



Helpdesk in MyGJU

Feras Al-Hawari and Hala Barham

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Objectives



- ▶ Enables **GJU staff** to request help regarding **any IT related issues** by opening a helpdesk ticket from the **My Tickets** feature in MyGJU [1-3]
- ▶ Helps **GJU staff** to monitor the status of their tickets
- ▶ Allows **GJU staff** to chat with the **IT staff** regarding their issues
- ▶ Supports uploading files to share amongst relevant parties
- ▶ Helps **IT staff** to monitor, analyze and archive all tickets in order speedup and improve the provided services [4]

Managing My Tickets

1. Click on the **My Affairs** tab
2. Click on the **My Tickets** button to manage (add, edit and view) your related helpdesk tickets
3. Select different filters values if desired, then click the **Search** button

The screenshot shows a web interface for managing tickets. At the top, there are navigation tabs: 'My Affairs', 'Academic Affairs', 'Dean's Tasks', and 'QA Tasks'. Below these are buttons for 'My Profile', 'My Salaries', and 'My Tickets'. The 'My Tickets' button is highlighted with a blue arrow. Below the navigation is a 'Filtering Criteria' section with several dropdown menus: 'Service' (All), 'Sub Services' (All), 'Assigned To' (All), 'Ticket Number' (0), 'Status' (All), 'Close Reason' (All), 'From Date', 'To Date', and 'Priority' (All). A 'Search' button is located below the filters. Below the filters is a 'Manage Tickets' table with columns: No., Title, Creation Date, Priority, Status, Service, Assigned To, and Admins. The table contains two rows of data.

No.	Title	Creation Date	Priority	Status	Service	Assigned To	Admins
2039	Test HelpDesk 2	14-10-2018 12:49:08	Normal	Closed	ERP Systems	Feras Al Hawari	Feras Al Hawari, Hala Barham, Mai Alshawabkeh
2038	Test HelpDesk 1	14-10-2018 12:47:15	Normal	Closed	ERP Systems	Feras Al Hawari	Feras Al Hawari, Hala Barham, Mai Alshawabkeh

Adding a Helpdesk Ticket

1. Click on the **Add** button to navigate to the **Add Ticket** screen on the next slide

<input type="radio"/>	2008	check laptop	10-10-2018 09:41:25	High	Open	Technical Support	Zakaria Saqallah	Anas Alkasasbeh, Wael Alsararheh
<input type="radio"/>	2002	Eng. Wael Alier - Engineering Department	09-10-2018 14:49:28	Normal	Closed	Technical Support	Zakaria Saqallah	Anas Alkasasbeh, Wael Alsararheh

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Total Rows / 74

+ Add Print

Add Ticket Screen (1): Basic Info.

My Affairs Academic Affairs Dean's Tasks QA Tasks

My Profile My Salaries My Tickets

My Affairs > My Tickets > Add Ticket

Ticket Information

Title: * Problem with PC

Priority: * High

Service: * Technical Support

Sub Services: * Computers and Servers

Ticket Description *

I cannot turn on my PC.

Always save what you entered!

1. Enter a **title** for your ticket

2. Choose a **priority** for the ticket

3. Choose the **service** desired

4. Specify a **sub service** if any

5. Enter a **description** for what is needed

Add Ticket Screen (2): Contact Info.

This information gets loaded (by default) from what you entered in:
My Affairs > My Profile > Contact information

My Affairs Academic Affairs Dean's Tasks QA Ta

My Profile My Salaries My Tickets

Contact Information

Location: *

Building: *

Room: *

Mobile No.:

Extension:

My Affairs > My Profile > Contact Information

Contact Information

Mobile No.:

Extension:

Location: *

Building: *

Office:

Ticket Files

Uploaded Files:

Upload File

File Title: *

(Valid file size: 10 MB; Valid file types are pdf, jpg, gif, and png)



Add Ticket Screen (3): File Upload

The screenshot displays a web form for adding a ticket. The form is divided into two main sections: 'Contact Information' and 'Ticket Files'. The 'Contact Information' section includes fields for 'Location' (Main Campus), 'Building' (Building A), 'Room' (Room 102), 'Mobile No.', and 'Extension'. The 'Ticket Files' section has an 'Upload File' area with a 'File Title' field containing 'Arabic Exam Manual'. Below this, there are buttons for '+ Choose', 'Upload', and 'Cancel'. A file named 'ar_exam.pdf' (112.5 KB) is shown as uploaded. A modal dialog box titled 'Scanning for viruses ...' is overlaid on the form, featuring a blue shield icon with a computer monitor inside. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

1. Enter a file title

2. Pick a file to upload from your PC by clicking on the **Choose** button

3. Click on the **Upload** button and wait till the file is uploaded and is scanned for viruses

Make sure to save when done!

