



Atacama Large Millimeter/submillimeter Array
In search of our Cosmic Origins

ALMA Helpdesk Administrator Guide

Version 1.0

March 2nd, 2011

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Introduction

This document describes a few common tasks that need to be performed on the ALMA Helpdesk which require administrative privilege. It is intended to be a supplement to material found in the "Kayako SupportSuite User Manual: Administrator control panel user manual". It is not intended to replace or cover all material from the Kayako documentation.

The ALMA helpdesk is currently implemented on Kayako SupportSuite v3.70.01. Customization of the Kayako software has been kept to a minimum to facilitate future upgrades and maintenance, while still supporting the needs outlined in the ALMA Helpdesk System Requirements document.

Two of the primary needs of the ALMA Helpdesk outlined in that document were the "Triage" workflow paradigm and the distribution of responsibility into three separate ARC staff and user groups. The built-in functionality of the Kayako software was sufficient to provide that separation with some minimal software modifications.

While the Kayako SupportSuite manual describes the basic tasks that need to be performed in maintaining Helpdesk operations, it is essential that administrators are aware of some of the conventions used to implement the ALMA workflow when performing administrative tasks.

It is the purpose of this document to provide guidance in performing those tasks which are part of routine maintenance, but which can potentially impact the workflow and multi-ARC organization of the support teams. Helpdesk administrators at each ARC have the ability to perform system-wide modifications of the helpdesk configuration, so tasks not detailed in this document should only be proposed in consultation with helpdesk administrators at the other ARCs, and implemented by the primary helpdesk system administrator. (Installation and global configuration of the system will be covered in another document.)

It should be noted that the administrative functions discussed in this document require an understanding of both the "admin" and "staff" user interfaces, available via the URLs shown below.

Staff User Interface:

<https://alma-help.nrao.edu/staff>

Admin User Interface:

<https://alma-help.nrao.edu/admin>

Software Model

Conceptually, the helpdesk system is composed of a set of related software entities, each of which has a configuration page within either the “/staff” or “/admin” web interface. The following diagram illustrates the relationships between the various components of the helpdesk system.

