# What changed within the Ticket System? What is new?

## An Information for Ticket System Agents

OTRS ➡ KIX

In the course of the change from OTRS to KIX some things will change, among other things, regarding the layout and processing of tickets in the ticket system. These changes as well as new features in the system will be presented and explained here in brief. A more detailed description will be available soon in the new manual on our website.

In general:

➤ E-Mails within the ticket system ("Department tickets")
➤ Spell Check
➤ Personal Preferences
➤ Substitution in case of absence

Layout:

➤ Queue View
➤ Toolbar
➤ Search template on the dashboard or as virtual queue
➤ Ticket view/structure

Ticket processing:

➤ Ticket menu
➤ "Edit" tab
➤ Notes
➤ Move (change queue)
➤ PDF/Print
➤ Checklists and Notes
➤ Article markings
➤ Combining several customer tickets
➤ Save drafts
➤ Junk
➤ Direct access to queues from the home page

# General

➢ **E-Mails within the ticket system ("Department tickets")**

It is now possible to send tickets within the ticket system, i.e. you can now send a ticket from your queue to the ticket system administration ticket@uni-bonn.de for example. Departments can thus communicate within the ticket system without having to move a ticket, each department then has its "own" ticket. In the subject of the ticket 2 ticket numbers will be displayed, so that a matching in both queues can be done.

➢ **Spell Check**

A German spell checker is now integrated in the ticket system. This can be started after entering the text with the button ABC.
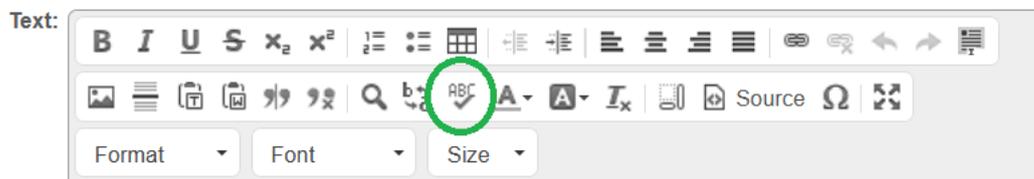


➢ **Personal Preferences**

The possibilities for personalizing the ticket system are more extensive, more settings can be made with regard to the user profile and the behaviour/display of the ticket system, e.g. the view of the queues. → see also Queue View

➢ **Substitution in case of absence**

In addition to entering the absence, a substitute can now be specified to receive the ticket notifications of the absent agent.
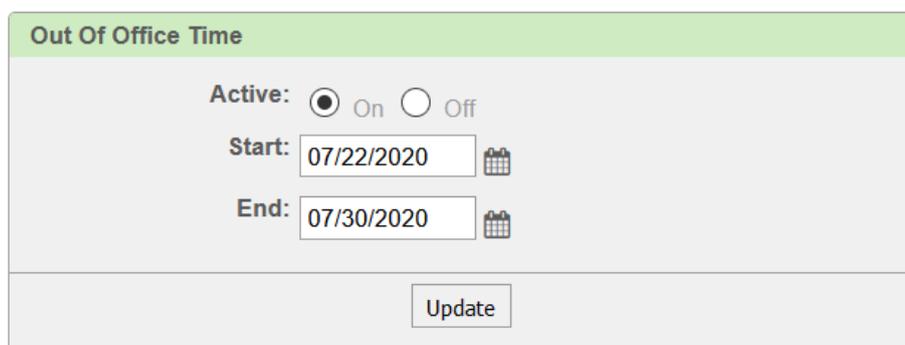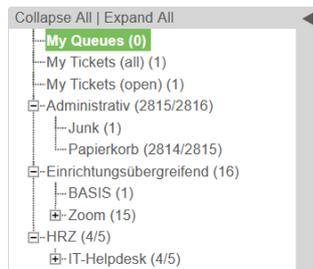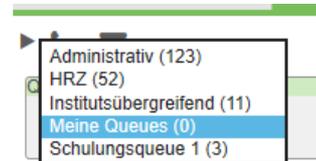
## Layout

> **Queue View**

The queues are now displayed on the left side as a tree that can be completely expanded. You can select the previous view in the personal preferences. Alternatively, the queues can also be displayed as a dropdown.

