

KronoDesk[®]

KronoDesk[®] User Manual

Version 1.1

Inflectra Corporation

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1. Introduction

KronoDesk® is an integrated customer support system that includes help desk ticketing, customer support forums and an online knowledge base in a single user interface.

KronoDesk® includes a powerful and flexible help desk ticketing system that can be quickly and easily tailored to meet your support needs. With support for custom fields and workflows you can create different support processes for your different products.

KronoDesk® provides a knowledge base and online support forums, making your customers more self-sufficient with routine issues so that your support personnel can focus their time on the critical issues and complex enquiries.

This user manual outlines the features and functionality available in KronoDesk®, and demonstrates how to use the application to improve your customer satisfaction and optimize your customer support. For information on how to install and administer KronoDesk, please refer to the *KronoDesk Administrative Guide*.

1.1. Improve Customer Satisfaction

For your customers, KronoDesk® provides a single, easy to use destination for all their support needs. When they arrive with a problem, question or enquiry, KronoDesk will direct them to relevant knowledge base articles, suggest helpful discussion threads and provide self-service solutions so that they can find a wide range of immediate solutions and suggestions.

For those enquiries that do not match an existing article or have not yet been discussed in a support forum, KronoDesk will direct the customer to log a help desk ticket.

The system provides an easy-to-use help desk submission form that gathers the appropriate information to ensure a speedy resolution of the problem. The customer can use their personalized dashboard to view the status of their help desk tickets and provide additional information as requested by the support agents.

1.2. Optimize Customer Support

For your support agents, KronoDesk® eliminates the time and effort spent checking separate systems for help desk tickets, support requests and forum posts. Using the customizable agent dashboard, they can view all their assigned tickets, monitor incoming forum posts and check for new tickets all from the same screen.

To reduce the time and effort spent dealing with routine enquiries, the agents can use KronoDesk to create knowledge base articles, FAQs, whitepapers and forum posts to document common problems and the possible solutions.

2. Functionality Overview

This section outlines the functionality provided by KronoDesk® in the areas of help desk ticketing, customer support forums, online knowledge base and user account management.

2.1. Dashboards

When a customer first accesses KronoDesk, they are taken to the KronoDesk Customer Homepage. This page is designed to provide them with an easy to use starting point for resolving their support issue. They are provided with tools for searching the online knowledge base, asking questions in the support forums and a link to create a help desk ticket.

The dashboard also includes recent knowledge base articles, news updates, and recent forum posts so that they can keep on top of recent development and contribute back into the support community.

For customer service agents, the Employee Homepage provides them with a consolidated view of their assigned tickets, any tickets not current assigned, recent forum posts, and current news updates so they can see all inbound requests from customers in one single place, ensuring that they are able to monitor the support forums and help desk from a single screen.

2.2. Knowledge Base

The KronoDesk® online knowledge base provides the first level of support to customers. Instead of having to constantly respond to the same routine enquiries and support requests, customer support agents can use the built-in knowledge base to create articles related to different topics, categories and products. Knowledge base articles can be linked to multiple categories and also tagged with meta-tags to make searching easier by customers. The system includes full rich-text editor so that articles can be formatted with lists, tables, different text styles and embedded hyperlinks.

2.3. Support Forums

The KronoDesk® support forums provide the next level of support to customers. Where a fully codified knowledge base article has not yet been synthesized and created by the support agents, the support forums provide a place where users can search for existing messages concerning the same problem. The support forums thereby provide a community where customers and support agents can post replies to common questions visible to the entire community.

This provides a faster turnaround for customers who can find immediate solutions to their issues and enables the support agents to focus their time on dealing customer issues that have not been previously encountered or customers issues that particularly complex or environment-specific.

2.4. Help Desk Ticketing

The KronoDesk® help desk ticket management system provides the final level of customer support. When a customer cannot readily find the solution through either the knowledge base or support forums, they can submit a help desk ticket through KronoDesk's help desk submission system. The system allows them to quickly and easily enter the description of the problem, attach any relevant documents or screenshots, categorize the issue and then submit it for resolution by the support agents.

The customer support agents can use the help desk system to review incoming tickets, assign them to themselves or other support agents as needed, provide suggestions to the customer, or escalate to the next level of support. They can use the system to add notes to the ticket, change the fields, or ask for more information. Any changes made to the ticket will be notified to the customer so that they're kept abreast of changes to their ticket. In addition, the customer can use their customer homepage to see a list

of their open tickets together to see at a glance what action has been taken and what recommendations have been made.

2.6. User Account Management

KronoDesk® supports the management of an unlimited number of users, which can be administered through the same web interface as the rest of the application, and each user of the system can be given a specific role in the system. In addition, each user has a secure Account management section of the application where they can update their personal information, manage their subscriptions and change their password information.

In addition to these administration functions, each user has their own personalized dashboard view of all the pertinent and relevant information. This feature reduces the information overload associated with managing such a rich source of information, and allows a single customer and employee snapshot to be viewable at all times for rapid decision-making.

2.7. Miscellaneous

2.7.1. Artifact Relationships

The sections above have outlined the different features and functions available in the system, and have described the various artifacts managed in the system (e.g. tickets, articles, forums, threads, etc.). To aid in understanding how the information is related, the following diagrams illustrates the relationships between the different artifacts and entities:

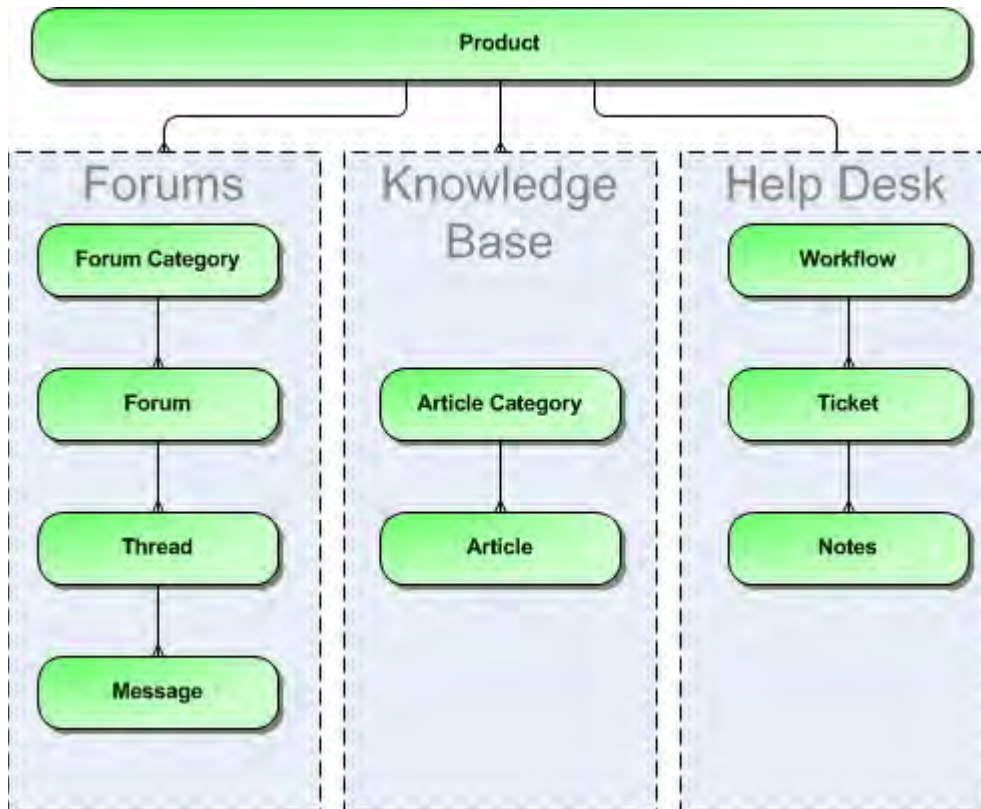


Figure 1: The relationships between the various KronoDesk entities

With these overall concepts in mind, the rest of this help manual will outline the functionality in each of the KronoDesk® screens, and provide specific information on how to manage each of the artifacts illustrated








above. Note that this manual does not explain the Administration-level functionality of the system; for that, please refer to the *KronoDesk® Administration Guide*.

2.7.2. Artifact Naming Conventions

On various screens in the system, you will see lists of artifacts (tickets, articles, etc.) together with a unique identification number. In order to make it easier to recognize at a glance which type of artifact the identification number refers to, KronoDesk uses a system of two-letter prefixes which help identify the type of artifact being displayed. The current prefixes used by the system are:

Artifact	Prefix	Artifact	Prefix
Ticket	TK	Knowledge Base Article	KB
Ticket Status	TS	User	US
Ticket Type	TT	Forum	FR
Ticket Priority	TP	Thread	TH
Ticket Resolution	TR	Message	MG
Product	PR		

In addition, certain artifacts in the system are displayed with an icon that helps distinguish them from each other, and provides additional context on the state of the artifact:

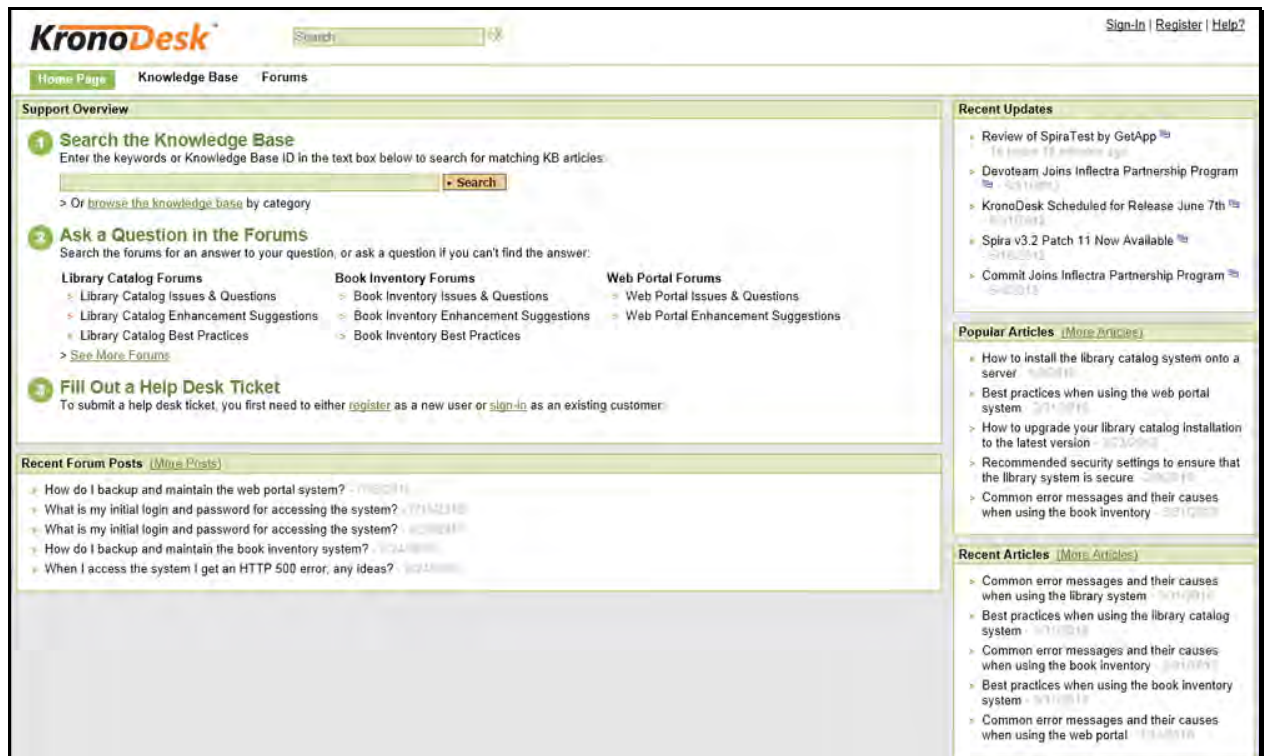
Icon	Artifact Description
	Knowledge Base Article
	Forum
	Thread
	Thread Message
	Help Desk Ticket
	SpiraTeam® Incident
	Artifact has an Attachment

3. Home Page

When you first access KronoDesk®, the system will default to displaying either the Customer Home Page or the employee home page. The choice of default home page depends on whether you are logged into the system and if so, what role(s) your user belongs to. In either case, you can switch from the Customer Home Page to the Employee Home Page by clicking the link at the top of the page (assuming your user has permissions to see the other page).

3.1. Customer Home Page

When you first access the system without being logged-in, it will display the public version of the customer home page illustrated below:



This version of the home page is neither personalized, nor customizable and displays the following widgets:

- **Support Overview** – This widget walks you through the steps of getting your support issue resolved. It provides a search box for searching the online knowledge base, links to browse the support forums and a message that you need to first log-in if you want to submit a help desk ticket.
- **Recent Forum Posts** – This widget displays a list of the most recent forum posts, including the name and date of the post. Positioning the mouse over the title will display a popup tooltip containing the long description of the post.
- **Recent Updates** – If enabled by the administrator, this will display a list of recent news items from the company’s website made available by an RSS newsfeed. Positioning the mouse over the title will display a popup tooltip containing the long description of the news item.
- **Popular Articles** – This widget displays a list of the knowledge base articles that have been most frequently viewed by users of the system. Each article is displayed with its title and date of

publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the article.

- **Recent Articles** - This widget displays a list of the most recently submitted knowledge base articles that have been submitted into the system. Each article is displayed with its title and date of publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the article.

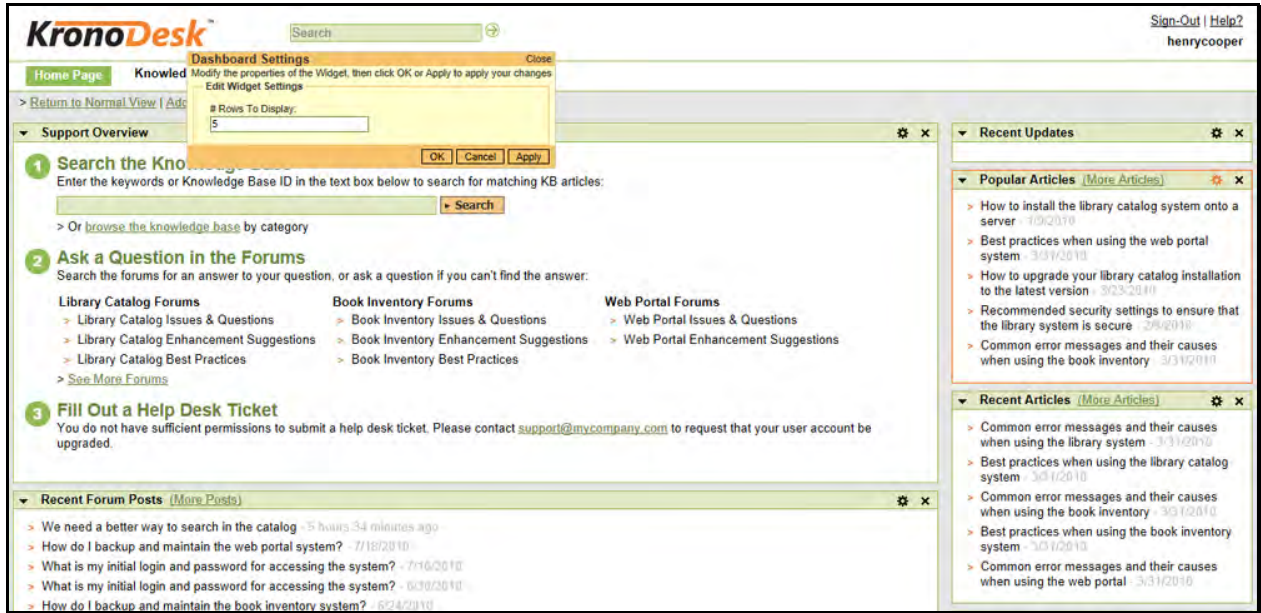
If you follow the instructions and login to the system with a basic user account (i.e. a user that does not have the “customer” role), the dashboard will change to the basic authenticated user home page illustrated below:

The screenshot shows the KronoDesk user home page. At the top, there is a search bar and navigation links for 'Home Page', 'Knowledge Base', and 'Forums'. Below this is a 'Support Overview' section with three main areas: 1. 'Search the Knowledge Base' with a search box and a 'Search' button. 2. 'Ask a Question in the Forums' with sub-sections for 'Library Catalog Forums', 'Book Inventory Forums', and 'Web Portal Forums'. 3. 'Fill Out a Help Desk Ticket' with a note about permissions. To the right, there are several widgets: 'Recent Updates' with a list of news items, 'Popular Articles' with a list of helpful articles, 'Recent Articles' with a list of recent knowledge base entries, and 'Subscribed Threads' at the bottom right.