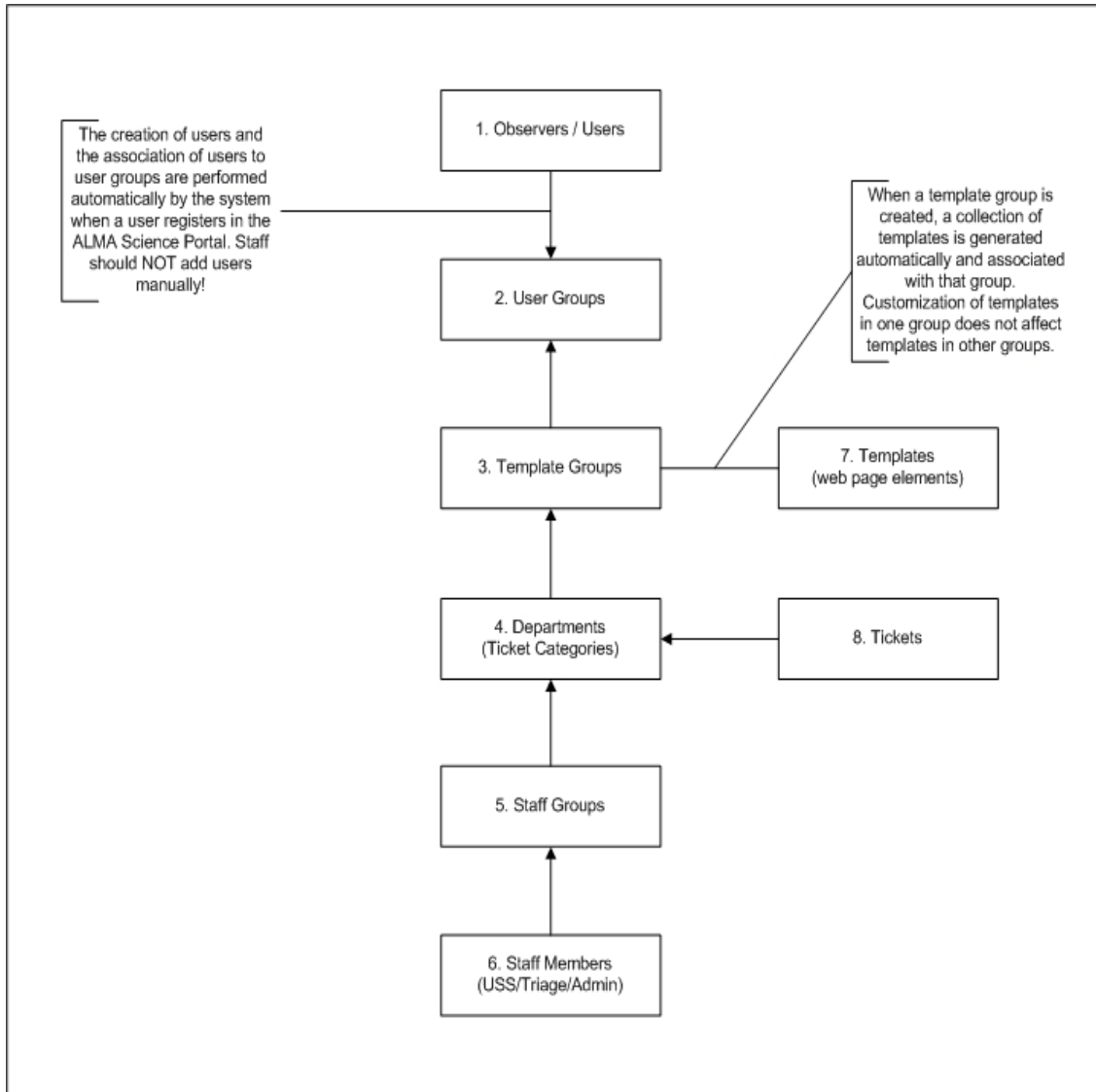


Figure 1. Software component relationships

The directions of the arrows indicate from which component a relationship is defined. For example, the association of a staff member to a particular group is determined in the web interface from the “edit staff member” page. Likewise, department permissions for a staff group are set from the “edit staff group” page. Thus, from the diagram it can be inferred that the first step in defining the workflow in a new installation is to identify the user groups. For ALMA, three user groups were defined representing the users of the three ARCs.

The relationships above determine, among other things, the visibility of various parts of the helpdesk system for both end-users and helpdesk staff members.

For example, a ticket category will be visible to an end-user only if there is an association between that department/category and the Template Group to which that user's User Group is associated. Likewise, a staff member will only be able to see tickets associated with departments/categories with which that staff member's Staff Group is associated.

In order to facilitate the workflow specified in the System Requirements document, there is an overlap in associations between Triage and User Support Specialists group relationships. The associations available to Triage personnel are a superset of the USS relationships. All Triage personnel have relationships to the ticket-transfer departments of the other ARCs, while USS staff do not. This prevents USS staff from assigning tickets to other ARCs' staff members directly.

Although Triage personnel at a particular ARC can view the transfer categories for other ARCs, they do not have relationships to their internal departments. This prevents staff members at one ARC from gaining access into the internal workflow of the others. This is another example of using the relationships to control workflow. Note that administrators have the ability to set their own permissions to view all tickets in all ARCs.

Relationships (1,2) through (4,5) should NOT be changed except by agreement among all ARC administrators and the system administrator, as these relationships can potentially have system-wide effects. Relationship (5,6) can be changed by individual ARC administrators based on their local staffing needs, with courtesy given toward the other ARCs' proprietary information.

Routine maintenance

The following sections cover some of the routine administrative tasks that will likely need to be performed by individual ARC administrators from time to time.

Add staff account

Bear in mind that the terminology of the manual refers to Staff “Teams” rather than “Groups”.

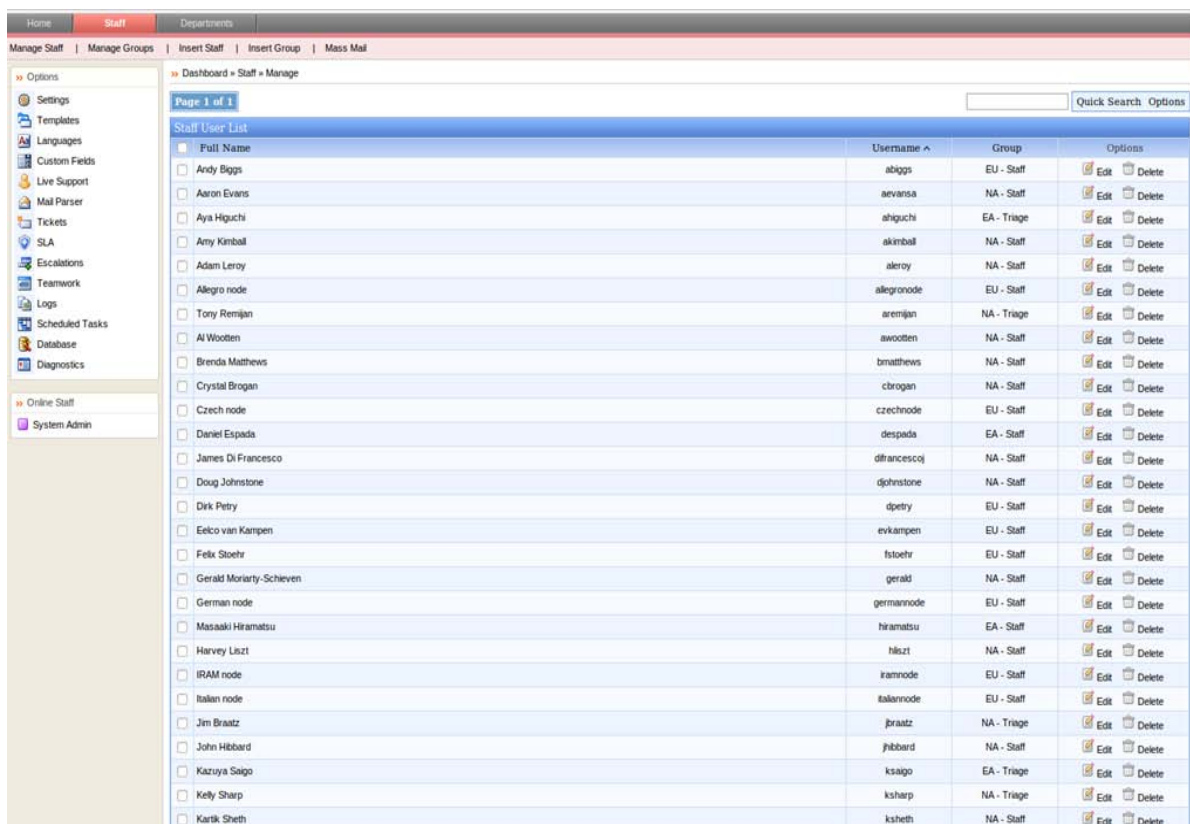
- 1) Log on to the Admin Control Panel and navigate to “Staff” tab. Click the “Insert Staff” link to this URL: https://alma-help.nrao.edu/admin/index.php?_m=core&_a=insertstaff
- 2) Populate the required fields under “Staff Details”.
- 3) In the “Group” dropdown field, select the Staff Group to which this user should belong, for example “NA Staff”
- 4) In the “Assigned Departments” area, set Use Group Departments = Yes
- 5) Click the “Insert Staff” button

