

CCS HelpDesk Pro Screen Shots

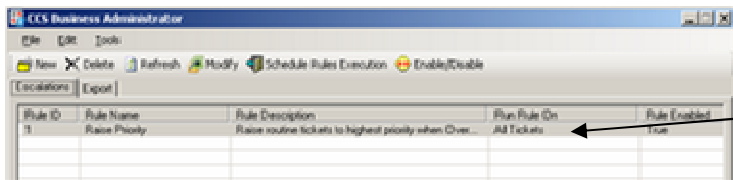
Welcome to CCS HelpDesk screen shot tour. This document will review the extended features provided by the Pro version. These include

- [Rules Manager and Escalation](#) Page 2
- [Database Export and Enhanced Reporting](#) Page 4
- [Technician Web pages](#) Page 6

Rules Manager

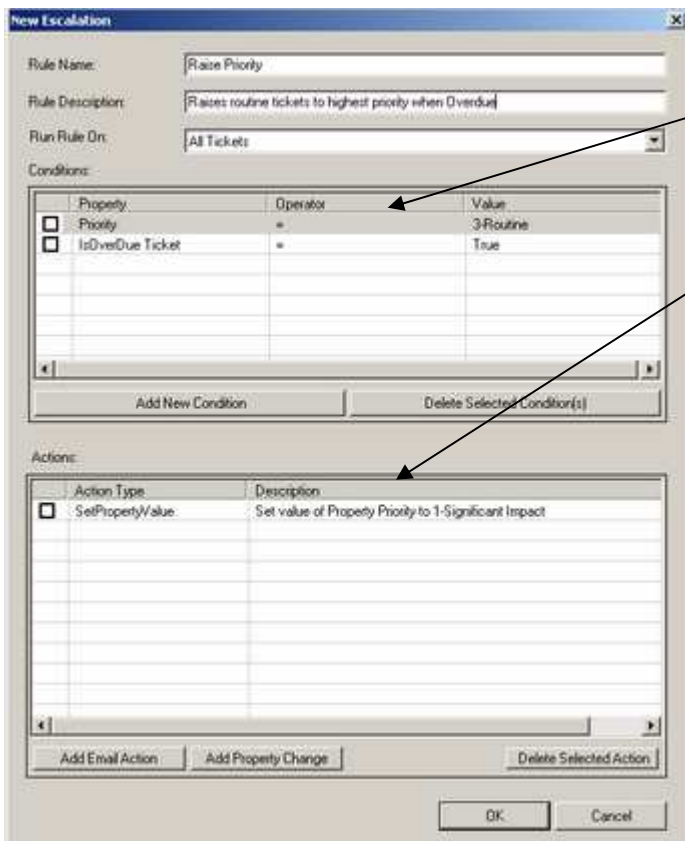
CCS HelpDesk Pro Rules Manager provides power capabilities to automatically take actions based on conditions. These could include escalating overdue tickets, automatic response to simple to answer questions, or routing a ticket to people who should know, like sales staff in the case of customer service incidents. The rules manager runs on your exchange server.

Lets see how it works:



The **rules list** allows you to see all the rules created. Lets select this one to edit.

The **Rules Editor** is where you modify or change rules



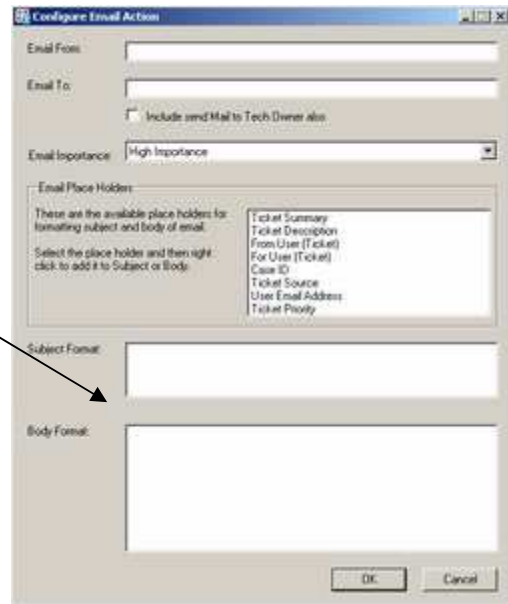
Rules are made up from one or many **conditions**. When the conditions are met an **action** is taken. Actions can be an email action (notification) or a change of property (change field value in the ticket).

This rule changes the priority of a ticket if it is overdue. In this case it checks to see if it is a routine ticket, and if overdue, changes the priority field to level 1.