This version of the home page contains all the widgets in the public version, with the following additions:

- **Subscribed Threads** – This widget displays a list of the support forum threads that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.
- **Subscribed Articles** – This widget displays a list of the knowledge base articles that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.

In addition, when logged-in the various widgets can be repositioned and customized. To reposition, minimize or close any of the widgets, simply click on the “Modify Layout/Settings” link and that will switch the dashboard into edit mode where you can drag and drop them into different positions, minimize, close or edit the settings:



You can also add additional items to the dashboard by clicking “Add Items to Dashboard” and choosing the appropriate widgets from the list of additional widgets.

When logged in as a basic user, the **Support Overview** widget will display a message letting you know that your role does not permit you to submit a help desk ticket. If you need to be able to submit help desk tickets, you will need to request that your administrator upgrade your user to a “Customer” role.

If you login to the system with a Customer account (one that has the role of customer), you will get the registered customer home page which is illustrated below:

The screenshot shows the KronoDesk home page with the following sections:

- Navigation:** Home Page, Knowledge Base, Forums, Help Desk. Sub-navigation: Modify Layout/Settings, Add Items to Dashboard.
- Support Overview:**
 - Search the Knowledge Base:** Search box and category links.
 - Ask a Question in the Forums:** Search for answers or ask questions. Categories include Library Catalog, Book Inventory, and Web Portal forums.
 - Fill Out a Help Desk Ticket:** Option to create a ticket if no answer is found.
- Recent Updates:** List of recent news items like 'Review of SpiraTest by GetApp' and 'Devoteam Joins Inflectra Partnership Program'.
- Popular Articles:** List of helpful articles such as 'How to install the library catalog system onto a server'.
- Recent Forum Posts:** List of recent forum discussions with titles and dates.
- My Open Tickets:** Table of tickets assigned to the user.
- Subscribed Threads:** List of threads the user is subscribed to.
- Useful Links:** List of links provided by support agents.

ID	Name	Product	Created Date	Status	Assignee	Last Updated
TK19	Cannot log into the application	Library Catalog System	14-Dec-2011	Waiting on Development	Donna W Harkness	12-Jan-2012
TK15	The tables get cutoff on low-res modes	Library Web Portal	27-May-2011	Waiting on Customer	Jack Van Stanten	1-Jul-2011
TK3	Cannot log into the application	Library Catalog System	12-Apr-2010	Open	Jack Van Stanten	4-Jun-2010
TK11	Editing the date on an author is clunky	Library Web Portal	25-Sep-2009	Assigned	Donna W Harkness	15-Nov-2009
TK7	Cannot install system on Oracle 9i	Book Inventory System	2-Sep-2009	Assigned	Jack Van Stanten	15-Sep-2009

This version of the home page contains all the widgets in the public version, with the following additions:

- **Support Overview** – This widget includes all of the information in the other versions of the home page, but it will also include links for creating a new help desk ticket.
- **Useful Links** – This widget simply displays a list of useful links that have been provided by the customer support agents.
- **My Open Tickets** – This widget displays a list of all the open help desk tickets logged by your user. The list is displayed in descending date-order. The list includes the name of the ticket, the product it relates to, the status of the ticket and the customer support agent it is assigned to (if any). Positioning the mouse over the title will display the full description of the ticket, together with any notes from the customer support agent.

3.2. Employee Home Page

When you first access the system whilst logged-in as a customer support agent (i.e. in the “Employee” role), it will display the employee home page illustrated below:

The screenshot shows the KronoDesk Employee Home Page. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums, and Help Desk. Below this, there are links to Modify Layout/Settings, Add Items to Dashboard, and Customer Home Page. The main content area is divided into several sections:

- My Assigned Tickets (View All):** A table with columns for ID, Name, Product, Opener, Created Date, Status, and Last Updated. It lists 10 tickets, including "Author cannot be updated after set", "Validation on the edit book page", "The tables get cutoff on low-res modes", "Cannot log into the application", "Clicking on link throws fatal error", "Cannot install system on Oracle 9i", "Exporting data to excel", and "Quote handling issues throughout".
- Unassigned Tickets (View All):** A table with the same columns as the assigned tickets section, listing 2 tickets: "Book title is always marked as 'deactivated'" and "Doesn't let me add a new category".
- Recent Updates:** A list of news items, including "Review of SpiraTest by GetApp", "Devoteam Joins Inflectra Partnership Program", "KronoDesk Scheduled for Release June 7th", "Spira v3.2 Patch 11 Now Available", and "Commit Joins Inflectra Partnership Program".
- Recent Forum Posts (More Posts):** A list of forum posts, including "We need a better way to search in the catalog".
- Subscribed Threads (More Posts):** A list of support forum threads, including "How do I install the library catalog system onto my computer?", "How do I access the library catalog system for the first time?", "How do I backup and maintain the library system?", and "What is my initial login and password for accessing the system?".

This dashboard is personalized to the current user and can also be customized by clicking on either the “Modify Layout/Settings” or “Add Items to Dashboard” hyperlink. By default, this home page includes the following customer agent widgets:

- **My Assigned Tickets** – This widget displays a grid containing the most recent open help desk tickets that have been assigned to you. Each ticket is displayed along with the name of the product it relates to, the customer who opened it, the date it was created, its current status, and the date that it was last updated.
- **Unassigned Tickets** – The widget displays a grid containing the most recent open help desk tickets that are not currently assigned to any customer support agent. Each ticket is displayed along with the name of the product it relates to, the customer who opened it, the date it was created, its current status, and the date that it was last updated.
- **Recent Updates** – If enabled by the administrator, this will display a list of recent news items from the company’s website made available by an RSS newsfeed. Positioning the mouse over the title will display a popup tooltip containing the long description of the news item.
- **Recent Forum Posts** – This widget displays a list of the most recent forum posts that have not yet been answered. The list includes the name and date of the post, and positioning the mouse over the title will display a popup tooltip containing the long description of the post.
- **Subscribed Threads** – This widget displays a list of the support forum threads that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.
- **Subscribed Articles** – This widget displays a list of the knowledge base articles that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.

3.3. Global Search

KronoDesk includes a global search bar that can be used to search across products and artifact types for items that include the entered keywords in either the name or description field:

The screenshot shows the KronoDesk interface with a search box containing the word "book". The search results are displayed in a list format, showing 34 results. The results include ticket titles, descriptions, and dates. The left sidebar shows navigation options like "Home Page", "My Assigned Tickets", and "Unassigned Tickets".

Search Results

The following 34 results match your keyword(s) 'book':

- TK13 - Validation on the edit book page** (Library Catalog System)
The edit book page keeps throwing validation errors even where form filled out correctly
Tuesday, January 31, 2012
- TK2 - Book title is always marked as 'deactivated'** (Library Catalog System)
When selecting the Book item, once entered in, the title field is disabled and cannot be changed.
Wednesday, January 18, 2012
- TK9 - Cannot add a new book to the system** (Library Web Portal)
When I click on the button to add a book, enter the new information and click submit, I get a subscript out of range error
Sunday, May 29, 2011
- FR4 - Book Inventory Issues & Questions** (Book Inventory System)
General discussions surrounding the use of the Book Inventory product. This is appropriate forum for posting questions and issues to the community.
Saturday, January 01, 2011
- FR5 - Book Inventory Enhancement Suggestions** (Book Inventory System)
Discuss ideas and suggestions for customising and extending the Book Inventory product.
Saturday, January 01, 2011
- FR6 - Book Inventory Best Practices** (Book Inventory System)
Discussions of best practices for using the Book Inventory product in specific situations / environments. Please do not pose general issues in this forum.
Saturday, January 01, 2011
- TK28 - Validation on the edit book page** (Book Inventory System)
The edit book page keeps throwing validation errors even where form filled out correctly
Wednesday, September 08, 2010
- MG39 - How do I backup and maintain the book inventory system?** (Book Inventory System)

You can search for individual keywords by simply entering them in the search box and clicking the arrow button on the right. You can search for phrases by enclosing the words in double quotes.

For example, searching on **book name** will find any artifacts that include either of the two words book and name in the name or description. Searching on **"book name"** will only return items that have that exact phrase in either the name or description.

3.4. Register for New Account

When you click on the hyperlink to register a new account, the system will display the following dialog:

New Support Account

Register New Support Account

Use the form below to create a new account.

Account Information

Login*:

Email Address*:

First Name*:

Last Name*:

Middle Initial:

Culture/Locale:

Timezone:

Password*:

Confirm Password*:

Passwords are required to be a minimum of 6 characters in length.

Password Question*:

Password Answer*:

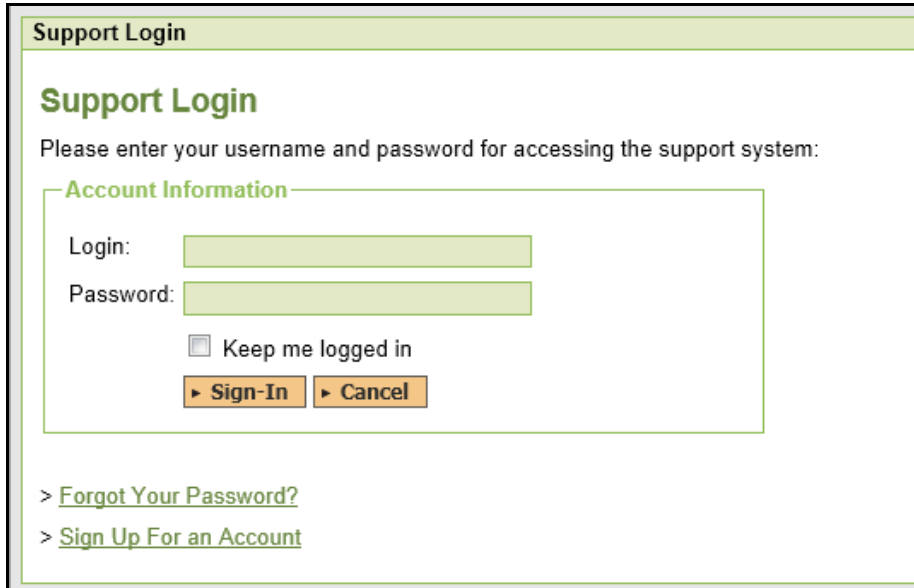
You need to enter the following fields:

- **Login** – the username that you'd like to use in the system. This has to be unique.
- **Email Address** – a valid email address that notifications will be sent to.
- **First Name** – your first name
- **Last Name** – your last name
- **Middle Initial** – your middle initial (if applicable)
- **Culture/Locale** – choose a specific culture/locale for your user. This will determine which language pack is used by the application and what date format is used
- **Timezone** – choose a specific timezone for your user. This will determine the timezone that dates will be displayed in the application
- **Password** – enter your desired password twice to ensure that you have entered it correctly.
- **Password Question/Answer** – enter a question that only you will know the answer to, together with the matching answer to that question.

Once click the [Create User] button, the system will create a new user in the system. Depending on how the administrator has configured the system, you may get a welcome email that provides you with a copy of your chosen login information.

3.5. Sign-In to Account

When you click on the hyperlink to sign-in to an existing user account, the following dialog is displayed:

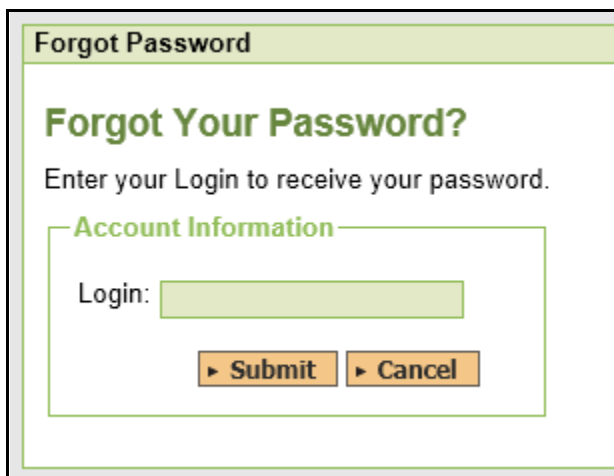


The screenshot shows a dialog box titled "Support Login". Inside, there is a heading "Support Login" and a prompt: "Please enter your username and password for accessing the support system:". Below this is a section titled "Account Information" containing two input fields: "Login:" and "Password:". There is a checkbox labeled "Keep me logged in" and two buttons: "Sign-In" and "Cancel". At the bottom, there are two hyperlinks: "> [Forgot Your Password?](#)" and "> [Sign Up For an Account](#)".

You need to enter a valid login and password to access the system. If you enter an incorrect login or password, the system will display a validation message. If you fail to login successfully after five (5) attempts, the system will lock your user account for ten (10) minutes. This is to prevent brute-force attacks on the system.

3.5.1. Reset Your Password

If you have forgotten your password, click on the "Forgot Your Password" hyperlink which will display the following dialog:



The screenshot shows a dialog box titled "Forgot Password". Inside, there is a heading "Forgot Your Password?" and a prompt: "Enter your Login to receive your password.". Below this is a section titled "Account Information" containing one input field: "Login:". There are two buttons: "Submit" and "Cancel".

To reset your password, you need to enter your login name and click the "Submit" button. Then you'll be taken to the password question/answer challenge screen:

Forgot Password

Identity Confirmation

Answer the following question to receive your password.

Account Information

Login: henrycooper
Question: What is 1+1?
Answer:

[▶ Submit](#)

You will be asked to provide the answer to your secret question. If you successfully enter the correct password answer, the system will generate a new random password and email it to you.

Forgot Password

Your Password Has Been Sent To You.

> [Return to Account Home](#)

If for any reason you do not receive an email with your new password, you need to contact the administrator of your installation to have them manually reset your password.

