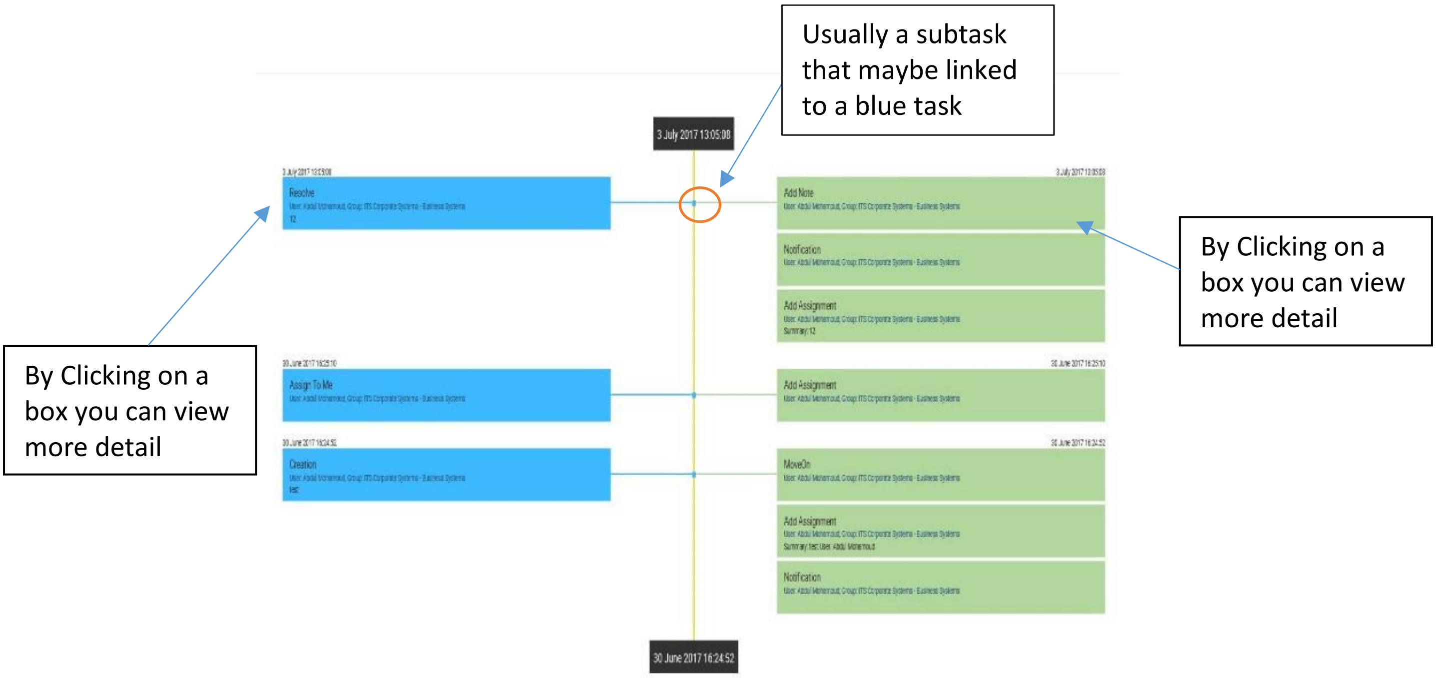
History Function

One of the new features of LANDesk is the **History** function that allows Users to see the history of the ticket which includes the notes from technicians and analysts. Users are able to toggle between two different views; **TimeLine** and **Document.** The default view is currently set as Timeline. If you wish to change this to document, follow the instructions below. If wish to have document view set for all tickets types, you will have to replicate the steps once for both Request and Incident tickets.

Timeline: The Timeline view enables a user to view in a graphical style chart that has a chronological summary of the actions undertaken by technicians and analysts as shown below.

The blue boxes are actions triggered by the analyst or User, if selected provide the detail notes input by the analyst/technician/user.
The Green boxes are usually sub actions of the blue box actions that are triggered automatically by the workflow if selected provide additional detail on the actions or notes input during that particular sub task.

