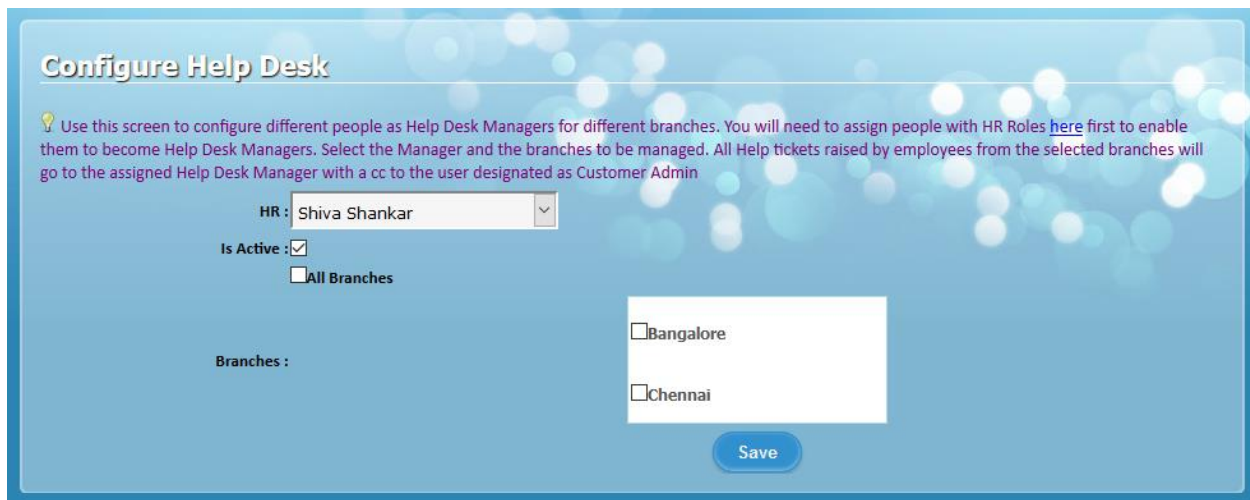# <u>Helpdesk Management</u>

Using the below screen user can configure different people as Help Desk Managers for different branches. User need to assign people with HR Roles by clicking on **"here"** in the screen to enable them to become Help Desk Managers. Select the Manager and the branches to be managed. All Help tickets raised by employees from the selected branches will go to the assigned Help Desk Manager with a cc to the user designated as Customer Admin.

To configure user as Helpdesk Manager, go to **Utilities** menu → **Helpdesk Management** → Click on **Configure**

After Assigning the HR role, in dropdown select the particular HR and map him to a particular Branch and click on **Save**.

Using the below screen user can override assigned tickets to a different Help Desk Manager. You may need this option if one of your Help Desk Managers is not available temporarily. Remember that you can re-assign only RAISED tickets here and that if you need a permanent change of Help Desk Managers, you need to do it under **Utilities** menu → **Help Desk Management** → **Configure**.

- ✓ Select the Actual assignee of the tickets in **Original Assignee** dropdown

- ✓ Select the person to whom you assign it temporarily in **Reassign** dropdown

- ✓ Select the status of the ticket and click on **Assign**