4. Knowledge Base

The KronoDesk® online knowledge base provides the first level of support to customers. Instead of having to constantly respond to the same routine enquiries and support requests, customer support agents can use the built-in knowledge base to create articles related to different topics, categories and products. Knowledge base articles can be linked to multiple categories and also tagged with meta-tags to make searching easier by customers. The system includes full rich-text editor so that articles can be formatted with lists, tables, different text styles and embedded hyperlinks.

4.1. Article List

When you click on the Knowledge Base option in the global navigation, you will be taken to the main knowledge base page:

The screenshot displays the KronoDesk Knowledge Base interface. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums, and Help Desk. The main content area is divided into three sections: a category selector on the left, a tag cloud, and a main article grid. The category selector shows a list of categories including Book Inventory Articles, Library Catalog Articles, Misc Articles, and Web Portal Articles. The tag cloud features terms like 'book', 'inventory', 'install', 'library catalog', 'web portal', and 'server'. The main article grid displays a list of 28 articles, with columns for Article Title, Author, Last Updated, # Views, and ID. The grid shows articles such as 'Common error messages and their causes when using the library system' by Donna W Harkness, 'Best practices when using the library catalog system' by Donna W Harkness, and 'Database maintenance plans for our products' by Jack Van Stanten. The interface also includes a footer with copyright information and contact details.

Article Title ▲▼	Author ▲▼	Last Updated ▲▼	# Views ▲▼	ID ▲▼
Common error messages and their causes when using the library system	Donna W Harkness	31-Mar-2010	6	KB3
Best practices when using the library catalog system	Donna W Harkness	31-Mar-2010	6	KB4
Common error messages and their causes when using the book inventory	Donna W Harkness	31-Mar-2010	16	KB15
Best practices when using the book inventory system	Donna W Harkness	31-Mar-2010	10	KB16
Common error messages and their causes when using the web portal	Donna W Harkness	31-Mar-2010	15	KB23
Best practices when using the web portal system	Donna W Harkness	31-Mar-2010	20	KB24
Database maintenance plans for our products	Jack Van Stanten	24-Mar-2010	4	KB8
How to upgrade your library catalog installation to the latest version	Jack Van Stanten	23-Mar-2010	18	KB7
How to upgrade your book inventory installation to the latest version	Jack Van Stanten	23-Mar-2010	1	KB19
How to upgrade your web portal installation to the latest version	Jack Van Stanten	23-Mar-2010	7	KB27
Recommended security settings to ensure that the library system is secure	Jack Van Stanten	9-Feb-2010	17	KB11
Suggested training for users of the library catalog system	Jack Van Stanten	9-Feb-2010	14	KB12
Suggested training for users of the book inventory system	Jack Van Stanten	9-Feb-2010	10	KB20
Suggested training for users of the web portal system	Jack Van Stanten	9-Feb-2010	13	KB28
How to configure and install IIS on Windows 2003 and Windows XP	Donna W Harkness	1-Feb-2010	6	KB9

This page consists of a category selector, a tag cloud and the main knowledge base article grid. Each of these is described in turn below:

4.1.1. Category Selector

The top left-hand pane displays a hierarchical list of the various knowledge base categories that have been setup in the system. Clicking on the [+] expand icon will expand the child categories and clicking on the name of the category will display the list of articles in the category in the main pane to the right. If you want to search across all the categories, just click on the [All Categories] link and the main article grid will display a list of all the articles in the entire system.

The screenshot below illustrates how the grid will look when you have selected a specific category:

KronoDesk Search Sign-Out | Help?
rickypond

Home Page **Knowledge Base** Forums Help Desk

Categories | Refresh

[All Categories]

- Book Inventory Articles
 - Book Inventory News Article
 - Book Inventory Technical**
- Library Catalog Articles
- Misc Articles
- Web Portal Articles

Tag Cloud

best practices **book**
inventory configuration database ERROR
messages faqs **install** issues
library catalog authentication
processes security training troubleshooting
upgrades **web portal** web
server windows 2003 windows 2008

Knowledge Base Articles | Refresh

Displaying 1 - 8 out of 8 Articles > Apply Filter | Clear Filter | Create New Article

Article Title ▲▼	Author ▲▼	Last Updated ▲▼	# Views ▲▼	ID ▲▼
Common error messages and their causes when using the book inventory	Donna W Harkness	31-Mar-2010	16	KB15
Database maintenance plans for our products	Jack Van Stanten	24-Mar-2010	4	KB8
How to upgrade your book inventory installation to the latest version	Jack Van Stanten	23-Mar-2010	1	KB19
Recommended security settings to ensure that the library system is secure	Jack Van Stanten	9-Feb-2010	17	KB11
How to configure and install IIS on Windows 2003 and Windows XP	Donna W Harkness	1-Feb-2010	6	KB9
How to configure and install IIS on Windows 2008 and Windows Vista/7	Donna W Harkness	1-Feb-2010	10	KB10
How to install the book inventory system onto a server	Donna W Harkness	9-Jan-2010	10	KB13
How to troubleshoot IIS issues when using the book inventory system for the first time	Donna W Harkness	9-Jan-2010	6	KB14

Show 15 rows per page Displaying page 1 of 1

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4.1.2. Tag Cloud

The tag cloud displays a list of all the tag names associated with knowledge base articles in the system. The size of the font is proportional to the number of articles associated with the tag. Clicking on a tag name will automatically filter the list of articles to find items that contain the selected tag.

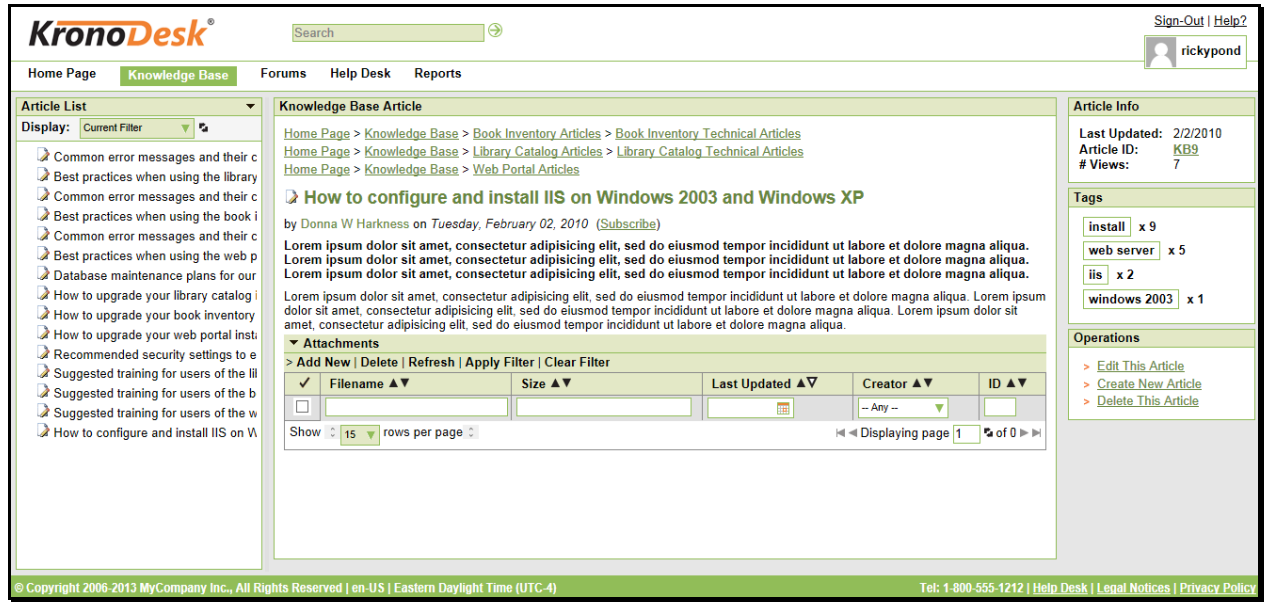
4.1.3. Article Grid

The main article grid displays a list of articles in either the selected category or in all categories, depending on the option you have chosen. This list can be filtered and sorted, and you can choose how many rows of documents to display on the page at one time.

Clicking on the name of the article will display the details of the article. In addition, if you position your mouse over the name of the article it will display a popup tooltip containing the long description of the article.

4.2. Article Details

When you click on the name of an article, the article details page is displayed:



This page displays the following information:

- **Article List** – The navigation pane consists of a link that will take you back to the article list, as well as a list of the other articles in the same category as the current one. This is useful as a navigation shortcut; you can quickly switch between the articles by clicking on the navigation links without having to first return to the article list page. The navigation list can be switched to either display all the articles in the category, or just those that match the current filter.
- **Knowledge Base Article** – This is the main part of the page and displays the name, short description and long description of the knowledge base article. If you click on the Subscription icon to the right of the article title, the article will be added to your list of subscribed knowledge base articles. Whenever a change is made to the article, you will receive an email notification.
- **Article Info** – This information pane displays the unique ID assigned to the article, the date it was last updated and the number of times that it has been viewed.
- **Tags** – This pane displays a list of the meta-tags associated with the current knowledge base article as well as an indication how many other knowledge base articles have been tagged with the same keywords. Clicking on the meta-tag name will automatically take you back to the knowledge base list page with the filter set to the tag name in question.
- **Operations** – This pane is only visible for customer support agents and will display options for creating a new article, deleting the current article or modifying the current article.
- **Attachments** – This section lets you attach documents/links/screenshots to an existing article. This is explained in more detail in section 4.3

4.2.1. Editing an Article

Clicking on the operation to “Edit this Article” will display the edit article popup dialog box:

You can change the name, description, body, tags and assigned categories for the article. Once you are satisfied with your changes you can click the [Save] button to commit the changes.

4.2.2. Creating an Article

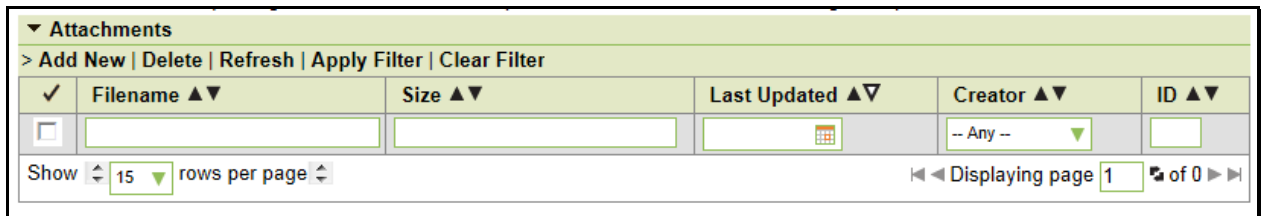
Clicking on the operation to “Create New Article” will display the new article popup dialog box:

You need to enter the name, description, body, tags and assigned categories for the article. Once you are satisfied with your submission you should click the [Save] button to add the new knowledge base article to the system.

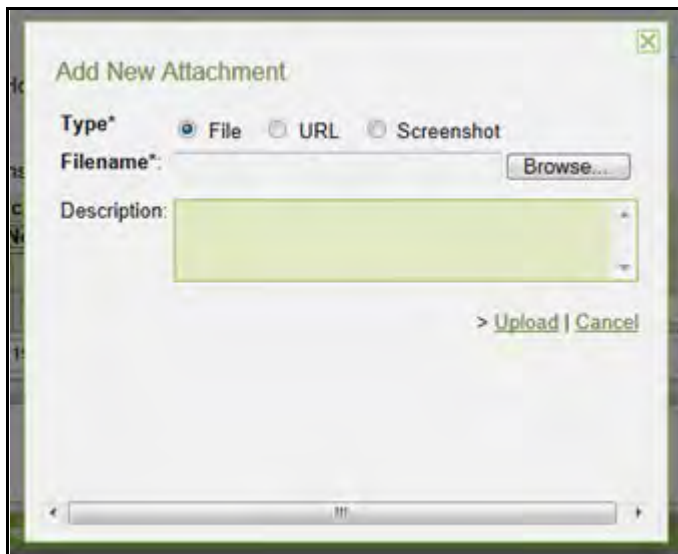
4.3. Article Attachments

4.3.1. Adding a Document Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new article). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



To add a new document attachment to the article, click on the “Add New” hyperlink and the following dialog will be displayed:



To upload a document, simply click on the [Browse] button, locate the file on your local computer, enter the optional description (that will be displayed alongside the attachment) and click “Upload”. The document will be uploaded from your local computer into KronoDesk, and will appear in the attachment list.

Note: The system uses file extensions to identity the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identity it as an Acrobat document).

4.3.2. Adding a URL Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new article). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.

▼ Attachments					
> Add New Delete Refresh Apply Filter Clear Filter					
✓	Filename ▲▼	Size ▲▼	Last Updated ▲▼	Creator ▲▼	ID ▲▼
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- Any --	<input type="text"/>
Show 15 rows per page				Displaying page 1 of 0	

To add a new URL attachment to the article, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “URL”:

Add New Attachment ✕

Type* File URL Screenshot

URL*:

Description:

> Upload | Cancel

To add a URL web link, simply enter the full URL in the top text box, together with an optional description (that will be displayed alongside the attachment), then click “Upload”. The URL web link will be added to the attachment list for the article.

4.3.3. Adding a Screenshot Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new article). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.

▼ Attachments					
> Add New Delete Refresh Apply Filter Clear Filter					
✓	Filename ▲▼	Size ▲▼	Last Updated ▲▼	Creator ▲▼	ID ▲▼
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-- Any --	<input type="text"/>
Show 15 rows per page				Displaying page 1 of 0	

To add a new Screenshot attachment to the article, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “Screenshot”:

The image shows a software dialog box titled "Add New Attachment". At the top right is a close button (X). Below the title, there is a "Type*" label followed by three radio button options: "File", "URL", and "Screenshot". The "Screenshot" option is selected. Below the radio buttons is a "Screenshot:" label and a large, empty rectangular preview area. Below the preview area is a hyperlink that says "> Paste image from clipboard". Underneath that is a "Description:" label and a text input field. At the bottom right of the dialog are two buttons: "> Upload" and "Cancel".

To upload a screenshot, first copy the image to your computer's clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, click on the "Paste image from clipboard" hyperlink and the item will appear in the preview window. You can then fill in the optional description field, and click "Upload" to attach the image to the article.

5. Forums

The KronoDesk® support forums provide the next level of support to customers. Where a fully codified knowledge base article has not yet been synthesized and created by the support agents, the support forums provide a place where users can search for existing messages concerning the same problem. The support forums thereby provide a community where customers and support agents can post replies to common questions visible to the entire community.

5.1. Category List

When you click on the Forums option in the global navigation, you will be taken to the forum home page that displays a list of all the categories and associated forums, together with widgets that display recent posts, a tag cloud and summary statistics:

KronoDesk® Search Sign-Out | Help?
rickypond

Home Page Knowledge Base **Forums** Help Desk Reports

Customer Forums

Home Page > Forums

Welcome to the MyCompany customer forums, where you can discuss MyCompany products with others and contribute to the MyCompany community. For more information on our forums, please see our [Forum Guidelines and FAQs](#).

Please note that while MyCompany employees try to maintain a presence on the forums, they are not a reliable way to contact MyCompany. If you require a timely response from MyCompany on a supported topic, please file a [help desk request](#). For sales and licensing questions, please email sales@mycompany.com.

