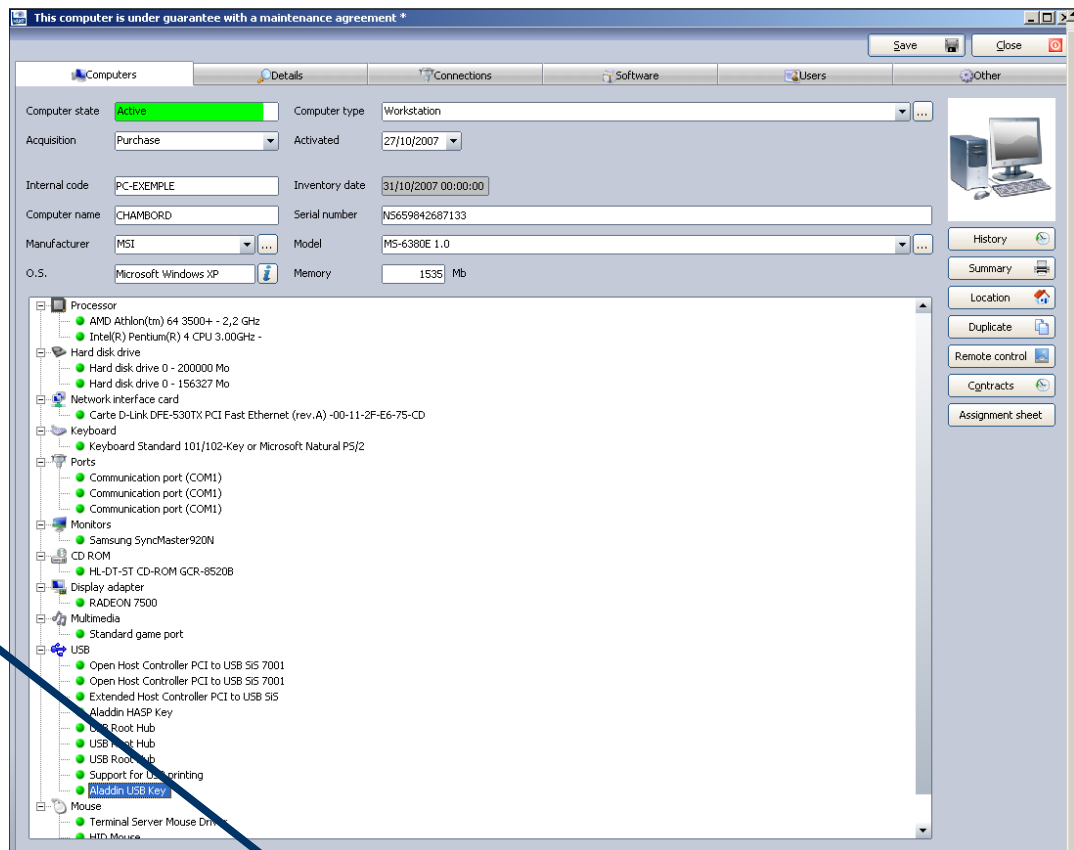# ☞ TICKETS ON YOUR IT AND NON-IT ASSETS WITH LANDPARK MANAGER
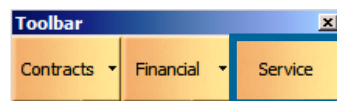
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

MANAGEMENT TOOLBAR ASSOCIATED WITH ANY ITEM

Management toolbar

Once the item is open, you will be able to open a ticket on any item

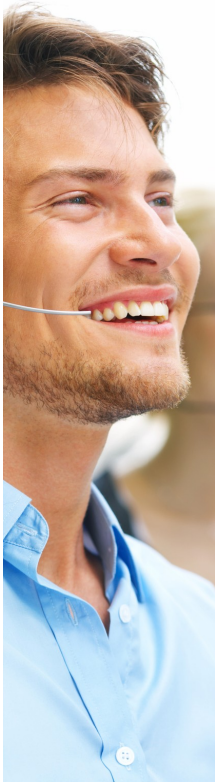# SERVICE DESK ASSOCIATED TO A PC OR ANY ITEM

Complete an
application for
a ticket

By default this is the user name associated
with the item who is selected

You can change the user name by clicking
on it. The button allows you to view all user
names

2

Service

Technician: by default this is the person who is logged in Landpark Manager

ID — You can change the technician by clicking on it

External — If the ticket is affected to a supplier

Service

Ticket details

Ticket

Notification: 25/11/2012 at 09:49 Created by: ADMIN Landpark Ticket ID:

Save
Cancel
Print
Export

Caller

Caller View sheet

Name: BARAL
First name: Fabien
Phone : 02 47 85 86 39
Email: f.baral@cerus.net

Technician

ID External View sheet

Name: ADMIN Landpark

Intervention

Scheduled on: 25/11/2012 at 09:49
Hardware ID: PC-EXEMPLE26
Location:

Problem | Solutions | Report | History

Search:

- Environment
  - Network phone
  - Photocopier
  - Power grid
  - UPS
- Network
- Network devices
- Operating System
- Others
- Peripherals
- Printers
- Scanners
- Servers
- Services

Priority
- 1 Jour 0 Heure 0 Minute

Duration Keywords
00:30:00 Network phone

Problem:
Network phone

Title Network phone
Keywords Network phone
Solution Solution of the problem

Attachment(s)
Name
solution 1.xls

Managing ticket operation takes place in two phases:

