



INFORMATION  
TECHNOLOGY SERVICES

# CUSTOMER SUPPORT TOOL

TeamDynamix "First Look"

MAY 2024



# Webinar format

- Presentation followed by question and answer.
- Use the **Q&A option** to submit a question.
  - If we have time, we'll answer them at the end of the session.
  - If we run out of time, we'll post the answers on the website.
- We'll post the recording on: <https://tarheels.live/customersupporttool/>



# Webinar Team

## Presenters:

- **Kate Hash**, Assistant Vice Chancellor, ITS-Customer Experience & Engagement
- **Calvin Groves**, Director, Customer Support & Outreach, ITS-Customer Experience & Engagement

## Moderator:

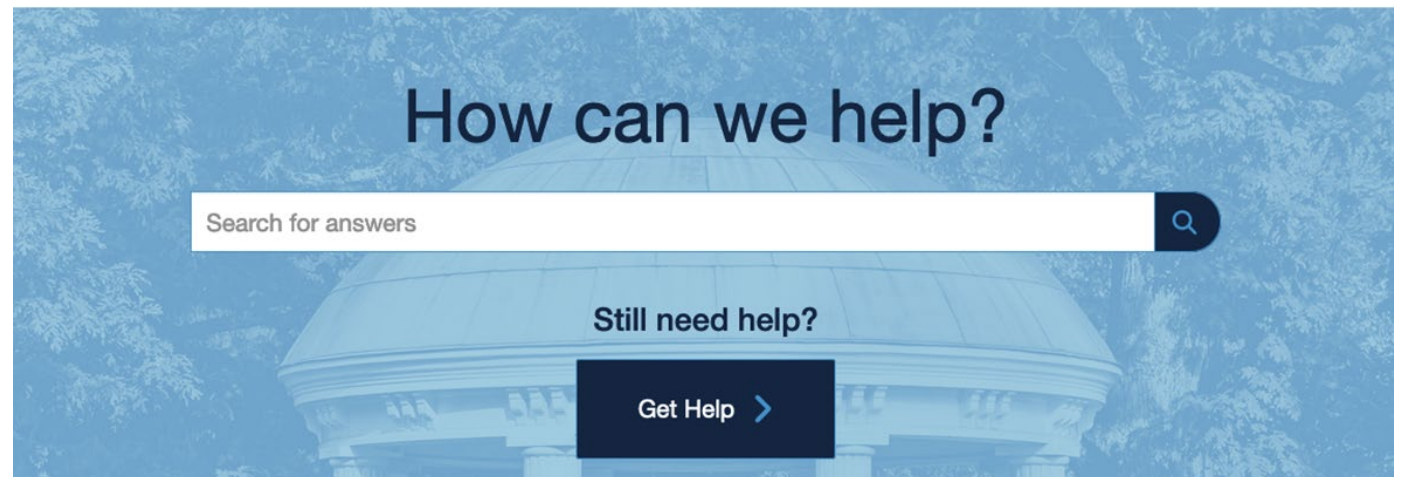
**Jackie Treschl**, Change Manager, ITS-Project Portfolio & Change Management

# Today's Agenda

- 1 Introduction
- 2 Timeline & what go-live looks like
- 3 Terms you need to know
- 4 Preview of TDX
- 5 What's Next

# Welcome to TeamDynamix

- Why TeamDynamix and why now?
- Number one guiding principle:
  - **Do what creates the best possible customer experience.**
- Priorities for go live are current ServiceNow functionality
- Clean slate philosophy