Categories

Library Catalog Forums

Library Catalog Issues & Questions General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community. Last Post: Rose T Smith Friday, December 31, 2010 7:00:00 PM	6 threads	24 replies
Library Catalog Enhancement Suggestions Discuss ideas and suggestions for customising and extending the Library Catalog product.	0 threads	0 replies
Library Catalog Best Practices Discussions of best practices for using the Library Catalog product in specific situations / environments. Please do not pose general issues in this forum.	0 threads	0 replies

Book Inventory Forums

Book Inventory Issues & Questions General discussions surrounding the use of the Book Inventory product. This is appropriate forum for posting questions and issues to the community. Last Post: Rose T Smith Saturday, January 01, 2011 7:00:00 PM	6 threads	24 replies
Book Inventory Enhancement Suggestions Discuss ideas and suggestions for customising and extending the Book Inventory product.	0 threads	0 replies
Book Inventory Best Practices Discussions of best practices for using the Book Inventory product in specific situations / environments. Please do not pose general issues in this forum.	0 threads	0 replies

Web Portal Forums

Web Portal Issues & Questions General discussions surrounding the use of the Web Portal product. This is appropriate forum for posting questions and issues to the community. Last Post: Rose T Smith Sunday, January 02, 2011 7:00:00 PM	6 threads	24 replies
Web Portal Enhancement Suggestions Discuss ideas and suggestions for customising and extending the Web Portal product.	0 threads	0 replies

Other

Announcements General company and products announcements not related to a specific product.	0 threads	0 replies
General Q&A This is the place for any general questions that are not tied to a particular product.	0 threads	0 replies

Recent Posts

- > [How do I backup and maintain the web portal system?](#) - 7/18/2010
- > [What is my initial login and password for accessing the system?](#) - 7/16/2010
- > [What is my initial login and password for accessing the system?](#) - 6/30/2010

Tag Cloud

accessing backups book inventory database error extensions hosting outside **iis** install library catalog password security web portal **web server**

Statistics

- > 10 Forums
- > 18 Threads
- > 90 Posts

Each category will be displayed together with the list of active forums in the category. Each forum will be displayed along with the number of threads and replies in the forum as well as information describing the last post made in the forum.

If the forum is highlighted in green, it means that there is at least one new thread or reply in the forum that you have not already read. If the forum is in grey, it means that there are no new forums or replies since the last time you visited.

5.1.1. Tag Cloud

The tag cloud displays a list of all the tag names associated with forum threads in the system. The size of the font is proportional to the number of threads associated with the tag. Clicking on a tag name will take you to the following page that lists all the threads that have been tagged with the specific tag:

The screenshot shows the KronoDesk interface. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums, Help Desk, and Reports. The user is logged in as 'rickypond'. The main content area is titled 'Tagged Threads' and shows a list of threads filtered by the tag 'iis'. Each thread entry includes a title, a snippet of the description, the author's name, the date, and the number of replies and views. The tags 'web server', 'iis', and 'error' are associated with these threads. On the right side, there is a 'Tag Cloud' widget displaying various tags in different font sizes, including 'backups book', 'inventory database error', 'extensions', 'iis', 'install library catalog', 'password security web portal', and 'web server'. A 'Statistics' widget above the tag cloud shows 'Threads: 6'.

5.1.2. Recent Posts

This widget displays a list of the most recent forum posts in the system, including the name and date of the post. Positioning the mouse over the title will display a popup tooltip containing the long description of the post.

5.2. Category Details

If you click on the name of a category, it will bring up the category details page:

The screenshot shows the KronoDesk interface for the 'Library Catalog Forums' category. The page title is 'Library Catalog Forums' and it includes a description: 'These forums provide help and support on the library catalog system that was developed to allow librarians to electronically track what books are on loan to various customers.' Below this, there is a list of forums with their respective thread and reply counts. The 'Recent Posts' widget on the right displays a list of the most recent posts with their titles and dates. The 'Statistics' widget shows 3 forums, 6 threads, and 30 posts. The 'Tag Cloud' widget at the bottom right shows the tag 'backups book'.

This page displays the selected category together with a list of active forums in the category. Each forum will be displayed along with the number of threads and replies in the forum as well as information describing the last post made in the forum. The **Recent Posts** and **Statistics** widget will also be filtered to only include threads/posts from the current category. The **Tag Cloud** will show tags from all categories.

If the forum is highlighted in green, it means that there is at least one new thread or reply in the forum that you have not already read. If the forum is in grey, it means that there are no new forums or replies since the last time you visited.

5.3. Forum Details

If you click on the name of a forum, it will bring up the forum details page:

The screenshot shows the KronoDesk forum interface. At the top, there is a search bar and navigation links for Home Page, Knowledge Base, Forums (highlighted in green), Help Desk, and Reports. The user 'rickypond' is logged in. The main content area is titled 'Library Catalog Issues & Questions' and includes a 'Start New Thread' link. Below this is a table of threads with columns for Thread, Replies, and Views. The threads are as follows:

Thread	Replies	Views
How do I install the library catalog system onto my computer? Rose T Smith Saturday, January 09, 2010 7:00:00 PM Last Reply Rose T Smith Wednesday, March 31, 2010 8:00:00 PM	4	4
How do I access the library catalog system for the first time? Martha Noble Tuesday, January 19, 2010 7:00:00 PM Last Reply Rose T Smith Wednesday, March 24, 2010 8:00:00 PM	4	50
When I access the system I get an HTTP 500 error, any ideas? Henry J Cooper Thursday, March 04, 2010 7:00:00 PM Last Reply Rose T Smith Sunday, March 14, 2010 8:00:00 PM	4	4
When I login to the system I get an HTTP 404 error, what's causing this? Bernard P Tyler Tuesday, February 09, 2010 7:00:00 PM Last Reply Rose T Smith Monday, March 01, 2010 7:00:00 PM	4	1

On the right side, there is a 'Most Popular' widget listing several threads with their titles and dates. Below that is a 'Statistics' widget showing 6 threads and 24 replies.

This page displays all the threads in the selected forum, together with the number of replies to the thread, the number of times the forum has been viewed and a description of the most recent reply to the thread.

If the thread is highlighted in green, it means that there is either a new thread or there is at least one new reply that you have not already read. If the thread is in grey, it means that you have already viewed the thread and that there are no new replies since the last time you visited.

If you click on the orange RSS icon, you can subscribe to the current forum in an RSS-compatible newsreader. If you click on the "Subscription" hyperlink underneath the forum title, the forum will be added to your list of subscribed forums. Whenever a new thread is posted or a new reply occurs, you will receive an email notification.

In addition, the **Most Popular** widget displays a list of the forum threads that have been most frequently viewed by users of the system. Each thread is displayed with its title and date of publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the thread.

5.3.1. Starting a New Thread

If you are logged in as an authenticated user, you can click on the "Start New Thread" hyperlink to create a new forum thread:

You need to enter the subject, description and meta-tags for the new thread. Once you are satisfied with your submission you should click the “Post Message” hyperlink to add the new thread to the forum. If you would like to subscribe to the new thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

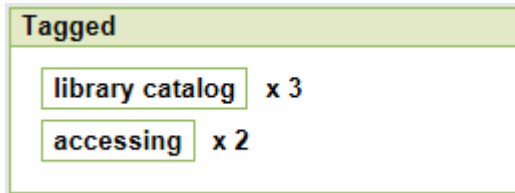
5.4. Thread Details

If you click on the name of a thread in the thread list, it will bring up the thread details page:

This page displays the subject and description of the thread together with a list of replies from different users. Each reply will be displayed along with information that describes whether the reply is a direct response to the thread itself or a reply to one of the other replies.

If you click on the orange RSS icon, you can subscribe to the current thread in an RSS-compatible newsreader. If you click on the “Subscribe” hyperlink underneath the thread title, the thread will be added to your list of subscribed threads. Whenever a new reply occurs, you will receive an email notification.

This **Tagged** widget displays a list of the meta-tags associated with the current thread as well as an indication how many other threads have been tagged with the same keywords:



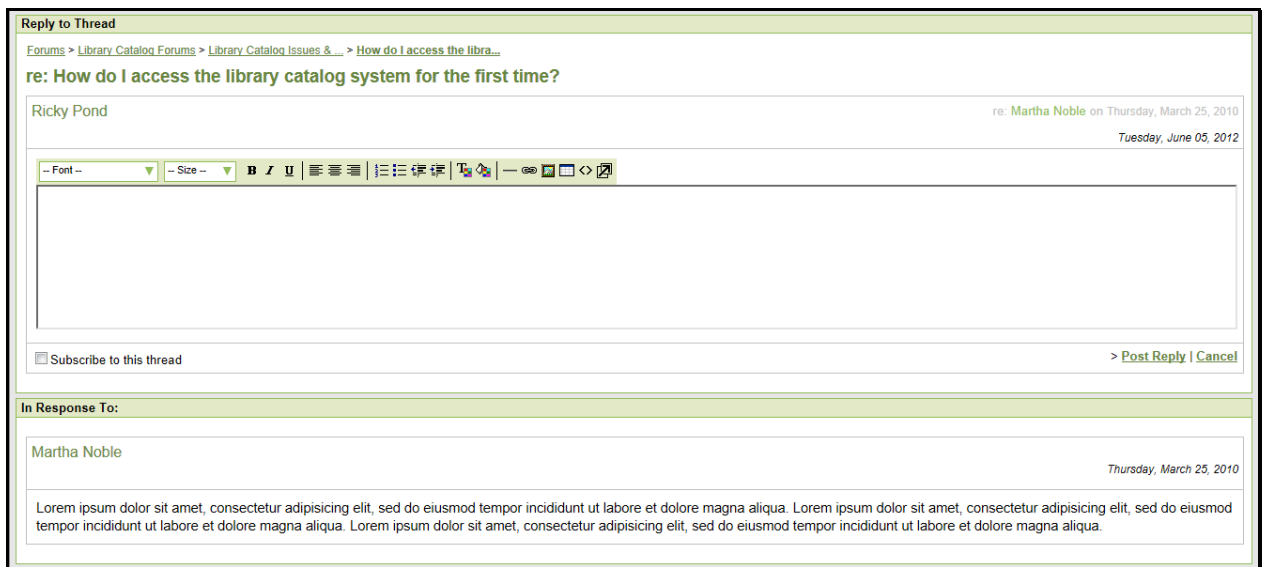
Clicking on the meta-tag name will automatically take you back to the thread search page where you can see a list of other threads that have been tagged with the same keyword.

Depending on your role, you will see different operations available for the thread and each of the individual replies:

- **Reply** – this allows you to reply to the thread or a specific message (see below)
- **Quote** – this allows you to reply to the thread or a specific message, quoting the text (see below)
- **Edit** – this allows you to make changes to the thread or reply (see below)
- **Delete** – this will delete the thread or reply

5.4.1. Reply to Thread

When you click on the “Reply” hyperlink it will display the following dialog:



You need to enter the description of your reply to the original post. Once you are satisfied with your submission you should click the “Post Reply” hyperlink to add the new response to the thread. If you would like to subscribe to the thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

5.4.2. Reply to Thread with Quote

When you click on the “Quote” hyperlink it will display the following dialog:

Reply to Thread

Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I access the libra...

re: How do I access the library catalog system for the first time?

Ricky Pond re: Martha Noble on Thursday, March 25, 2010
Tuesday, June 05, 2012

-- Font -- -- Size -- **B** *I* U [List Icons] [Link Icon] [Image Icon] [Code Icon]

Martha Noble
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

I think you need to use...

Subscribe to this thread > Post Reply | Cancel

In Response To:

Martha Noble Thursday, March 25, 2010

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

You need to enter the description of your reply to the original post. The original post or reply will be displayed inside a grey box. You can delete some of the text inside the box so that you can make it clear which part of the original message you are responding to.

Once you are satisfied with your submission you should click the “Post Reply” hyperlink to add the new response to the thread. If you would like to subscribe to the thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

5.4.3. Editing a Thread/Reply

When you click on the “Edit” hyperlink it will display the following dialog:

Edit Thread

Name*: How do I access the library catalog system for the first time?

Body*: -- Font -- -- Size -- **B** *I* U [List Icons] [Link Icon] [Image Icon] [Code Icon]

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

This page lets you edit a specific thread or reply in the forum. You can edit the subject and body of the message. Once you are satisfied with your changes, click the [Save] button to commit the changes.

6. Help Desk

The KronoDesk® help desk ticket management system provides the final level of customer support. When a customer cannot readily find the solution through either the knowledge base or support forums, they can submit a help desk ticket through KronoDesk's help desk submission system. The system allows them to quickly and easily enter the description of the problem, attach any relevant documents or screenshots, categorize the issue and then submit it for resolution by the support agents.

6.1. Ticket List

When you click on the Help Desk option in the global navigation, you will be taken to the main help desk page:

✓	ID ▲▼	Name ▲▼	Opener ▲▼	Product ▲▼	Priority ▲▼	Assignee ▲▼	Created Date ▲▼	Status ▲▼	T
<input type="checkbox"/>	TK		-- Any --	-- Any --	-- Any --	-- Any --		-- Any --	--
<input type="checkbox"/>	TK4	Not able to add new author	Bernard P Tyler	Library Catalog System	2 - High	Donna W Harkness	17-Dec-2011	Open	Se
<input type="checkbox"/>	TK13	Validation on the edit book page	Rose T Smith	Library Catalog System	4 - Low	Jack Van Stanten	6-Dec-2011	Assigned	Se
<input type="checkbox"/>	TK2	Book title is always marked as 'deactivated'	Rory Jones	Library Catalog System	2 - High		18-Jan-2012	Open	Se
<input type="checkbox"/>	TK20	User expectations from old client app	Bernard P Tyler	Book Inventory System	3 - Medium	Donna W Harkness	24-Nov-2011	Waiting on Development	Se
<input type="checkbox"/>	TK19	Cannot log into the application	Martha Noble	Library Catalog System	3 - Medium	Donna W Harkness	14-Dec-2011	Waiting on Development	Se
<input type="checkbox"/>	TK1	Author cannot be updated after set.	Rose T Smith	Library Catalog System	1 - Critical	Jack Van Stanten	1-Oct-2011	Assigned	Se
<input type="checkbox"/>	TK17	Session handling	Rose T Smith	Library Catalog System	3 - Medium	Donna W Harkness	15-Sep-2011	Waiting on Customer	Se
<input type="checkbox"/>	TK6	Database not backing up correctly	Rory Jones	Book Inventory System	2 - High	Donna W Harkness	16-Aug-2011	Assigned	Se
<input type="checkbox"/>	TK15	The tables get cutoff on low-res modes	Martha Noble	Library Web Portal	2 - High	Jack Van Stanten	27-May-2011	Waiting on Customer	Se
<input type="checkbox"/>	TK9	Cannot add a new book to the system	Rose T Smith	Library Web Portal	2 - High	Donna W Harkness	5-Apr-2011	Assigned	Se
<input type="checkbox"/>	TK16	Permissions not updating when changed	Bernard P Tyler	Library Catalog System	2 - High	Donna W Harkness	12-May-2011	Waiting on Customer	Se
<input type="checkbox"/>	TK18	The homepage hangs whilst loading	Rory Jones	Library Catalog System	3 - Medium	Donna W Harkness	2-Apr-2011	Waiting on Development	Se
<input type="checkbox"/>	TK12	Doesn't let me add a new category	Bernard P Tyler	Library Web Portal	2 - High		28-Oct-2010	Open	Se
<input type="checkbox"/>	TK3	Cannot log into the application	Martha Noble	Library Catalog System	3 - Medium	Jack Van Stanten	12-Apr-2010	Open	Se
<input type="checkbox"/>	TK5	Clicking on link throws fatal error	Rose T Smith	Book Inventory System	1 - Critical	Jack Van Stanten	25-Jan-2010	Open	Se

This page displays on the left-hand side a list of display options for viewing the help desk. The available option will depend on your role in the system. In general customers can only see their submitted tickets whereas customer support agents can see all the tickets in the system.

