Ticket Number	Priority	Problem Type	Summary	Status	Followers	Assigned To	Submitted By	Scheduled Date	Submitted On	Tag Number	Time Track
2731	High	Classroom Assets	not charging	Approved	AnnaMaria Gallozzi	Anna Gibbs	James Bond		03/21/2024 12:52 PM	007007	
2572	High	CB Charging Issue	5/26/2023 High Classroom Assets Issue	On Hold	Mario Torres, AnnaMaria Gallozzi	Leo Silva	James Bond		05/26/2023 12:19 PM	007007	
2558	Critical	CB Charging Issue	my PC won't power on	On Hold	Admin HelpDesk, Mario Torres, AnnaMaria Gallozzi, Annamary Holbrook, James Bond	Leo Silva	James Bond		05/08/2023 8:24 AM	007007	2h 0m
2403	Medium	CB Charging Issue	11/17/2022 Medium CB Charging Issue Issue	On Hold	AnnaMaria Gallozzi	Leo Silva	James Bond		11/17/2022 1:49 PM	007007	

Note: To display “Followers” on the grid, add the “Followers” column to your grid from the Filter button in the upper left of the grid.

- Works with other filters:** You can apply additional column filters (such as Status, Assigned To, or Priority) to further refine the results. When you open the filters flyout, you can reset all filters or add more.

The screenshot shows the same grid as above, but with the "Problem Type" column highlighted with a red box, showing "10 Items selected". The "Followers" column is also highlighted with a red box, showing a list of names for each ticket row.

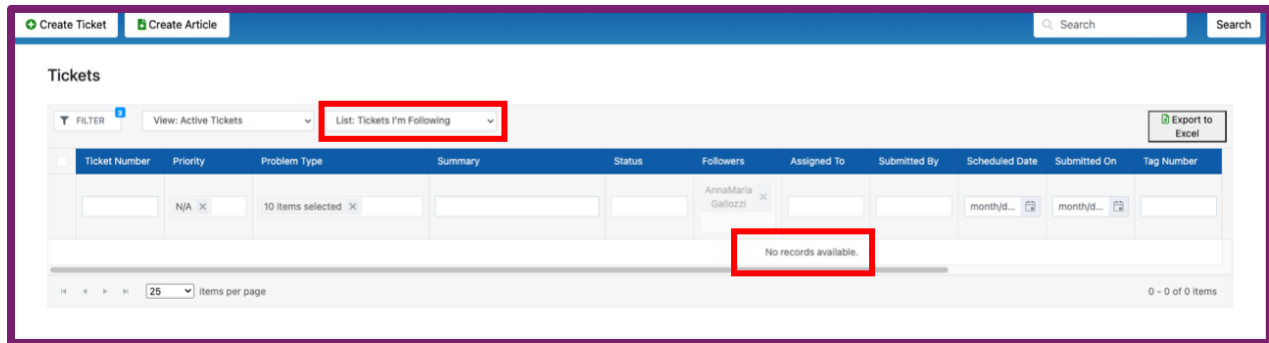
Ticket Number	Priority	Problem Type	Summary	Status	Followers	Assigned To	Submitted By	Scheduled Date	Submitted On	Tag Number	Time Track
2572	High	CB Charging Issue	5/26/2023 High Classroom Assets Issue	On Hold	Mario Torres, AnnaMaria Gallozzi	Leo Silva	James Bond		05/26/2023 12:19 PM	007007	
2558	Critical	CB Charging Issue	my PC won't power on	On Hold	Admin HelpDesk, Mario Torres, AnnaMaria Gallozzi, Annamary Holbrook, James Bond	Leo Silva	James Bond		05/08/2023 8:24 AM	007007	2h 0m
2403	Medium	CB Charging Issue	11/17/2022 Medium CB Charging Issue Issue	On Hold	AnnaMaria Gallozzi	Leo Silva	James Bond		11/17/2022 1:49 PM	007007	

- Export support:** Exporting while this filter is active includes only the visible filtered results including your Followers Tickets.

The screenshot shows an Excel spreadsheet with columns A through J. The data is organized into rows corresponding to the tickets in the grid above. The "Followers" column (F) contains a list of names for each ticket, and the "Scheduled Date" (G) and "Submitted On" (H) columns contain dates and times.

	A	B	C	D	E	F	G	H	I	J
1	Ticket Number	Priority	Problem Type	Summary	Status	Followers	Assigned To	Submitted By	Scheduled Date	Submitted On
2	2572	High	CB Charging Issue	5/26/2023 High Classroom Assets Issue	On Hold	Mario Torres, AnnaMaria Gallozzi	Leo Silva	James Bond	05/26/2023, 12:19 PM	05/26/2023, 12:19 PM
3	2558	Critical	CB Charging Issue	my PC won't power on	On Hold	Admin HelpDesk, Mario Torres, AnnaMaria Gallozzi, Annamary Holbrook, James Bond	Leo Silva	James Bond	05/08/2023, 8:24 AM	05/08/2023, 8:24 AM
4	2403	Medium	CB Charging Issue	11/17/2022 Medium CB Charging Issue Issue	On Hold	AnnaMaria Gallozzi	Leo Silva	James Bond	11/17/2022, 1:49 PM	11/17/2022, 1:49 PM
5	2377	Medium	CB Charging Issue	11/4/2022 Medium CB Charging Issue Issue	Request Approval	AnnaMaria Gallozzi	Aminata Mbacke	Mario Torres	11/04/2022, 3:14 PM	11/04/2022, 3:14 PM
6	2320	Medium	CB Charging Issue	8/31/2022 Medium CB Charging Issue Issue	Approval Denied	AnnaMaria Gallozzi	Dan Terrell	Stefanie Barnett	08/31/2022, 10:00 AM	08/31/2022, 10:00 AM
7	2149	Medium	CB Charging Issue	3/7/2022 Medium CB Charging Issue Issue	In Progress	AnnaMaria Gallozzi	Aminata Mbacke	Stefanie Barnett	03/07/2022, 10:00 AM	03/07/2022, 10:00 AM
8	2127	Medium	CB Charging Issue	2/22/2022 Medium CB Charging Issue Issue	In Progress	AnnaMaria Gallozzi, Annamary Holbrook	Adrian Dimitrov	Stefanie Barnett	02/22/2022, 10:00 AM	02/22/2022, 10:00 AM
9	2112	Medium	CB Charging Issue	2/15/2022 Medium CB Charging Issue Issue	In Progress	AnnaMaria Gallozzi	Aminata Mbacke	Stefanie Barnett	02/15/2022, 9:30 AM	02/15/2022, 9:30 AM
10	2069	Medium	CB Charging Issue	I need help with email	Request Approval	Stefanie Barnett, AnnaMaria Gallozzi, Mike Hayes, Ag Gallozzi, bsobol@me.com, Alex Lifeson, Leo Silva, Pari SA, Ian McHugh, Do NOT reply Hayes, agibbs@hayessoft.com, Alexa Vecchio, Annamary Holbrook, Ben Pope, AnnaMaria Gallozzi	Leo Silva	Stefanie Barnett	01/10/2022, 3:40 PM	01/10/2022, 3:40 PM

- **Clear messaging when no tickets are found:** If no tickets match the criteria, the grid displays: "No records available".



- **Grid state is preserved during Session:** If you navigate into a ticket and return to the grid, your filters, sort order, and page settings remain intact. After logging out of the system and back in, the grid resets and the List filter defaults back to "List: None".