APRIL

MAY

JUNE

JULY

AUG

SEPT

OCT

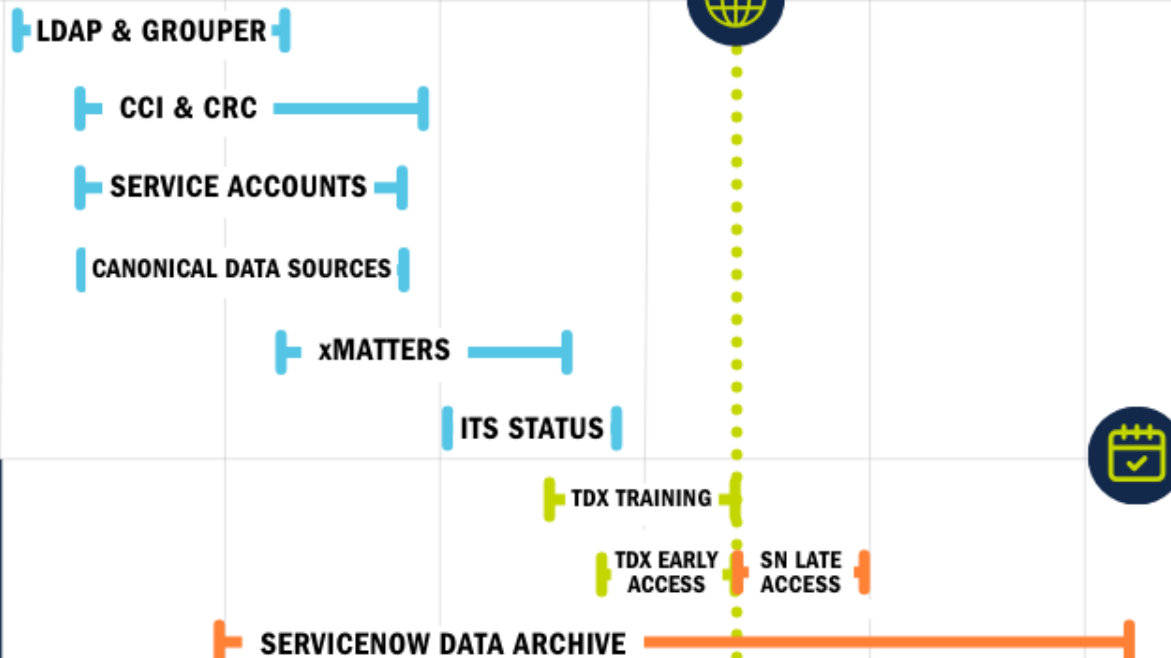
NOV

DEC

# CONFIGURING TEAMDYNAMIX



# TEAMDYNAMIX INTEGRATIONS



TEAMDYNAMIX GO LIVE: 7/10

SERVICENOW DECOMMISSION: 9/6

# Terms You Should Know

TEAMDYNAMIX TERM	SERVICENOW TERM
Agent	Fulfiller
Responsible attribute	Assignment group
Responsible attribute	Assigned to
Known Issue	Problem
Service offering	Catalog item
Attributes	Variables

TDX SPECIFIC TERMS	DEFINITION
Portal (or Client Portal)	Customer front end
TDNext	Agent back end

# Ticket Classifications

- Incident
- Service Request
- Major Incident
- Known Issue
- Change
- Release\*

\*No current plans for use



- Everything is flat, a ticket is a ticket
- No more REQ > RITM > SCTASK for Service Requests!
- Ticket tasks are still available when needed





# TDX PREVIEW

Portal – Front End Customer View



# Portal: Home

## How can we help?

Search for answers



Still need help?

Get Help >

### MY RESOURCES



#### [My Tickets](#)

View your open tickets.



#### [My Favorite Services](#)

Your saved service requests.



#### [My Favorite Help Articles](#)

Your saved knowledge base articles.

### ALL RESOURCES



#### [All Services](#)

Browse and request our services.



#### [All Help Articles](#)

Browse our knowledge base articles.



#### [Site Map](#)

Browse all areas of the site.

### ITS SYSTEM STATUS

ITS System Status is provided by the ITS Operations Center.

> [View system status and history.](#)

*Real-time system status coming soon.*

# Portal: Footer

Still need help?

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## Contact the Service Desk

The ITS Service Desk is centralized support for students, faculty and staff who need tech help. Choose the method best for you:

 [Start a chat](#)  
Live agents available 7 a.m. - 7 p.m., Monday - Friday

 [Call 919-962-HELP \(4357\)](#)  
Available 7 a.m. - 7 p.m., Monday - Friday

 [In person 1506 Frank Porter Graham Student Union](#)  
Open 8 a.m. - 5 p.m., Monday - Friday

 [Email help-me-obi-wan@youre-my-only-hope.com](mailto:help-me-obi-wan@youre-my-only-hope.com)  
Creates a general help request ticket

## Additional resources

- > [Submit a help request](#)
- > [Med school walkup appointments](#)
- > [Accessibility](#)
- > [Site Map](#)
- > [Agent login](#)
- > [ITS.UNC.EDU](#)

# Portal: "Easy Button"



## General Request

+ Show Help - Hide Help

If you have searched our services and are unable to find what you need, you can use this request for general inquiries.

### Requested for \*

UNC Customer

### Requested on behalf of \*

Myself  Someone Else

### Preferred contact method \*

Phone  Email  MS Teams  Other

### Preferred contact details \*

### Acct/Dept \*

Academic Affairs - 102000

### What type of support would you like to request? \*

- ITS Service Desk support  
 Departmental IT support  
 Support from a specific group

### Select the specific group \*

Start typing...

- Group A
- Group B
- Group C
- Group D

body

### Attachment

Browse... No file chosen

Submit

# Portal: "Easy Button"



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If you have searched our services and are unable to find what you need, you can use this request for general inquiries.

Requested for \* ?