The following display options are available:

- **My Assigned Tickets** – This displays a list of all the open tickets assigned to the current user.
- **Unassigned Tickets** - This displays a list of all the open tickets that are not assigned to any support agents.
- **My Opened Tickets** - This displays a list of all the open tickets that were opened by the current user.
- **My Closed Tickets** - This displays a list of all the closed tickets that were opened by the current user.
- **All Open Tickets** – This displays a list of all the open tickets regardless of who opened them or who they are assigned to.
- **All Closed Tickets** - This displays a list of all the closed tickets regardless of who opened them or who they are assigned to.

- **All Tickets** - This displays a list of all the tickets regardless of their status, who opened them or who they are assigned to.

In addition, there is an Operations pane that is displayed for support agents and lets you perform the following tasks:

- **Assign Tickets to Me** – If you select ticket(s) in the main grid and then click this option, it will assign the selected tickets to your user.
- **Assign Tickets to User** – If you select ticket(s) in the main grid and then click this option, it will allow you to assign the selected tickets to a specific customer agent.
- **Unassign Tickets** – If you select ticket(s) in the main grid and then click this option, it will return the ticket to the unassigned list.

6.1.1. Filtering and Sorting

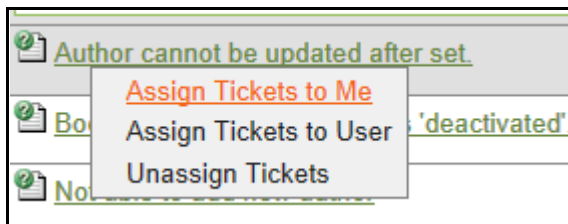
The main ticket grid allows you to filter and sort the ticket list by any of the displayed columns. You sort the column by simply clicking on the arrow in the header row. To filter a column you simply choose a value or enter search text in the appropriate control in the second row of the grid (the one with the grey background) and then click “Apply Filter” to apply the filter:

✓	ID ▲▼	Name ▲▼	Opener ▲▼	Product ▲▼	Priority ▲▼	Assignee ▲▼	Created Date ▲▼	Status ▲▼	T
<input type="checkbox"/>	TK1	Author cannot be updated after set.	Rose T Smith	Library Catalog System	1 - Critical	Jack Van Stanten	1-Oct-2011	Assigned	Se
<input type="checkbox"/>	TK2	Book title is always marked as 'deactivated'.	Rory Jones	Library Catalog System	2 - High		18-Jan-2012	Open	Se
<input type="checkbox"/>	TK4	Not able to add new author	Bernard P Tyler	Library Catalog System	2 - High	Donna W Harkness	17-Dec-2011	Open	Se
<input type="checkbox"/>	TK3	Cannot log into the application	Martha Noble	Library Catalog System	3 - Medium	Jack Van Stanten	12-Apr-2010	Open	Se
<input type="checkbox"/>	TK13	Validation on the edit book page	Rose T Smith	Library Catalog System	4 - Low	Jack Van Stanten	6-Dec-2011	Assigned	Se

If you want to undo the filter, simply click the “Clear Filter” hyperlink and the complete list of tickets will be displayed.

6.1.2. Context Menu

KronoDesk® provides a handy shortcut for performing frequent operations on the ticket list. Simply hover the mouse over the ticket grid and click the right mouse button. This brings up the context menu:



You can use this to perform the following operations:

- **Assign Tickets to Me** – If you select ticket(s) in the main grid and then click this option, it will assign the selected tickets to your user.
- **Assign Tickets to User** – If you select ticket(s) in the main grid and then click this option, it will allow you to assign the selected tickets to a specific customer agent.

- **Unassign Tickets** – If you select ticket(s) in the main grid and then click this option, it will return the ticket to the unassigned list.

6.2. Create New Ticket

If you click on the hyperlink to “Create New Ticket”, the system will display the new help desk ticket entry page:

This page displays the following information:

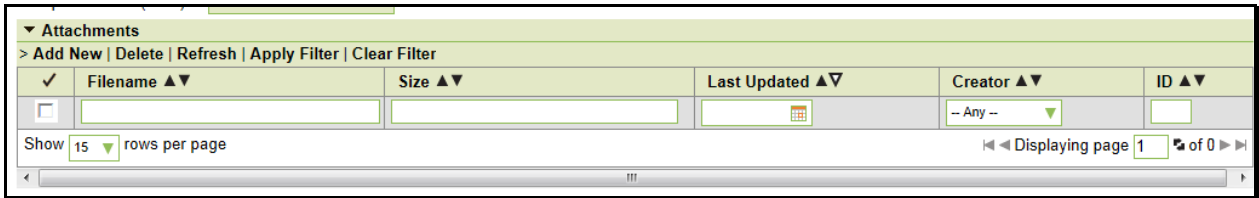
- **Ticket List** – The navigation pane consists of a link that will take you back to the ticket list, as well as a list of the other tickets in the same results list as the current one. This is useful as a navigation shortcut; you can quickly open related tickets by clicking on the navigation links without having to first return to the ticket list page. The navigation list can be switched to display all the tickets in the list, just those that match the current filter, those that are assigned to you, and those that were opened by you.
- **Ticket Name/Description** – This section of the page allows you to enter the name and long description of your support issue. The long description allows formatted text and can include lists, tables and hyperlinks.
- **Ticket Fields** – This section displays all the fields that need to be filled out when submitting the ticket. The fields that are required are displayed in **bold type** with an asterisk(*) next to the field name. When you change the product name field that may change the workflow associated with the ticket. If that happens, you will see some of the fields change. This is normal and allows the administrator to tailor the fields required to the type of product (e.g.

a web application may need you to enter the browser type, whereas a mobile application would need to know the cellphone network)

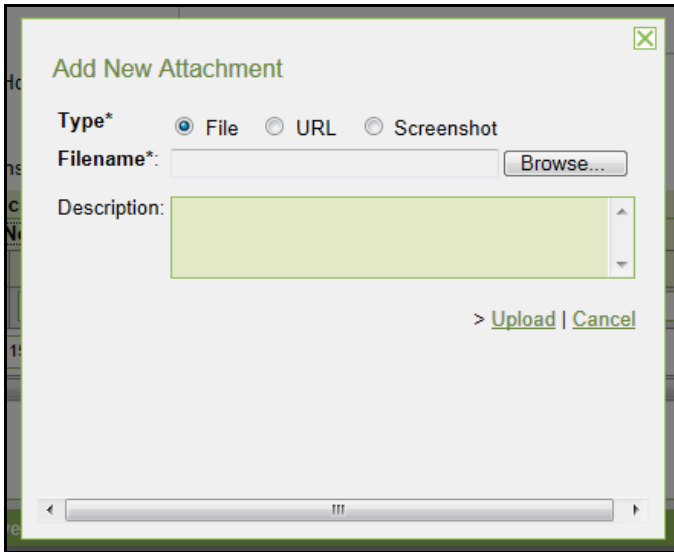
- **Attachments** – This section is described in more detail below in section 6.2.1.

6.2.1. Adding a Document Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new ticket). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



To add a new document attachment to the ticket, click on the “Add New” hyperlink and the following dialog will be displayed:

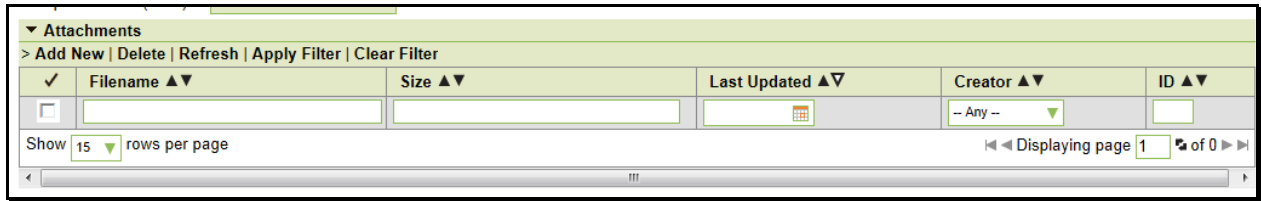


To upload a document, simply click on the [Browse] button, locate the file on your local computer, enter the optional description (that will be displayed alongside the attachment) and click “Upload”. The document will be uploaded from your local computer into KronoDesk, and will appear in the attachment list.

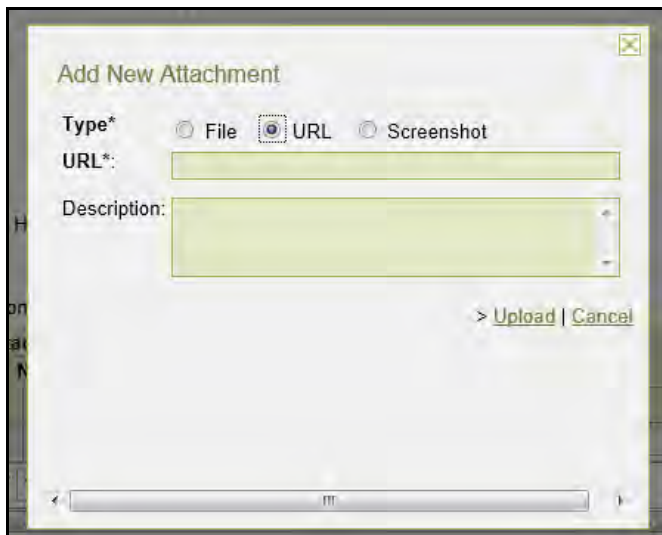
Note: The system uses file extensions to identity the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identity it as an Acrobat document).

6.2.2. Adding a URL Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new ticket). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



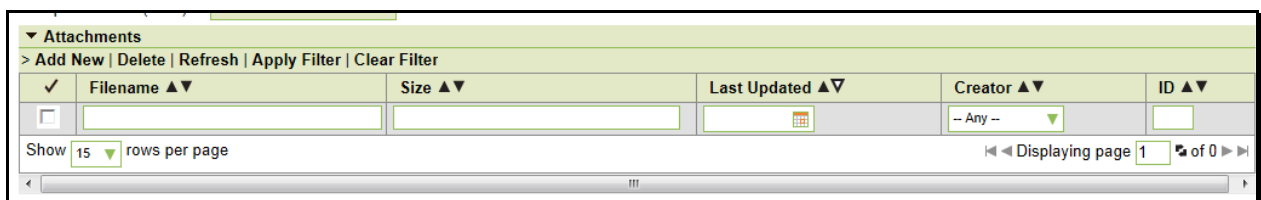
To add a new URL attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “URL”:



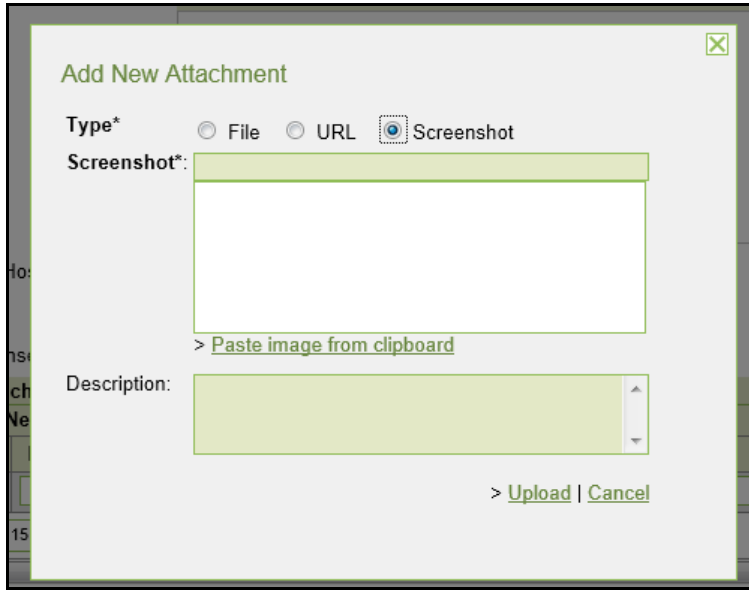
To add a URL web link, simply enter the full URL in the top text box, together with an optional description (that will be displayed alongside the attachment), then click “Upload”. The URL web link will be added to the attachment list for the ticket.

6.2.3. Adding a Screenshot Attachment

When you first click on the Attachments panel, it will display an empty list (since there will no documents attached to a new ticket). As you add documents, web links and screenshots, they will appear in this grid. You can remove any items by selecting the checkbox and clicking Delete. You can also filter and sort the attachments grid by entering a value into one of the filter controls or clicking on the sort direction arrow.



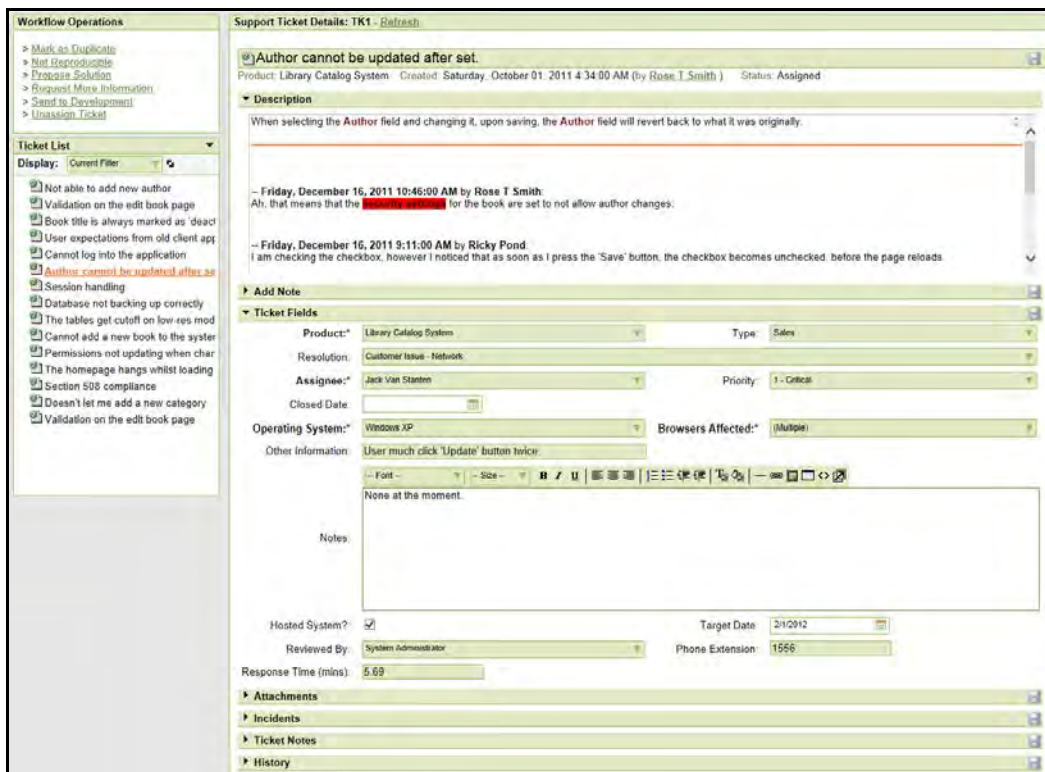
To add a new Screenshot attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “Screenshot”:



To upload a screenshot, first copy the image to your computer's clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, click on the "Paste image from clipboard" hyperlink and the item will appear in the preview window. You can then fill in the optional description field, and click "Upload" to attach the image to the ticket.

