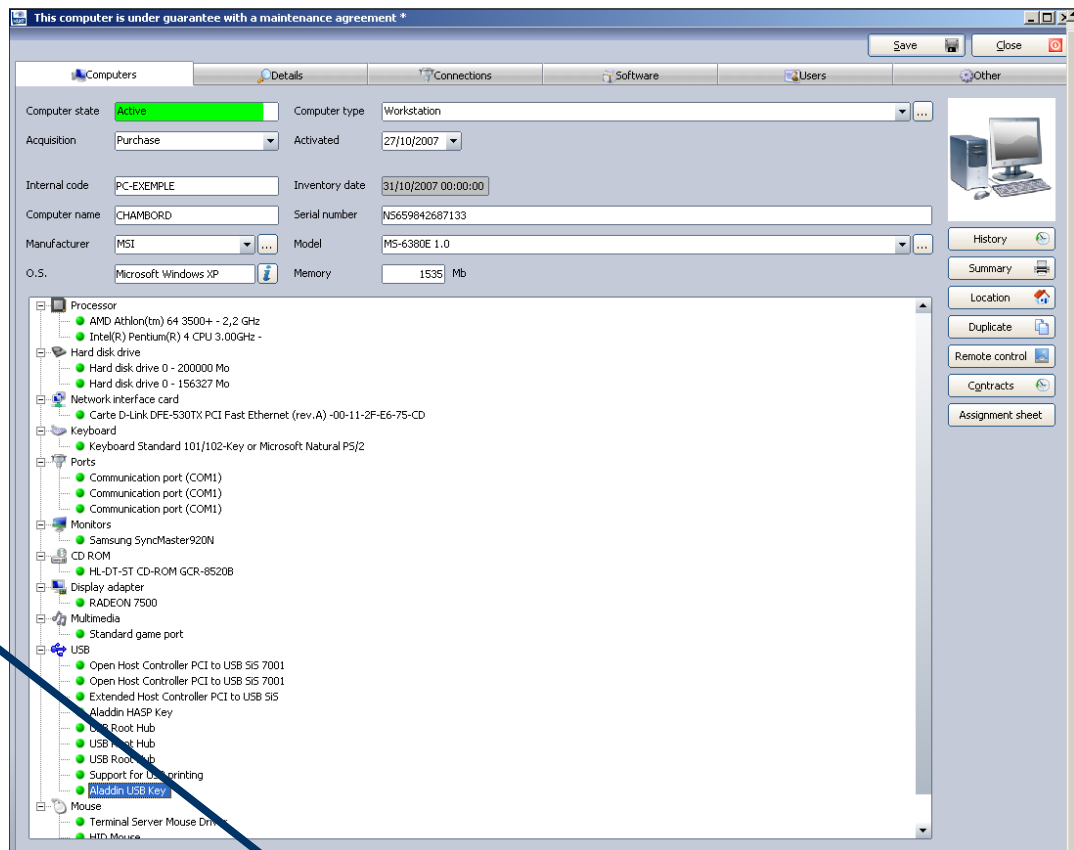




TICKETS ON YOUR IT AND NON-IT ASSETS WITH LANDPARK MANAGER

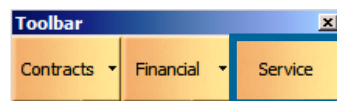
Landpark, comprehensive IT Asset Tracking and ITIL Help Desk solutions

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

Complete an application for a ticket

SERVICE DESK ASSOCIATED TO A PC OR ANY ITEM

Ticket details

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

Caller

Name:
First name:
Phone:
Email:

Technician

Name:

Intervention
Scheduled on: 25/11/2012 at 09:49
Hardware ID:
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:
Problem:
Problem description:

Caller

Name:
First name:
Phone:
Email:

Caller

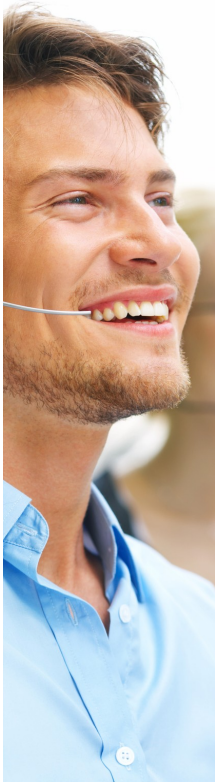
By default this is the user name associated with the item who is selected