The screenshot displays the 'Insert Staff' form within the Atacama Large Millimeter/submillimeter Array Observer Support Admin Control Panel. The page title is 'Atacama Large Millimeter/submillimeter Array Observer Support'. The user is logged in as 'System Admin'. The navigation menu includes 'Home', 'Staff', 'Departments', 'Manage Staff', 'Manage Groups', 'Insert Staff', 'Insert Group', and 'Mass Mail'. The 'Staff Details' section contains the following fields: Full Name (Jane Doe), Username (jdoe), Password (masked with dots), Re-enter Password (masked with dots), E-mail (jdoe@nrao.edu), and Group (NA - Staff). The 'Optional Fields' section includes Mobile Phone Number and Signature. The 'Assigned Departments' section has a 'Use Group Departments' radio button set to 'Yes' and a list of departments: General Queries (NA) (Tickets), General Queries (EA) (Tickets), General Queries (EU) (Tickets), Project Planning (EU) (Tickets), and Project Planning (NA) (Tickets). An 'Insert Staff' button is located at the bottom right of the form.

Figure 2. Add staff account

Remove staff account

- 1) To delete a staff member, log on to the Admin Control Panel and navigate to “Staff” tab at this URL: https://alma-help.nrao.edu/admin/index.php?_m=core&_a=managestaff .
- 2) This will display a list of all current staff members.
- 3) On the far right side of the page, click the “Delete” icon on the row containing the staff member to be deleted. Please be cautious that you have selected the intended staff member!



Full Name	Username	Group	Options
<input type="checkbox"/> Andy Biggs	abiggs	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Aaron Evans	aevansa	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Aya Higuchi	ahiguchi	EA - Triage	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Amy Kimball	akimbal	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Adam Leroy	aleroy	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Alegro node	alegnode	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Tony Remijan	aremijan	NA - Triage	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Al Wooten	awooten	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Brenda Matthews	brmathevs	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Crystal Brogan	cbrogan	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Czech node	czechnode	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Daniel Espada	despada	EA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> James Di Francesco	dfrancescoj	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Doug Johnstone	djohnstone	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Dirk Petry	dpetry	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Eelco van Kampen	evkampen	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Felix Stoehr	fstoehr	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Gerald Moriarty-Schieven	gerald	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> German node	germannode	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Masaaki Hiramatsu	hiramatsu	EA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Harvey Liszt	hliszt	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> IRAM node	iramnode	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Italian node	italanode	EU - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Jim Braatz	jbraatz	NA - Triage	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> John Hibbard	jhibbard	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Kazuya Saigo	ksaigo	EA - Triage	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Kelly Sharp	ksharp	NA - Triage	<input type="checkbox"/> Edit <input type="checkbox"/> Delete
<input type="checkbox"/> Karik Sheth	ksheth	NA - Staff	<input type="checkbox"/> Edit <input type="checkbox"/> Delete

Figure 3. Delete staff member

Re-assign staff to other role

- 1) Log on to the Admin Control Panel and navigate to “Staff” tab at this URL: https://alma-help.nrao.edu/admin/index.php?_m=core&_a=managestaff
- 2) Find the intended staff member in the list and click the “Edit” icon at the far right of the page.
- 3) Change the “Group” to which the staff member is assigned (“Staff” or “Triage”). Be sure to assign the staff member to the appropriate ARC.
- 4) Click the “Update Staff” button

Atacama Large Millimeter/submillimeter Array
Observer Support

Logged In: System Admin | Support Center | Staff CP | Logout

Home | Staff | Departments

Manage Staff | Manage Groups | Insert Staff | Insert Group | Mass Mail

Dashboard » Staff » Andy Biggs

Options

- Settings
- Templates
- Languages
- Custom Fields
- Live Support
- Mail Parser
- Tickets
- SLA
- Escalations
- Teamwork
- Logs
- Scheduled Tasks
- Database
- Diagnostics

Online Staff

System Admin

Edit Staff

Staff Details

Full Name
The full name of the staff user (e.g. Joe Biggs).
Andy Biggs

Username
A username for the staff user. This will be used to login to the control pane(s).
abiggs

Password
If you wish to change the password, enter a new one here.

Re-enter Password
For confirmation, re-enter the password.

E-mail
The staff user's e-mail address. All alerts sent to this user will be sent to this address.
abiggs@eso.org

Group
Specify the group to which this staff user will be assigned. All permissions for the chosen group will be inherited.

