

# KronoDesk®

## KronoDesk® User Manual

Version 3.0

Inflectra Corporation

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*inflectra*®

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## 1. Introduction

KronoDesk® is an integrated customer support system that includes help desk ticketing, customer support forums and an online knowledge base in a single user interface.

KronoDesk® includes a powerful and flexible help desk ticketing system that can be quickly and easily tailored to meet your support needs. With support for custom fields and workflows you can create different support processes for your different products.

KronoDesk® provides a knowledge base and online support forums, making your customers more self-sufficient with routine issues so that your support personnel can focus their time on the critical issues and complex enquiries.

This user manual outlines the features and functionality available in KronoDesk®, and demonstrates how to use the application to improve your customer satisfaction and optimize your customer support. For information on how to install and administer KronoDesk, please refer to the *KronoDesk Administrative Guide*.

### *1.1. Improve Customer Satisfaction*

For your customers, KronoDesk® provides a single, easy to use destination for all their support needs. When they arrive with a problem, question or enquiry, KronoDesk will direct them to relevant knowledge base articles, suggest helpful discussion threads and provide self-service solutions so that they can find a wide range of immediate solutions and suggestions.

For those enquiries that do not match an existing article or have not yet been discussed in a support forum, KronoDesk will direct the customer to log a help desk ticket.

The system provides an easy-to-use help desk submission form that gathers the appropriate information to ensure a speedy resolution of the problem. The customer can use their personalized dashboard to view the status of their help desk tickets and provide additional information as requested by the support agents.

### *1.2. Optimize Customer Support*

For your support agents, KronoDesk® eliminates the time and effort spent checking separate systems for help desk tickets, support requests and forum posts. Using the customizable agent dashboard, they can view all their assigned tickets, monitor incoming forum posts and check for new tickets all from the same screen.

To reduce the time and effort spent dealing with routine enquiries, the agents can use KronoDesk to create knowledge base articles, FAQs, whitepapers and forum posts to document common problems and the possible solutions.

## 2. Functionality Overview

This section outlines the functionality provided by KronoDesk® in the areas of help desk ticketing, customer support forums, online knowledge base and user account management.

### 2.1. Dashboards

When a customer first accesses KronoDesk, they are taken to the KronoDesk Customer Homepage. This page is designed to provide them with an easy to use starting point for resolving their support issue. They are provided with tools for searching the online knowledge base, asking questions in the support forums and a link to create a help desk ticket.

The dashboard also includes recent knowledge base articles, news updates, and recent forum posts so that they can keep on top of recent development and contribute back into the support community.

For customer service agents, the Employee Homepage provides them with a consolidated view of their assigned tickets, any tickets not current assigned, recent forum posts, and current news updates so they can see all inbound requests from customers in one single place, ensuring that they are able to monitor the support forums and help desk from a single screen.

### 2.2. Knowledge Base

The KronoDesk® online knowledge base provides the first level of support to customers. Instead of having to constantly respond to the same routine enquiries and support requests, customer support agents can use the built-in knowledge base to create articles related to different topics, categories and products. Knowledge base articles can be linked to multiple categories and also tagged with meta-tags to make searching easier by customers. The system includes full rich-text editor so that articles can be formatted with lists, tables, different text styles and embedded hyperlinks.

### 2.3. Support Forums

The KronoDesk® support forums provide the next level of support to customers. Where a fully codified knowledge base article has not yet been synthesized and created by the support agents, the support forums provide a place where users can search for existing messages concerning the same problem. The support forums thereby provide a community where customers and support agents can post replies to common questions visible to the entire community.

This provides a faster turnaround for customers who can find immediate solutions to their issues and enables the support agents to focus their time on dealing customer issues that have not been previously encountered or customers issues that particularly complex or environment-specific.

### 2.4. Help Desk Ticketing

The KronoDesk® help desk ticket management system provides the final level of customer support. When a customer cannot readily find the solution through either the knowledge base or support forums, they can submit a help desk ticket through KronoDesk's help desk submission system. The system allows them to quickly and easily enter the description of the problem, attach any relevant documents or screenshots, categorize the issue and then submit it for resolution by the support agents.

The customer support agents can use the help desk system to review incoming tickets, assign them to themselves or other support agents as needed, provide suggestions to the customer, or escalate to the next level of support. They can use the system to add notes to the ticket, change the fields, or ask for more information. Any changes made to the ticket will be notified to the customer so that they're kept abreast of changes to their ticket. In addition, the customer can use their customer homepage to see a list

of their open tickets together to see at a glance what action has been taken and what recommendations have been made.

## 2.6. User Account Management

KronoDesk® supports the management of an unlimited number of users, which can be administered through the same web interface as the rest of the application, and each user of the system can be given a specific role in the system. In addition, each user has a secure Account management section of the application where they can update their personal information, manage their subscriptions and change their password information.

In addition to these administration functions, each user has their own personalized dashboard view of all the pertinent and relevant information. This feature reduces the information overload associated with managing such a rich source of information, and allows a single customer and employee snapshot to be viewable at all times for rapid decision-making.

## 2.7. Miscellaneous

### 2.7.1. Artifact Relationships

The sections above have outlined the different features and functions available in the system, and have described the various artifacts managed in the system (e.g. tickets, articles, forums, threads, etc.). To aid in understanding how the information is related, the following diagrams illustrates the relationships between the different artifacts and entities:

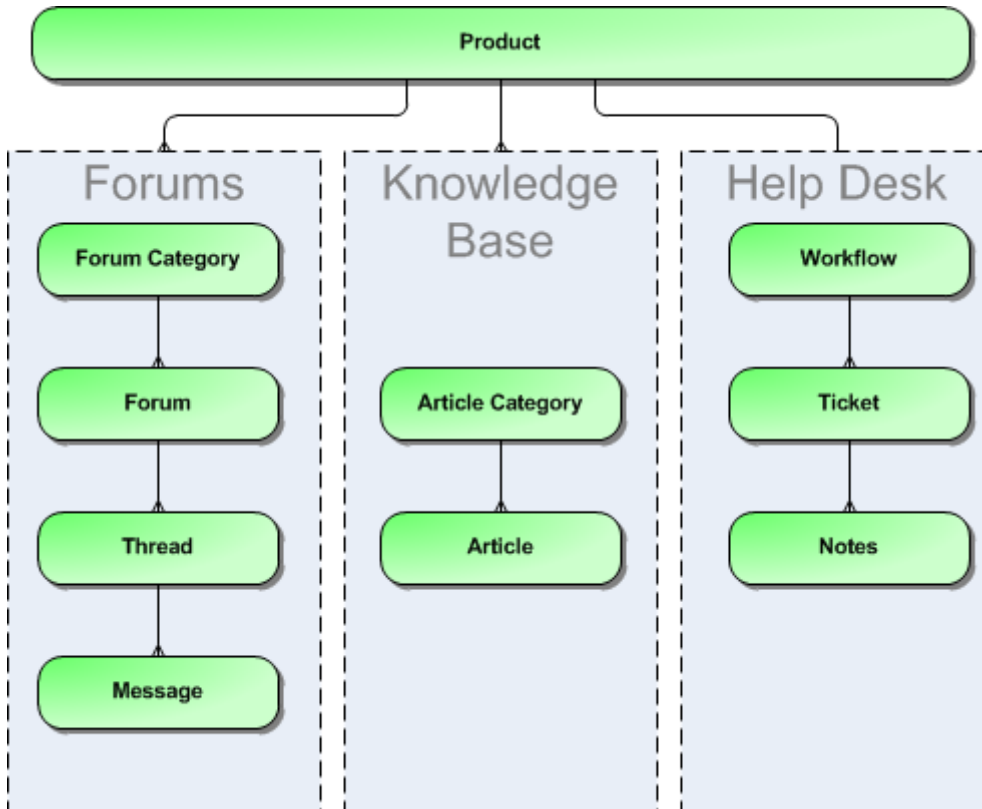


Figure 1: The relationships between the various KronoDesk entities

With these overall concepts in mind, the rest of this help manual will outline the functionality in each of the KronoDesk® screens, and provide specific information on how to manage each of the artifacts illustrated








above. Note that this manual does not explain the Administration-level functionality of the system; for that, please refer to the *KronoDesk® Administration Guide*.

### 2.7.2. Artifact Naming Conventions

On various screens in the system, you will see lists of artifacts (tickets, articles, etc.) together with a unique identification number. In order to make it easier to recognize at a glance which type of artifact the identification number refers to, KronoDesk uses a system of two-letter prefixes which help identify the type of artifact being displayed. The current prefixes used by the system are:

Artifact	Prefix	Artifact	Prefix
Ticket	TK	Knowledge Base Article	KB
Ticket Status	TS	User	US
Ticket Type	TT	Forum	FR
Ticket Priority	TP	Thread	TH
Ticket Resolution	TR	Message	MG
Product	PR		

In addition, certain artifacts in the system are displayed with an icon that helps distinguish them from each other, and provides additional context on the state of the artifact:

Icon	Artifact Description
	Knowledge Base Article
	Forum Category
	Forum
	Thread
	Help Desk Ticket
	SpiraTeam® Incident
	Artifact has an Attachment

### 3. Home Page

When you first access KronoDesk®, the system will default to displaying either the Customer Home Page or the employee home page. The choice of default home page depends on whether you are logged into the system and if so, what role(s) your user belongs to. In either case, you can switch from the Customer Home Page to the Employee Home Page by clicking the link at the top of the page (assuming your user has permissions to see the other page).

#### 3.1. Customer Home Page

When you first access the system without being logged-in, it will display the public version of the customer home page illustrated below:

The screenshot shows the KronoDesk Customer Home Page. At the top, there is a navigation bar with the KronoDesk logo, a 'Home Page' link (highlighted in red), 'Knowledge Base', and 'Forums' links, a search bar, and a 'Sign-In' button. Below the navigation bar, there are four main content areas:

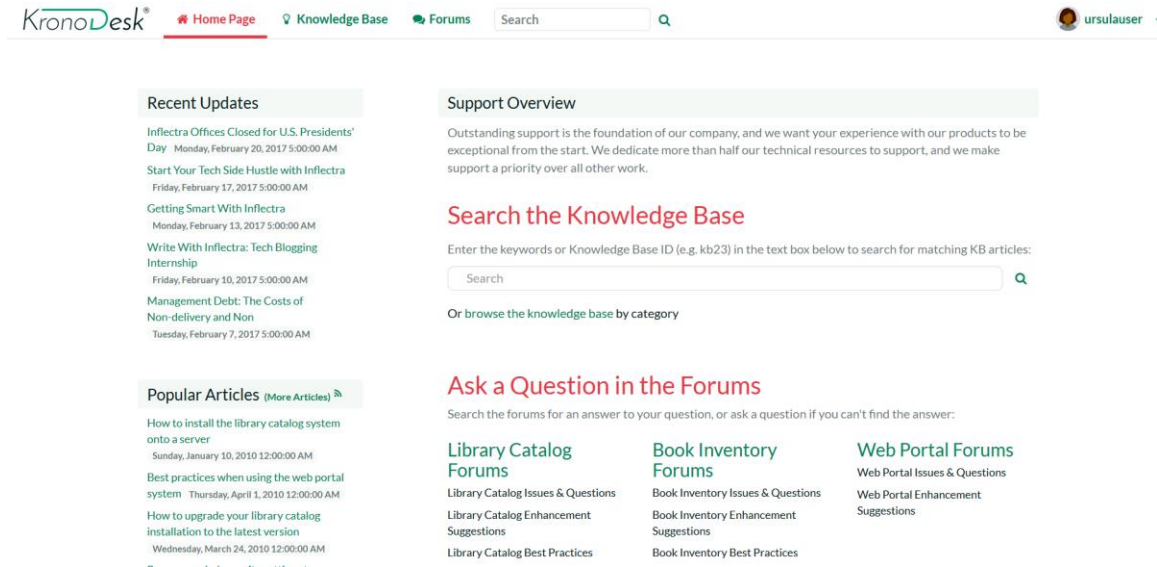
- Recent Updates:** A list of news items with titles and dates, such as 'Inflectra Offices Closed for U.S. Presidents' Day' and 'Start Your Tech Side Hustle with Inflectra'.
- Support Overview:** A section titled 'Support Overview' with a sub-section 'Search the Knowledge Base' containing a search box and a message: 'Enter the keywords or Knowledge Base ID (e.g. kb23) in the text box below to search for matching KB articles:'. Below this is another search box and a link to 'browse the knowledge base by category'.
- Ask a Question in the Forums:** A section titled 'Ask a Question in the Forums' with a search box and a message: 'Search the forums for an answer to your question, or ask a question if you can't find the answer:'. Below this are three columns of links: 'Library Catalog Forums', 'Book Inventory Forums', and 'Web Portal Forums', each with sub-links for 'Issues & Questions', 'Enhancement Suggestions', and 'Best Practices'.
- Popular Articles:** A section titled 'Popular Articles' with a link to '(More Articles)'. It contains a list of articles with titles and dates, such as 'How to install the library catalog system onto a server' and 'Best practices when using the web portal system'.

This version of the home page is neither personalized, nor customizable and displays the following widgets:

- **Support Overview** – This widget walks you through the steps of getting your support issue resolved. It provides a search box for searching the online knowledge base, links to browse the support forums and a message that you need to first log-in if you want to submit a help desk ticket.
- **Recent Forum Posts** – This widget displays a list of the most recent forum posts, including the name and date of the post. Positioning the mouse over the title will display a popup tooltip containing the long description of the post.
- **Recent Updates** – If enabled by the administrator, this will display a list of recent news items from the company's website made available by an RSS newsfeed. Positioning the mouse over the title will display a popup tooltip containing the long description of the news item.
- **Popular Articles** – This widget displays a list of the knowledge base articles that have been most frequently viewed by users of the system. Each article is displayed with its title and date of publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the article.
- **Recent Articles** - This widget displays a list of the most recently submitted knowledge base articles that have been submitted into the system. Each article is displayed with its title and date

of publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the article.

If you follow the instructions and login to the system with a basic user account (i.e. a user that does not have the “customer” role such as **ursulauser**), the dashboard will change to the basic authenticated user home page illustrated below:



This version of the home page contains all the widgets in the public version, with the following additions:

- **Subscribed Threads** – This widget displays a list of the support forum threads that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.
- **Subscribed Articles** – This widget displays a list of the knowledge base articles that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.

**Subscribed Threads** [\(More Posts\)](#)

**Subscribed Articles**

If you login to the system with a Customer account (one that has the role of customer, for example **chriscustomer**), you will get the registered customer home page which is illustrated below:



**Popular Articles** (More Articles)

- How to install the library catalog system onto a server  
Sunday, January 10, 2010 12:00:00 AM
- Best practices when using the web portal system  
Thursday, April 1, 2010 12:00:00 AM
- How to upgrade your library catalog installation to the latest version  
Wednesday, March 24, 2010 12:00:00 AM
- Recommended security settings to ensure that the library system is secure  
Wednesday, February 10, 2010 12:00:00 AM
- Common error messages and their causes when using the book inventory  
Thursday, April 1, 2010 12:00:00 AM

**Recent Articles** (More Articles)

- Common error messages and their causes when using the library system  
Thursday, April 1, 2010
- Best practices when using the library catalog system  
Thursday, April 1, 2010
- Common error messages and their causes when using the book inventory  
Thursday, April 1, 2010

**Ask a Question in the Forums**

Search the forums for an answer to your question, or ask a question if you can't find the answer:

- Library Catalog Forums**
  - Library Catalog Issues & Questions
  - Library Catalog Enhancement Suggestions
  - Library Catalog Best Practices
- Book Inventory Forums**
  - Book Inventory Issues & Questions
  - Book Inventory Enhancement Suggestions
  - Book Inventory Best Practices
- Web Portal Forums**
  - Web Portal Issues & Questions
  - Web Portal Enhancement Suggestions

[See More Forums](#)

**Fill Out a Help Desk Ticket**

If you cannot find an answer in our Knowledge Base or Support Forums, fill out a Help Desk Ticket. A support engineer will respond to you shortly.