6.3. Ticket Details

If you click on the hyperlink for a specific ticket in either the main ticket list page, one of the user dashboards, or the navigation sidebar, you will be taken to the details page for the specific ticket:



This page is made up of three areas; the left pane is the navigation window where you can quickly jump to other tickets as well as execute workflow transitions (see below), the upper part of the right pane contains the ticket name and description, and the bottom part of the right pane displays panels that contain information associated with the ticket:

- **Add Note** – This panel lets you add a new comment/note to the ticket.
- **Ticket Fields** – This panel displays the various ticket attributes that can be set
- **Attachments** – This panel lets you view the existing documents, links and screenshots attached to the ticket as well as add additional items
- **Incidents** – If you have the integration with SpiraTeam® enabled, this panel will display a list of product incidents (defects, bugs, change requests, etc.) related to the current ticket.
- **Ticket Notes** – This panel displays a list of comments added to the ticket, together with the date/time of the comment and the user’s avatar image.
- **History** – This panel shows you the change history for the ticket.

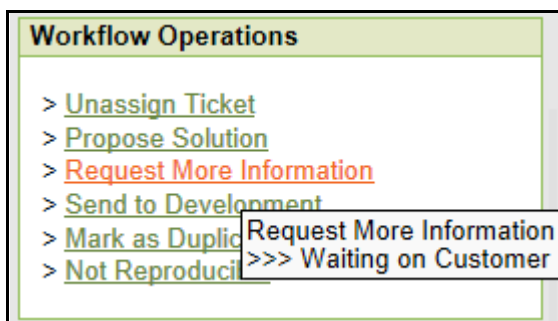
Each of these panels is described in more detail below.

The navigation pane consists of a link that will take you back to the ticket list, as well as a list of the peer tickets to the one selected. This latter list is useful as a navigation shortcut; you can quickly view the peer tickets by clicking on the navigation links without having to first return to the ticket list page. The navigation list can be switched between four different modes:

- The list of tickets matching the current filter
- The list of all tickets, irrespective of the current filter
- The list of tickets assigned to the current user
- The list of tickets opened by the current user

When editing an existing ticket, the fields that are available and the fields that are required will depend on your stage in the ticket workflow. For example an open ticket might not require an “Assignee” whereas an assigned ticket typically would. The types of change allowed and the email notifications that are sent will depend on how the system administrator has configured the workflow. Administrators should refer to the *KronoDesk Administration Guide* for details on configuring the ticket workflows to meet their needs.

Depending on the user’s role and whether they are listed as the opener or assignee of the ticket, displayed in the left hand side of the page, above the navigation list is a set of allowed workflow operations:



These workflow transitions allow the user to move the ticket from one status to another. For example in the default workflow, when the ticket is in the Assigned status, you will be given the options to:

- **Unassign Ticket** – changes status to “Open”

- **Propose Solution** – changes the status to “Waiting on Customer”
- **Request More Information** - changes the status to “Waiting on Customer”
- **Send to Development** - changes the status to “Waiting on Development”
- **Mark as Duplicate** - changes the status to “Duplicate”
- **Not Reproducible** - changes the status to “Non-Issue”

After changing the status of the ticket by clicking on the workflow link, you can then fill in the additional fields that are now enabled and/or required. Once you’ve made the changes to the appropriate ticket fields, you can either click one of the save icons to commit the changes or “Refresh” to discard the changes and reload the ticket from the database.

6.3.1. Add Note

This panel allows you to add a new comment/note to the help desk ticket:

You need to enter the note text in the rich-text box and click the [Save] icon to add the note to the ticket.

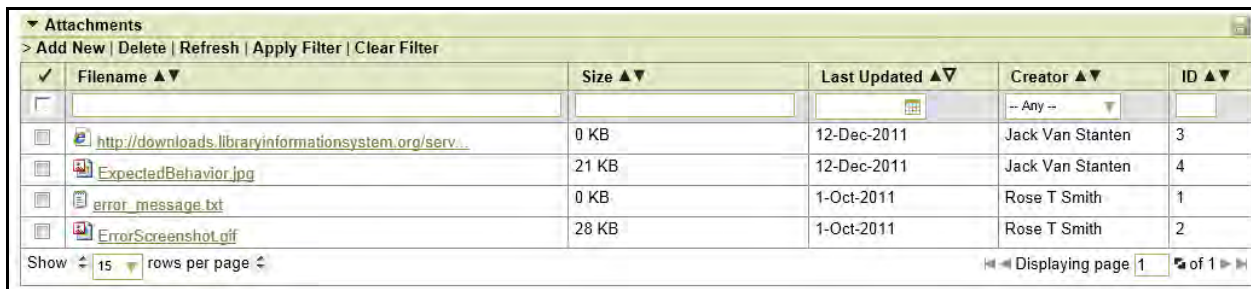
6.3.2. Ticket Fields

This panel displays all the fields associated with the help desk ticket:

The list of fields will include both standard fields that are part of the system and any custom fields defined by the administrator of the system. Depending on the product selected and the status of the ticket, different fields may be visible, enabled and/or required. Required fields are indicated in **bold type** with an asterisk (*) next to their name.

6.3.3. Attachments

This panel displays the list of documents, screenshots or web-links (URLs) that have been “attached” to the help desk ticket. The documents can be in any format, though KronoDesk® will only display the icon for certain known types:



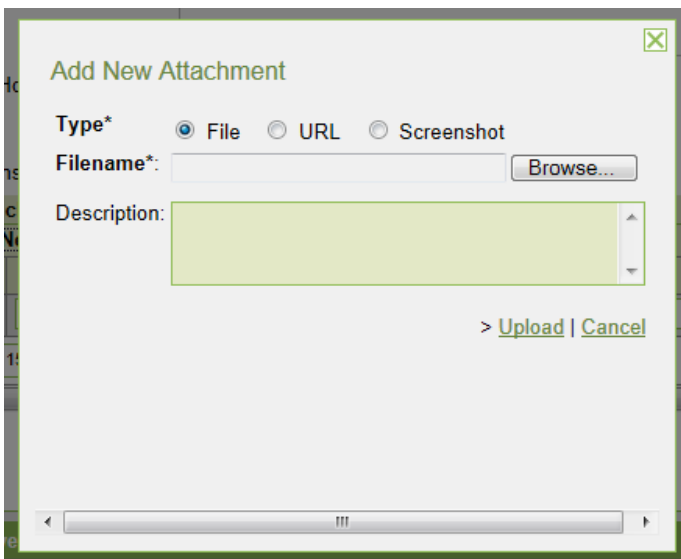
✓	Filename ▲▼	Size ▲▼	Last Updated ▲▼	Creator ▲▼	ID ▲▼
<input type="checkbox"/>				-- Any --	
	http://downloads.libraryinformationssystem.org/serv...	0 KB	12-Dec-2011	Jack Van Stanten	3
	ExpectedBehavior.jpg	21 KB	12-Dec-2011	Jack Van Stanten	4
	error_message.txt	0 KB	1-Oct-2011	Rose T Smith	1
	ErrorScreenshot.gif	28 KB	1-Oct-2011	Rose T Smith	2

Show 15 rows per page | Displaying page 1 of 1

The attachment list includes the filename/URL that was originally uploaded together with the file-size (in KB), name of the person who attached it and the date uploaded. In addition, if you position the pointer over the filename and hold it there for a few seconds, a detailed description is displayed as a tooltip.

To actually view the document, simply click on the filename hyperlink and a new web browser window will open. Depending on the type of file, this window will either display the document / web-page or prompt you for a place to save it on your local computer. To remove an existing attachment from a ticket, simply click the [Delete] button and the attachment will be removed from the list. Using the standard filter/sort options you can also sort and filter the list of attachments to make it more manageable.

To attach a new document to the ticket, you need to first click the “Add New” link to display the new attachment dialog box:



Add New Attachment

Type* File URL Screenshot

Filename*:

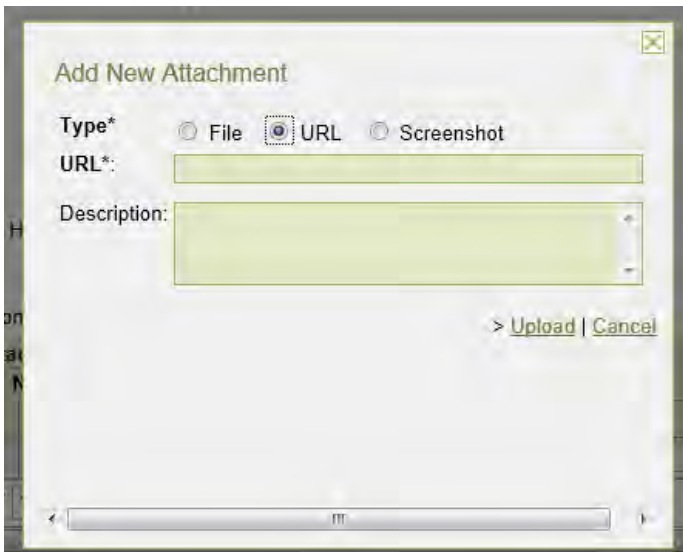
Description:

> [Upload](#) | [Cancel](#)

To upload a document, simply click on the [Browse] button, locate the file on your local computer, enter the optional description (that will be displayed alongside the attachment) and click “Upload”. The document will be uploaded from your local computer into KronoDesk, and will appear in the attachment list.

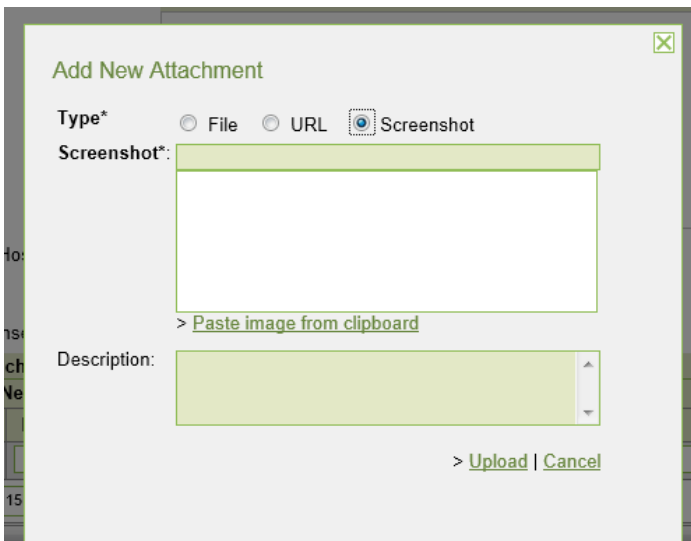
Note: The system uses file extensions to identify the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identify it as an Acrobat document).

To add a new URL attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “URL”:

The image shows a dialog box titled "Add New Attachment" with a close button in the top right corner. Under the "Type*" label, there are three radio buttons: "File", "URL", and "Screenshot". The "URL" radio button is selected. Below this, there is a text input field labeled "URL*" and a larger text area labeled "Description:". At the bottom right of the dialog, there are two buttons: "> Upload" and "Cancel".

To add a URL web link, simply enter the full URL in the top text box, together with an optional description (that will be displayed alongside the attachment), then click “Upload”. The URL web link will be added to the attachment list for the ticket.

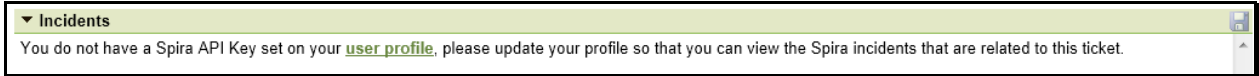
To add a new Screenshot attachment to the ticket, click on the “Add New” hyperlink and when the ‘Add New Attachment’ dialog is displayed, click on the radio button to switch it to “Screenshot”:

The image shows the same "Add New Attachment" dialog box, but now the "Screenshot" radio button is selected. The text input field is now labeled "Screenshot*" and has a "Paste image from clipboard" hyperlink below it. The "Description:" text area remains below that. The "Upload" and "Cancel" buttons are still at the bottom right.

To upload a screenshot, first copy the image to your computer’s clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, click on the “Paste image from clipboard” hyperlink and the item will appear in the preview window. You can then fill in the optional description field, and click “Upload” to attach the image to the ticket.

6.3.4. Incidents

The incidents panel displays a list of SpiraTeam® incidents that are linked to the current help desk ticket. If you see the following message, it means that your user profile in KronoDesk has not been linked to an equivalent SpiraTeam user profile. To fix the issue, click on the “user profile” link and enter your SpiraTeam RSS Token into your KronoDesk user profile. This is described in more detail in section 7.1



Once your KronoDesk user is linked to a corresponding SpiraTeam user, you will see a list of SpiraTeam incidents that were generated from the current ticket:

ID	Name	Type	Status	Priority	Severity	Owner	Last Updated	Opener
IN2	Not able to add new author	Incident	Assigned	2 - High	null	Joe P Smith	Sat Nov 1 2003	Joe P Smith
IN9	Editing the date on an author is clunky	Bug	Assigned	3 - Medium	1 - Critical	Joe P Smith	Tue Nov 4 2003	Joe P Smith
IN21	Ability to associate multiple authors	Enhancement	Assigned	1 - Critical	1 - Critical	Fred Bloggs	Mon Nov 17 2003	Fred Bloggs
IN28	Ability to delete multiple authors	Enhancement	Closed	4 - Low	1 - Critical	Fred Bloggs	Tue Nov 25 2003	Fred Bloggs
IN120	...	Enhancement	Duplicate	1 - Critical	2 - High	null	Tue Nov 25 2003	Fred Bloggs

Each incident is displayed together with its incident ID, name, type, status, priority, severity, owner, last update date and the name of the person who opened. Clicking on the incident hyperlink will open up the incident in SpiraTeam in a new window.

This allows support agents to view the status of the incidents use it to determine when the ticket can be resolved because the underlying product issue has been resolved.

To log a new incident in SpiraTeam based on the current help desk ticket, you need to click on the “Add New Incident” hyperlink, which will open up the following dialog:

The "Add New Incident" dialog box contains the following fields and options:

- Project*:** Library Information System (dropdown)
- Name*:** Author cannot be updated after set. (text field)
- Description*:** Rich text editor containing: "When selecting the **Author** field and changing it, upon saving, the **Author** field will revert back to what it was originally." and a timestamped note: "-- Monday, December 12, 2011 7:34:00 AM by Rose T Smith: When changing the Author field, you must select the checkbox at the bottom next to the Save butt that reads 'Verify Changes', because changing the Author will modify several other fields in the book record, potentially overwriting data. The field that get changed are:"
- Type*:** Bug (dropdown)
- Priority:** -- None -- (dropdown)
- Release*:** -- None -- (dropdown)
- Owner:** -- None -- (dropdown)
- Notes:** (empty text field)
- Operating System:** -- None -- (dropdown)
- Buttons:** > Upload | Cancel

This dialog lets you add a new incident to the linked instance of SpiraTeam. You need to first choose the SpiraTeam project from the dropdown list at the top. The system will prepopulate the name and

description of the incident with the ticket name and description. You can edit this text or clear it completely and enter in custom content.