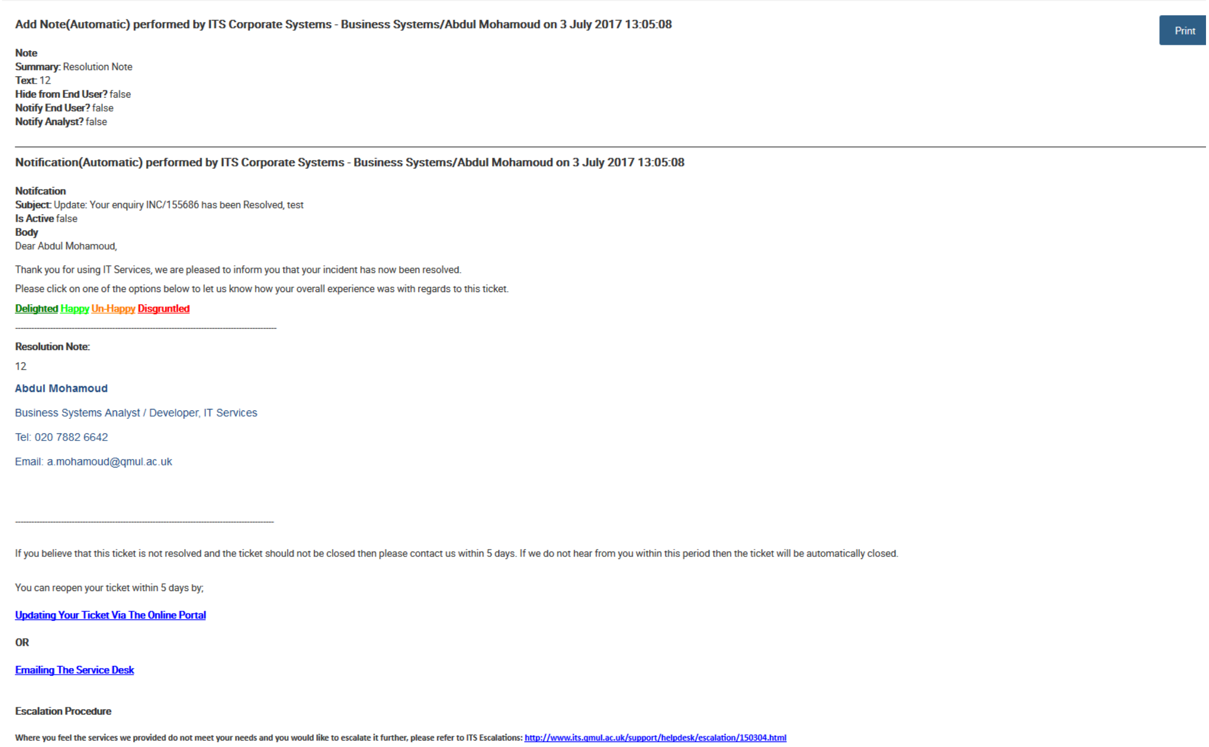


<u>Using the Timeline View</u>

- Go into an Incident or Request that you wish to view,
- Click on the **History** action bottom left
- To filter by a particular criteria click **Preferences,** here you can include/exclude the type of information you wish to view, and also uncheck criteria to view automatic actions and auditable attributes.
- Click **Apply** button for changes to be applied to the current ticket.
- Click **Save** to apply the changes to cascade to all tickets of this type.

  If you want this view for both Incident and Request tickets, you will have to re-run this same process once for each ticket type.

Document: The Document view provides a more detailed chronological report of the ticket as shown below:



Print

Add Note(Automatic) performed by ITS Corporate Systems - Business Systems/Abdul Mohamoud on 3 July 2017 13:05:08

Note
Summary: Resolution Note
Text: 12
Hide from End User? false
Notify End User? false
Notify Analyst? false

Notification(Automatic) performed by ITS Corporate Systems - Business Systems/Abdul Mohamoud on 3 July 2017 13:05:08

Notifcation
Subject: Update: Your enquiry INC/155686 has been Resolved, test
Is Active false
Body
Dear Abdul Mohamoud,

Thank you for using IT Services, we are pleased to inform you that your incident has now been resolved.

Please click on one of the options below to let us know how your overall experience was with regards to this ticket.

Delighted Happy Un-Happy Disgruntled

Resolution Note:

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Abdul Mohamoud

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If you believe that this ticket is not resolved and the ticket should not be closed then please contact us within 5 days. If we do not hear from you within this period then the ticket will be automatically closed.

You can reopen your ticket within 5 days by;

Updating Your Ticket Via The Online Portal

OR

Emailing The Service Desk

Escalation Procedure

Where you feel the services we provided do not meet your needs and you would like to escalate it further, please refer to ITS Escalations: http://www.its.qmul.ac.uk/support/helpdesk/escalation/150304.html

"**Please note**: That the default view for all users is Timeline view. However, you can save your preferences for each ticket type." Alternatively you can click **Apply** to apply for single ticket or click **Save** to save the preferences for all tickets of the same type.

Changing from Timeline to Document view

- Go into an Incident or Request that you wish to view,
- Click on the **History** action bottom left
- Click **Preferences** change **View Type** from Timeline to Document
- Filter any the fields to include/exclude the type of information you wish to view,
- Click **Apply** button if you want the document view to be for only the current ticket.
  Or
- Click Save if you want the Document view to cascade to all tickets.

  If you want this view for both Incident and Request tickets you will have to re run this same process once for each ticket type.