If you prefer the phone, MyCompany's support specialists are ready to assist you with your issue - **1-800-555-1212** (toll free) or **+1-212-555-1212** (outside US).

**Recent Forum Posts** (More Posts)

- How do I backup and maintain the web portal system? Monday, July 19, 2010 12:00:00 AM
- What is my initial login and password for accessing the system? Saturday, July 17, 2010 12:00:00 AM
- What is my initial login and password for accessing the system? Thursday, July 1, 2010 12:00:00 AM
- How do I backup and maintain the book inventory system? Friday, June 25, 2010 12:00:00 AM

This version of the home page contains all the widgets in the public version, with the following additions:

- **Support Overview** – This widget includes all of the information in the other versions of the home page, but it will also include links for creating a new help desk ticket.
- **Useful Links** – This widget simply displays a list of useful links that have been provided by the customer support agents.
- **My Open Tickets** – This widget displays a list of all the open help desk tickets logged by your user. The list is displayed in descending date-order. The list includes the name of the ticket, the product it relates to, the status of the ticket and the customer support agent it is assigned to (if any). Positioning the mouse over the title will display the full description of the ticket, together with any notes from the customer support agent.

**My Open Tickets** ([View All](#))

ID	Name	Opener	Status
TK:2	Book title is always marked as 'deactivated'.	Chris Customer	Open
TK:6	Database not backing up correctly	Chris Customer	Assigned
TK:10	Editing the date on a book is clunky	Chris Customer	Assigned
TK:14	Quote handling issues throughout	Chris Customer	Assigned
TK:18	The homepage hangs whilst loading	Chris Customer	Waiting on Development



## 3.2. Employee Home Page

When you first access the system whilst logged-in as a customer support agent (i.e. in the “Employee” role such as **ericemployee**), it will display the employee home page illustrated below:

© Copyright 2006-2017 MyCompany Inc., All Rights Reserved | en-US | Eastern Standard Time (UTC-5) Tel: 1-800-555-1212 | Help Desk | Legal Notices | Privacy Policy  
Powered by KronoDesk v2.0.0 help desk software | © Copyright 2011-2017 | Licensed to Inflectra Corporation.

This dashboard is personalized to the current user and can also be customized by clicking on either the “Modify Layout/Settings” or “Add Items to Dashboard” hyperlink. By default, this home page includes the following customer agent widgets:

- **My Assigned Tickets** – This widget displays a grid containing the most recent open help desk tickets that have been assigned to you. Each ticket is displayed along with the name of the product it relates to, the customer who opened it, the date it was created, its current status, and the date that it was last updated.
- **Unassigned Tickets** – The widget displays a grid containing the most recent open help desk tickets that are not currently assigned to any customer support agent. Each ticket is displayed along with the name of the product it relates to, the customer who opened it, the date it was created, its current status, and the date that it was last updated.
- **Recent Updates** – If enabled by the administrator, this will display a list of recent news items from the company’s website made available by an RSS newsfeed. Positioning the mouse over the title will display a popup tooltip containing the long description of the news item.
- **Recent Forum Posts** – This widget displays a list of the most recent forum posts that have not yet been answered. The list includes the name and date of the post, and positioning the mouse over the title will display a popup tooltip containing the long description of the post.
- **Subscribed Threads** – This widget displays a list of the support forum threads that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.
- **Subscribed Articles** – This widget displays a list of the knowledge base articles that your user is currently subscribed to. This allows you to keep track of specific topics that are of interest.

As an employee or other internal user, you can click on the “Customer Home Page” hyperlink to display the view of a customer in case you want to see what they’re currently seeing:

#### Recent Updates

**Inflectra Offices Closed for U.S. Presidents' Day**  
Monday, February 20, 2017 5:00:00 AM

**Start Your Tech Side Hustle with Inflectra**  
Friday, February 17, 2017 5:00:00 AM

**Getting Smart With Inflectra**  
Monday, February 13, 2017 5:00:00 AM

**Write With Inflectra: Tech Blogging Internship**  
Friday, February 10, 2017 5:00:00 AM

**Management Debt: The Costs of Non-delivery and Non**  
Tuesday, February 7, 2017 5:00:00 AM

#### Popular Articles [\(More Articles\)](#)

**How to install the library catalog system onto a server**  
Sunday, January 10, 2010 12:00:00 AM

**Best practices when using the web portal system**  
Thursday, April 1, 2010 12:00:00 AM

**How to upgrade your library catalog**

#### Support Overview

Outstanding support is the foundation of our company, and we want your experience with our products to be exceptional from the start. We dedicate more than half our technical resources to support, and we make support a priority over all other work.

#### Search the Knowledge Base

Enter the keywords or Knowledge Base ID (e.g. kb23) in the text box below to search for matching KB articles:

Or browse the knowledge base by category

#### Ask a Question in the Forums

Search the forums for an answer to your question, or ask a question if you can't find the answer:

##### Library Catalog Forums

Library Catalog Issues & Questions  
Library Catalog Enhancement

##### Book Inventory Forums

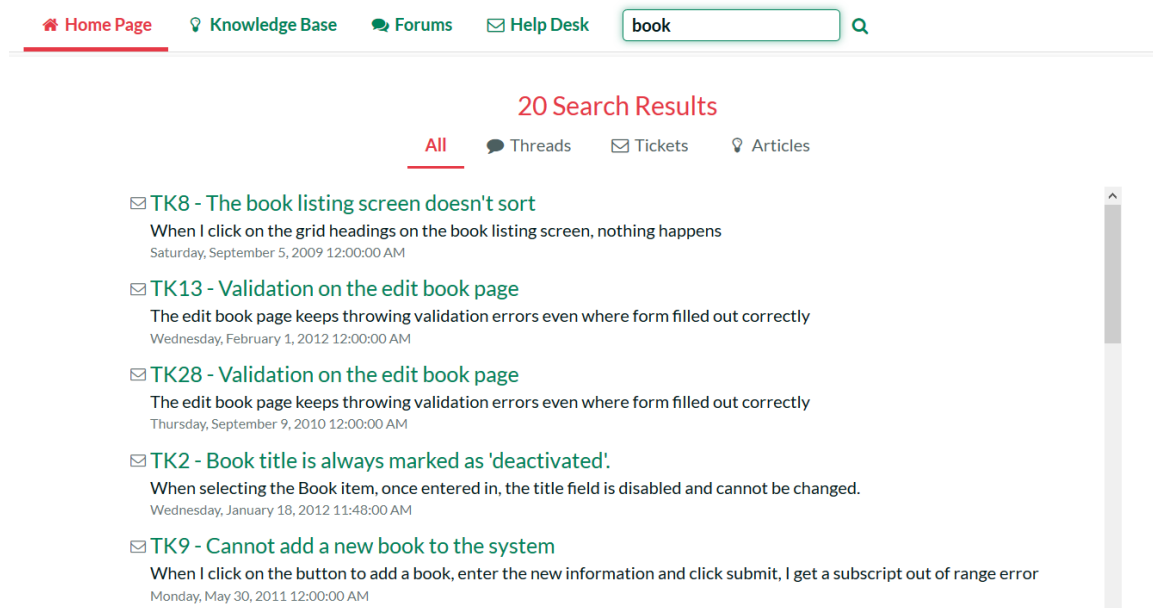
Book Inventory Issues & Questions  
Book Inventory Enhancement

##### Web Portal Forums

Web Portal Issues & Questions  
Web Portal Enhancement Suggestions

### 3.3. Global Search

KronoDesk includes a global search bar that can be used to search across products and artifact types for items that include the entered keywords in either the name or description field:



The screenshot shows the KronoDesk navigation bar with the search bar containing the text 'book'. Below the navigation bar, the search results are displayed as '20 Search Results'. The results are filtered by 'All' (selected), 'Threads', 'Tickets', and 'Articles'. The first five results are listed as follows:

- TK8 - The book listing screen doesn't sort**  
When I click on the grid headings on the book listing screen, nothing happens  
Saturday, September 5, 2009 12:00:00 AM
- TK13 - Validation on the edit book page**  
The edit book page keeps throwing validation errors even where form filled out correctly  
Wednesday, February 1, 2012 12:00:00 AM
- TK28 - Validation on the edit book page**  
The edit book page keeps throwing validation errors even where form filled out correctly  
Thursday, September 9, 2010 12:00:00 AM
- TK2 - Book title is always marked as 'deactivated'.**  
When selecting the Book item, once entered in, the title field is disabled and cannot be changed.  
Wednesday, January 18, 2012 11:48:00 AM
- TK9 - Cannot add a new book to the system**  
When I click on the button to add a book, enter the new information and click submit, I get a subscript out of range error  
Monday, May 30, 2011 12:00:00 AM

You can narrow down the search results by clicking on the artifact filters to limit the returned results to just forum threads, support tickets or knowledge base articles:

## 20 Search Results

All [Threads](#) [Tickets](#) [Articles](#)

TH7 - How do I install the book inventory system onto my computer?

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lore

Saturday, April 10, 2010 12:00:00 AM

TH8 - How do I access the book inventory system for the first time?

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lore

Tuesday, April 20, 2010 12:00:00 AM

TH10 - How do I backup and maintain the book inventory system?

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lore

Saturday, June 26, 2010 12:00:00 AM

### 3.4. Register for New Account

When you click on the hyperlink to register a new account, the system will display the following dialog:

### Register

Login ID:

Email Address:

First Name:

Middle Initial:

Last Name:

Password:

Confirm Password:

Security Question:

Security Answer:

You need to enter the following fields:

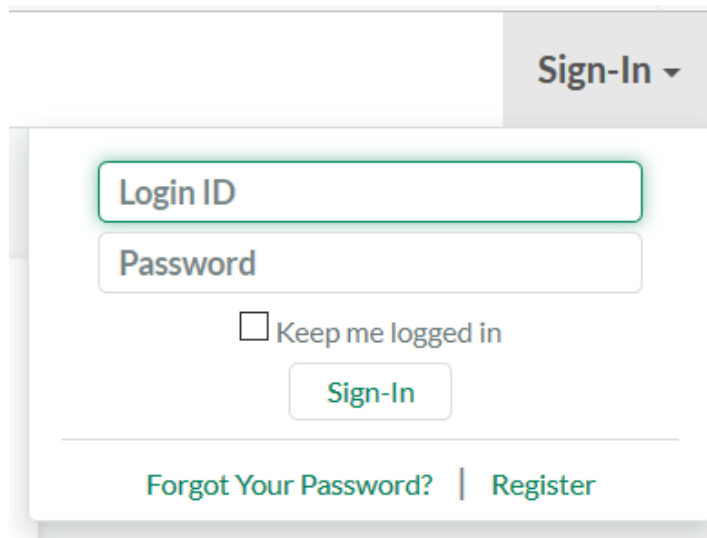
- **Login ID** – the username that you'd like to use in the system. This has to be unique.
- **Email Address** – a valid email address that notifications will be sent to.

- **First Name** – your first name
- **Last Name** – your last name
- **Middle Initial** – your middle initial (if applicable)
- **Password** – enter your desired password twice to ensure that you have entered it correctly.
- **Password Question/Answer** – enter a question that only you will know the answer to, together with the matching answer to that question.

Once click the [Create User] button, the system will create a new user in the system. Depending on how the administrator has configured the system, you may get a welcome email that provides you with a copy of your chosen login information.

### 3.5. Sign-In to Account

When you click on the hyperlink to sign-in to an existing user account, the following dialog is displayed:



The image shows a 'Sign-In' dialog box. At the top right of the dialog is a grey button labeled 'Sign-In' with a downward-pointing arrow. Below this are two text input fields: the first is labeled 'Login ID' and the second is labeled 'Password'. Underneath the 'Password' field is a checkbox with the text 'Keep me logged in' to its right. Below the checkbox is a rounded rectangular button labeled 'Sign-In'. At the bottom of the dialog, there are two hyperlinks: 'Forgot Your Password?' followed by a vertical bar and 'Register'.

You need to enter a valid login and password to access the system. If you enter an incorrect login or password, the system will display a validation message. If you fail to login successfully after five (5) attempts, the system will lock your user account for ten (10) minutes. This is to prevent brute-force attacks on the system.

#### 3.5.1. Reset Your Password

If you have forgotten your password, click on the “Forgot Your Password” hyperlink which will display the following dialog:

## Forgot Your Password?

Enter your Login to receive your password.

To reset your password, you need to enter your login name and click the “Submit” button. Then you’ll be taken to the password question/answer challenge screen:

## Identity Confirmation

( Login ID : carlacustomer )

Answer the following question to receive your password.

What is 1+1?

You will be asked to provide the answer to your secret question. If you successfully enter the correct password answer, the system will generate a new random password and email it to you.

## Your Password Has Been Sent To You.

If for any reason you do not receive an email with your new password, you need to contact the administrator of your installation to have them manually reset your password.

## 4. Knowledge Base

The KronoDesk® online knowledge base provides the first level of support to customers. Instead of having to constantly respond to the same routine enquiries and support requests, customer support agents can use the built-in knowledge base to create articles related to different topics, categories and products. Knowledge base articles can be linked to multiple categories and also tagged with meta-tags to make searching easier by customers. The system includes full rich-text editor so that articles can be formatted with lists, tables, different text styles and embedded hyperlinks.

When a user starts entering a support ticket, KronoDesk automatically scans the available KB articles to suggest a response before they submit the ticket.

### 4.1. Article List

When you click on the Knowledge Base option in the global navigation, you will be taken to the main knowledge base page:

**Tag Cloud**

best practices **book inventory**  
error messages faqs **install** issues  
**library catalog** processes training  
troubleshooting upgrades **web**  
portal web server

### Knowledge Base Articles

**Book Inventory Articles** (View All)

**Sub Categories**  
**Book Inventory News Articles** 0  
**Book Inventory Technical Articles** 8

**Recent Articles**  
Best practices when using the book inventory system Thursday, April 1, 2010  
Suggested training for users of the book inventory system Wednesday, February 10, 2010  
Recommended processes for managing a book inventory Thursday, January 21, 2010  
FAQs for using the book inventory system Wednesday, January 20, 2010

**Library Catalog Articles** (View All)

**Sub Categories**  
**Library Catalog News Articles** 0  
**Library Catalog Technical Articles** 8

**Recent Articles**  
Best practices when using the library catalog system Thursday, April 1, 2010  
Suggested training for users of the library catalog system Wednesday, February 10, 2010  
Recommended processes for managing a library catalog Thursday, January 21, 2010  
FAQs for using the library catalog system Wednesday, January 20, 2010

**Web Portal Articles** (View All)

**Recent Articles**  
Common error messages and their causes when using the web portal Thursday, April 1, 2010  
Best practices when using the web portal system Thursday, April 1, 2010  
Database maintenance plans for our products

This page consists of list of article categories, with recent articles and sub-categories displayed underneath. In addition, on the left-hand side, there is a tag cloud that lets you find articles that use the various tags.