Optional Fields

Mobile Phone Number
If this staff user is to receive SMS alerts, enter their mobile phone number. Note: Enter only the telephone number without spaces, dashes or other symbols.
Example: 18005551212

Signature
Enter the staff user's signature. The signature will be appended to all outgoing e-mail messages sent by this user.

Assigned Departments

Use Group Departments
If enabled, the department permissions of the selected group will be inherited by this staff user.
 Yes No

Assigned Departments
Specify individual department permissions if the group access option (above) is not enabled.

General Queries (NA) (Tickets)
General Queries (EA) (Tickets)
General Queries (EU) (Tickets)
Project Planning (EU) (Tickets)
Project Planning (NA) (Tickets)

Update Staff

Back

Home Copyright © 2001-2011 Kayako Infotech Ltd

Figure 4. Reassign staff to other group/departments

Reset staff passwords

- 1) Log on to the Admin Control Panel and navigate to “Staff” tab at this URL: https://alma-help.nrao.edu/admin/index.php?_m=core&_a=managestaff
- 2) Find the intended staff member in the list and click the “Edit” icon at the far right of the page.
- 3) Enter (and re-enter) a new temporary password
- 4) Click the “Update Staff” button
- 5) Ask the staff member to change the password to something known only to them. The Staff page for changing the password can be found at this URL:
- 6) https://alma-help.nrao.edu/staff/index.php?_m=core&_a=changepassword

The screenshot displays the ALMA Admin Control Panel interface. At the top, the ALMA logo and 'Atacama Large Millimeter/submillimeter Array Observer Support' are visible. The user is logged in as 'System Admin'. The main navigation bar includes 'Home', 'Staff', and 'Departments'. The 'Staff' tab is active, showing a breadcrumb trail: 'Dashboard » Staff » Andy Biggs'. The 'Edit Staff' form is the central focus, containing the following fields and options:

- Full Name:** Andy Biggs
- Username:** abiggs
- Password:** (empty)
- Re-enter Password:** (empty)
- E-mail:** abiggs@eso.org
- Group:** EU - Staff
- Optional Fields:**
 - Mobile Phone Number:** (empty)
 - Signature:** (empty text area)
- Assigned Departments:**
 - Use Group Departments:** Yes (selected) / No
 - Assigned Departments:** General Queries (NA) (Tickets), General Queries (EA) (Tickets), General Queries (EU) (Tickets), Project Planning (EU) (Tickets), Project Planning (NA) (Tickets)

An 'Update Staff' button is located at the bottom of the form. A 'Back' link is also present at the bottom left of the page.

Figure 5. Reset staff password

Elevate USS or Triage staff account to Admin privileges

Note: The recommended approach for assigning administrative access is to create separate administrative accounts for each ARC so that administrative staff members can continue to participate in normal workflow.

- 1) Log on to the Admin Control Panel and navigate to “Staff” tab at this URL:
- 2) https://alma-help.nrao.edu/admin/index.php?_m=core&_a=managestaff
- 3) Find the intended staff member in the list and click the “Edit” icon at the far right of the page.
- 4) Select “Administrator” in the Group dropdown. Note that there is one “Administrator” group which is used by all ARCs.
- 5) Click the “Update Staff” button.

