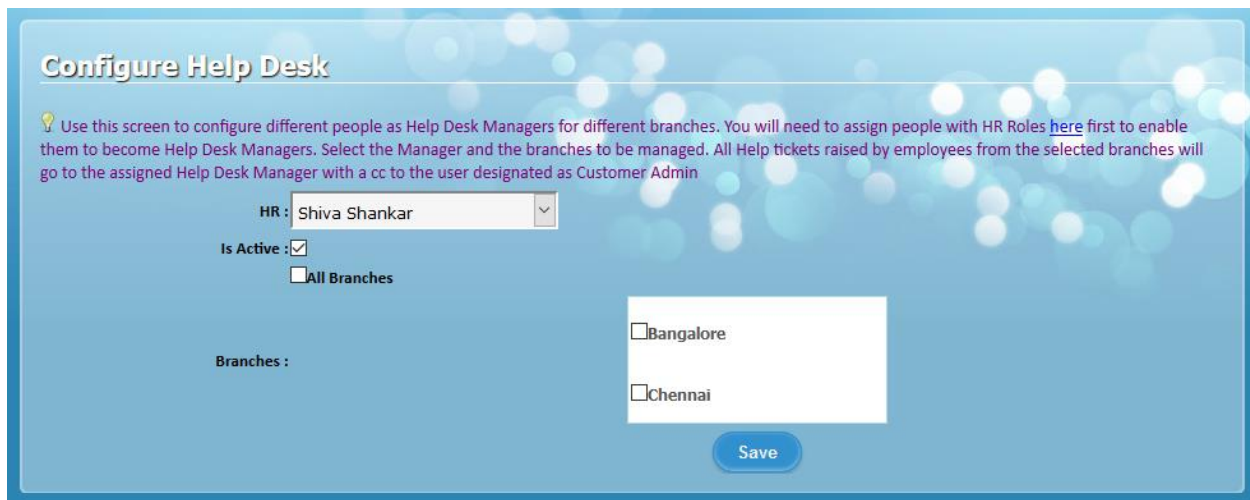


Helpdesk Management

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**.



Configure Help Desk

Use this screen to configure different people as Help Desk Managers for different branches. You will need to assign people with HR Roles [here](#) first 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

HR : Shiva Shankar

Is Active :

All Branches

Branches :

Bangalore

Chennai

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**

Override Tickets

💡 Use this screen to over ride 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/Help Desk Management/Configure"

Original assignee :

Reassign to :

Status : List by:

<input type="checkbox"/>	Ticket raised by	Company	Ticket No.	Company/Branch	Title	Ticket Details	Status	Created Date	Reply
<input type="checkbox"/>	Admin	Testing	10187287	Testing	Test3	Test3	New	29/07/2014 15:19:46	reply
<input type="checkbox"/>	Admin	Testing	8479832	Testing	Test support	Test support	New	03/03/2014 17:35:30	reply
<input type="checkbox"/>	Admin	Testing	98248537	Testing	Testing	Testing	New	27/01/2014 15:15:57	reply