#### 4.1.1. Category and Article List

The main section of the page will display a list of the article categories and sub-categories, with the list of most recent articles displayed underneath:

# Knowledge Base Articles

## Book Inventory Articles [\(View All\)](#)

### Sub Categories

[Book Inventory News Articles](#) 0

[Book Inventory Technical Articles](#) 8

### Recent Articles

[Best practices when using the book inventory system](#) Thursday, April 1, 2010

[Suggested training for users of the book inventory system](#) Wednesday, February 10, 2010

[Recommended processes for managing a book inventory](#) Thursday, January 21, 2010

[FAQs for using the book inventory system](#) Wednesday, January 20, 2010

## Library Catalog Articles [\(View All\)](#)

### Sub Categories

[Library Catalog News Articles](#) 0

[Library Catalog Technical Articles](#) 8

### Recent Articles

[Best practices when using the library catalog system](#) Thursday, April 1, 2010

[Suggested training for users of the library catalog system](#) Wednesday, February 10, 2010

[Recommended processes for managing a library catalog](#) Thursday, January 21, 2010

[FAQs for using the library catalog system](#) Wednesday, January 20, 2010

If you click on a specific category or sub-category, KronoDesk will display the list of articles in the category, ordered by date:

[Home](#) > [Book Inventory Articles](#)

## Book Inventory Articles

### Sub Categories

[Book Inventory Technical Articles](#) 8

[Book Inventory News Articles](#) 0

### Articles

#### [Best practices when using the book inventory system](#)

Eum at augue blandit interpretaris, id probo populo denique sit. Qui cu clita aeterno minimum, sea at graecis insolens salutandi. Ad sea purto albucius pericula. Ea tempor appellantur cum. Sed oratio forensibus ex, per congue liberavisse interpretaris ea.

#### [Recommended processes for managing a book inventory](#)

Mei no epicuri liberavisse. Id est cetero impedit instructor. Vis ea docendi sensibus oportere, eu dolore neglegentur eam. Ad cum deserunt expetendis, nibh similique cu per, ex cum enim agam diceret. Eum quod autem ei, cum cibo veritus elaboraret et.

#### [Suggested training for users of the book inventory system](#)

Atomorum consulatu mnesarchum ei vis, id qui qualisque reprehendunt. Sed cu suscipit imperdiet adipiscing, prima quidam ornatus nec id. Pri veri nonumes efficiantur id, viris accumsan fabellas at pri. Quo oratio utamur fabulas cu, probatus prodesset vim ex. Ei fugit doming mnesarchum usu.

#### [FAQs for using the book inventory system](#)

Mea sumo oratio saperet ea, an vel civibus quaerendum. Mutat fastidii pro in. Vide offendit eloquentiam qui et, summo omittantur vis ad. An usu dicit feugait lobortis.

If you click on the RSS icon, you can subscribe to the current category in an RSS-compatible newsreader.

If you click on an article in the list, it will display the article details page described in section 4.2.



#### 4.1.2. Tag Cloud

The tag cloud displays a list of all the tag names associated with knowledge base articles in the system. The size and color of the font is proportional to the number of articles associated with the tag.

### Tag Cloud

best practices **book inventory**  
error messages faqs **install** issues  
**library catalog** processes training  
troubleshooting upgrades **web**  
**portal** web server

Clicking on a tag name will display a page listing all of the articles that use that tag:

[Home Page](#) > [Knowledge Base](#) > [Articles Tagged 'library catalog'](#)

## Articles Tagged 'library catalog'

### Articles

#### Common error messages and their causes when using the library system

Nec cu senserit scribentur, nec ut oportere sapientem intellegebat, vis saepe adolescens cu. Ne vidisse legendos persequeris vel. Iracundia dissentiet at pro. Pri senserit vituperata ut, purto nominati delicata in nam, ius eu sententiae eloquentiam. Ex sed summo tantas mollis. At his agam nonumy vidisse, an quo tibi que eleifend.

#### How to upgrade your library catalog installation to the latest version

Cum sapientem deterruisset ut. Vis in soluta commune deseruisse, sonet dicant at usu. Pri at expetenda consequuntur. Sed congue commodo theophrastus ea, quod volumus te cum, in per dicunt delicatissimi.

#### Best practices when using the library catalog system

Admodum albus ei vix, aliquip forensibus mei et. Usu ei vocent aliquando. Sint quaerendum ne nec, error utamur fabellas ad vel, movet efficiantur accommodare pri no. Ius ea tota omnium consetetur. Usu ne porro postea dolorem.

#### Suggested training for users of the library catalog system

Sed magna signiferumque an, at audire debitis nec. Ut qui possit reprimique, id eruditi fierent sed. Nam id stet falli appareat, malorum voluptua appetere ei mei. Est eu tritani voluptua consequat. Ad per lobortis tincidunt, in laoreet scaevola singulis sed, te ludus offendit delicatissimi has. Ad vim imperdiet adversarium, eu has novum assueverit.

#### 4.2. Article Details

When you click on the name of an article, the article details page is displayed:

## Best practices when using the library catalog system

KB4: Created By ericemployee | Wednesday, February 15, 2017 | 7 Views | Last Updated: 2/15/2017

Home Page > Knowledge Base > Library Catalog Articles

Subscribe

library catalog | best practices

Admodum albucius ei vix, aliquip forensibus mei et. Usu ei vocent aliquando. Sint quaerendum ne nec, error utamur fabellas ad vel, movet efficiantur accomodare pri no. Ius ea tota omnium consetetur. Usu ne porro postea dolorem.

### Background

Vel cu purto tempor delicata. An sed copiosae tractatos. Sed cu audire feugait argumentum. At pri dolore doming accomodare, inductum iudicabit et nec. Mei et fierent principes, ne quo postulant torquatos disputando. Ne minimum maluisset ius, id adhuc dissentiunt usu, facete persius verterem pri in.

### Symptoms

Cum sapientem deterruisset ut. Vis in soluta commune deseruisse, sonet dicant at usu. Pri at expetenda consequuntur. Sed congue commodo theophrastus ea, quod volumus te cum, in per dicunt delicatissimi:

- Cu graecis **nominavi** fabellas eos, nec possim inciderint ad.
- Usu in integre verterem expetendis, an **ipsum** dicant conceptam eos.
- An per singulis iracundia. Habeo partem persecuti ne duo.
- Mei alia **labitur** ne, nulla decore qualisque ut quo.
- Usu id iudico patrioque, has id iriure consulatu.

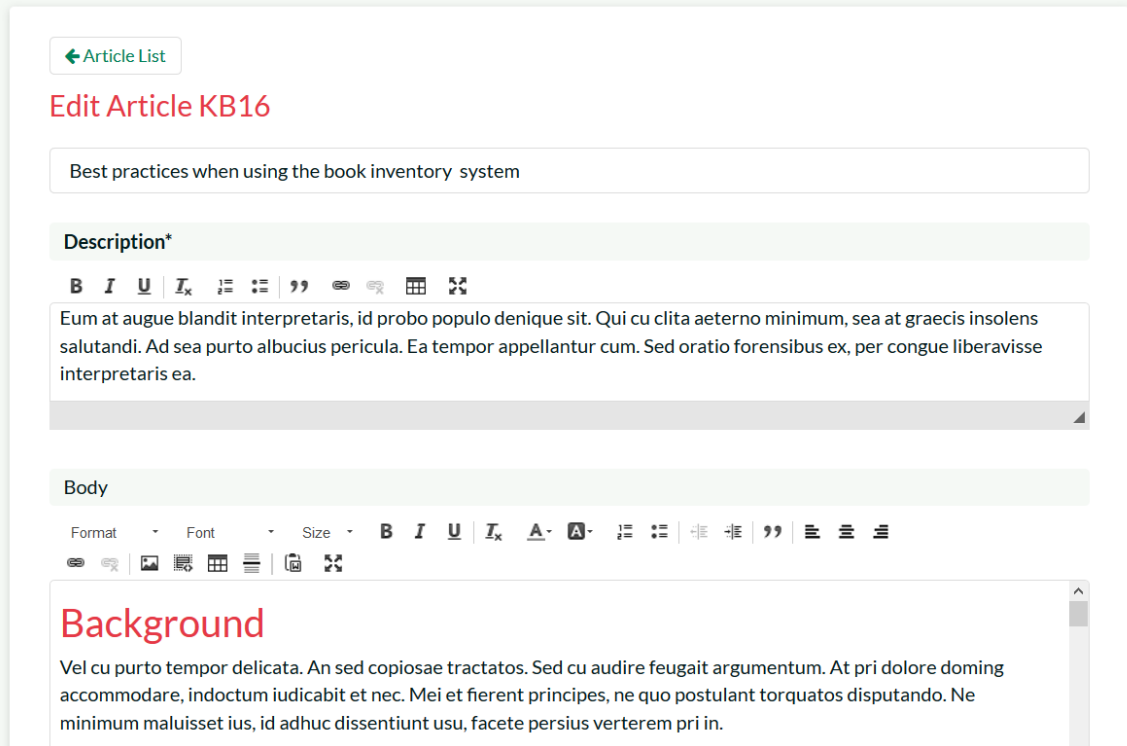
Sed magna signiferumque an, at audire debitis nec. Ut qui possit reprimique, id eruditi fierent sed. Nam id stet falli appareat, malorum voluptua appetere ei mei.

This page displays the following information:

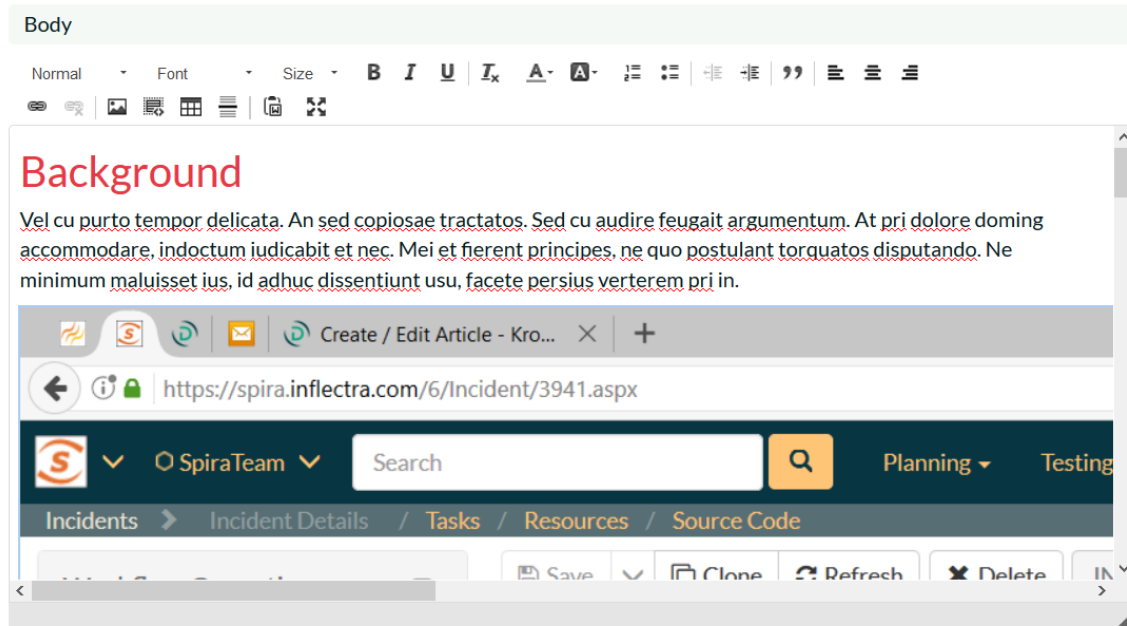
- **Article Breadcrumb** – The breadcrumb list at the top of the page displays the hierarchical list of categories and sub-categories that the article belongs user. If you click on one of the categories, the system will display of related articles in that category.
- **Knowledge Base Article** – This is the main part of the page and displays the name, short description and long description of the knowledge base article. If you click on the Subscription icon to the right of the article title, the article will be added to your list of subscribed knowledge base articles. Whenever a change is made to the article, you will receive an email notification.
- **Article Info** – This information pane displays the unique ID assigned to the article, the date it was last updated and the number of times that it has been viewed.
- **Tags** – This pane displays a list of the meta-tags associated with the current knowledge base article as well as an indication how many other knowledge base articles have been tagged with the same keywords. Clicking on the meta-tag name will automatically take you back to the knowledge base list page with the filter set to the tag name in question.
- **Operations** – This pane is only visible for customer support agents and will display options for creating a new article, deleting the current article or modifying the current article.
- **Links** – This section lets you see the links to related information associated with the article
- **Attachments** – This section lets you view the documents and screenshots attached to the current article.

#### 4.2.1. Editing an Article

Clicking on the operation to “Edit this Article” will display the edit article screen:



You can change the name, description, body, tags and assigned categories for the article. To include a screenshot in the article text, simple paste in the image from the clipboard into the text editor and KronoDesk will capture the image, attach it to the article and embed the image for you:




In addition, you can edit the hyperlinks associated with the article and attach documents to the article by simply dragging and dropping the file onto the special upload control:

Tags:


Categories:\*

Links:

[Library administration documentation portal](#)  
[Download site for the patch that fixes the issue](#)

 **image.png**  
 6kb , Created: Monday, December 12, 2011 3:45:  
 by: System Administrator

---

 **Select files to upload**  
 Or drag and drop files here

Once you are satisfied with your changes you can click either ‘Save As Draft’ to save the KB article and keep in the draft status, or click ‘Publish’ to save the changes and publish as a live article that can be searched on.





#### 4.2.2. Creating an Article

Clicking on the operation to “Create New Article” will display the new article creation screen:








[← Article List](#)