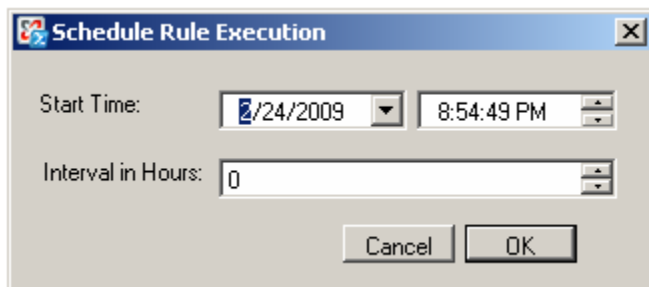
Rules Manager - continued



An **action** can be to change a field value in the ticket for example change priority from medium to high. Or you can email someone with a specific response or notification



Once the rule is defined, then you can set the **scheduled** interval at which the rule will be executed




Export to Database

The Export to Database Utility allows you to selectively export ticket data out to a database. From the database you can then access the data to provide enhanced reporting, analysis or integrate the Help Desk data with other applications such as

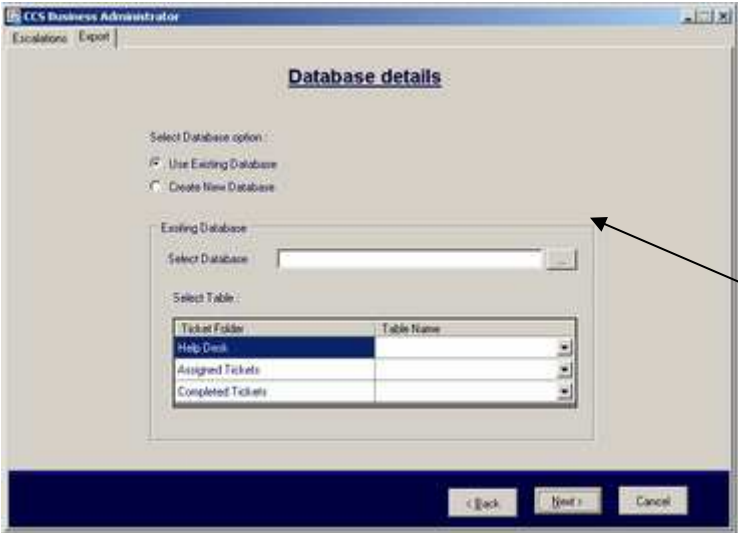


First select the type of database to export to.



Select the fields you wish to export as well as the ticket folder to pull from.

Export to Database - continued



Next select the database, You can choose to add tables to an existing database or have the configuration setup create a new database.

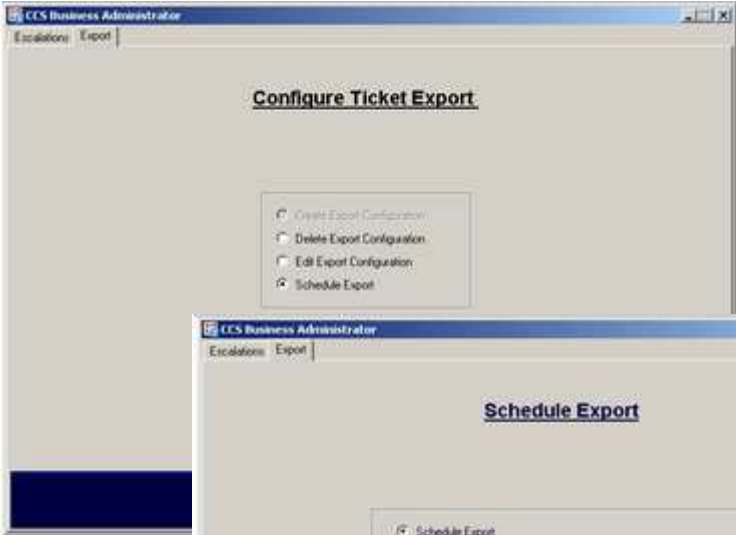


You can map the export fields to the database fields

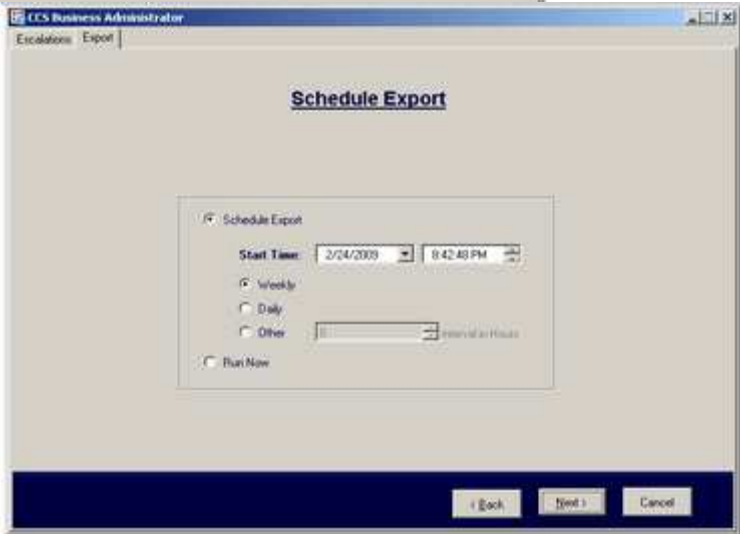
Export to Database - continued



The conformation screen allows you to verify your export settings.