You then need to choose the incident type, priority, detected release and owner followed by values for any of the defined custom properties. Once you are satisfied, click "Upload" to add the new incident to SpiraTeam. Once the incident has been added, it will appear in the KronoDesk incident list.

6.3.5. Ticket Notes

This panel displays the list of notes that have been added to the help desk ticket. Each of the notes will contain the date/time that the note was added, the name and avatar of the submitter and the full text of the note.

▼ Ticket Notes
 Displaying list of notes: (Newest First | Oldest First | Refresh)

Rose T Smith - Friday, December 16, 2011 5:46:00 AM
 Ah, that means that the **security settings** for the book are set to not allow author changes.

Ricky Pond - Friday, December 16, 2011 4:11:00 AM
 I am checking the checkbox, however I noticed that as soon as I press the 'Save' button, the checkbox becomes unchecked, before the page reloads.

 Is it supposed to do that?

Rose T Smith - Monday, December 12, 2011 2:34:00 AM
 When changing the Author field, you must select the checkbox at the bottom next to the Save butt that reads 'Verify Changes', because changing the Author will modify several other fields in the book record, potentially overwriting data. The field that get changed are:

1. Author Biography
2. Author URL
3. Author Index
4. Pet of Author

You can sort the list of ticket notes by date, either oldest-first or newest-first depending on your preference.

6.3.6. History

This panel displays the list of changes that have been performed on the help desk ticket artifact since its creation. An example ticket change history is depicted below:

▼ History
 > Refresh | Apply Filter | Clear Filter

Change # ▲▼	Change Date ▲▼	Action ▲▼	Changed By ▲▼	Field Name ▲▼	Old Value ▲▼	New Value ▲▼
		-- Any --	-- Any --			
2	5-Jun-2012	Modified	Ricky Pond	Status	Assigned	Waiting on Customer
1	5-Jun-2012	Created	Ricky Pond	Ticket Note		Can you try restarting the IIS application pool...

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The change history displays the date that each change was made, together with the fields that were changed, the old and new values and the person who made the change. This allows a complete audit trail to be maintained of all changes in the system.

7. User Profile

To update your user's profile, view your list of posted threads/replies or change your password, simply click on your username in the top-right of the application header. The system will then display the user profile home page:

The screenshot shows a user profile page for 'Ricky Pond'. The page is divided into several sections:

- User Profile:** Displays the user's name (Ricky Pond), login (rickypond), email address (donotreply1@kronodesk.net), member since date (Thursday, December 31, 2009), culture/locale (English (United States)), and timezone (Eastern Daylight Time (UTC-4)). It also lists roles (Manager) and provides links for 'Edit Profile' and 'Change Password'.
- My Threads:** A table with columns for Thread, Replies, and Views.
- My Replies:** A table with columns for Thread, Replies, and Views, listing four threads with their respective reply and view counts.
- My Links:** A sidebar with links for 'Account Home', 'Edit Profile', and 'Change Password'.

My Threads		
Thread	Replies	Views

My Replies		
Thread	Replies	Views
What is my initial login and password for accessing the system? Rory Jones <i>Thursday, July 01, 2010</i> Last Reply Rose T Smith <i>Friday, July 30, 2010</i>	4	200
How do I backup and maintain the web portal system? Martha Noble <i>Monday, July 19, 2010</i> Last Reply Rose T Smith <i>Thursday, July 22, 2010</i>	4	8
What is my initial login and password for accessing the system? Rory Jones <i>Saturday, July 17, 2010</i> Last Reply Rose T Smith <i>Monday, July 19, 2010</i>	4	200
When I access the system I get an HTTP 500 error, any ideas? Henry J Cooper <i>Friday, June 25, 2010</i> Last Reply Rose T Smith <i>Wednesday, June 30, 2010</i>	4	4

This page will display your user's name, login, email address, date of registration, culture/locale, timezone, linked SpiraTeam login and RSS Token (also known as the API Key), avatar image and a list of the roles that your user belongs to.

Underneath this section the system will display a list of forum threads and thread replies that you have posted. You click on the hyperlinks to either edit your profile or change your password.

7.1. Edit Profile

If you click on the "Edit Profile" hyperlink, it will bring up the following dialog:

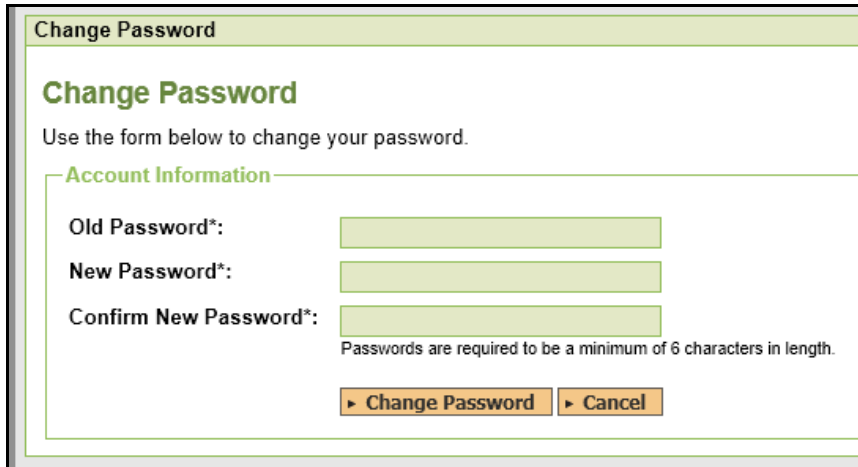
You can update the following fields on this page:

- **Login** – the username that you'd like to use in the system. This has to be unique.
- **Email Address** – a valid email address that notifications will be sent to.
- **First Name** – your first name
- **Last Name** – your last name
- **Middle Initial** – your middle initial (if applicable)
- **Culture/Locale** – choose a specific culture/locale for your user. This will determine which language pack is used by the application and what date format is used
- **Timezone** – choose a specific timezone for your user. This will determine the timezone that dates will be displayed in the application
- **RSS Token** – used to allow you view secure KronoDesk RSS newsfeeds from outside the system
- **Password** – enter your current password if you plan on changing the password question/answer. If you don't need to change the password question/answer, you can leave this blank.
- **Password Question/Answer** – enter a question that only you will know the answer to, together with the matching answer to that question.
- **Spira Login** – You need to enter a valid login for SpiraTeam that corresponds to your user. This allows you to view SpiraTeam incidents linked to a specific KronoDesk help desk ticket.
- **Spira Api Key** – You need to enter the SpiraTeam RSS token (also known as the API-Key) for the SpiraTeam user specified above.
- **Avatar** - Each user in KronoDesk can have a small graphic icon (called an avatar) associated with their account. This icon will be displayed next to forum posts, ticket comments, etc. You can click on the [Browse] button to change your avatar or [Remove] to switch your user back to the default image.

Once you are satisfied with the changes, you can click [Update User] to commit the changes.

7.2. Change Password

If you click on the “Change Password” link you can update your password



The screenshot shows a web form titled "Change Password". At the top, it says "Change Password" in a green header. Below that, the main heading is "Change Password" in bold green. A sub-heading reads "Use the form below to change your password." The form is divided into a section titled "Account Information" with a green underline. It contains three input fields: "Old Password*", "New Password*", and "Confirm New Password*", each with a corresponding text box. Below the fields, a note states "Passwords are required to be a minimum of 6 characters in length." At the bottom of the form, there are two buttons: "Change Password" and "Cancel", both with a right-pointing arrow.

You need to enter the old password and the new password twice. Assuming that the old password matches your current password and that the two instances of the new password match, the system will change your password.

8. Reports

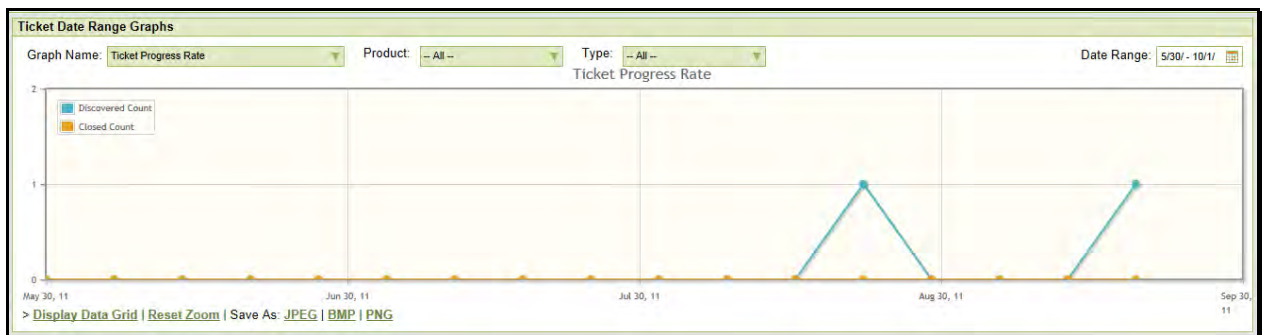
This section describes the reporting features of KronoDesk®, including an overview of each of the report types that are available. When you click on the “Reports” tab on the global navigation bar, you will initially be taken to the reports home page illustrated below:



The Reports page is a dashboard that contains the set of graph widgets configured by the current user. By default the dashboard will display: the Ticket Progress Rate, Ticket Aging and Ticket Custom Graphs. Each of the graphs is described in more detail in the sub-sections below:

8.1. Ticket Progress Rate

The ticket progress rate chart displays the total number of tickets created and closed over a particular date-range, either for all ticket types and/or products or for a specific ticket type and/or product:

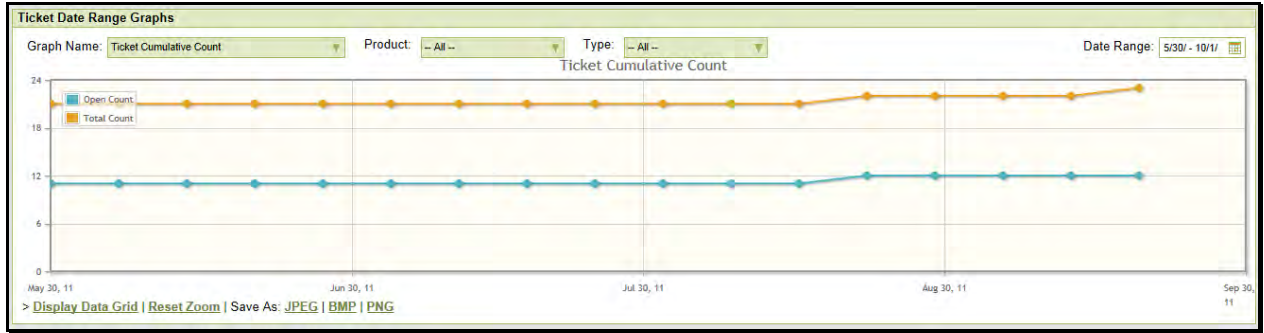


In this version of the report, the y-axis represents the number of tickets (either created or closed in a 24 hour period), and the x-axis represents a specific day in the time-span. Each data-point can be viewed by positioning the mouse pointer over the point, and a “tooltip” will pop-up listing the actual data value. You can filter the report by the type of ticket and/or product, and also change the date range (e.g. displaying only the infrastructure tickets for the date range). If you choose a smaller date-range, the x-axis will switch from weekly to daily and if you choose a larger date-range, the x-axis will switch to monthly.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

8.2. Ticket Cumulative Count

The cumulative ticket count chart displays the cumulative total number of tickets logged in the system over a particular date-range, either for all ticket types and/or products or for a specific ticket type and/or product. The report displays two data series, one illustrating the total count of all tickets, the other the total count of all *open tickets* (i.e. with status not set to a closed status):

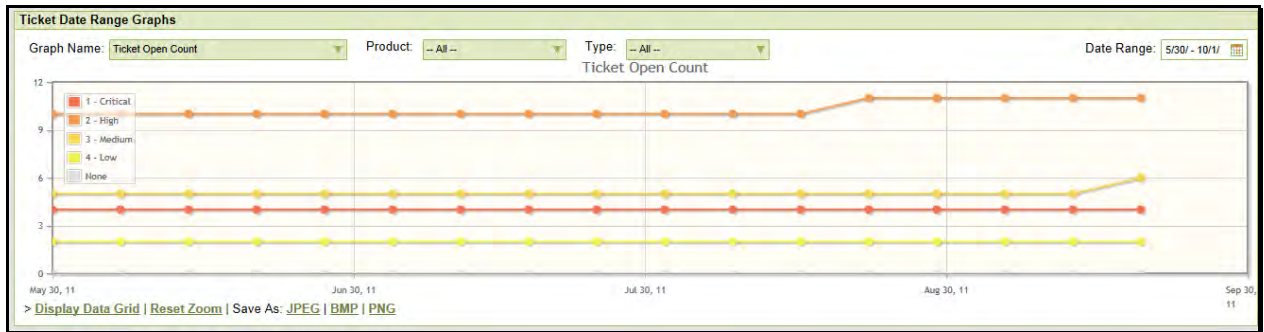


In this version of the report, the y-axis represents the number of tickets, and the x-axis represents a specific week in the time-span. Each data-point can be viewed by positioning the mouse pointer over the point, and a “tooltip” will pop-up listing the actual data value. You can also filter the type of ticket being reported, the product as well as change the date interval. If you choose a smaller date-range, the x-axis will switch from weekly to daily and if you choose a larger date-range, the x-axis will switch to monthly.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

8.3. Ticket Open Count

The open ticket count chart displays the net number of open tickets in the system over a particular date-range categorized by ticket priority, either for all ticket types and/or products or for a specific ticket type and/or product:



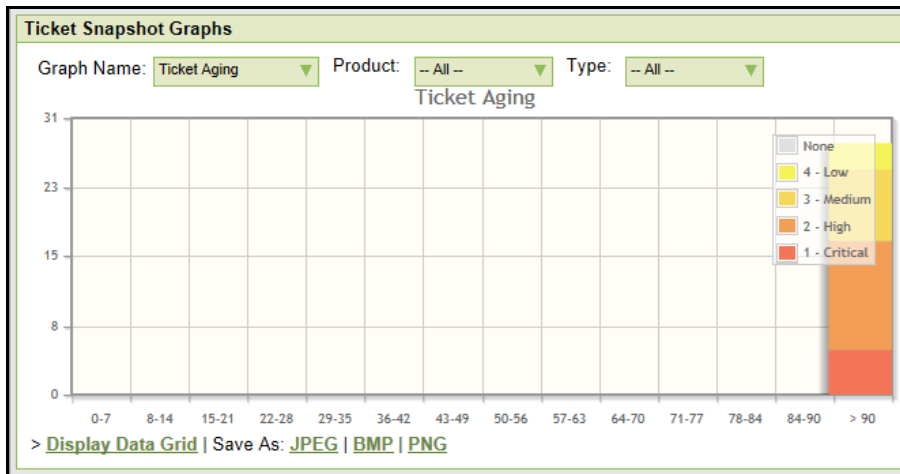
In this version of the report, the y-axis represents the number of tickets, and the x-axis represents a specific week in the time-span. The exact count of each bar in the stacked histogram can be viewed by positioning the mouse pointer over the bar, and a “tooltip” will pop-up listing the actual data value. You can also filter the type of ticket being reported, the product the ticket was reported against, as well as

change the date interval. If you choose a smaller date-range, the x-axis will switch from weekly to daily and if you choose a larger date-range, the x-axis will switch to monthly.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

8.4. Ticket Aging

The ticket aging chart displays the number of days tickets have been left open in the system. The chart is organized as a stacked histogram, with the count of tickets on the y-axis and different age intervals on the x-axis. Each bar-chart color represents a different ticket priority, giving an IT service manager a snapshot view of the age of open tickets by priority.