### Create New Article

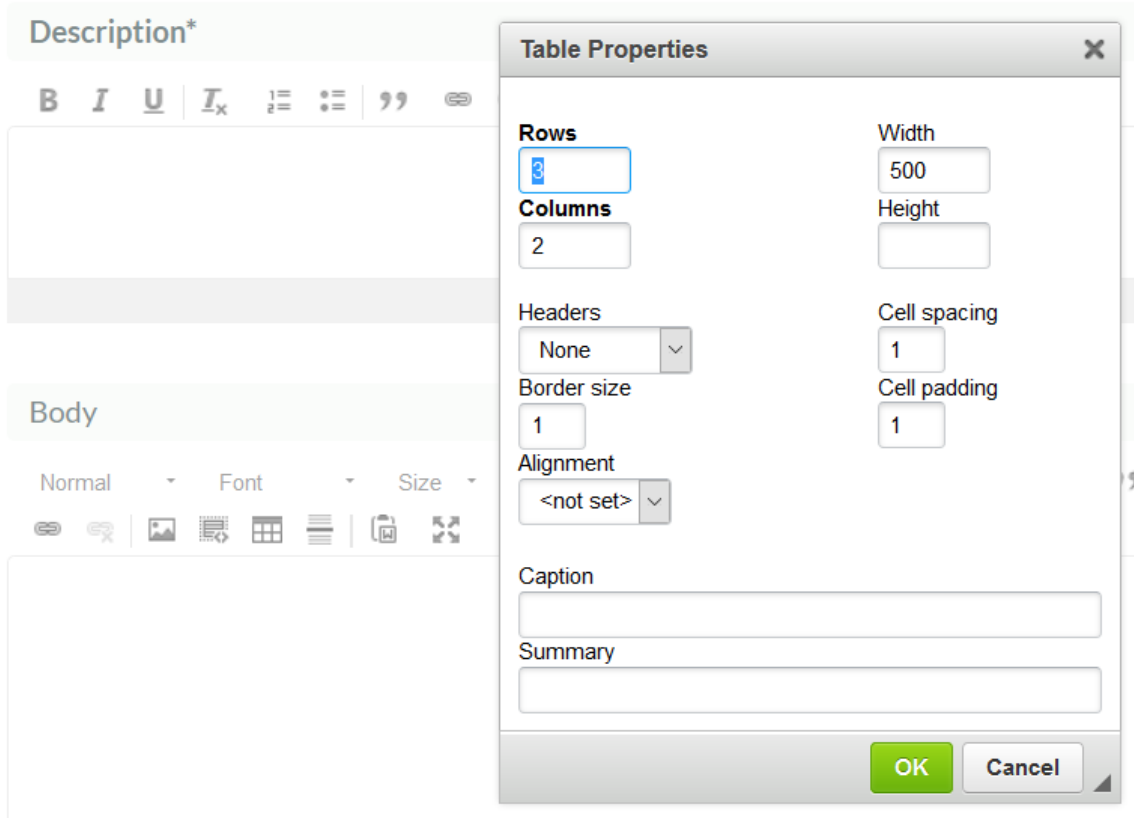
**Description\***

**B I U I<sub>x</sub> |**       

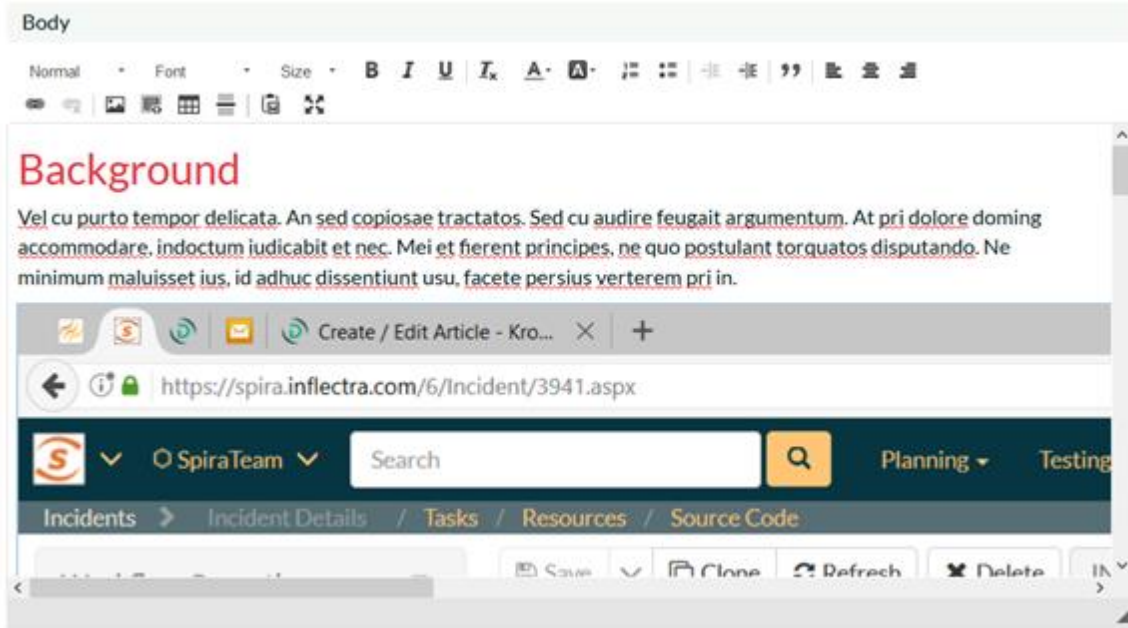
**Body**

Format  Font  Size  **B I U I<sub>x</sub> |**         

You need to enter the name, short description, body, tags and assigned categories for the article. KronoDesk uses a rich text editor for the description and body of the article so that you can enter formatted text, programming code, hyperlinks, tables with ease.



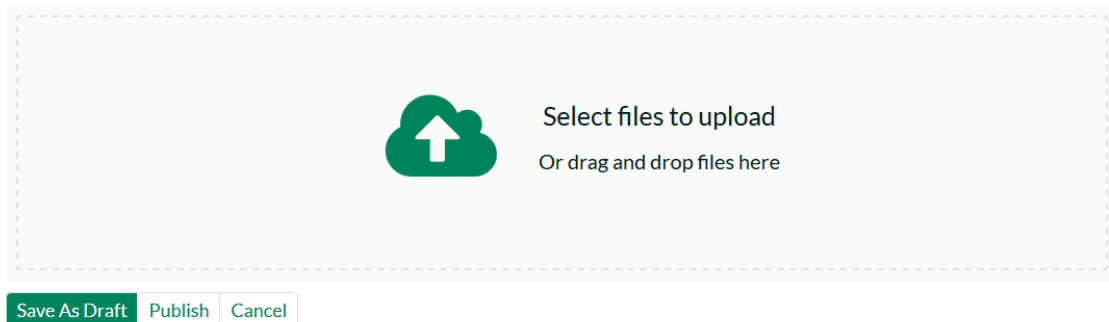
To include a screenshot in the article text, simply paste in the image from the clipboard into the text editor and KronoDesk will capture the image, attach it to the article and embed the image for you:



To add hyperlinks to the article, simply enter the name and URL and click the '+' button to add:

Links:	<input type="text" value="Installing patch 46 on the server"/>	<input type="text" value="patches.com/patch46"/>	<input type="button" value="Add"/>
	<a href="#">Installing patch 45 on the server</a>		

Finally, to attach a document to the article, you can either drag the file onto the upload control or click on the button to browse to a file on your local computer:



Once you are satisfied with your submission, you can click either 'Save As Draft' to save the KB article and keep in the draft status, or click 'Publish' to save the changes and publish as a live article that can be searched on.

## 5. Forums

The KronoDesk® support forums provide the next level of support to customers. Where a fully codified knowledge base article has not yet been synthesized and created by the support agents, the support forums provide a place where users can search for existing messages concerning the same problem. The support forums thereby provide a community where customers and support agents can post replies to common questions visible to the entire community.

### 5.1. Category List

When you click on the Forums option in the global navigation, you will be taken to the forum home page that displays a list of all the categories and associated forums, together with widgets that display recent posts, and a tag cloud:

The screenshot displays the 'Customer Forums' page. On the left, there are two widgets: 'Recent Posts' and 'Tag Cloud'. The 'Recent Posts' widget lists three posts with titles like 'How do I backup and maintain the web portal system?' and dates. The 'Tag Cloud' widget shows various tags such as 'web server', 'security error', and 'book inventory'. The main content area is titled 'Customer Forums' and includes statistics (10 Forums, 18 Threads, 90 Posts), a welcome message, and a note about contacting support. Below this, there are three forum categories: 'Library Catalog Issues & Questions', 'Library Catalog Enhancement Suggestions', and 'Library Catalog Best Practices', each with its own thread and reply counts and a brief description.

Each category will be displayed together with the list of active forums in the category. Each forum will be displayed along with the number of threads and replies in the forum as well as information describing the last post made in the forum.

If the forum icon is filled-in, it means that there is at least one new thread or reply in the forum that you have not already read. If the forum icon is not filled-in, it means that there are no new forums or replies since the last time you visited.

#### 5.1.1. Tag Cloud

The tag cloud displays a list of all the tag names associated with forum threads in the system. The size of the font is proportional to the number of threads associated with the tag. Clicking on a tag name will take you to the following page that lists all the threads that have been tagged with the specific tag:

<< Back to Forums Home

## The following threads have been tagged with 'web server'

6 Threads

### When I access the system I get an HTTP 500 error, any ideas?

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore...

[web server](#) [iis](#) [error](#) 4 posts 4 views by ursulauser, 5 March, 2010

### When I access the system I get an HTTP 500 error, any ideas?

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore...

[web server](#) [iis](#) [error](#) 4 posts 4 views by ursulauser, 1 June, 2010

### When I access the system I get an HTTP 500 error, any ideas?

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore...

[web server](#) [iis](#) [error](#) 4 posts 4 views by ursulauser, 25 June, 2010

## 5.1.2. Recent Posts

This widget displays a list of the most recent forum posts in the system, including the name and date of the post. Positioning the mouse over the title will display a popup tooltip containing the long description of the post.

### Recent Posts

## Customer Forums

[How do I backup and maintain the web portal system?](#) 19 July, 201

10 Forums 18 Threads 90 Posts

[Web Portal Forums > Web Portal Issues & Questions > How do I backup and maintain the web portal system?](#)

[What is my initial login and accessing the system?](#) 17 magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut

[What is my initial login and accessing the system?](#) 11 labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

reliable way to contact MvCompany. If you require a timely response from MvC



## 5.2. Category Details

If you click on the name of a category, it will bring up the category details page:

Home Page > Forums > Library Catalog Forums

### Library Catalog Forums

3 Forums 6 Threads 30 Posts

These forums provide help and support on the library catalog system that was developed to allow librarians to electronically track what books are on loan to various customers.

#### Forums

- Library Catalog Issues & Questions**  
6 threads 24 replies  
General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community.  
1 January, 2011
- Library Catalog Enhancement Suggestions**  
0 threads 0 replies  
Discuss Ideas and suggestions for customising and extending the Library Catalog product.  
1 January, 2011
- Library Catalog Best Practices**  
0 threads 0 replies  
Discussions of best practices for using the Library Catalog product in specific situations / environments. Please do not pose general issues in this forum.  
1 January, 2011

**Recent Posts**

- When I access the system I get an HTTP 500 error, any ideas? 5 March, 2010
- When I login to the system I get an HTTP 404 error, what's causing this? 10 February, 2010
- What is my initial login and password for accessing the system? 2 February, 2010

**Tag Cloud**

password backups library catalog hosting cluster install book inventory accessing error extensions database web portal security web server iis

This page displays the selected category together with a list of active forums in the category. Each forum will be displayed along with the number of threads and replies in the forum as well as information describing the last post made in the forum. The **Recent Posts** widget will also be filtered to only include threads/posts from the current category. The **Tag Cloud** will show tags from all categories.

If the forum icon is filled-in, it means that there is at least one new thread or reply in the forum that you have not already read. If the forum is not filled-in, it means that there are no new forums or replies since the last time you visited.

## 5.3. Forum Details

If you click on the name of a forum, it will bring up the forum details page:

Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ...

### Library Catalog Issues & Questions

24 Replies 6 Threads

General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community.

[Start New Thread](#)

#### Threads

- How do I install the library catalog system onto my computer?**  
4 views 4 replies carlacustomer carlacustomer, 1 April, 2010  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod...
- How do I access the library catalog system for the first time?**  
50 views 4 replies charlescustomer carlacustomer, 25 March, 2010  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod...

**Most Popular**

- What is my initial login and password for accessing the system? - Tuesday, February 2, 2010 12:00:00 AM
- How do I access the library catalog system for the first time? - Wednesday, January 20, 2010 12:00:00 AM
- How do I backup and maintain the library system? - Saturday, January 30, 2010 12:00:00 AM
- How do I install the library catalog system onto my computer? - Sunday, January 10, 2010 12:00:00 AM
- When I access the system I get an HTTP 500 error, any ideas? - Friday, March 5, 2010 12:00:00 AM

This page displays all the threads in the selected forum, together with the number of replies to the thread, the number of times the forum has been viewed and a description of the most recent reply to the thread.

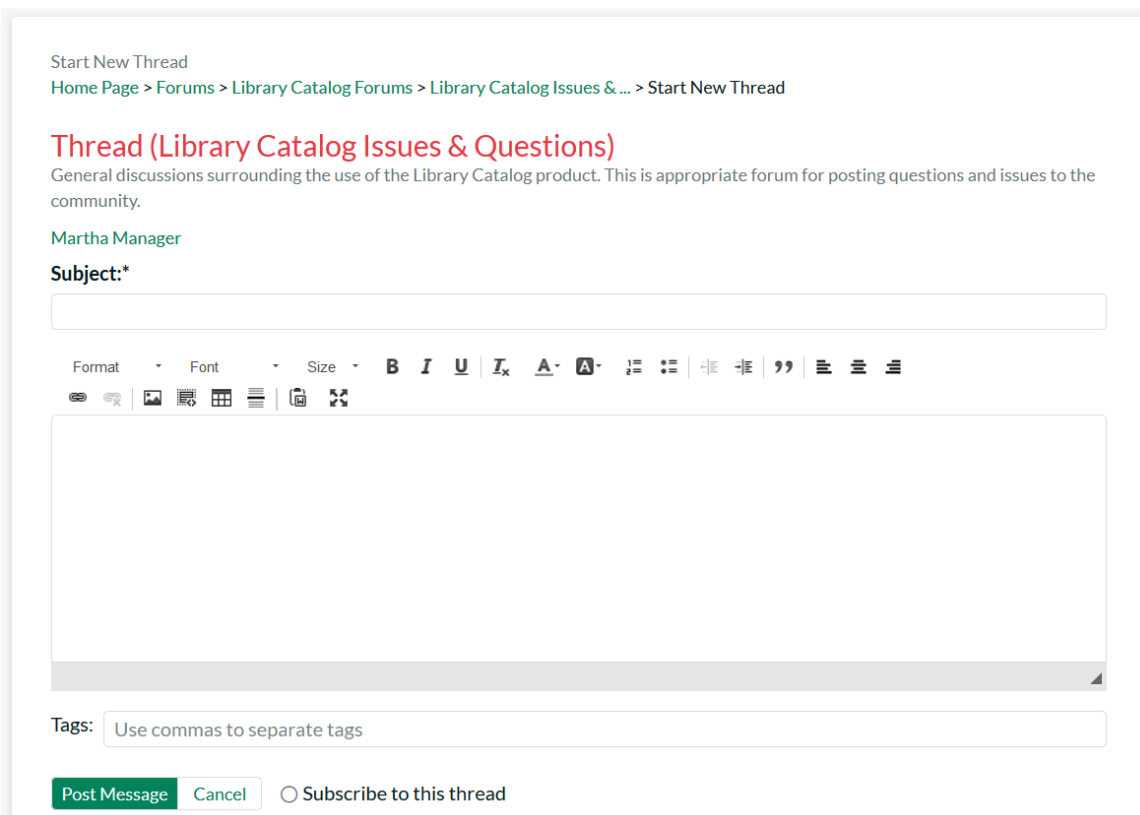
If the thread icon is filled-in, it means that there is either a new thread or there is at least one new reply that you have not already read. If the thread is not filled-in, it means that you have already viewed the thread and that there are no new replies since the last time you visited.

If you click on the RSS icon, you can subscribe to the current forum in an RSS-compatible newsreader. If you click on the “Subscription” hyperlink underneath the forum title, the forum will be added to your list of subscribed forums. Whenever a new thread is posted or a new reply occurs, you will receive an email notification.

In addition, the **Most Popular** widget displays a list of the forum threads that have been most frequently viewed by users of the system. Each thread is displayed with its title and date of publication. Positioning the mouse over the title will display a popup tooltip containing the long description of the thread.

### 5.3.1. Starting a New Thread

If you are logged in as an authenticated user, you can click on the “Start New Thread” hyperlink to create a new forum thread:



The screenshot shows a web form titled "Start New Thread" within a forum. The breadcrumb trail is "Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ... > Start New Thread". The thread title is "Thread (Library Catalog Issues & Questions)" in red, with a description: "General discussions surrounding the use of the Library Catalog product. This is appropriate forum for posting questions and issues to the community." The user "Martha Manager" is identified. A "Subject:\*" label is above an empty text input field. Below this is a rich text editor toolbar with options for Format, Font, Size, Bold (B), Italic (I), Underline (U), Strikethrough (I<sub>x</sub>), Text Color (A), Background Color (A), Bulleted List, Numbered List, Indent Left, Indent Right, Quote, Bulleted List, Numbered List, and Indent Left. The editor area is empty. Below the editor is a "Tags:" label and a text input field with the placeholder "Use commas to separate tags". At the bottom, there are three buttons: "Post Message" (green), "Cancel" (white), and "Subscribe to this thread" (radio button).

You need to enter the subject, description and meta-tags for the new thread. Once you are satisfied with your submission you should click the “Post Message” hyperlink to add the new thread to the forum. If you would like to subscribe to the new thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

## 5.4. Thread Details

If you click on the name of a thread in the thread list, it will bring up the thread details page:

### Statistics

Started: Sunday, January 10, 2010  
12:00:00 AM  
Last Reply: Thursday, April 1, 2010  
12:00:00 AM  
Replies: 4  
Views: 6

Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I install the libr...