Finally, with the export set, you can schedule it to run one time or recurring.



Technician Web Pages

CCS HelpDesk Pro extends the standard version web forms beyond the new ticket form (below) to include the Assigned ticket form (next page).

CCS HelpDesk
For Microsoft Outlook
[Submit New Ticket](#)
[Unassigned Tickets](#)
[Assigned Tickets](#)
[Completed Tickets](#)
[Knowledge Base](#)

Save
Delete

Help Desk Ticket

Summary
Case ID: 251-221-121

Sample Ticket One

User: Fred Flintstone Email: flintstone@crowcanyon.com Company: Stone, Inc. Dept: Rock Dept. Office: Stone Office Phone: 333-9999 Additional Contact <input type="checkbox"/> Include in updates Name: <input type="text"/> Email: <input type="text"/>	<table style="width: 100%;"> <tr> <td>Category: Calendar</td> <td>Priority: 3-Routine</td> </tr> <tr> <td>Type: Calendar Delegation</td> <td>Date Needed: None</td> </tr> <tr> <td>Computer:</td> <td>OS: Windows XP</td> </tr> </table>	Category: Calendar	Priority: 3-Routine	Type: Calendar Delegation	Date Needed: None	Computer:	OS: Windows XP
Category: Calendar	Priority: 3-Routine						
Type: Calendar Delegation	Date Needed: None						
Computer:	OS: Windows XP						

Details

Details go here

Attachments:

CCS HelpDesk Version

Like the Outlook version the technician can select the ticket from the list of assigned tickets, which then open the Assigned Ticket form to start work on.

CCS HelpDesk
For Microsoft Outlook
[Submit New Ticket](#)
[Unassigned Tickets](#)
[Assigned Tickets](#)
[Completed Tickets](#)
[Knowledge Base](#)

Assigned Tickets All [Assigned to me](#) ID:

Page 1 of 1

	ID	Summary	Date Received	End User	Status	Assigned To	Category	Type
!	1	Sample Ticket One	2/22/2009 9:02:00 PM	Administrator	Not Started	Fred Flintstone	Calendar	Calendar Delegation

CCS HelpDesk Version

Technician Web Pages - continued

The web version of the Assigned Ticket form allows the technician to enter work log entries, access additional ticket information and close the ticket. The only limitation of the web form versus the Outlook form is that it cannot be re-assigned from this form, and the Knowledgebase is not accessible from inside

CCS HelpDesk For Microsoft Outlook

[Submit New Ticket](#) [Unassigned Tickets](#) [Assigned Tickets](#) [Completed Tickets](#) [Knowledge Base](#)

Assigned Ticket # 1

Case ID 251-221-121

Summary
Sample Ticket One

User: Administrator Email: Administrator@CrowC... Company: <input type="text"/> Dept: <input type="text"/> Office: <input type="text"/> Phone: <input type="text"/> Additional Contact Name: <input type="text"/> Email: <input type="text"/> Assigned To: Fred Flintstone Date assigned: 2/22/2009 9:37:00 PM Priority: 3-Routine Status: Not Started Start Date: None Due Date: None Category: Calendar Type: Calendar Delegation <input type="button" value="Update User"/>	New Log Entry: <input type="button" value="Add as is"/> <input type="button" value="Add/Send to user"/> <input type="button" value="Add as [Internal]"/> Work Log % Complete: 0% Current Work: 0 h 0 m Total Work: 0 h 0 m +[SYSTEM] 2/22/2009 9:02:21 PM: TICKET RECEIVED Resolution Cause: <input type="text"/> <input type="checkbox"/> Complete Completed: None	Ticket Created: 2/22/2009 9:02:00 PM Details Project: <input type="text"/> Billing Info: <input type="text"/> Cost: \$0.00 Elapsed Time: <input type="text"/> Related Ticket: <input type="text"/> Vendor Case ID: <input type="text"/> Ticket Created by: Fred Flintstone Custom Fields Field 1: <input type="text"/> Field 2: <input type="text"/> Field 3: <input type="text"/> Field 4: <input type="text"/> Asset Information Device Type: <input type="text"/> Computer: <input type="text"/> OS: Windows XP Model/Make: <input type="text"/> IP Address: <input type="text"/> Asset No.: <input type="text"/>
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Details
Details go here

Attachments:

CS/cha/tes/12/09