

Help Desk

This section describes on how to work with HelpDesk module.

Activities Screens

• CT-9791	Prepayment tab for Contracts
• CT-9268	Activities screens missing the following tabs: Attachment, Audit log, and Activities

How to Create Ticket - see [How to Create Tickets](#)

- [Ticket Details](#)

Working on Ticket Search screens- see [How to Access Open Tickets](#), [How to Open My Tickets](#)

See [Time Entry](#)

Maintenance Screens

See [How to Add Ticket Groups](#)
See [How to Add Ticket Types](#)
See [How to Add Ticket Status](#)
See [How to Add Ticket Priorities](#)
See [How to Add Products](#)

See [Ticket Status Workflow](#)

See [Upgrade Type](#)

See [Upgrade Environment](#)

Report Screens

See [Ticket Summary](#)

See [Rough Cut Capacity](#)

See [Time / Hours Report](#)

Send Ticket Notification

See [Email Setup](#)

Pages

- [Tickets](#)
 - [How to Open Ticket List search screen](#)
 - [How to Access Open Tickets](#)
 - [How to Open My Tickets](#)
 - [How to Open Tickets Reported by Me](#)
 - [How to Create Tickets](#)
 - [Resolution Links](#)
 - [Help Manuals](#)
 - [SOP Manuals](#)
 - [Training Agendas](#)
 - [Training Manuals](#)
 - [Export Hours Worked](#)
 - [Ticket Details](#)
 - [Watch Ticket](#)
 - [Print Ticket Details and Hours Worked](#)
 - [How to Add and Create JIRA Issue](#)
 - [Assign Ticket](#)
 - [How To Add Attachment to Ticket](#)
 - [How To Review or Modify Tickets](#)

- How to Add hours to a ticket
 - How to Add reimbursable expense to a ticket
 - Adding Estimated Hours
- Ticket Groups
 - How to Add Ticket Groups
- Ticket Types
 - How to Add Ticket Types
- Ticket Statuses
 - How to Add Ticket Status
- Ticket Priorities
 - How to Add Ticket Priorities
- Ticket Job Codes
 - How to Add Ticket Job Codes
- Products
 - How to Add Products
- Help Desk Settings
- Email Setup
 - How To Configure Email Setup
 - How To Use the Test Email Feature
- Help Desk Tutorials
 - FAQ
- Ticket Milestones
 - How to Add Milestone
- Out of Office Replies
 - How to Add Out of Office Replies
- Projects
 - JIRA Roll Up
 - Project Screen
 - Add Ticket or Generate Ticket to the Ticket List
- Ticket Summary
- Time Entry
 - Daily programmer summary
 - Setting up coworker goals
- Rough Cut Capacity
 - Rough Cut Capacity Fields
- How to access Time / Hours Report
- Ticket Status Workflow
- Upgrade Type
- Upgrade Environment