## How do I install the library catalog system onto my computer?



Sunday, January 10, 2010 12:00:00 AM [install](#) [library catalog](#)



**carlacustomer**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.



4 Replies



Sunday, January 10, 2010 12:00:00 AM

**marthamanager** re: carlacustomer on Sunday, January 10, 2010 12:00:00 AM

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.



This page displays the subject and description of the thread together with a list of replies from different users. Each reply will be displayed along with information that describes whether the reply is a direct response to the thread itself or a reply to one of the other replies.

If you click on the RSS icon, you can subscribe to the current thread in an RSS-compatible newsreader. If you click on the “Subscribe” hyperlink underneath the thread title, the thread will be added to your list of subscribed threads. Whenever a new reply occurs, you will receive an email notification.

The tags section under the heading displays a list of the meta-tags associated with the current thread:

Sunday, January 10, 2010 12:00:00 AM [install](#) [library catalog](#)

Clicking on the meta-tag name will automatically take you back to the thread search page where you can see a list of other threads that have been tagged with the same keyword.

Depending on your role, you will see different operations available for the thread and each of the individual replies:

- **Reply** – this allows you to reply to the thread or a specific message (see below)
- **Quote** – this allows you to reply to the thread or a specific message, quoting the text (see below)
- **Edit** – this allows you to make changes to the thread or reply (see below)
- **Delete** – this will delete the thread or reply

### 5.4.1. Reply to Thread

When you click on the “Reply” hyperlink it will display the following dialog:

Reply to Thread  
Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I install the libr...

**re: How do I install the library catalog system onto my computer?**  
Martha Manager re: Carla T Customer on Saturday, January 9, 2010  
Friday, February 24, 2017

Format    Font    Size    **B**    *I*    U    ~~Strikethrough~~    **A**    **A**

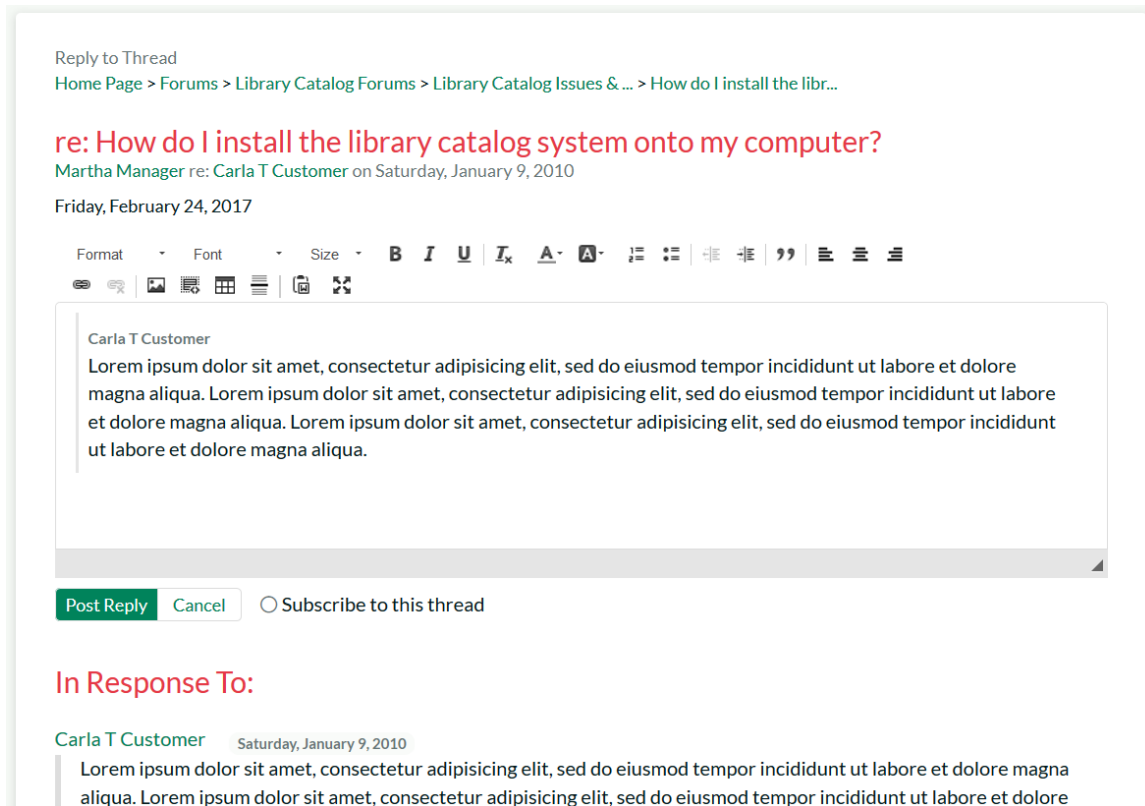
- Bulleted List
- Numbered List
- Indent
- Outdent
- Quote
- Unquote
- Link
- Unlink

**In Response To:**  
Carla T Customer    Saturday, January 9, 2010  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore

You need to enter the description of your reply to the original post. Once you are satisfied with your submission you should click the “Post Reply” hyperlink to add the new response to the thread. If you would like to subscribe to the thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

## 5.4.2. Reply to Thread with Quote

When you click on the “Quote” hyperlink it will display the following dialog:



Reply to Thread  
Home Page > Forums > Library Catalog Forums > Library Catalog Issues & ... > How do I install the libr...

**re: How do I install the library catalog system onto my computer?**  
Martha Manager re: Carla T Customer on Saturday, January 9, 2010

Friday, February 24, 2017

Format    Font    Size    **B**   *I*   U   ~~X~~   A   **A**

Carla T Customer  
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

      Subscribe to this thread

**In Response To:**

Carla T Customer    Saturday, January 9, 2010  
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore

You need to enter the description of your reply to the original post. The original post or reply will be displayed inside a grey box. You can delete some of the text inside the box so that you can make it clear which part of the original message you are responding to.

Once you are satisfied with your submission you should click the “Post Reply” hyperlink to add the new response to the thread. If you would like to subscribe to the thread (and thereby get notified when someone replies), make sure to check the “Subscribe to this thread” box before submitting.

### 5.4.3. Editing a Thread/Reply

When you click on the “Edit” hyperlink it will display the following dialog:

**Edit Thread**

Name:\*

Body:\*

Format - Font - Size - **B** *I* U ~~Strikethrough~~ A- Background Color

Body text: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Tags:

This page lets you edit a specific thread or reply in the forum. You can edit the subject, body and tags of the message. Once you are satisfied with your changes, click the [Save] button to commit the changes.

## 6. Help Desk

The KronoDesk® help desk ticket management system provides the final level of customer support. When a customer cannot readily find the solution through either the knowledge base or support forums, they can submit a help desk ticket through KronoDesk's help desk submission system. The system allows them to quickly and easily enter the description of the problem, attach any relevant documents or screenshots, categorize the issue and then submit it for resolution by the support agents.

### 6.1. Ticket List

When you click on the Help Desk option in the global navigation, you will be taken to the main help desk page:

The screenshot shows the 'My Opened Tickets' page in KronoDesk. On the left, there is a sidebar with 'Operations' (Assign Tickets to Me, Assign Tickets to User, Unassign Tickets, Merge Tickets..., Delete Tickets) and 'Display Options' (My Assigned Tickets, Unassigned Tickets, All Open Tickets, All Closed Tickets, All Tickets). The main area displays a table of tickets with columns for ID, Name, Opener, Assignee, Status, and Priority. The table shows 18 tickets, with the first 15 displayed. The priority levels are color-coded: 1-Critical (red), 2-High (orange), 3-Medium (yellow), and 4-Low (light green).

ID	Name	Opener	Assignee	Status	Priority
TK:21	Exporting data to excel	Carla T Customer	Evan Employee	Waiting on Development	1 - Critical
TK:20	User expectations from old client app	Cathy P Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:19	Cannot log into the application	Charles Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:18	The homepage hangs whilst loading	Chris Customer	Eric W Employee	Waiting on Development	3 - Medium
TK:14	Quote handling issues throughout	Chris Customer	Evan Employee	Assigned	2 - High
TK:13	Validation on the edit book page	Carla T Customer	Evan Employee	Assigned	4 - Low
TK:12	Doesn't let me add a new category	Cathy P Customer		Open	2 - High
TK:11	Editing the date on an author is clunky	Charles Customer	Eric W Employee	Assigned	1 - Critical
TK:10	Editing the date on a book is clunky	Chris Customer	Eric W Employee	Assigned	4 - Low
TK:9	Cannot add a new book to the system	Carla T Customer	Eric W Employee	Assigned	2 - High

This page displays on the left-hand side a list of display options for viewing the help desk. The available option will depend on your role in the system. In general customers can only see their submitted tickets whereas customer support agents can see all the tickets in the system.

The following display options are available:

- **My Assigned Tickets** – This displays a list of all the open tickets assigned to the current user.
- **Unassigned Tickets** - This displays a list of all the open tickets that are not assigned to any support agents.
- **My Opened Tickets** - This displays a list of all the open tickets that were opened by the current user.
- **My Closed Tickets** - This displays a list of all the closed tickets that were opened by the current user.
- **All Open Tickets** – This displays a list of all the open tickets regardless of who opened them or who they are assigned to.
- **All Closed Tickets** - This displays a list of all the closed tickets regardless of who opened them or who they are assigned to.
- **All Tickets** - This displays a list of all the tickets regardless of their status, who opened them or who they are assigned to.

In addition, there is an Operations pane that is displayed for support agents and lets you perform the following tasks:

- **Assign Tickets to Me** – If you select ticket(s) in the main grid and then click this option, it will assign the selected tickets to your user.

- **Assign Tickets to User** – If you select ticket(s) in the main grid and then click this option, it will allow you to assign the selected tickets to a specific customer agent.
- **Unassign Tickets** – If you select ticket(s) in the main grid and then click this option, it will return the ticket to the unassigned list.
- **Merge Tickets** – If you select two or more tickets in the grid (using SHIFT+click or CTRL+click) then click merge, the system will combine them into a single ticket for you.
- **Delete Tickets** – If you select ticket(s) in the main grid, then click this option, it will permanently delete the selected tickets. Typically this is only used for tickets generated from spam emails.

### 6.1.1. Filtering and Sorting

The main ticket grid allows you to filter and sort the ticket list. You sort a column by simply clicking on the arrow in the header row. To filter the ticket list, simply enter the text into the search box and the ticket list will be automatically filtered:

Search:  [Columns: Grid, Refresh, Auto, Excel]

Displaying 1 to 5 of 5 tickets. (Filtered out of 18 tickets.)

ID	Name	Opener	Assignee	Status	Priority
TK:13	Validation on the edit book page	Carla T Customer	Evan Employee	Assigned	4 - Low
TK:10	Editing the date on a book is clunky	Chris Customer	Eric W Employee	Assigned	4 - Low
TK:9	Cannot add a new book to the system	Carla T Customer	Eric W Employee	Assigned	2 - High
TK:8	The book listing screen doesn't sort	Cathy P Customer	Eric W Employee	Assigned	3 - Medium
TK:2	Book title is always marked as 'deactivated'.	Chris Customer		Open	2 - High

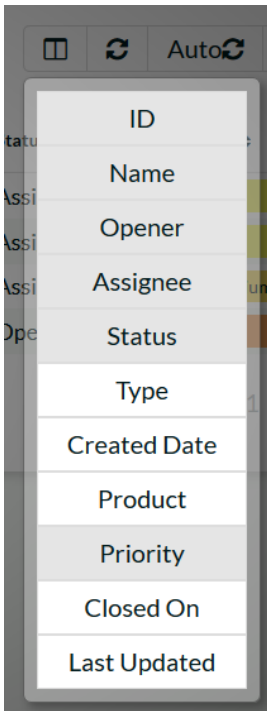
Show 15 tickets per page. [Navigation: First, Previous, 1, Next, Last]

If you want to undo the filter, simply clear the filter and the full ticket list will be displayed.

### 6.1.2. Changing Columns

To show and hide different columns in the ticket grid, click on the columns icon above the grid and the column selector will be displayed:





Once you have chosen the columns to display or hide simply click away from the dialog and the column selector will close and the grid will be reloaded with the new columns.

### 6.1.3. Auto-Refreshing

Sometimes as a support agent it is useful to have the ticket list auto-refresh every couple of seconds to ensure that you are seeing the most up-to-date information. Clicking on the “Auto Refresh” icon will enable this feature.

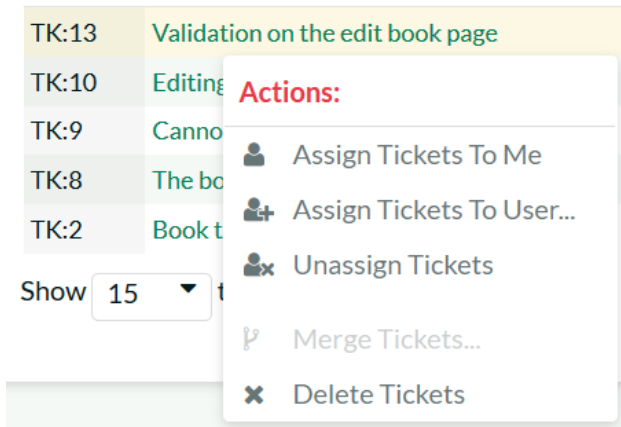
### 6.1.4. Export to Excel

To export the current list of tickets to an Excel Comma Separated Values (CSV) file, simply click on the ‘Excel’ icon and the current ticket list will be exported into an MS-Excel compatible CSV file:

	A	B	C	D	E	F	G	H	I	J	K
1	ID	Name	Opener	Assignee	Status	Type	Created Date	Product	Priority	Closed On	Last Updated
2	TK:13	Validation	Carla T Cu	Evan Empl	Assigned	Sales	12/6/2011	Library Cat 4	Low		1/31/2012
3	TK:10	Editing the	Chris Cust	Eric W Em	Assigned	Sales	8/11/2009	Library We 4	Low		9/18/2009
4	TK:8	The book I	Cathy P Cu	Eric W Em	Assigned	Sales	8/30/2009	Book Inver 3	Medium		9/4/2009
5	TK:2	Book title	Chris Customer		Open	Sales	1/18/2012	Library Cat 2	High		1/18/2012

### 6.1.5. Context Menu

KronoDesk® provides a handy shortcut for performing frequent operations on the ticket list. Simply hover the mouse over the ticket grid and click the right mouse button. This brings up the context menu:



You can use this to perform the following operations:

- **Assign Tickets to Me** – If you select ticket(s) in the main grid and then click this option, it will assign the selected tickets to your user.
- **Assign Tickets to User** – If you select ticket(s) in the main grid and then click this option, it will allow you to assign the selected tickets to a specific customer agent.
- **Unassign Tickets** – If you select ticket(s) in the main grid and then click this option, it will return the ticket to the unassigned list.
- **Merge Tickets** – If you select two or more tickets in the grid (using SHIFT+click or CTRL+click) then click merge, the system will combine them into a single ticket for you.
- **Delete Tickets** – If you select ticket(s) in the main grid, then click this option, it will permanently delete the selected tickets. Typically this is only used for tickets generated from spam emails.