Add Ticket Screen (4): Ticket CC List

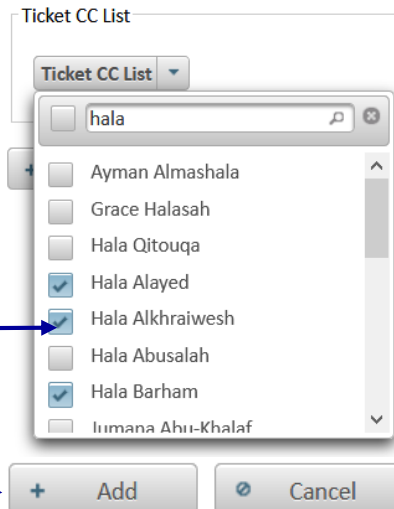


1. Click the **Add** button to add others to the CC list of the ticket so they can monitor its status

2. Select the desired employees

3. Click the **Add** button to go back to the ticket

Tickets > Manage Tickets > Edit Ticket



Make sure to save the ticket when done!

Editing a Helpdesk Ticket

1. Select the **ticket** to edit

2. Click on the **Edit** button to navigate to the **Edit Ticket** screen on the next slide

<input type="radio"/>	1624	تشغيل داتا شوقاعة اجتماعات الرئاسة	10-09-2018 10:50:57	High	Open	Technical Support	Hadi Alataiwi	Anas Alkasasbeh, Wael Alsararheh
<input checked="" type="radio"/>	1617	Investigate Student Login to MBX01	09-09-2018 11:49:14	Emergency	Open	Systems Services	N.A.	Anas Alkasasbeh, Khalil Elhanbli


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Total Rows: 9




Edit Ticket Screen: Comment Box

Ticket Comments


 **Firas.alhawari**






    

 **Firas.alhawari** 14-10-2018 17:03:04

Add your question here ...

[Edit](#) [Delete](#) [Reply](#)

 **Firas.alhawari**

Add your reply here ...

Make sure to save when done!

Viewing a Helpdesk Ticket

1. Select the ticket to view

2. Click on the **View** button to navigate to the **View Ticket** screen on the next slide

<input type="radio"/>	1624	تشغيل داتا سوقاعة اجتماعات الرئاسة	10-09-2018 10:50:57	High	Open	Technical Support	Hadi Alataiwi	Anas Alkasasbeh, Wael Alsararheh
<input checked="" type="radio"/>	1617	Investigate Student Login to MBX01	09-09-2018 11:49:14	Emergency	Open	Systems Services	N.A.	Anas Alkasasbeh, Khalil Elhanbli

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Total Rows: 9

+ Add Print

View Ticket Screen

[My Affairs](#) [Academic Affairs](#) [Dean's Tasks](#) [QA Tasks](#)

[My Profile](#) [My Salaries](#) [My Tickets](#)

▸ [My Affairs](#) ▸ [My Tickets](#) ▸ [View Ticket](#)

Ticket Information

Ticket Number: 2008
Created By: Safa' Ta'amseh
Creation Date: 2018-10-10 09:41:25.0
Title: check laptop
Priority: High
Service: Technical Support
Sub Service: Computers and Servers
Assigned To: Zakaria Saqallah
Status: Open

Ticket Description

check laptop Dr.Ibrahim Altarawneh

Contact Information

Location: Main Campus
Building: m
Room: n.a
Mobile No.:
Extension: 4400

Evaluating a Helpdesk Ticket

Click on the **Evaluate** link to navigate to the **Ticket Evaluation** screen on the next slide

<input type="radio"/>	12	dmp	08-02-2018 09:32:10	Normal	Closed	Databases		Mahmoud Alswwaq	Feras Al Hawari, Mahmoud Alswwaq	Evaluate
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Total Rows: 4

+ Add Print

Ticket Evaluation Screen

1. **Select** your evaluations, **Save** and then **Submit** when done

My Affairs > My Tickets > Ticket Evaluation

Your evaluation was saved successfully

Question	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
The service was delivered as desired	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service was delivered in an acceptable time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service agent is qualified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service agent coordination is acceptable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluation Score : 5.0/5.0

Back Save Submit

2. **Save** and then **Submit** when done

References

1. MyGJU. Available from <https://mygju.gju.edu.jo> [last accessed June, 2019].
2. F. Al-Hawari, A. Alufeishat, M. Alshawabkeh, H. Barham, and M. Habahbeh. The software engineering of a three-tier web-based student information system (MyGJU). *Computer Applications in Engineering Education*, 2017 Mar, 25(2):242-263.
3. F. Al-Hawari. MyGJU student view and its online and preventive registration flow. *International Journal of Applied Engineering Research*, 2017, 12(1):119-133.
4. F. Al-Hawari and H. Barham. A machine learning based help desk system for IT service management. *Journal of King Saud University*, 2019 Apr.