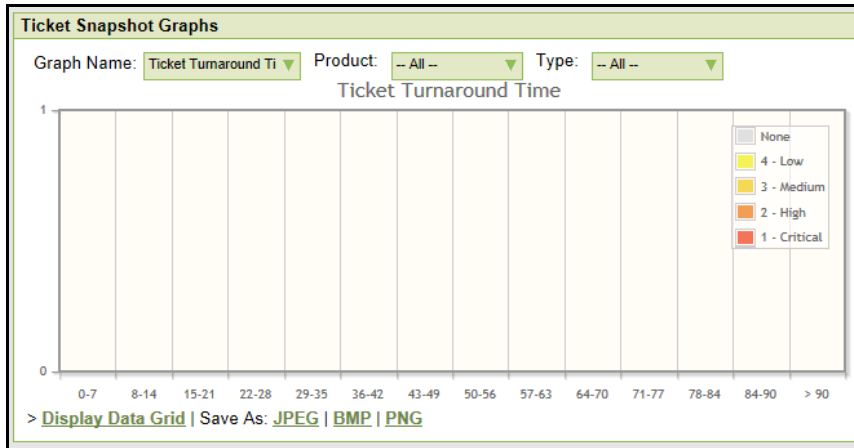


This report can be filtered by the type of ticket and/or product, so for example you can see the aging of just support tickets, or just tickets for a specific product.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

8.5. Ticket Turnaround Time

The incident turnaround time chart displays the number of days incidents have taken to be closed (from the time they were first raised) in the system. The chart is organized as a stacked histogram, with the count of incidents on the y-axis and different turnaround time intervals on the x-axis. Each bar-chart color represents a different incident priority, giving a project manager a snapshot view of the turnaround time of project incidents by priority.

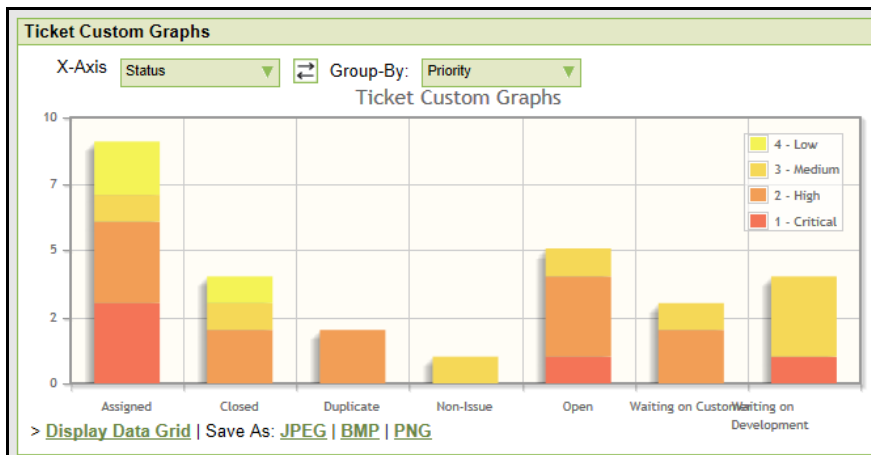


This report can be filtered by the type of ticket and the product, so for example you can see the turnaround time of just infrastructure tickets, or just tickets for a specific product.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

8.6. Ticket Custom Graphs

The ticket custom graph widget shows how many tickets are currently in the system. The number of tickets is displayed according to the criteria that you specify. You can specify the type of data displayed along the x-axis, and the ticket information that is used to group the data. When you first open the graph you will be asked to pick the field that you would like to display on the x-axis and the field that you would like to group the data by. Once you have chosen the appropriate fields the graph will be displayed:



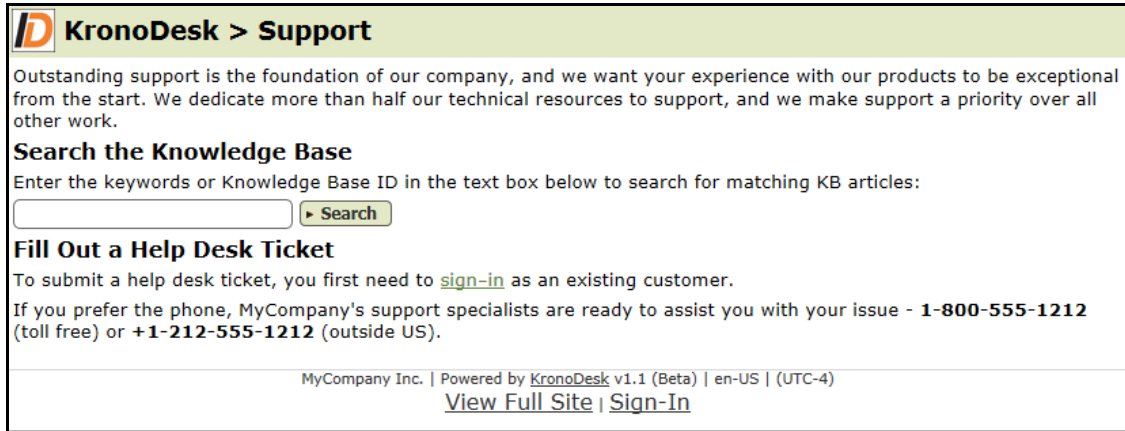
In the illustration above, the x-axis represents the ticket status, and the individual bars are grouped by the priority of the ticket. Each data-value can be viewed by positioning the mouse pointer over the bar, and a “tooltip” will pop-up listing the actual data value. Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

9. Mobile Access

This section describes the functionality available in KronoDesk® when accessing the system from a mobile device such as an iOS® smartphone / tablet (iPod Touch®, iPhone® and iPad®) or an Android® smartphone / tablet (Galaxy, Nexus, Droid, Kindle Fire®, etc.).

9.1 Mobile Home Page

When you access the main KronoDesk URL using a mobile device, the system will detect that you're using a mobile web browser and automatically redirect to you the mobile home page:



KronoDesk > Support

Outstanding support is the foundation of our company, and we want your experience with our products to be exceptional from the start. We dedicate more than half our technical resources to support, and we make support a priority over all other work.

Search the Knowledge Base

Enter the keywords or Knowledge Base ID in the text box below to search for matching KB articles:

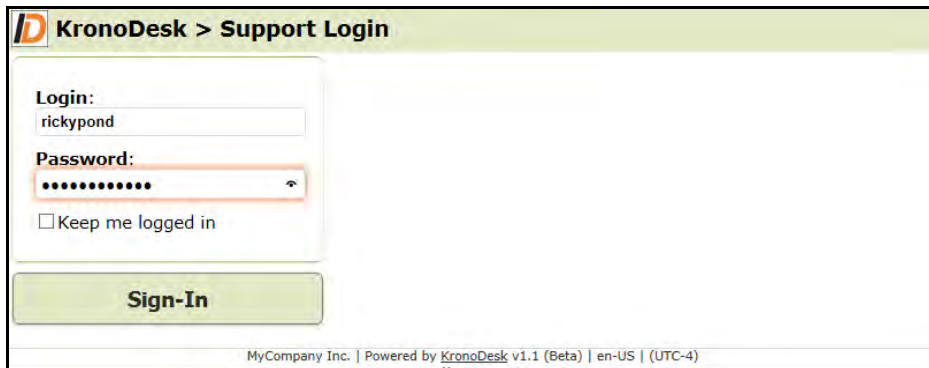
Fill Out a Help Desk Ticket

To submit a help desk ticket, you first need to [sign-in](#) as an existing customer.

If you prefer the phone, MyCompany's support specialists are ready to assist you with your issue - **1-800-555-1212** (toll free) or **+1-212-555-1212** (outside US).

MyCompany Inc. | Powered by [KronoDesk v1.1 \(Beta\)](#) | en-US | (UTC-4)
[View Full Site](#) | [Sign-In](#)

This version of the mobile home page is for unauthenticated users and simply lets them search the knowledge base by keyword or article ID. IT also provides links for logging-in as a registered user/customer. When you click that link you will be taken to the mobile login page:



KronoDesk > Support Login

Login:
rickypond

Password:
.....

Keep me logged in

Sign-In

MyCompany Inc. | Powered by [KronoDesk v1.1 \(Beta\)](#) | en-US | (UTC-4)

You need to enter a valid login and password to access the system. If you enter an incorrect login or password, the system will display a validation message. If you fail to login successfully after five (5) attempts, the system will lock your user account for ten (10) minutes. This is to prevent brute-force attacks on the system.

Once you have signed-in, you will see the registered customer view instead:

KronoDesk > Support

Outstanding support is the foundation of our company, and we want your experience with our products to be exceptional from the start. We dedicate more than half our technical resources to support, and we make support a priority over all other work.

Search the Knowledge Base







Enter the keywords or Knowledge Base ID in the text box below to search for matching KB articles:

Fill Out a Help Desk Ticket

If you cannot find an answer in our Knowledge Base or Support Forums, fill out a [Help Desk Ticket](#). A support engineer will respond to you shortly.

If you prefer the phone, MyCompany's support specialists are ready to assist you with your issue - **1-800-555-1212** (toll free) or **+1-212-555-1212** (outside US).

My Open Tickets










ID	Name	Status	Assignee	Last Updated
TK1	 Author cannot be updated after set.	Assigned	Jack Van Stanten	1-Oct-2011
TK5	 Clicking on link throws fatal error	Open	Jack Van Stanten	1-Mar-2010
TK9	 Cannot add a new book to the system	Assigned	Donna W Harkness	29-May-2011
TK13	 Validation on the edit book page	Assigned	Jack Van Stanten	31-Jan-2012
TK17	 Session handling	Waiting on Customer	Donna W Harkness	17-Sep-2011
TK21	 Exporting data to excel	Waiting on Development	Jack Van Stanten	10-May-2009

[> Create New Ticket](#)

In addition to the knowledge base keyword search the page will now display a list of open help desk tickets that your user has created. You can click on the hyperlink of the ticket to view the details of the ticket. You can also click on the **“Create New Ticket”** hyperlink to create a new help desk ticket.

9.2. Knowledge Base

When you enter a keyword into the knowledge base search box and click ‘Search’, you will be taken to the page that lists the matching knowledge base articles:

 KronoDesk > Knowledge Base				
Displaying KB articles that match 'book':				
Article Title	Author	Last Updated	# Views	Article ID
 Common error messages and their causes when using the book inventory	Donna W Harkness	4/1/2010 12:00:00 AM	16	KB15
 Recommended processes for managing a book inventory	Jack Van Stanten	1/21/2010 12:00:00 AM	13	KB18
 FAQs for using the book inventory system	Jack Van Stanten	1/20/2010 12:00:00 AM	11	KB17
 How to install the book inventory system onto a server	Donna W Harkness	1/10/2010 12:00:00 AM	10	KB13
 Best practices when using the book inventory system	Donna W Harkness	4/1/2010 12:00:00 AM	10	KB16
 Suggested training for users of the book inventory system	Jack Van Stanten	2/10/2010 12:00:00 AM	10	KB20
 How to troubleshoot IIS issues when using the book inventory system for the first time	Donna W Harkness	1/10/2010 12:00:00 AM	6	KB14
 How to upgrade your book inventory installation to the latest version	Jack Van Stanten	3/24/2010 12:00:00 AM	1	KB19

Each article is displayed along with the author, date it was last updated, number of views and the ID of the article. Clicking on the article hyperlink will display the article details page:

KronoDesk > KB18

[Back to Article List](#)

Recommended processes for managing a book inventory

by [Jack Van Stanten](#) on Wednesday, January 20, 2010

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Last Updated: 1/21/2010
Article ID: [KB18](#)
Views: 14

The article details page will display the name, summary and body of the knowledge base article together with the ID, number of views and date it was last updated. The mobile version of the article will not display any attached documents, to view those you need to use the full site instead of the mobile edition.

9.3. Help Desk

When you click on the 'Create New Ticket' hyperlink, the following page will be displayed:

KronoDesk > New Ticket

Name*

Summary*

Ticket Fields

Product:*

Type:

Resolution:

Priority:

Operating System:*

Browsers Affected:*

Other Information:

Notes:

Hosted System?:

Target Date:

Phone Extension:

Response Time (mins):

This page lets you enter the name and long description of the help desk request, underneath the name and description will be a list of all the fields that need to be filled out when submitting the ticket. The fields that are required are displayed in **bold type** with an asterisk(*) next to the field name. When you change the product name field that may change the workflow associated with the ticket. If that happens, you will see some of the fields change. To submit the new ticket, click the "Submit" button.

This is normal and allows the administrator to tailor the fields required to the type of product (e.g. a web application may need you to enter the browser type, whereas a mobile application would need to know the cellphone network)

When you click on the hyperlink to view an existing help desk ticket, the following page will be displayed:

KronoDesk > TK:1
Name*
Author cannot be updated after set.
Summary
When selecting the Author field and changing it, upon saving, the Author field will revert back to what it was originally.

-- Friday, December 16, 2011 10:46:00 AM by Rose T Smith:
Ah, that means that the security settings for the book are set to not allow author changes.
Add Note
Status: Assigned
No Operations Available

Ticket Fields
Product:* Library Catalog System
Type: Sales
Resolution: Customer Issue - Network
Assignee:* Jack Van Stanlen
Priority: 1 - Critical
Closed Date:
Operating System:* Windows XP
Browsers Affected:* (Multiple)
Other Information: User much click 'Update' button twice.
None at the moment.
Notes:
Hosted System?:
Target Date: 2/1/2012
Reviewed By: System Administrator
Phone Extension: 1556
Response Time (mins): 5.69

This page lets you view the current help desk ticket, make changes to any of the fields and add a new note to be sent to the customer support agent working on the ticket.

The list of fields will include both standard fields that are part of the system and any custom fields defined by the administrator of the system. Depending on the product selected and the status of the ticket, different fields may be visible, enabled and/or required. Required fields are indicated in **bold type** with an asterisk (*) next to their name.

Depending on the user's role and whether they are listed as the opener or assignee of the ticket, displayed above the 'Add Note' box is a set of allowed workflow operations:

Add Note
Status: Waiting on Customer
> [Close Ticket](#) > [Return to Support](#)

Once you are happy with any changes, click the "Submit" button to update the ticket and add the Note (if the New Note section is populated).

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Technical Publications
Inflectra Corporation
8121 Georgia Ave
Suite 504
Silver Spring, MD 20910
U.S.A.
support@inflectra.com