

**From:** [DJ Bradley](#)  
**To:** [all\\_employees@lists.edinboro.edu](mailto:all_employees@lists.edinboro.edu)  
**Subject:** Tip on Submitting a Helpdesk Ticket  
**Date:** Thursday, May 20, 2010 3:32:33 PM

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All Employees,

I would like to provide you with a tip on submitting helpdesk tickets online (<http://techhelp.edinboro.edu/index.php?group=employees>). At any given time we normally have over 600 tickets that are at some stage besides "closed". See these stats below:

Total Number of Tickets:	12880	----
Submitted via Phone:	7259	56%
Submitted OnLine:	5621	44%
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Total Currently Open:	230	1.8%
Total Currently In Progress:	212	1.6%
Total Currently On Hold:	133	1%
Total Currently Waiting on a Reply:	52	0.4%
Total Currently Closed:	12253	95.1%

Being that we have certain staff who work on certain types of requests, we have automated the helpdesk system so that those certain types of tickets are automatically assigned to the appropriate staff person. However, this only works if you submit a ticket under the appropriate topic. We obviously do not have a topic for every possible type of issue, but we do have some of the most common topics available. Please make sure you review the list of available topics and click on the most appropriate one that matches your issue. By default, the "Other" topic is selected and we know that it is easy just to leave that checked, but since the system is automated, there is a much better chance that your request will get to the appropriate staff person more rapidly if the appropriate topic is chosen. For example, if you have a printer in a lab that is on the print quota system and it runs out of paper or toner then you should choose the "Printer Supplies (paper, toner, etc)" topic when submitting your request. Then this ticket would automatically alert the person who is in charge of the printer supply inventory...etc. Otherwise, your request may set in an unassigned pool until it is reassigned to the appropriate person(s) who can resolve the request.

Thank You,

*DJ Bradley*  
Director of DSLT

*Technology and Communications*  
*Edinboro University*

*Only Robinson Crusoe had everything done by Friday*



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