## 6.2. Create New Ticket

If you click on the hyperlink to “Open Ticket”, the system will display the new help desk ticket entry page:



Please note that when a customer is creating a ticket, KronoDesk will dynamically search the knowledge base to see if there are any articles that could answer their question, based on what they enter as the ticket's subject:

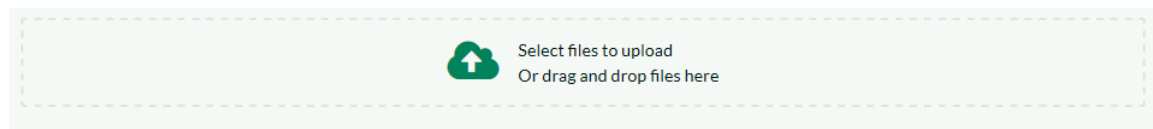
Subject

These articles may have the information you need:

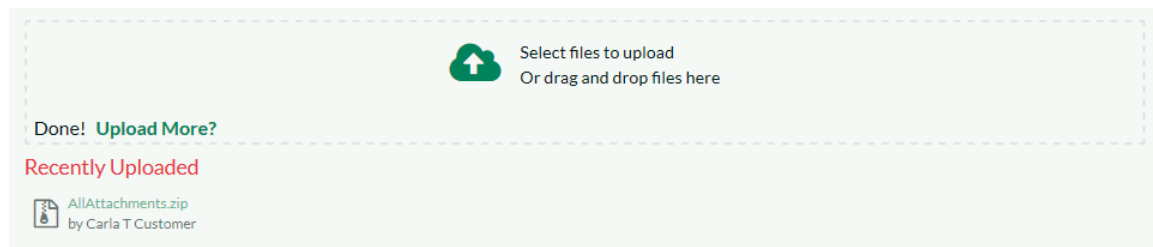
- How to install the library catalog system onto a server
- How to install the book inventory system onto a server
- How to install the web portal system onto a server
- How to configure and install IIS on Windows 2003 and Windows XP
- How to configure and install IIS on Windows 2008 and Windows Vista/7

### 6.2.1. Adding a Document Attachment

You can drag and drop files onto the attachment area:



As you add documents, they will appear in this control. To add a new attachment to the ticket, either drag and drop the files onto this control or click on the arrow to browse your local file system. Once the documents are attached they will be listed below the attachment area:



You can remove any items by selecting the item and clicking the “Delete Selected” x.

*Note: The system uses file extensions to identify the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identify it as an Acrobat document).*

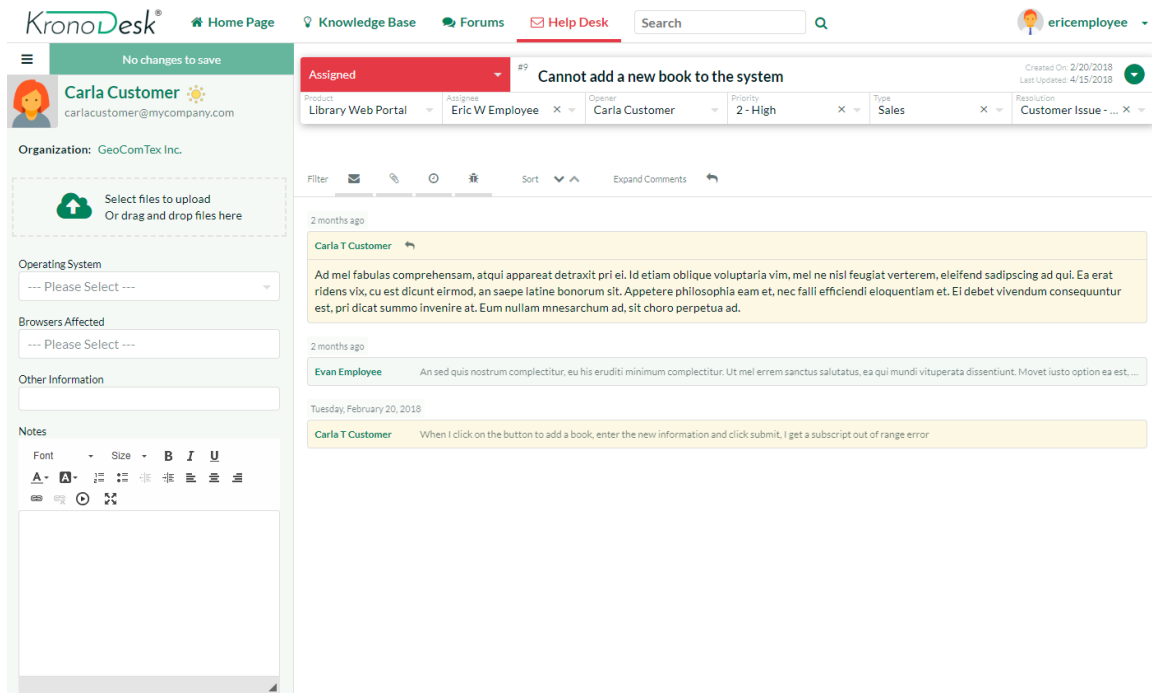
### 6.2.2. Adding a Screenshot

To include a screenshot in your ticket, first copy the image to your computer's clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, position the cursor in the ticket Description text box where you want it to appear and then click CTRL+V to paste the image.

The image will then be attached to the ticket and embedded in the rich text box.

### 6.3. Ticket Details

If you click on the hyperlink for a specific ticket in either the main ticket list page, one of the user dashboards, or the navigation sidebar, you will be taken to the details page for the specific ticket:



This page is made up of three areas; the sidebar (left), the header (top right), and the journal (bottom right).

The sidebar has two views. In both views there is a submit button at top. By default the sidebar shows:

- information about the opener of the ticket
- an uploader area
- a list of custom fields

The alternate view of the sidebar is to show lists of relevant tickets to the user and can be used to quickly jump to other tickets. You can switch between these two views at any time by clicking the button in the top left (just to the left of the submit button).

The header contains the ticket name and other important meta-data.

The journal contains information associated with the activity taken over the course of the ticket. There are up to four types of data that the journal shows. Each user can show or hide the information based on their needs, by clicking the filter buttons, or change the sort order to be by date ascending or descending.



The four types of information shown in the journal:

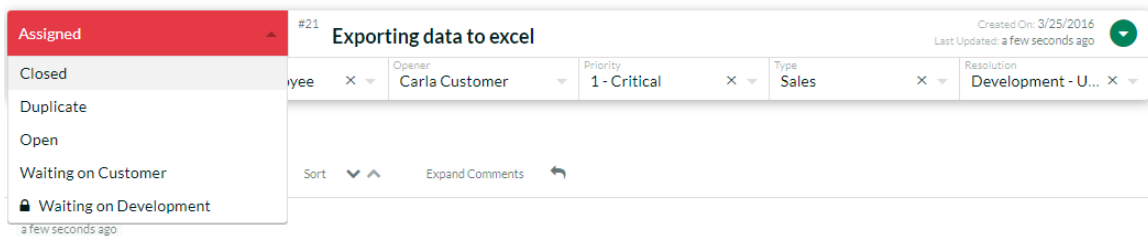
- **Notes** – the description of the original ticket plus a list of all the notes added by support personnel and the original submitter.

- **Attachments** – any file added to the ticket
- **Incidents** – If you have the integration with SpiraTeam® enabled, you will see any incidents (defects, bugs, change requests, etc.) related to the current ticket.
- **History** –shows you the change history for the ticket.

### 6.3.1. Changing Fields and Statuses

When editing an existing ticket, the fields that are available and the fields that are required will depend on your stage in the ticket workflow. For example, an open ticket might not require an “Assignee” whereas an assigned ticket typically would not. The types of change allowed and the email notifications that are sent will depend on how the system administrator has configured the workflow. Administrators should refer to the *KronoDesk Administration Guide* for details on configuring the ticket workflows to meet their needs. The workflow controls both the meta-data fields shown in the header, as well as any custom fields shown in the sidebar.

Depending on the user’s role and whether they are listed as the opener or assignee of the ticket, displayed in the top-left of the header, is a dropdown list with the allowed workflow operations:

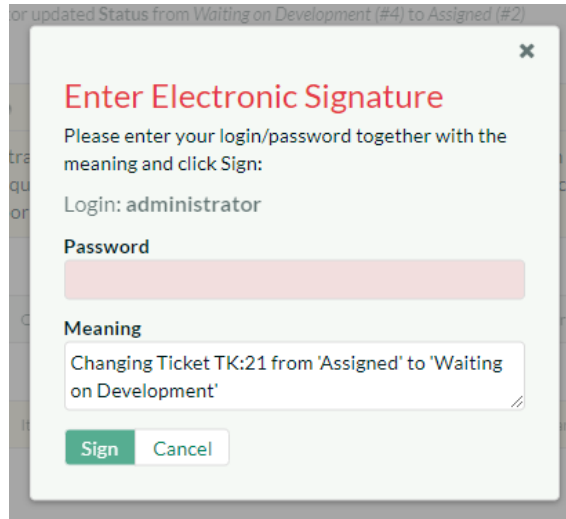


These workflow transitions allow the user to move the ticket from one status to another. For example in the default workflow, when the ticket is in the Assigned status, you will be given the options to change the status to one of:

- “Open”
- “Waiting on Customer”
- “Waiting on Development”
- “Duplicate”
- “Non-Issue”

After changing the status of the ticket by clicking on the workflow link, you can then fill in the additional fields that are now enabled and/or required. Once you’ve made the changes to the appropriate ticket fields, click on the “Submit” button in the sidebar (at the top left of the screen).

Some transitions may require a digital signature. In the workflow dropdown, those transitions will be marked with a lock symbol. Upon saving, you will be given a prompt:

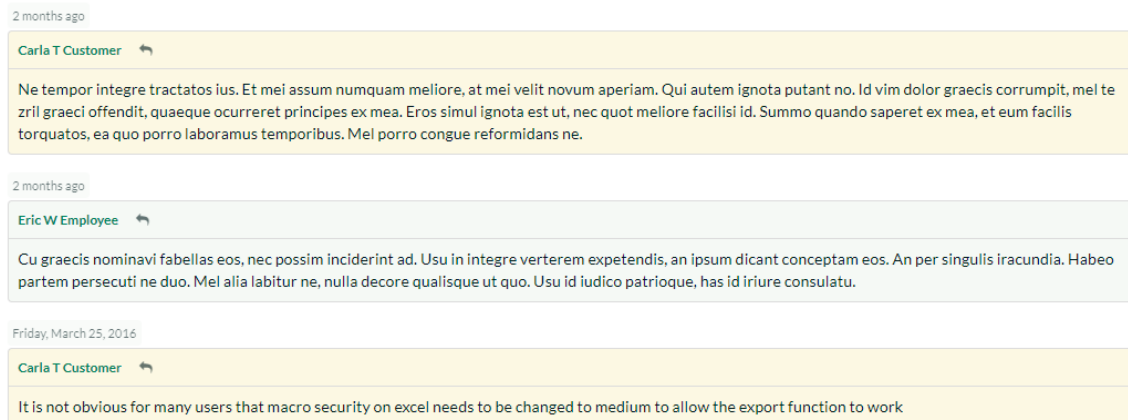


You must re-enter in your password, and an additional reason/meaning for the transition before the application will allow you to save your changed.

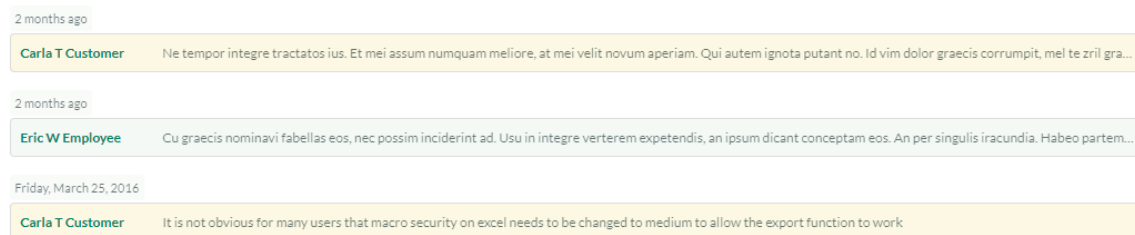
### 6.3.2. Using the Journal to view comments

The journal displays the entire history of a ticket, and most importantly all communication between agents and the customer. All messages from customers are shown in one color background (pale yellow in the default application theme). All messages to customers from agents are in a different color (light gray in the default application theme). Clicking at the top of each message / note will expand or collapse that note, to help scrolling through long tickets, or reviewing new information. Using the button at the top of the journal, you can also expand or collapse all comments at once.

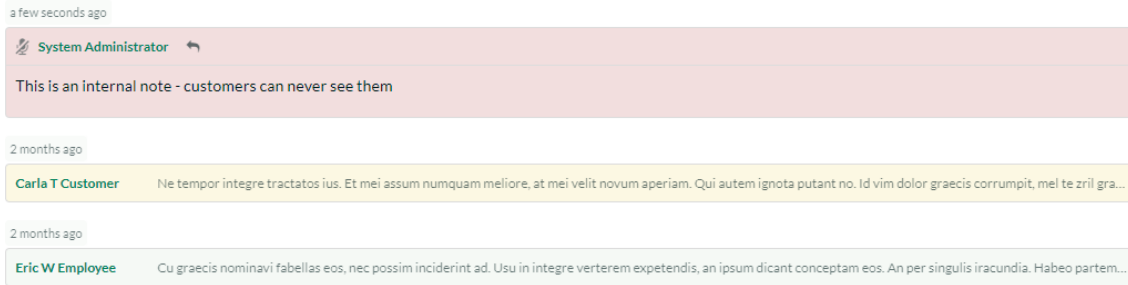
Here all comments are expanded:



And here they are all collapsed:

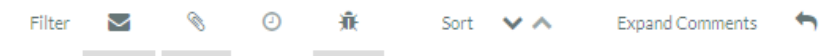


Any notes that are 'internal only' and therefore only visible to customer support agents, are displayed with a red background (in the default application theme) with a mute icon at the top left:

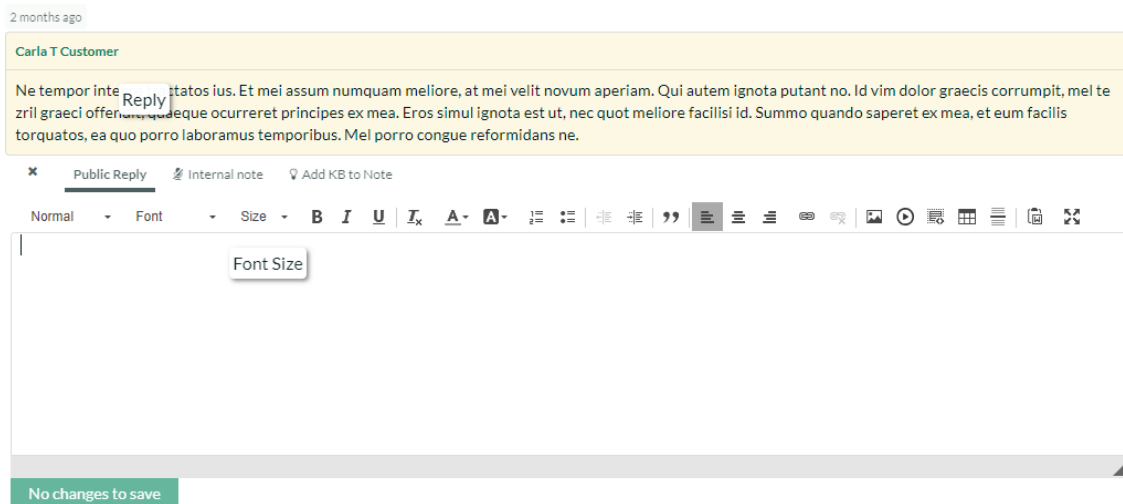


### 6.3.3. Adding Notes

You can reply to a ticket at any time by clicking the reply button in the journal toolbar (the rightmost button):



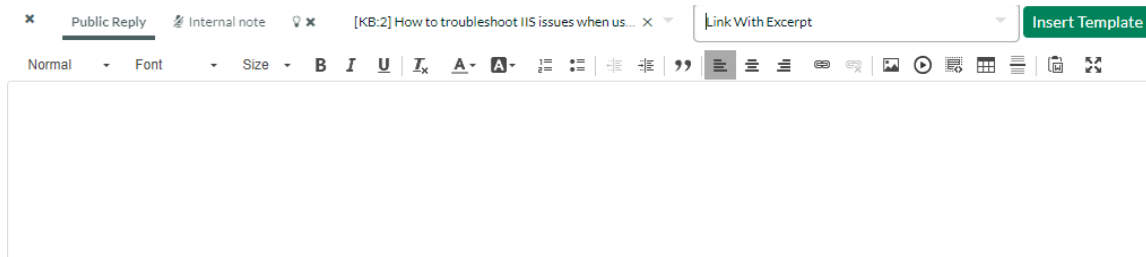
You can also reply using any reply button on any expanded ticket note. This will show the reply window directly underneath that note. You can even start replying to one note and then click on another note to move the reply window to that second note. The new note / reply will always get added to the ticket in the same way, but it can be helpful to 'attach' the reply window to a specific note you need to refer to in a reply.



