

# 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**.
- 2. 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.

All Ticket Products

New Open Refresh Export ▾

All Ticket Products

View 🔍 Filter Records (F3) 5 record(s)

Product Name	Description
<input type="checkbox"/> I21	I21

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

Product -

New Save Search Delete Undo Close

Details

Product Name:

Description:

☒ Supported

Modules Versions

✕ Delete ▲ Up ▼ Down Filter:  🔍

<input type="checkbox"/> Module	Description	Group	JIRA Project	Supported
<input type="checkbox"/>				<input type="checkbox"/>

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- 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**.

**Product -**

New Save Search Delete Undo Close

**Details**

Product Name:

Description:

☒ Supported

**Modules** **Versions**

X Delete ▲ Up ▼ Down Filter:

<input type="checkbox"/>	Version No	Description	Release Date	Supported	EOL Date
<input type="checkbox"/>					

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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.