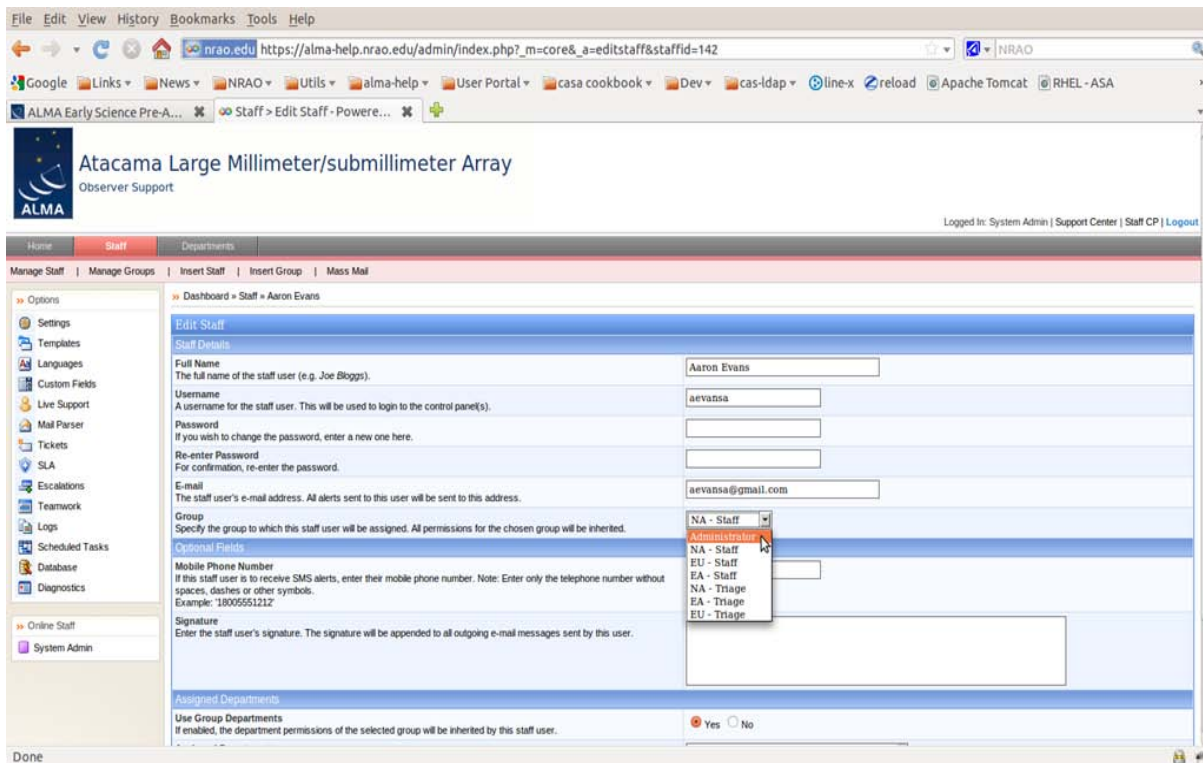


Figure 6. Modify staff member's group/permissions

View tickets from other ARCs

Administrators have the privilege level to allow them to change the group associations of staff members, including their own. Under normal operations, administrators should be assigned to use the default “Assigned Departments” setting of “Use Group Departments = Yes”. This will prevent the administrator from being assigned tickets by other staff members.

However, if an administrator wishes to view or track tickets assigned to another ARC, he or she can temporarily change their assigned departments by selecting Use Group Departments = No. This will allow them to specify the department(s) they wish to view, along with all tickets assigned to those departments.

- 1) Log on to the Admin Control Panel and navigate to “Staff” tab at this URL: https://alma-help.nrao.edu/admin/index.php?_m=core&_a=managstaff
- 2) Find the intended staff member in the list and click the “Edit” icon at the far right of the page.
- 3) Change the Assigned Departments setting to Use Group Departments = No
- 4) Select the desired departments to be viewed.
- 5) Click “Update Staff”

The screenshot displays the ALMA Admin Control Panel interface. At the top, the ALMA logo and 'Atacama Large Millimeter/submillimeter Array Observer Support' are visible. The user is logged in as 'System Admin'. The main navigation bar includes 'Home', 'Staff', and 'Departments'. The 'Staff' tab is active, showing a breadcrumb trail: 'Dashboard > Staff > System Admin'. Below this, there are links for 'Manage Staff', 'Manage Groups', 'Insert Staff', 'Insert Group', and 'Mass Mail'. A left sidebar contains various system management options like Settings, Templates, Languages, Custom Fields, Live Support, Mail Parser, Tickets, SLA, Escalations, Teamwork, Logs, Scheduled Tasks, Database, and Diagnostics. The main content area is titled 'Edit Staff' and contains a 'Staff Details' form with fields for Full Name (System Admin), Username (palomar), Password, Re-enter Password, E-mail (ksharp@nrao.edu), and Group (Administrator). Below this is an 'Optional Fields' section with Mobile Phone Number and Signature. The 'Assigned Departments' section is highlighted with a red box, showing 'Use Group Departments' set to 'No' and a list of departments selected for viewing: General Queries (NA) (Tickets), General Queries (EA) (Tickets), General Queries (EU) (Tickets), Project Planning (EU) (Tickets), and Project Planning (NA) (Tickets). An 'Update Staff' button is at the bottom of the form.

Figure 7. View tickets at another ARC

Show/Hide Proposal Submission Emergency department

In the period of time immediately preceding the Proposal Submission deadline, it is important that helpdesk staff be available around the clock to handle last minute difficulties that scientists may encounter. For this reason, we have defined a “Proposal Submission Emergency” department which can be made visible to all user groups and all Triage staff across ARCs as the deadline approaches. It is the joint responsibility of the ARCs to make sure that this task is performed each cycle.

- 1) On the admin control panel, go to Departments tab >> Mange Departments at this URL:
- 2) https://alma-help.nrao.edu/admin/index.php?_m=core&_a=managedepartments
- 3) On the far right side of the page, click the “Edit” icon for the “Proposal Submission Emergency” department.
- 4) In the “Department Details” section, select Type “Public” to show, or “Private” to hide the Proposal Submission Emergency” department.
- 5) Click “Update button.