You need to enter the note text in the rich-text box. As soon as you do you will see the button to the bottom left of the reply window become active and say "Submit". Click this will save all changes to the ticket and add the note to the ticket at the same time.

If you would like to insert a Knowledge Base (KB) article into your reply to the user, you can click on the link "Add KB to Note" (this is only visible to agents):





You then select the KB article from the available list, choose the type of link to insert (name and link only, full article text, etc.). Then click the 'Insert Template' to populate the note with the KB article link/text. There are a number of templates you can use. These are all configurable by the application administrator.

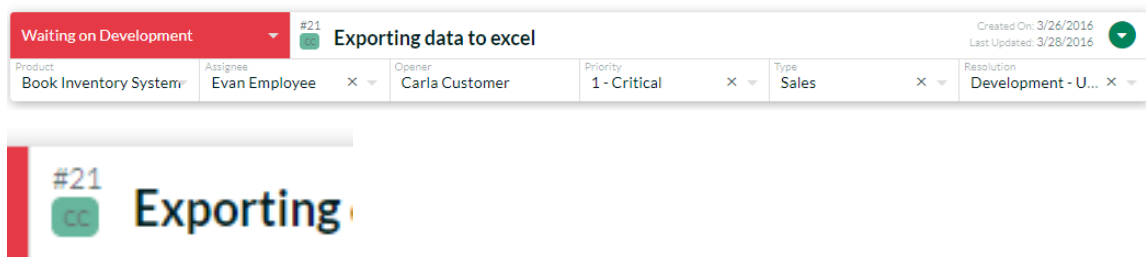
To include a screenshot in your note, first copy the image to your computer's clipboard (e.g. on Windows computers, the PRINT SCREEN button captures the current page and adds to the clipboard). Once the image is in the clipboard, position the cursor in the Note text box where you want it to appear and then click CTRL+V to paste the image.

The image will then be attached to the ticket and embedded in the note text.

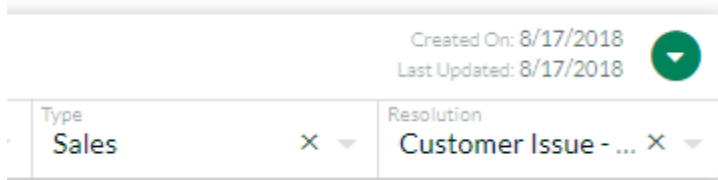
### 6.3.4. CC's to a Ticket

With KronoDesk's cc functionality, a user can make sure other interested parties are copied in to all email notifications about a ticket. If a user creates a ticket via email and adds cc's to that email, they will automatically be added as a cc to the ticket.

You can tell that a ticket has cc's on them by looking at the ticket header – there is a cc badge to the left of the ticket name:



To view and edit the cc's on the ticket (any valid email address can be used), click on downward facing arrow on the right hand side of the ticket header (the "more actions" button).



Created On: 3/26/2016  
Last Updated: 3/28/2016

[Add New Incident](#) --- Please Select ---



CC List

[Print to PDF](#)


### 6.3.5. Attachments

The attachments pane of the sidebar gives a drag and drop area for adding files to a ticket. Files added in the current editing session (before clicking “Submit”) are shown below the attachment pane. Older files are shown in the journal. The documents can be in any format, though KronoDesk® will only display the icon for certain known types:

**Submit**





 **Carla Customer**   
carlacustomer@mycompany.com

**Organization:** GeoComTex Inc.

 Select files to upload  
Or drag and drop files here

Done! [Upload More?](#)

**Recently Uploaded**

-  [AllAttachments.zip](#)   
by System Administrator
-  [Capture.PNG](#)   
by System Administrator

The attachment list includes the filename/URL that was originally uploaded together with the file-size (in KB), name of the person who attached it and the date uploaded.

To actually view the document, simply click on the filename hyperlink and a new web browser window will open. Depending on the type of file, this window will either display the document / web-page or prompt you for a place to save it on your local computer. To remove an existing attachment from a ticket, simply select the item and click the [Delete] button.

To attach a new document to the ticket, you simply drag them onto the attachment upload control or click on the upload button and then browse to find the file on your local filesystem.

*Note: The system uses file extensions to identify the type of file, so if your local operating system doesn't use file extensions, you may want to rename the file before uploading (e.g. changing MyDocument to MyDocument.pdf to identify it as an Acrobat document).*

### 6.3.6. Incidents

SpiraTeam® incidents linked to the current help desk ticket are shown in the journal (as long as the current user has permission to view them). If you see the following message, it means that your user profile in KronoDesk has not been linked to an equivalent SpiraTeam user profile. To fix the issue, click on the “user profile” link and enter your SpiraTeam RSS Token into your KronoDesk user profile. This is described in more detail in section 7.1

Unable to connect to Spira server, please check that the API Key you are using is valid for this system and that you have permission to view incidents

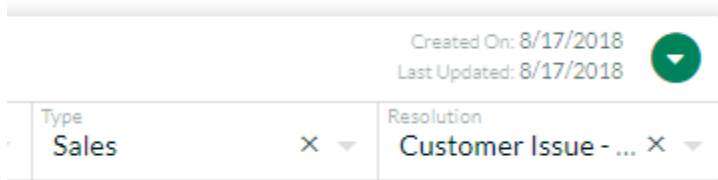
Once your KronoDesk user is linked to a corresponding SpiraTeam user, you will see a list of SpiraTeam incidents that were generated from the current ticket in the journal, organized with other journal items based on the date the incident was created:

Monday, November 24, 2003			
IN28	Ability to delete multiple authors	Status: Closed	Owner: Fred Bloggs Last Updated: 11/30/2003
Monday, November 24, 2003			
IN29	Ability to associate multiple authors	Status: Duplicate	Owner: Last Updated: 11/30/2003
Sunday, November 16, 2003			
IN21	Ability to associate multiple authors	Status: Assigned	Owner: Fred Bloggs Last Updated: 11/30/2003
Monday, November 3, 2003			
IN9	Editing the date on an author is clunky	Status: Assigned	Owner: Joe P Smith Last Updated: 11/30/2003
Friday, October 31, 2003			
IN2	Not able to add new author	Status: New	Owner: Last Updated: 11/30/2003

Each incident is displayed together with its incident ID, name, status, owner, and last update date. Hovering over the incident name will give a tooltip of the incident description. Clicking on the incident name/hyperlink will open the incident in SpiraTeam in a new window.

This allows support agents to view the status of the incidents use it to determine when the ticket can be resolved because the underlying product issue has been resolved.


To log a new incident in SpiraTeam based on the current help desk ticket, click on downward facing arrow on the right hand side of the ticket header (the “more actions” button).



Created On: 8/17/2018  
Last Updated: 8/17/2018

**Add New Incident** --- Please Select ---

CC List --- Please Select ---

 **Print to PDF**

To “Add New Incident” make sure a SpiraTeam project is selected from the dropdown list (if the name of the product for the ticket matches the name of any Spirateam project, that project will be automatically selected for you):

**Add** **Cancel** Add New Incident: Sample Application One (PR2)

Name

Description

Font Size B I U A- A+ [Rich Text Editor Icons]

**Carla T Customer, 11/2/2018**  
Ah, that means that the **security settings** for the book are set to not allow author changes.

**Martha Manager internal, 11/2/2018**  
I am checking the checkbox, however I noticed that as soon as I press the 'Save' button, the checkbox becomes unchecked, before the page reloads.

Type Incident Priority --- Please Select ---

Detected Release --- Please Select --- Components --- Please Select ---

Severity --- Please Select --- string

None at the moment.

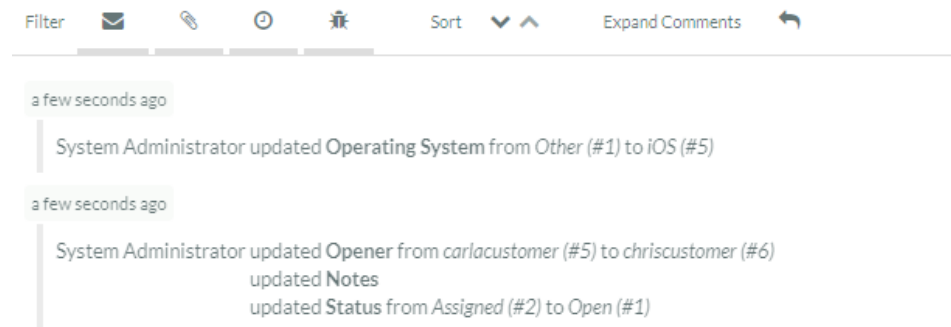
This dialog lets you add a new incident to the linked instance of SpiraTeam. The system will prepopulate the description of the incident with the ticket description. You can edit this text or clear it completely and enter in custom content.

You then need to enter an incident name, and choose values for other fields based on what fields are required (this is set inside SpiraTeam on a project by project basis). Once you are satisfied, click “Add” to add the incident to SpiraTeam. Once the incident has been added, it will appear in the KronoDesk journal.

*Note: You need to make sure that the SpiraTeam user that you have associated with your KronoDesk profile has permissions to create new incidents in that project in SpiraTeam.*

### 6.3.7. History

The journal displays the list of changes that have been performed on the help desk ticket artifact since its creation. An example ticket change history is shown below:



The change history displays the date that each change was made, together with the fields that were changed, the old and new values and the person who made the change. This allows a complete audit trail to be maintained of all changes in the system.

### 6.3.8. Navigating tickets using the sidebar

When viewing the sidebar as a list of tickets, you will see links to take you back to the ticket list and to create a new ticket. There will also be a list of peer tickets to the one selected. This latter list is useful as a navigation shortcut; you can quickly view the peer tickets by clicking on the navigation links without having to first return to the ticket list page. The navigation list can be switched between four different modes:

- The list of tickets matching the current filter
- The list of all tickets, irrespective of the current filter
- The list of tickets assigned to the current user
- The list of tickets opened by the current user

### 6.3.8. Working More Efficiently Using Keyboard Shortcuts

Press the question mark symbol on your keyboard to bring up a list of available keyboard shortcuts. These should allow you to operate the entire ticket details page without requiring a mouse and can greatly speed up your workflow as you reply to, and manage your tickets.

## Keyboard Shortcuts for the Tickets Page

To use any shortcut, tap the keys as shown. When there is a space between characters (e.g. "t c") then tap the keys one after the other in sequence. When there's a "+" between keys, press those keys together at the same time. Please note the "mod" key is "command" on Mac OS, "control" on other operating systems.

### Change the Journal Display

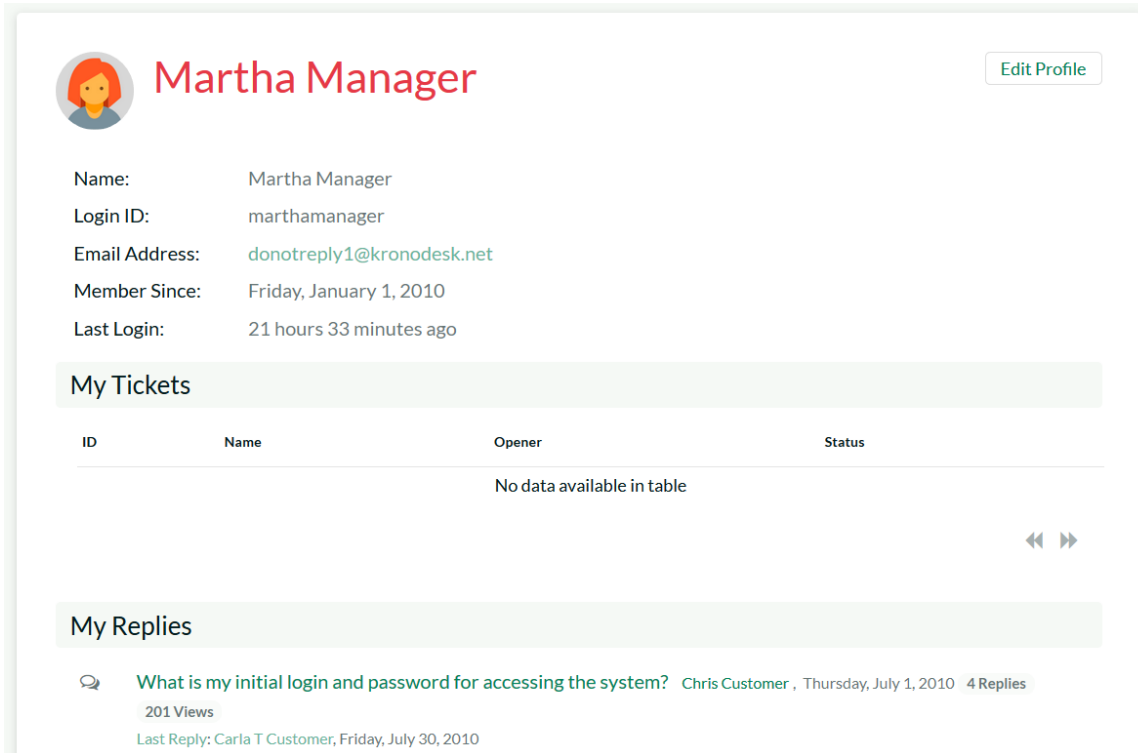
- t ... c** Toggle showing/hiding comments
- t ... a** Toggle showing/hiding attachments
- t ... h** Toggle showing/hiding history items
- t ... i** Toggle showing/hiding incidents
- o ... c** Only show comments
- o ... a** Only show attachments
- o ... h** Only show history items
- o ... i** Only show incidents
- t ... s** Change the sort order
- t ... x** Expand/Collapse all comments

### Switching Between Views

- s ... l** Show lists of other tickets in the sidebar
- s ... f** Show user and field information in the sidebar
- s ... t** Show the main ticket and journal (only applies on smaller screens)

## 7. User Profile

To update your user's profile, view your list of tickets, threads/replies, draft KB articles or change your password, simply click on your username in the top-right of the application header. The system will then display the user profile home page:



The screenshot shows the user profile for 'Martha Manager'. At the top left is a circular avatar icon. To its right is the name 'Martha Manager' in a large red font. In the top right corner, there is a button labeled 'Edit Profile'. Below the name, a list of user details is displayed:

- Name: Martha Manager
- Login ID: marthamanager
- Email Address: donotreply1@kronodesk.net
- Member Since: Friday, January 1, 2010
- Last Login: 21 hours 33 minutes ago

Below the details is a section titled 'My Tickets' with a light green header. Underneath is a table with columns for ID, Name, Opener, and Status. The table is currently empty, displaying the message 'No data available in table' and navigation arrows (left and right double arrows) at the bottom right.

Below the tickets section is another section titled 'My Replies' with a light green header. It shows a single reply entry:

- Topic: [What is my initial login and password for accessing the system?](#) (Chris Customer, Thursday, July 1, 2010, 4 Replies)
- Views: 201 Views
- Last Reply: Carla T Customer, Friday, July 30, 2010


This page will display your user's name, login, email address, date of registration, culture/locale, timezone, linked SpiraTeam login and RSS Token (also known as the API Key), avatar image and a list of the roles that your user belongs to.