View sheet

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



Service



Ticket details

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

Caller
 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
 00:30:00
 Keywords
 Network phone
 Problem:
 Network phone
 Problem description:
 Network phone
☐ Skip the affected equipment on maintenance

Location
 LANDPARK
 Stock
 Tours
 Acti Bureaux
 1st Floor
 Management Team
 Printers Room
 Sales Team
 Servers Room
 Technical Team
 Ground Floor
 MY COMPANY

Save Cancel Print Export

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

Intervention

Scheduled on: 25/11/2012 at 09:49

Hardware ID: PC-EXEMPLE26

Location: LANDPARK \ Tours \ A... \ Management Team



Service



Ticket details

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

Caller

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

Technician

 Name: ADMIN Landpark

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

Problem
 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

Problem:

Title Attachment(s)
 Keywords Name
 Solution 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

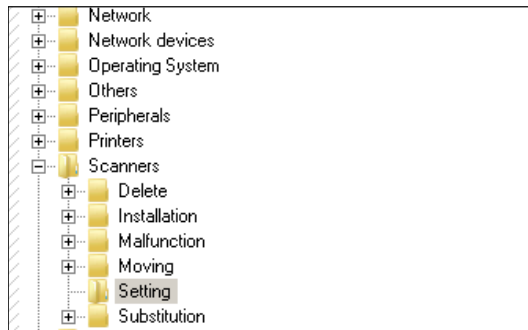
Then clicking "Save" you validate the demand and N° ticket will be automatically assigned to this demand. You can print and export this ticket

Phase 2 - Enter the report and close the ticket.



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

Name
solution 1.xls

Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
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		

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

Problem Solutions Report **History**

History:

Creation of the intervention on 30/10/2007 by ADMIN Landpark and on demand of DUROC Oscar
 Description: Setting
 Expected Duration : 00:15:00
 Time Travel : 00:00:00
 Priority : Haute
 Date : 30/10/2007 11:49

Creation of the planning on 30/10/2007 by ADMIN Landpark and on demand of DUROC Oscar
 Description: Setting
 Expected Duration : 00:15:00
 Time Travel : 00:00:00
 Priority : Haute
 Date : 30/10/2007 11:49

Priority
☐ - 1 Jour 0 Heure 0 Minute

Duration Keywords
 00:15:00 Setting

Problem:
 Setting

Problem description:
 Setting

Priorities settings

Landpark MANAGER

- Database
 - SQL Server
- Paths
 - External applications
 - Inventory engines
 - Attachements
- Settings
 - Codes
 - Priorities**
 - VAT rate
 - Preference
 - Currency
 - Remote control
 - None IT assets

Priorities

Tag	Days	Hours	Minutes
Average	2	00	00
Blocking	0	04	00
High	1	00	00
Low	4	00	00
Normal	3	00	00
Project	30	00	00
Unknown	0	06	00

Add + Modify Delete X Validate Checkmark Cancel No

Ok Green Checkmark Cancel No



Maintenance menu



Request list

Service requests Ctrl+I

Knowledge base Ctrl+Shift+P

Ticket update

Tickets: **Assigned** Company: All

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

9 / 39 records

Ticket details

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

Caller

Caller: View sheet

Name: BOLET

First name: Noe

Phone: 02 47 85 86 87

Email: n.bolet@cerus.net

Technician

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

Scheduled task: 28/11/2012 at 05:44

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

Closed on: at

Action: My report

Printers - Malfunction



Maintenance menu



Problems and solutions

Service requests Ctrl+I

Knowledge base Ctrl+Shift+P

Troubleshooting information

Problems

Duration: 01:00:00 Priority: 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): solution 1.xls

Fiche des problèmes

Add a new solution



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



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

Buttons: +, →, ↺, ✖, 💾

Vous consultez la solution 1 sur 1

Label: LAN domain

Keywords: LAN domain

Solution: Solution of the problem



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

Attachment(s)

Name
solution 1.xls

Manager

Find text: [] Whole word [] Copy with the case []