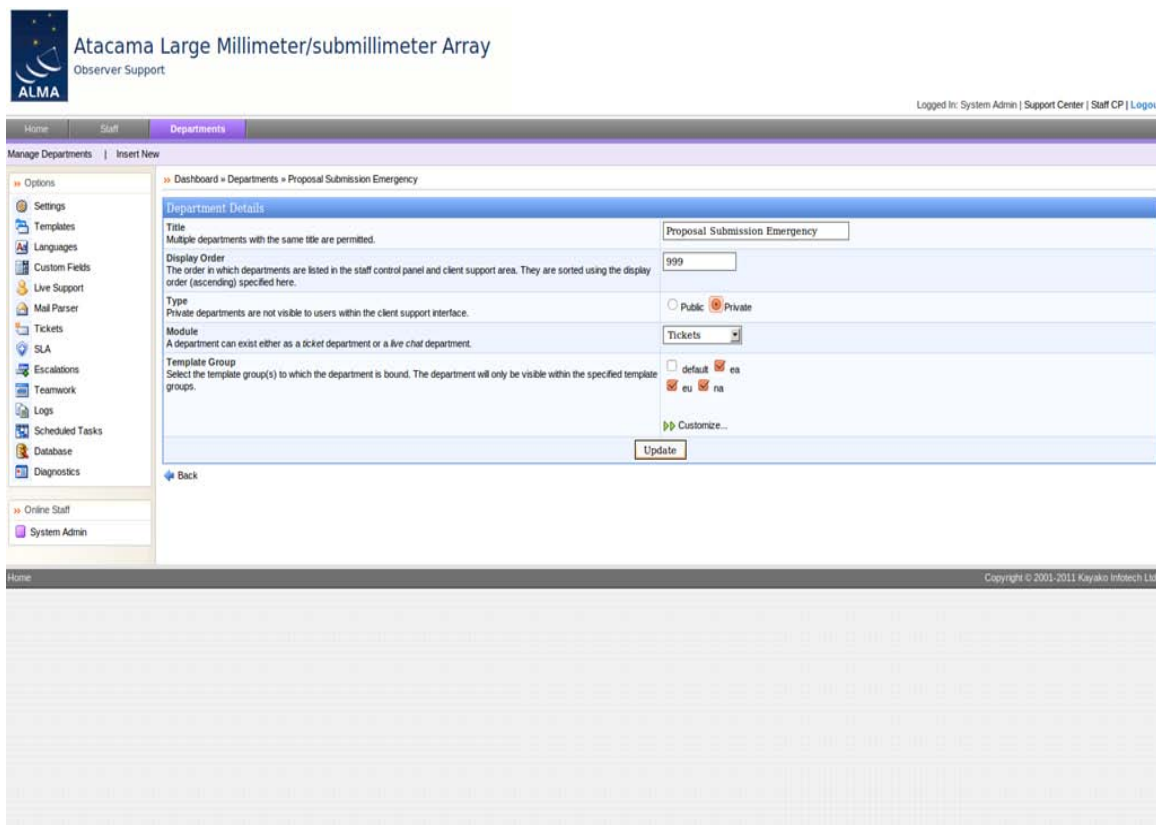


Figure 8. Show/Hide Emergency Proposal Submission department

Configure staff alerts

In order to maintain the workflow outline in the System Requirements document, the staff roles for “Triage” and “User Support Specialists” each have a distinct set of alerts that respond to events within the system. When setting up a new staff account, it is important that the administrator assign an appropriate set of alerts for the staff member. Administrators have the unique ability to login as a staff member and view and manage the alerts for all other staff members.

- To view existing alerts, the administrator can log on to the “Staff Control Panel” and navigate to the “Manage Alerts” tab at this URL:
- https://alma-help.nrao.edu/staff/index.php?_m=tickets&_a=managealerts
- A long list of alerts will be displayed for all staff members.
- For User Support Specialists, there is an alert called “ALMA User Support”. This alert has a limited scope, and is only triggered by events for tickets which have been assigned to a particular staff member.
- For Triage staff members, four types of alert have been created for events of interest for that role. Look carefully at all the fields specified in the examples below! Note that it is not possible to encompass all alert functionality into a single alert for Triage.
 - a) ALMA New Ticket
 - b) ALMA Response Overdue
 - c) ALMA Return to Triage
 - d) ALMA Transfer Ticket
- Each type of alert is depicted in the screen-captures below, which can be used as templates.
- When inserting a new set of alerts for a particular staff member, be sure to mark the “Alert Scope” as “Private”. Otherwise, the alert will be sent to all staff members even though it is intended for only one. For example, if an “ALMA User Support” alert for John Doe is created with an alert scope of “Public”, every staff member will receive an alert when John is assigned a ticket!
- Refer to the screen captures below for prototype alerts.
- After the new staff account has been created, insert the new set of alerts for the staff member at this URL: (go to go to Tickets >> Alerts >> Insert Alert Rule)
- https://alma-help.nrao.edu/staff/index.php?_m=tickets&_a=insertalert