Underneath this section the system will display a list of help desk tickets, draft KB articles, forum threads and thread replies that you have posted. To edit your profile, click on the 'Edit Profile' button.

### 7.1. Edit Profile

If you click on the "Edit Profile" button, it will bring up the following dialog:

[Account Home](#)



[Edit](#)

### Account Information

---

**Login ID:** marthamanager  
**Email Address:** donotreply1@kronodesk.net  
**First Name:** Martha  
**Middle Initial:**  
**Last Name:** Manager  
**Culture/Locale:** --- Use Application Default ---  
**Timezone:** --- Use Application Default ---  
**Password:** [Change Password](#)  
**Security Question:** What is 1+1?  
**Security Answer:** Leave the Security Answer field empty if you do not want to change it. You need to specify the current password if you want to change the password question/answer.  
**Spira Login:** fredbloggs  
**Spira Api Key:** {7A05FD06-83C3-4436-B37F-51BCF0060483} [Test](#)  
Your valid Login ID and RSS Key. Used to create linked incidents in Spira if configured.

[Save Changes](#) [Cancel](#)

You can update the following fields on this page:

- **Login ID** – the username that you'd like to use in the system. This has to be unique.
- **Email Address** – a valid email address that notifications will be sent to.
- **First Name** – your first name
- **Last Name** – your last name
- **Middle Initial** – your middle initial (if applicable)



- **Culture/Locale** – choose a specific culture/locale for your user. This will determine which language pack is used by the application and what date format is used
- **Timezone** – choose a specific timezone for your user. This will determine the timezone that dates will be displayed in the application
- **RSS Token** – used to allow you view secure KronoDesk RSS newsfeeds from outside the system
- **Password** – enter your current password if you plan on changing the password question/answer. If you don't need to change the password question/answer, you can leave this blank.
- **Security Question/Answer** – enter a question that only you will know the answer to, together with the matching answer to that question.
- **Spira Login** – You need to enter a valid login for SpiraTeam that corresponds to your user. This allows you to view SpiraTeam incidents linked to a specific KronoDesk help desk ticket.
- **Spira Api Key** – You need to enter the SpiraTeam RSS token (also known as the API-Key) for the SpiraTeam user specified above.
- **Avatar** - Each user in KronoDesk can have a small graphic icon (called an avatar) associated with their account. This icon will be displayed next to forum posts, ticket comments, etc. You can click on the [Browse] button to change your avatar or [Remove] to switch your user back to the default image.

Once you are satisfied with the changes, you can click [Update User] to commit the changes.

## 7.2. Change Password

If you click on the “Change Password” button you can update your password

You need to enter the old password and the new password twice. Assuming that the old password matches your current password and that the two instances of the new password match, the system will change your password.

## 7.3. Organizations

Customers may be assigned to an organization. Refer to the Administration Document on how to create and add users to organizations.

When part of an organization, the user may be in one of three roles:

- **Member** – This user can view company information, users in his organization that have accounts in the application, and view open tickets by other organization members.
- **Supervisor** – This user can do all of the above, plus edit any of the open tickets.
- **Manager** – This user can do all of the above, as well as remove user accounts from the organization and add new users, and modify organization properties.

## 8. Reports

This section describes the reporting features of KronoDesk®, including an overview of each of the report types that are available. When you click on the “Reports” tab on the global navigation bar, you will initially be taken to the reports home page illustrated below:

### Reports

#### Help Desk Reports

Ticket Detailed Report  
Ticket Summary Report

#### Organization Reports

Organization Detailed Report  
Organization Summary Report

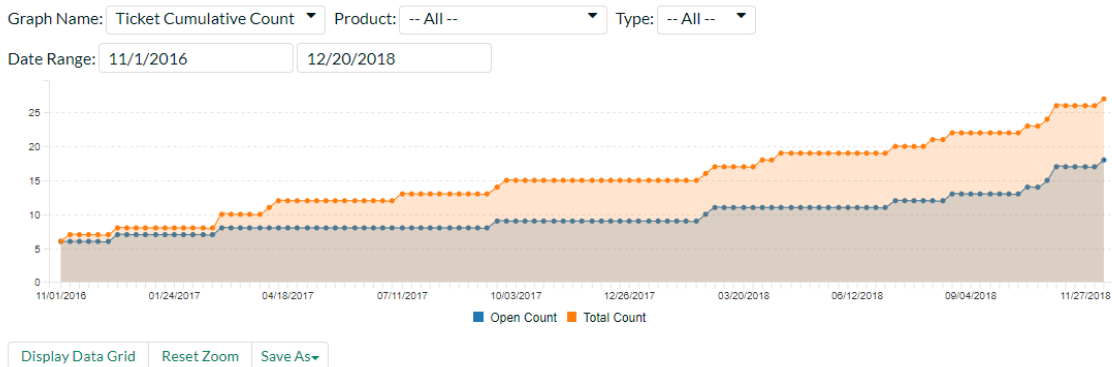
#### User Reports

External User Summary Report  
Internal User Summary Report  
User Detailed Report

#### Knowledge Base Reports

KB Detailed Report  
KB Summary Report

### Graphs

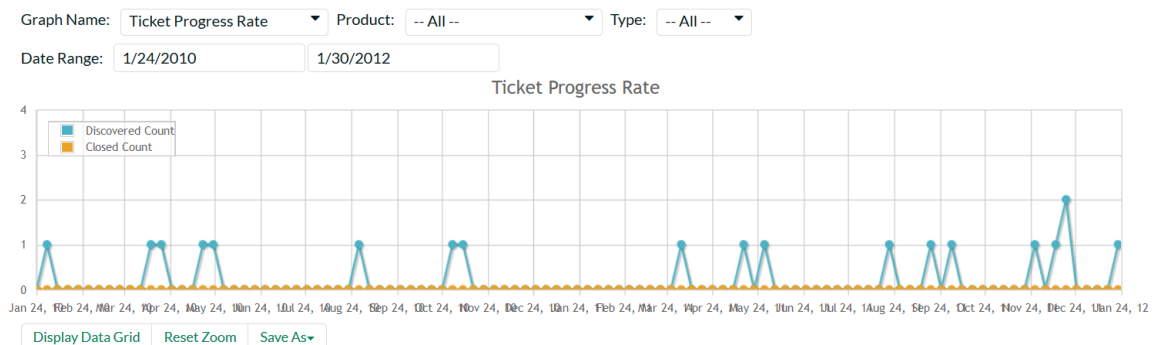


The Reports page is a dashboard that contains links to a number of reports, as well as a set of graphs. By default the dashboard will display: the Ticket Progress Rate, Ticket Aging and Ticket Custom Graphs.

Each of the graphs is described in more detail in the sub-sections below:

#### 8.1. Ticket Progress Rate

The ticket progress rate chart displays the total number of tickets created and closed over a particular date-range, either for all ticket types and/or products or for a specific ticket type and/or product:



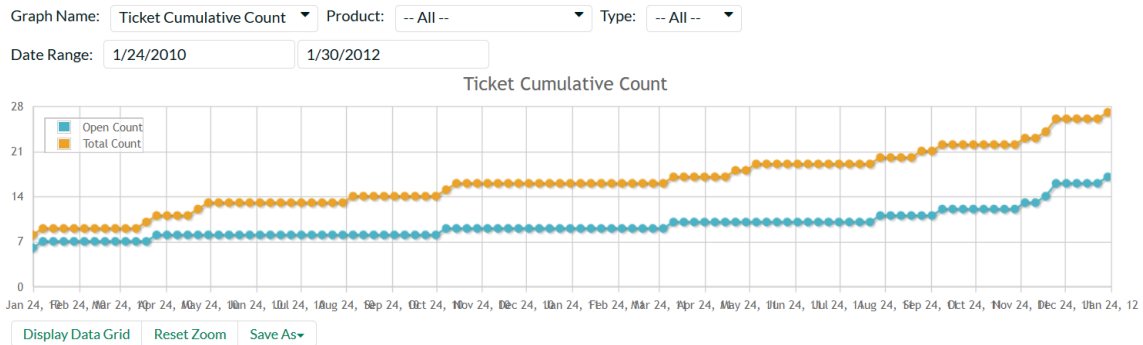
In this version of the report, the y-axis represents the number of tickets (either created or closed in a 24 hour period), and the x-axis represents a specific day in the time-span. Each data-point can be viewed by positioning the mouse pointer over the point, and a “tooltip” will pop-up listing the actual data value. You can filter the report by the type of ticket and/or product, and also change the date range (e.g. displaying

only the infrastructure tickets for the date range). If you choose a smaller date-range, the x-axis will switch from weekly to daily and if you choose a larger date-range, the x-axis will switch to monthly.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

## 8.2. Ticket Cumulative Count

The cumulative ticket count chart displays the cumulative total number of tickets logged in the system over a particular date-range, either for all ticket types and/or products or for a specific ticket type and/or product. The report displays two data series, one illustrating the total count of all tickets, the other the total count of all *open tickets* (i.e. with status not set to a closed status):

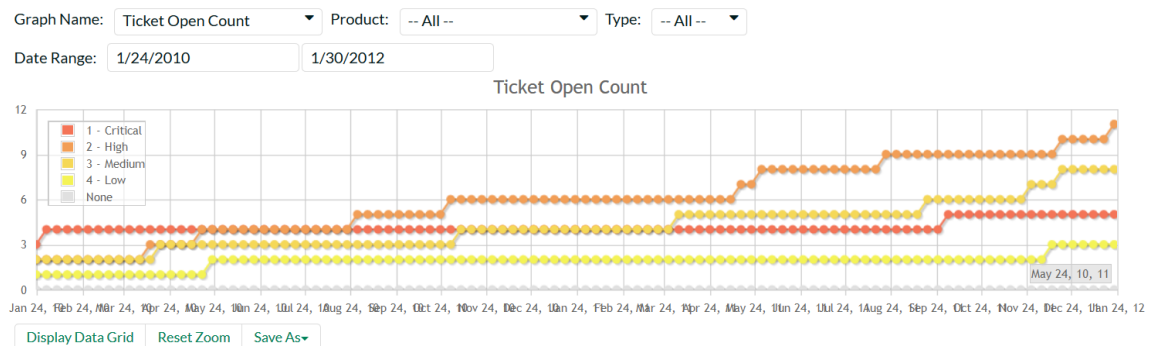


In this version of the report, the y-axis represents the number of tickets, and the x-axis represents a specific week in the time-span. Each data-point can be viewed by positioning the mouse pointer over the point, and a “tooltip” will pop-up listing the actual data value. You can also filter the type of ticket being reported, the product as well as change the date interval. If you choose a smaller date-range, the x-axis will switch from weekly to daily and if you choose a larger date-range, the x-axis will switch to monthly.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

## 8.3. Ticket Open Count

The open ticket count chart displays the net number of open tickets in the system over a particular date-range categorized by ticket priority, either for all ticket types and/or products or for a specific ticket type and/or product:

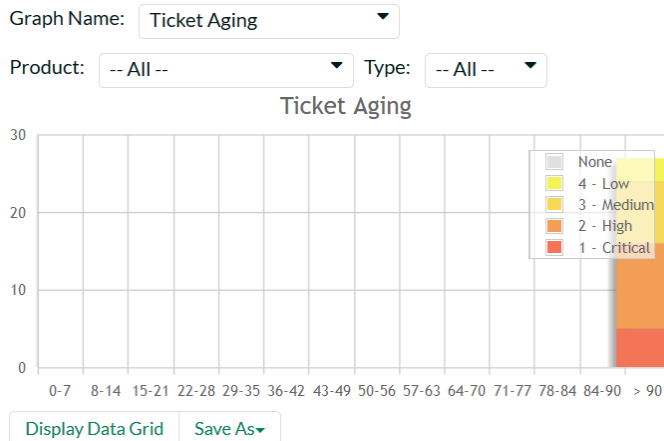


In this version of the report, the y-axis represents the number of tickets, and the x-axis represents a specific week in the time-span. The exact count of each bar in the stacked histogram can be viewed by positioning the mouse pointer over the bar, and a “tooltip” will pop-up listing the actual data value. You can also filter the type of ticket being reported, the product the ticket was reported against, as well as change the date interval. If you choose a smaller date-range, the x-axis will switch from weekly to daily and if you choose a larger date-range, the x-axis will switch to monthly.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

### 8.4. Ticket Aging

The ticket aging chart displays the number of days tickets have been left open in the system. The chart is organized as a stacked histogram, with the count of tickets on the y-axis and different age intervals on the x-axis. Each bar-chart color represents a different ticket priority, giving an IT service manager a snapshot view of the age of open tickets by priority.



This report can be filtered by the type of ticket and/or product, so for example you can see the aging of just support tickets, or just tickets for a specific product.

Clicking on the “Display Data Grid” link will display the underlying data that is being used to generate the graph. In addition, clicking on the Download Data as CSV link will export the datagrid into Comma Separated Values (CSV) format that can be opened in MS-Excel. Some browsers also support the ability to save the graph as an image file (JPEG, PNG and GIF formats).

### 8.5. Ticket Turnaround Time

The incident turnaround time chart displays the number of days incidents have taken to be closed (from the time they were first raised) in the system. The chart is organized as a stacked histogram, with the count of incidents on the y-axis and different turnaround time intervals on the x-axis. Each bar-chart color represents a different incident priority, giving a project manager a snapshot view of the turnaround time of project incidents by priority.



## 8.7. Reports

Kronodesk has nine different reports covering the help desk, knowledge base, organizations, and users. Each report can be exported in a number of different formats, including PDF, Word, and Excel. Each report can also be filtered by a number of different fields and sorted by a particular field as well. These features make it easy to quickly generate a report to explore a subset of all the data in the system.

For example, you can create a report showing all tickets in the last six months for one product that have been resolved. Below is a report configuration page to illustrate the exporting, filtering, and sorting options available. Here we are looking at the Ticket Details report.






To create the report, configure the options as required, then click “Create Report”. The report will then be dynamically created live. To view the report follow the onscreen instructions.

### Ticket Detailed Report

Please choose from the various options below to specify how you would like this report to appear.

You can filter the results displayed by various parameters as well as choose which elements of the report are displayed.

#### Report Format

- Format:
- Adobe Acrobat 
  - HTML 
  - MS-Word 2003+ 
  - MS-Word 2007+ 
  - XML 

#### Report Elements

- Ticket Detailed:
- Attached Documents
  - Change History
  - Incidents
  - Notes

#### Standard Field Filters

Assignee:

Opener:

Priority:

Product:

Resolution:

Status:

Type:

Created Date:  -

Last Updated:  -

Closed Date:  -

ID:

Name:

Sort By:

Sort Ascending

The first part of the report generated may look something like that below in HTML format:

## Ticket Detailed Report

This report displays all of the tickets in the help desk in a document form. For each ticket it can include the list of attachments, the change history, the linked Spira incidents, and the notes added by the users.

### MyCompany Inc.

---

#### TK:1-Author cannot be updated after set.

Opened On:	18-Aug-2018	Last Modified:	18-Aug-2018
Status:	Assigned	Product:	Library Catalog System
Opened By:	Carla Customer	Assigned To:	Evan Employee
Priority:	1 - Critical	Type:	Sales
Resolution:	Customer Issue - Network	Closed On:	--
Operating System:	Other		
Browsers Affected:	Internet Explorer, Edge, Android		
Other Information:	User must click 'Update' button twice.		
Notes:	None at the moment.		
Hosted System?:	Y		
Target Date:	01-Feb-2012		
Reviewed By:	System Administrator		
Phone Extension:	1556		
Response Time (mins):	5.69		

#### Notes:

---

From:Carla Customer, on:18-Aug-2018

When selecting the **Author** field and changing it, upon saving, the **Author** field will revert back to what it was originally.

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