

Tickets now have a “Reason” field, to indicate what caused the ticket to be raised. This will assist in helpdesk ticket reporting.

Please note that the diagnosis field is similar than the reason field, but the reason field is a more restricted field to improve reporting.


This feature is part of the v1.21.13 release.

Go to Workflow -> Helpdesk Ticket List and edit a ticket

Update Ticket Details ✕

Ticket Title	<input type="text" value="Please help, my internet is too slow"/>
Customer	<input style="border-bottom: 1px solid #ccc;" type="text" value="JOE001-Joe Doe"/> ✕ ▼
Device	<input style="border-bottom: 1px solid #ccc;" type="text" value=""/> ✕ ▼
Admin Only <small>Invisible to Customer</small>	<input type="button" value="No"/>
Ticket Priority	<input style="border-bottom: 1px solid #ccc;" type="text" value="Default Test"/> ▼
Labels	<input style="border-bottom: 1px solid #ccc;" type="text" value=""/>
Ticket Reason	<input style="border-bottom: 1px solid #ccc;" type="text" value="Speed"/> ✕ ▼
Ticket Diagnoses	<input style="border-bottom: 1px solid #ccc;" type="text" value="Speed"/>
Ticket Resolution	<input style="border-bottom: 1px solid #ccc;" type="text" value="Ticket Resolution"/>
Ticket Department	<input style="border-bottom: 1px solid #ccc;" type="text" value="Support"/> ▼
Ticket Category	<input style="border-bottom: 1px solid #ccc;" type="text" value="Connectivity"/> ▼
Assigned To	<input style="border-bottom: 1px solid #ccc;" type="text" value="david"/> ▼
Ticket Owner	<input style="border-bottom: 1px solid #ccc;" type="text" value="david"/> ✕ ▼
Ticket Details	<input style="border-bottom: 1px solid #ccc;" type="text" value="Please help, my internet is too slow"/>

Ticket Properties

Priority	Default Ticket
Department	Support
Category	Connectivity
Ticket Owner	david
Labels	No Labels Selected
Joe Doe	
Reason Speed	
Diagnosis No Diagnosis	
Resolution No Resolution	

[Edit Ticket Properties](#)

There is a new setting available in the system that toggles whether this is a mandatory field or not. If the reason field is set to mandatory, a value must be supplied when a new ticket is created, or when an existing ticket is updated or re-assigned.

Go to Setup -> System Settings -> Helpdesk, to set this up.

Helpdesk Setup

Helpdesk Settings

Helpdesk Active for Internal Use ON
Turns helpdesk functionality on or off globally

Helpdesk Active for Customer use ON
If disabled, customers will not be able to submit or view helpdesk tickets

Allow Public ticket Viewing ON
If enabled, a public random url will be generated to share the ticket details with customers. If enabled, customers will not need to be logged in to view their ticket or add notes.

Enable Customer Notifications ON
When turned on notifications will be sent to customers when their helpdesk tickets are updated

Send SMS notifications to Staff ON
If enabled, a sms will be sent to staff when a ticket is assigned to them, but only if allowed by their notification settings.

Enable Ticket Service Ratings ON
If enabled, a link allowing the customer to rate our service will be included in the email sent on ticket closure

Ticket Reason field is Mandatory ON
If enabled, the reason field will be mandatory when creating or modifying tickets

Send SMS notifications to Staff ON
If enabled, a sms will be sent to staff when a ticket is assigned to them, but only if allowed by their notification settings.

Email Footer Message

Why not try our new social media logins?
Did you know you can now link your Facebook, Twitter, Google or LinkedIn account to your DataTill account, making it easy to login automatically.

Footer message to add to the bottom of all helpdesk email messages

The list of pre defined values are configurable under the Workflow, Helpdesk Setup menu.

Helpdesk Ticket Reasons

Show Rows

Normal + Add Helpdesk Ticket Reason Refresh

Search: Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

ID	IF	Description		
18		Other -> Hosting	<input type="checkbox"/>	<input type="checkbox"/>
17		Other -> General queries	<input type="checkbox"/>	<input type="checkbox"/>
16		Other -> Datafill Queries	<input type="checkbox"/>	<input type="checkbox"/>
15		Other -> Email Passwords	<input type="checkbox"/>	<input type="checkbox"/>
14		Other -> WiFi Passwords	<input type="checkbox"/>	<input type="checkbox"/>
13		Other -> Account	<input type="checkbox"/>	<input type="checkbox"/>
12		Other -> LTE	<input type="checkbox"/>	<input type="checkbox"/>
11		Other -> Openserve	<input type="checkbox"/>	<input type="checkbox"/>
10		Other -> Sales	<input type="checkbox"/>	<input type="checkbox"/>
9		Other -> Voice	<input type="checkbox"/>	<input type="checkbox"/>
8		Other -> Callouts	<input type="checkbox"/>	<input type="checkbox"/>
7		Duplicate merged or deleted ticket	<input type="checkbox"/>	<input type="checkbox"/>
6		WiFi Signal	<input type="checkbox"/>	<input type="checkbox"/>
5		Packet Loss	<input type="checkbox"/>	<input type="checkbox"/>
4		Offline -> Client Side	<input type="checkbox"/>	<input type="checkbox"/>
3		Offline -> Highsite Problem	<input type="checkbox"/>	<input type="checkbox"/>
2		Speed	<input type="checkbox"/>	<input type="checkbox"/>
1		Topup	<input type="checkbox"/>	<input type="checkbox"/>