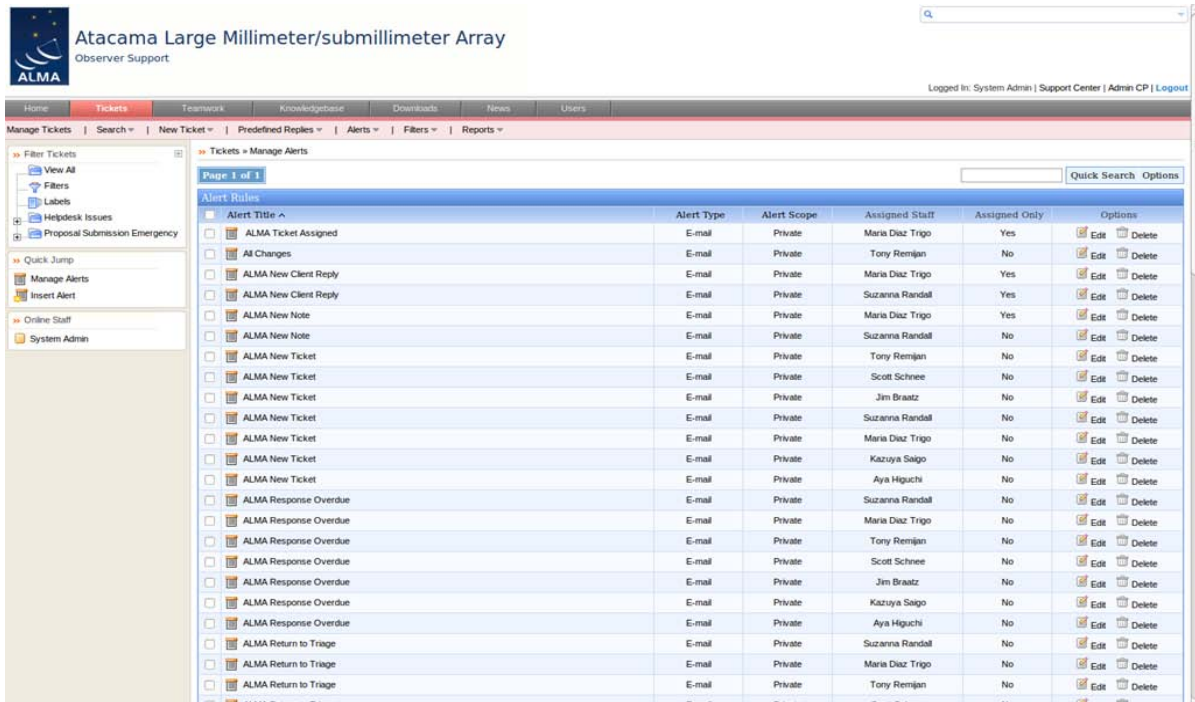


Figure 9. Manage alerts screen

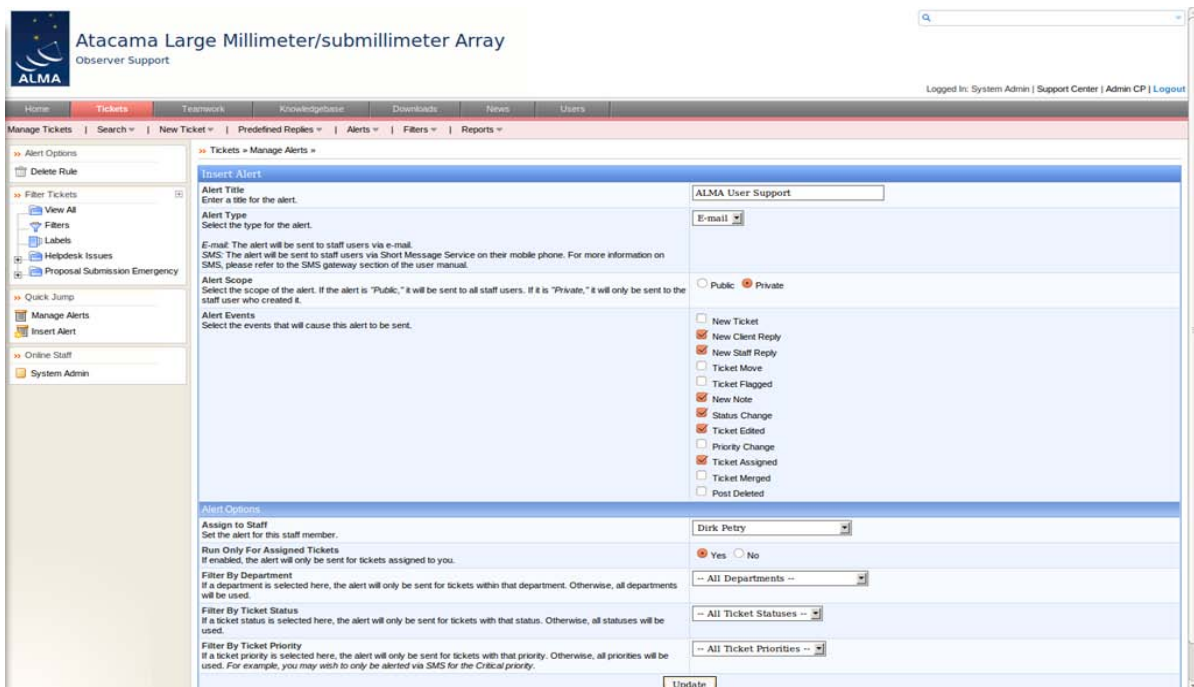


Figure 10. User Support Specialist – ticket assigned

Atacama Large Millimeter/submillimeter Array
Observer Support

Home Tickets Teamwork Knowledgebase Downloads News Users
Logged In: System Admin | Support Center | Admin CP | Logout

Manage Tickets | Search | New Ticket | Predefined Replies | Alerts | Filters | Reports

Alert Options
Delete Rule

Filter Tickets
View All
Filters
Labels
Helpdesk Issues
Proposal Submission Emergency

Quick Jump
Manage Alerts
Insert Alert
Online Staff
System Admin

Tickets > Manage Alerts >

Insert Alert

Alert Title
Enter a title for the alert. ALMA New Ticket

Alert Type
Select the type for the alert. E-mail

E-mail: The alert will be sent to staff users via e-mail.
SMS: The alert will be sent to staff users via Short Message Service on their mobile phone. For more information on SMS, please refer to the SMS gateway section of the user manual.

Alert Scope
Select the scope of the alert. If the alert is "Public," it will be sent to all staff users. If it is "Private," it will only be sent to the staff user who created it. Public Private

Alert Events
Select the events that will cause this alert to be sent.

