PHYSICS HELPDESK

• Adapted from Duke’s Wreq, 10K lines of Perl, free
• Building Help link placed under: http://www.princeton.edu/physics/internals/
• HelpDesk maintains its own users/passwords. Don’t use OIT/LDAP password.
• Access restricted to Princeton network, or VPN.
• Anyone from Princeton who knows the URL can self-create account, submit requests.
• Possible to disable “self-create” account.
CONSOLE

- Similar to Thunderbird/Outlook
- Common Command Buttons, two Frames. Upper frame for ticket listing, lower for details of a ticket. May list all or one particular ticket.
- By default, items are sorted by ReqID. Re-sort/filter by Priority, Status, Dates, Owner, Sender...
- Tickets is highlighted in Red color, if:
  - Not yet assigned
  - High priority
  - No action for more than a week, or more than a months if status=waiting4.
  - Due Date getting too close (within 24 hours)
QUEUES

• Multiple queues possible, currently only one (Building)
• Categories of items in each queue: (Active, Resolved, Deleted, FAQs, TechNotes...)
• A ticket marked as Resolved or Deleted is only hidden from main listing. Possible to reopen from database.
• Tickets can be “moved” between queues.
REQUESTERS

- Requesters & PowerUsers, defined per queue.
- Tickets are “sent” by a requester and are “owned” by a power user.
- Requester can:
  - Create his own help tickets.
  - Set priority as Highest, High, Normal (default), Low.
  - View and update only his own tickets.
  - Can make any of his own ticket viewable by others.
POWER USERS CAN

• Can do anything in their OWN queue.
• Add/delete any account.
• Create tickets on behalf of any requester.
• Take, Give, Steal ownership of any ticket.
• View or update on any item.
• Change ticket priority or DueDate.
• Mark a ticket as Resolve, Delete, CantDo, Move.
• Create FAQs or TechNotes from any ticket.
• Email to requester, owner, or all power users and CC to any one(s) with updates, FAQ, Notes, Action Log.