Queue tree:

| Collapse All \| Expand All |
|---|
| **My Queues (0)** |
| My Tickets (all) (1) |
| My Tickets (open) (1) |
| Administrativ (2815/2816) |
| Junk (1) |
| Papierkorb (2814/2815) |
| Einrichtungsübergreifend (16) |
| BASIS (1) |
| Zoom (15) |
| HRZ (4/5) |
| IT-Helpdesk (4/5) |

Dropdown:

| Administrativ (123) |
|---|
| HRZ (52) |
| Institutsübergreifend (11) |
| Meine Queues (0) |
| Schulungsqueue 1 (3) |

> **Toolbar**

The toolbar below the main menu contains the functions "New Phone Ticket" ( ) and "New E-Mail Ticket" ( ), which were previously listed in the main menu. In addition, the already known icons for Responsible ( ), Watched ( ) and Blocked Tickets ( ) appear here. New are the To Do article markers ( ) and the Important article markers ( ). → see also article markings

> **Search template on the Dashboard or as a Virtual Queue**

After creating a search template, you can add it to the dashboard with its results. It can also be displayed as a virtual queue in the Queue View.

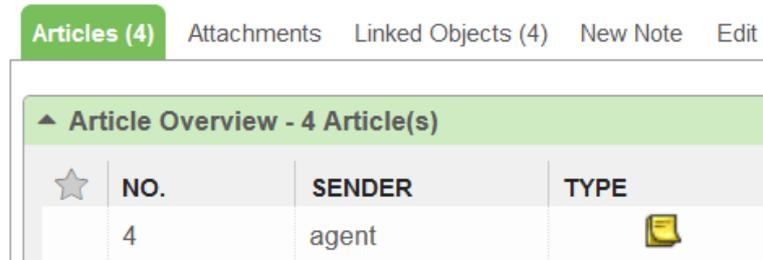| Suchvorlage: Schulungsqueue 1 | | |
|---|---|---|
| Meine gesperrten Tickets (0)   Meine beobachteten Tickets (0)   Meine Verantwortlichkeiten (0)   Tickets in meinen Queues (0)   **Alle Tickets (3)** | | |
| | | ▲ UNIBN-TICKET# |
| | ☆ | 2019121853000015 |
| | ☆ | 2019121753000044 |
| | ☆ | 2018121853000026 |

Meine Queues (0)   Administrativ (123)   HRZ (52)   Institutsübergreifend (11)   Schulungsqueue 1 (3)   Meine Tickets (al

➢ **Ticket view/structure**

The ticket is now divided into several tabs. These contain various information (articles, attachments, links) and the quick creation of a note. In addition, the tab "Edit" is located here, which contains most of the editing functions. This had made the ticket menu much clearer. → see also tab "Edit"
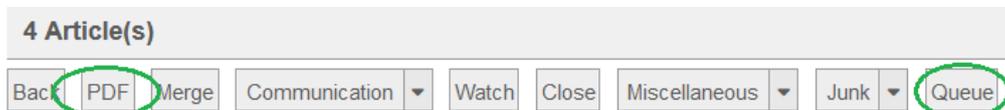


# Ticket processing

➢ **Ticket menu**

The ticket menu is slightly modified and some buttons have different names (e.g. Print → PDF; Move → Queue)



➢ **"Edit" tab**

Most editing is now done via the "Edit" tab:

- Change Queue (move, also possible via ticket menu item "Queue")
- New Editor
- Change of person in charge
- Next Status
- Change of Priority

If several processes are required, they can be carried out in one step. In addition, a note can optionally be written for this.

## ➤ Notes

Notes are no longer added via the ticket menu, but via the "New Note" tab. A draft can also be saved here.

## ➤ Move (Change Queue)

Tickets can be moved to other queues via the ticket menu item "Queue" or via the tab "Edit".

## ➤ PDF/Print

With the PDF function in the ticket menu you create a PDF, for this you can select the whole ticket or specific articles. Individual articles can also be selected as before in the article menu with "Print", now with format selection PDF or HTML.