New Ticket
 New Client Reply
 New Staff Reply
 Ticket Move
 Ticket Flagged
 New Note
 Status Change
 Ticket Edited
 Priority Change
 Ticket Assigned
 Ticket Merged
 Post Deleted

Alert Options

Assign to Staff
Set the alert for this staff member. Scott Schnee

Run Only For Assigned Tickets
If enabled, the alert will only be sent for tickets assigned to you. Yes No

Filter By Department
If a department is selected here, the alert will only be sent for tickets within that department. Otherwise, all departments will be used. -- All Departments --

Filter By Ticket Status
If a ticket status is selected here, the alert will only be sent for tickets with that status. Otherwise, all statuses will be used. -- All Ticket Statuses --

Filter By Ticket Priority
If a ticket priority is selected here, the alert will only be sent for tickets with that priority. Otherwise, all priorities will be used. For example, you may wish to only be alerted via SMS for the Critical priority. -- All Ticket Priorities --

Update

Figure 11. Triage – new ticket

Atacama Large Millimeter/submillimeter Array
Observer Support

Home Tickets Teamwork Knowledgebase Downloads News Users
Logged In: System Admin | Support Center | Admin CP | Logout

Manage Tickets | Search | New Ticket | Predefined Replies | Alerts | Filters | Reports

Alert Options
Delete Rule

Filter Tickets
View All
Filters
Labels
Helpdesk Issues
Proposal Submission Emergency

Quick Jump
Manage Alerts
Insert Alert
Online Staff
System Admin

Tickets > Manage Alerts >

Insert Alert

Alert Title
Enter a title for the alert. ALMA Response Overdue

Alert Type
Select the type for the alert. E-mail

E-mail: The alert will be sent to staff users via e-mail.
SMS: The alert will be sent to staff users via Short Message Service on their mobile phone. For more information on SMS, please refer to the SMS gateway section of the user manual.

Alert Scope
Select the scope of the alert. If the alert is "Public," it will be sent to all staff users. If it is "Private," it will only be sent to the staff user who created it. Public Private

Alert Events
Select the events that will cause this alert to be sent.

New Ticket
 New Client Reply
 New Staff Reply
 Ticket Move
 Ticket Flagged
 New Note
 Status Change
 Ticket Edited
 Priority Change
 Ticket Assigned
 Ticket Merged
 Post Deleted

Alert Options

Assign to Staff
Set the alert for this staff member. Suzanna Randall

Run Only For Assigned Tickets
If enabled, the alert will only be sent for tickets assigned to you. Yes No


Filter By Department
If a department is selected here, the alert will only be sent for tickets within that department. Otherwise, all departments will be used. -- All Departments --

Filter By Ticket Status
If a ticket status is selected here, the alert will only be sent for tickets with that status. Otherwise, all statuses will be used. Response Overdue

Filter By Ticket Priority
If a ticket priority is selected here, the alert will only be sent for tickets with that priority. Otherwise, all priorities will be used. For example, you may wish to only be alerted via SMS for the Critical priority. -- All Ticket Priorities --

Update

Figure 11. Triage - response overdue



Atacama Large Millimeter/submillimeter Array
Observer Support

Logged In: System Admin | Support Center | Admin CP | Logout

Home
Tickets
Teamwork
Knowledgebase
Downloads
News
Users

Manage Tickets
Search
New Ticket
Predefined Replies
Alerts
Filters
Reports

Alert Options

Delete Rule

Filter Tickets

View All

Filters

Labels

Helpdesk Issues

Proposal Submission Emergency

Quick Jump

Manage Alerts

Insert Alert

Online Staff

System Admin

» Tickets » Manage Alerts »

Insert Alert

Alert Title
Enter a title for the alert.

Alert Type
Select the type for the alert.

E-mail: The alert will be sent to staff users via e-mail.
SMS: The alert will be sent to staff users via Short Message Service on their mobile phone. For more information on SMS, please refer to the SMS gateway section of the user manual.

Alert Scope
Select the scope of the alert. If the alert is "Public," it will be sent to all staff users. If it is "Private," it will only be sent to the staff user who created it.

Alert Events
Select the events that will cause this alert to be sent.

Alert Options

Assign to Staff
Set the alert for this staff member.

Run Only For Assigned Tickets
If enabled, the alert will only be sent for tickets assigned to you.

Filter By Department
If a department is selected here, the alert will only be sent for tickets within that department. Otherwise, all departments will be used.

Filter By Ticket Status
If a ticket status is selected here, the alert will only be sent for tickets with that status. Otherwise, all statuses will be used.

Filter By Ticket Priority
If a ticket priority is selected here, the alert will only be sent for tickets with that priority. Otherwise, all priorities will be used. For example, you may wish to only be alerted via SMS for the Critical priority.

ALMA Return to Triage

E-mail

Public Private

New Ticket

New Client Reply

New Staff Reply

Ticket Move

Ticket Flagged

New Note

Status Change

Ticket Edited

Priority Change

Ticket Assigned

Ticket Merged

Post Deleted

Suzanna Randall

Yes No

Return to Triage (EU)

-- All Ticket Statuses --

-- All Ticket Priorities --

Update

Figure 12. Triage – return to triage

System Configuration

Tasks reserved for system administrator

The following tasks can potentially have global impact on the workflow of the ALMA helpdesk, and are reserved for the helpdesk system administrator. If changes in any of the following categories are needed, please contact the helpdesk system administrator at the NAASC. Alternatively, Triage staff members of any ARC may submit a ticket to the “Helpdesk Issues” department (a category not visible to the general public).

- Add department
- Department visibility
- Change the public ticket views
- Security settings
- System Date and Time
- Template configuration/management (for template customizations, please send specifications to the helpdesk system administrator)
- User Authentication modules for CAS (staff accounts are local)
- Language modules (currently NAOJ-centric)
- SLA/escalation management

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