Phase 1 - When opening a ticket, select a problem and see solutions to this problem
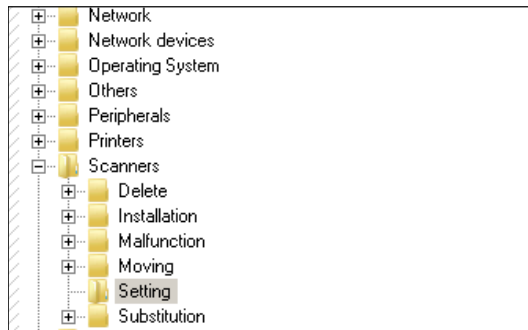
Save Then clicking "Save" you validate the demand and N° ticket will be automatically assigned to this demand. You can print and export this ticket

Close Phase 2 - Enter the report and close the ticket.

4

Service

Search by keyword on the problems and solutions treeview

The solutions tab allows you to view the solution or solutions associated to the problem

It displays the list of problems present in the knowledge database and the details of the selected problem

Treeview
- ⊞ Network
- ⊞ Network devices
- ⊞ Operating System
- ⊞ Others
- ⊞ Peripherals
- ⊞ Printers
- ⊟ Scanners
  - ⊞ Delete
  - ⊞ Installation
  - ⊞ Malfunction
  - ⊞ Moving
  - Setting
  - ⊞ Substitution

Tabs: Problem | **Solutions** | Report | History

Cette solution a été affectée à cette intervention. 0 autres solutions sont disponibles.

Field	Value
Title	Setting
Keywords	Setting
Solution	Solution of the problem

Attachment(s)
Name
solution 1.xls

Tabs: Problem | Solutions | **Report** | History

Scheduled task: 25/11/2012 at 10:24   Closed on: at

Expected lead time: 00:15:0   Lead time: 01:00

Action:
this is my report

November 2012

Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
			01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Today

The report tab allows you to enter the report and all information related to the ticket

Service

History tab allows you to consult all events regarding this ticket

Priority type associated to the problem

Priorities settings

Maintenance menu

Request list

Service requests	Ctrl+I
Knowledge base	Ctrl+Shift+P

Ticket update

Tickets	Assigned		Company:	All				Close

Assigned
Canceled
Confirmed
Resumed
Pending assignment
On hold
Closed
All

ID		Technician	Date created	Lead time	Problem description		Modifier ...
OB-TEL-PC		Patrick BRUN	14/11/2012 12:55	00:30	Other		Print
PC-VENT -		ADMIN Landpark	29/09/2011 02:49	00:30	Malfunction		
ERIC		Noe BOLET	04/09/2011 11:11	01:00	Win XP		
PC-INGL -		BOLET Noe	29/11/2010 08:38	00:30	Imprimante		
PC-STATIO		Patrick BRUN	05/10/2010 14:08	00:30	Software		
IMP-TEC-007	INT12	ADMIN Landpark	30/10/2007 11:48	00:30	Setting		
PC-VENT - 24	INT9	ADMIN Landpark	30/10/2007 11:34	00:30	Win 2000		
PC-STATION-0005	INT6	ADMIN Landpark	30/10/2007 11:33	00:30	Paper Jam		
PC-INGL - 19	INT8	ADMIN Landpark	30/10/2007 11:33	00:30	Moving		

9 / 39 records

Ticket details

Ticket

Notification:	29/09/2011	at	02:49	Created by: ADMIN Landpark	Ticket ID:	INT32

Save
Close
Print
Export

Caller

Caller		View sheet

Name: BOLET
First name: Noe
Phone : 02 47 85 86 87
Email: n.bolet@cerus.net

Technician

ID	External	View sheet

Name: ADMIN Landpark

Intervention

Scheduled on: 29/09/2011　at　02:49
Hardware ID: PC-VENT - 22
Location: LANDPARK \ Tours \ Acti Bure...\ Sales Team

Problem | Solutions | Report | History

Scheduled task: 28/11/2012　at　05:44

Expected lead time: 00:30:0　Lead time:

Closed on:　at

Close

Action:
My report

Printers - Malfunction

Maintenance menu

Problems and solutions

Service requests   Ctrl+I

Knowledge base   Ctrl+Shift+P

Troubleshooting information

Problems

- Environment
- Network
  - LAN domain
  - Modem
  - Other
  - WAN circu
- Network device
- Operating Syste
- Others
- Peripherals
- Printers
- Scanners
- Servers
- Services
- Software

Tout développer
Tout réduire

Ajouter ▶ | Elément
Renommer | Sous-élément
Supprimer

Close

Duration **Priority**
01:00:00   ● Normal - 3 Days

Keywords
LAN domain

Complete tag
LAN domain

Problem description
LAN domain

Cancel   Save

Solutions

Vous consultez la solution 1 sur 1

Label   LAN domain

Keywords   LAN domain

Solution   Solution of the problem

Attachment(s)
Name
solution 1.xls

Fiche des problèmes

Add a new solution

Describe the timing resolution, priority and keywords associated with this problem

Duration **Priority**
01:00:00   ● Normal - 3 Days

Keywords
LAN domain

Complete tag
LAN domain

Problem description
LAN domain

Add one or more solutions associated with the resolution of this problem

Add one or more attachments associated with the resolution of this problem

Ticket report

Export tickets list to **Excel**