How to Add Products

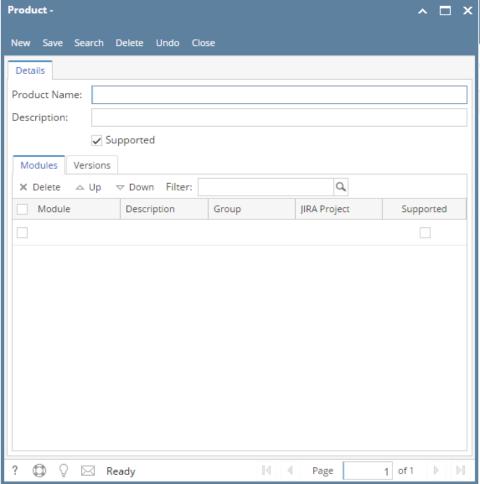
Multiple products can be entered within the Help Desk system and you can enter Modules and Versions for each product.

To add new Products:

- 1. On the Menu Panel, click on Help Desk.
- Click the Products menu to open the All Ticket Products search screen.
 blocked URL The search screen can auto-create new Product record if it checks that there are no records created yet.

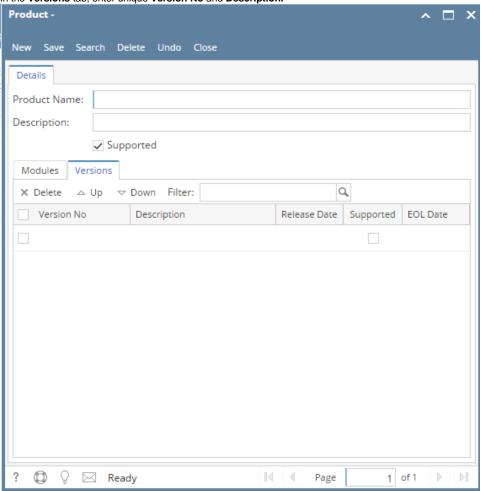


3. Click New in All Ticket Products search screen. You can also create New product when clicking New button from Products screen.



- 4. Enter unique Product Name and Description.
- 5. In the Modules tab, enter unique Module name and Description
- 6. Select Ticket Group from the list. See this page on How to Add Ticket Groups.
- 7. In the JIRA Project drop down list, you can associate Project if you have integration with JIRA Issue & Project Tracking Software.

8. In the Versions tab, enter unique Version No and Description.



- 9. Enter Release Date to denote when the version was released.
- 10. Check the **Supported** box if the version is supported which will allow it to be selected in the Version combo box of the ticket. If disabled then the version will no longer be selectable in the Ticket screen.
- 11. Enter **EOL Date** which means the end of life date of the version.
- 12. Click Save toolbar button.

How to Add Products

Multiple products can be entered within the HelpDesk system and you can enter **Modules** and **Versions** per each product.

To add new Products:

- 1. Go to **Help Desk** Menu and expand the **Maintenance** sub-menu.
- 2. Double click the **Products** menu to open the **All Ticket Products** search screen.

 blocked URL The search screen can auto-create new Product record if it checks that there are no records created yet.
- 3. Click New in All Ticket Products search screen. You can also create New product when clicking New button from Products screen.
- 4. Enter unique Product Name and Description.
- 5. In the **Modules** tab, enter unique **Module** name and **Description**
- 6. Select Ticket Group from the list. See this page on How to Add Ticket Groups.
- 7. In the JIRA Project drop down list, you can associate Project if you have integration with JIRA Issue & Project Tracking Software.
- 8. In the **Versions** tab, enter unique **Version No** and **Description.**
- 9. Enter Release Date to denote the version was released.
- 10. Check the **Supported** box if the version is supported which will allow it to be selected in the Version combo box of the ticket. If disabled then the version will no longer be selectable in the Ticket screen.
- 11. Enter **EOL Date** which means the end of life date of the version.