This new field has also been added to the helpdesk ticket list screen, as a hidden column. A new filter has also been added to this screen to allow you to filter tickets by cause

Helpdesk Tickets

Select one or more Labels: **All Reasons** | All | All Users | Last 12 Months | + Add Ticket | Bulk Delete | Refresh

All Prior... | All Departments | All Categories | All | Excl On H... | Excl Clo... | Excl Dele...

Show 100 Rows

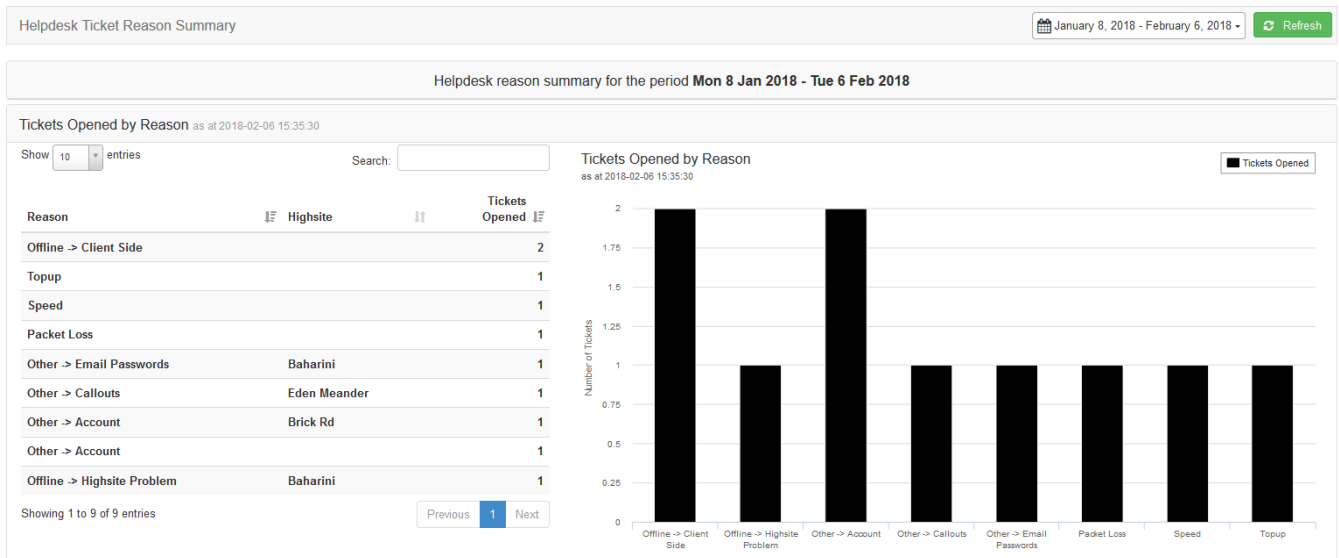
Search: [] | Copy Columns Clipboard | Export Columns CSV | Export Columns Excel | Show/Hide Columns

New "Reason" filter

ID	Status	Department	Category	Priority	Labels	Updated	Reason
1114	New	Support	Connectivity	Default Test		7 hours ago	Topup
1113	New	Support	Connectivity	Default Test		7 hours ago	Speed
1115	Assigned	Support	Connectivity	Default Test		7 hours ago	Packet Loss
1060	Replied	Sales	Sales Enquiry	Critical	Go Live Sensitive	3 days ago	Other -> Email Passwords
1075	Commented	Accounts	Installation	Default Test		4 days ago	Other -> Callouts
1064	Assigned	Accounts	General Enquiry	Low		6 days ago	Other -> Account
1097	New	Support	Other	Default Test		4 days ago	Other -> Account
1066	Assigned	Galactic Relations	Galactic First Order	Critical	Repeat Sensitive VP	6 days ago	Offline -> Highsite Problem
1062	Assigned	Sales	Sales Enquiry	Critical		7 days ago	Offline -> Client Side
1110	New	Galactic Relations	Galactic First Order	Default Test		2 days ago	Offline -> Client Side

A summary screen has been added where you will be able to see totals of tickets raised by cause, over a specific date range.

This screen also shows the affected highsite, and is available via the Workflow, Helpdesk Stats screen



Please introduce internal discipline and control to ensure this new field can be used for proper statistics and is not misused.

Care should be taken when new values are added to the predefined section list of reasons.