## ➤ Checklists and Remarks

A checklist can be created for the ticket and comments can be noted, which are always visible on the right below the ticket information.

**Caution: To create or edit a checklist, you must be the ticket's editor. If necessary, set a new editor in the tab "Edit", then move the mouse to the title bar of the checklist to call up the gear for editing:**



Uncompleted checklist entries are additionally displayed as an icon  in the toolbar.

> ➢ **Article markings**

Articles can be marked as "Important" and "ToDo". These markings are displayed in the toolbar (see above) and remain even after the ticket has been closed. This can be changed in the personal preferences (removable article markers).
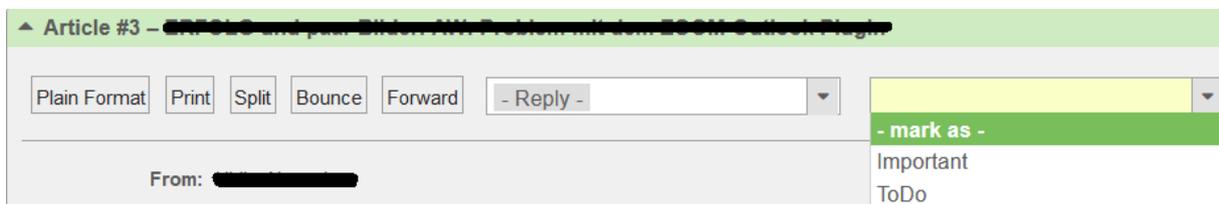


> ➢ **Combining several customer tickets**

In addition to the well-known merging of two tickets, you now also have the possibility to combine several customer tickets. For this purpose, all tickets of the customer (based on the e-mail address) are displayed and you can select the desired tickets. Tickets that are either new or open and in your own processing are already marked as a suggested selection.

**Caution: Once tickets have been combined, they cannot be separated!**
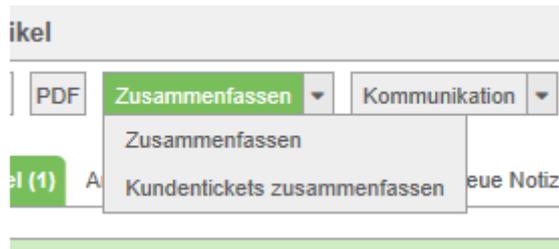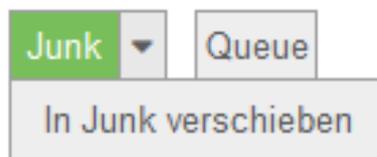
### ➢ Save draft

Replies and notes can be saved as (one's own) drafts and can be recalled or deleted when the ticket and the corresponding action are called up again.
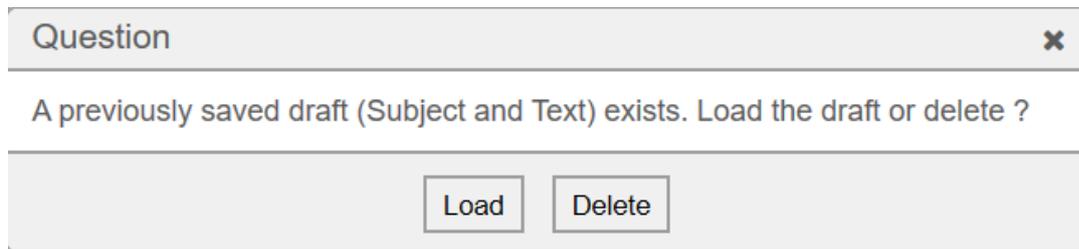


**Caution:** **There is no feedback after saving the design!**

### ➢ Junk

To avoid accidentally moving it to the Junk folder, you have to confirm the move by clicking on it again.



### ➢ Direct access to Queues via the home page

In addition to direct access to tickets (by clicking on the ticket number on the overview page), the queues displayed are linked, i.e. clicking on the queue opens the queue view.

If you have any questions or suggestions, you can contact us at any time via [ticket@uni-bonn.de](mailto:ticket@uni-bonn.de).


Your Ticket System Team