Fiche d'intervention - Ticket n° INT36

Informations liées au matériel

Code interne : 08-TEL-PORT-008

Description du problème et de la solution proposée

Titre du problème : Other

Descriptif du problème : Solution of the problem

Description de l'intervention

Code de l'intervention : INT36

Date de justification de l'incident : 11/14/2012

Date de l'intervention : 00:00:00

Descriptif de la solution : Action

Réparateur du matériel

Nom de l'intervenant : BERN Patrick

Téléphone : 02 47 85 86 21

Fax : 02 47 85 86 21

Email : 0.64114@corpnet.net

Utilisateur du matériel

Nom de l'utilisateur : TAILLÉ Daniel

Fonction : Software Engineer

Téléphone : 02 47 85 86 21

Fax : 02 47 85 86 21

Email : 0.64114@corpnet.net

Historique

Création de l'intervention le 14/11/2012 by ADMIN Landpark en à la demande de TAILLÉ Daniel

Description : Other

Date Perdue : 00:00:00

Temps Déplacement : 00:00:00

Printed : []

Date : 14/11/2012 12:55

Ticket report

Export.xls (Mode de compatibilité) - Microsoft Excel

Export.xls (Mode de compatibilité) - Microsoft Excel															
Accueil Insertion Mise en page Formules Données Révision Affichage															
Couper Copier Coller Reprendre la mise en forme Presse-papiers															
Arial 10 A A Renvoyer à la ligne automatiquement Standard Mise en forme conditionnelle Mettre sous forme de tableau Styles de cellules Insérer Supprimer Format Remplissage Effacer Trier et Rechercher et filtrer sélectionner															
Police Alignement Nombre Style Cellules Édition															
A1															
ID	Ticket ID	Technician	Date created	Lead time	Problem description	Date created	Expected lead	Closed on	Ticket status	Name	Location				
2	aluaOB-TEL-PORT-INT36	Patrick BRUN	14/11/2012 12:55	00:30	Other	14/11/2012 12:55	00:30		Planifiée	Cell phone	LANDPARK(Tours)Acti	Bureaux1st Floor	Technical Tea		
3	aluaPC-VENT - 22	ADMIN Landpark	29/09/2011 02:49	00:30	Malfunction	29/09/2011 02:49	00:30		Planifiée	PC-VENT - 22	LANDPARK(Tours)Acti	Bureaux1st Floor	Sales Team		
4	aluaERIC	Noe BOLET	04/09/2011 11:11	01:00	Win XP	04/09/2011 11:12	01:00		Planifiée	ERIC	LANDPARK(Tours)Acti	Bureaux1st Floor	Printers Room		
5	aluaPC-INGL - 20	BOLET Noe	29/11/2010 08:30	00:30	Imprimante	29/11/2010 08:30	01:00		Planifiée	PC-INGL - 20	LANDPARK(Tours)Acti	Bureaux1st Floor	Technical Tea		
6	aluaPC-STATION-00	Patrick BRUN	05/10/2010 14:08	00:30	Software	05/10/2010 14:09	01:00		Planifiée	PC-STATION-00	LANDPARK(Tours)Acti	Bureaux1st Floor	Technical Tea		
7	aluaIMP-TEC-007	ADMIN Landpark	30/10/2007 11:48	00:30	Setting	30/10/2007 11:49	00:15		Planifiée	TEKTRONIX	LANDPARK(Tours)Acti	Bureaux1st Floor	Servers Room		
8	aluaPC-VENT - 24	ADMIN Landpark	30/10/2007 11:34	00:30	Win 2000	30/10/2007 11:34	01:00		Planifiée	PC-VENT - 24	LANDPARK(Tours)Acti	Bureaux1st Floor	Sales Team		
9	aluaPC-INGL - 19	ADMIN Landpark	30/10/2007 11:33	00:30	Moving	30/10/2007 11:33	00:30		Planifiée	PC-INGL - 19	LANDPARK(Tours)Acti	Bureaux1st Floor	Technical Tea		
10	aluaPC-STATION-00	ADMIN Landpark	30/10/2007 11:33	00:30	Paper Jam	30/10/2007 11:33	00:30		Planifiée	PC-STATION-00	MY COMPANYY1				

Export tickets list to Excel