UNC Customer

Requested on behalf of \*

Myself  Someone Else

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Acct/Dept \* ?

Academic Affairs - 102000

What type of support would you like to request? \* ?

- ITS Service Desk support
- Departmental IT support
- Support from a specific group

How can we help? ?

Format - Font - Size - **A** - **B** *I* U ~~S~~  $x_2$   $x^2$  *I\_x*

body

Attachment ?

Browse... No file chosen

Submit





# Portal: Service Catalog

## How can we help?

Search for answers



Still need help?

Get Help >

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*Real-time system status coming soon.*

# Portal: Service Catalog



## Service Catalog

### Categories (11)



#### Accounts & Access

Ex: Onyen Services, Guest ID  
Plus other services that support accounts and requesting access.



#### Administrative & Business

Ex: Finance, HR, ConnectCarolina, Pay Invoice  
Plus other services that support finance, HR, procurement, student information systems, and



#### Buildings & Facilities

Ex: Automatic Door Lock, Facilities Requests  
Plus other services that support management and upkeep of University locations.



#### Communication & Collaboration

Ex: Email, Phones, Accessibility, Conferencing  
Plus other services that support communication



#### Data & Reporting

Ex: Data Governance, Policy, Tableau  
Plus other services that support data integrity, data governance, and data reporting and



#### Network & Security

Ex: Duo & MFA, Wi-Fi, Ethernet, Firewall  
Plus other services that support network connectivity and IT security.



#### Personal Computing & Software

Ex: Carolina Print, Adobe, Hardware Repair  
Plus other services that support computers.



#### Servers & Storage

Ex: Server Room, SecNAS  
Plus other services that support the operation and management of the IT environment.



#### Teaching & Research

Ex: Classroom, Research Clusters, Canvas  
Plus other services that support instructional and research activities.



#### Websites & Application Development

Ex: WordPress, Middleware, CloudApps  
Plus other services that support administration



#### Departmental

A collection of departmental specific services, all of which are links to services under other categories.

### My Recent Requests

[test ticket](#)

[calvin test for ITEC](#)

[Testing](#)

[SOM – Computer Support - Software issue \(MS Office, browser, printing, etc.\)](#)

[SOM – Computer Support](#)

[View All Recent Requests >](#)

### Popular Services

[Test Service](#)

[Internal Request](#)

[VPN Access Request](#)

[Submit KB Article Review](#)

[Servers and Storage Service - TEST](#)

[View All Popular Services >](#)

### My Recently Visited Services

[Test Service](#)

[Password Reset](#)

[Employee Onboarding / Offboarding](#)

[SOM - Computer Support](#)

# Portal: Service Catalog

**THE UNIVERSITY of NORTH CAROLINA at CHAPEL HILL**

Home **Services** Knowledge Base

Ticket Requests My Favorites My Recent My Approvals Services A-Z Search

## Service Catalog

### Categories (11)

- Accounts & Access**  
Ex: Onyen Services, Guest ID  
Plus other services that support accounts and requesting access.
- Administrative & Business**  
Ex: Finance, HR, ConnectCarolina, Pay Invoice  
Plus other services that support finance, HR, procurement, student information systems, and other administrative areas.
- Buildings & Facilities**  
Ex: Automatic Door Lock, Facilities Requests  
Plus other services that support management and upkeep of University locations.
- Communication & Collaboration**  
Ex: Email, Phones, Accessibility, Conferencing  
Plus other services that support communication.
- Data & Reporting**  
Ex: Data Governance, Policy, Tableau  
Plus other services that support data integrity, data governance, and data reporting and
- Network & Security**  
Ex: Duo & MFA, Wi-Fi, Ethernet, Firewall  
Plus other services that support network connectivity and IT security.
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Ex: Server Room, SecNAS  
Plus other services that support the operation and management of the IT environment.
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#### My Recent Requests

- [test ticket](#)
- [calvin test for ITEC](#)
- [Testing](#)
- [SOM - Computer Support - Software issue \(MS Office, browser, printing, etc.\)](#)
- [SOM - Computer Support](#)

[View All Recent Requests >](#)

#### Popular Services

- [Test Service](#)
- [Internal Request](#)
- [VPN Access Request](#)
- [Submit KB Article Review](#)
- [Servers and Storage Service - TEST](#)

[View All Popular Services >](#)

#### My Recently Visited Services

- [Test Service](#)
- [Servers and Storage Service - TEST](#)
- [Connect to a Printer](#)



# Portal: Service Catalog



## Accounts & Access

Ex: Onyen Services, Guest ID  
Plus other services that support accounts and requesting access.

### Services (5)

#### [Test Service](#) ★

This is a short description.

#### [Employee Onboarding / Offboarding](#)

#### [Guest or Vendor Account Access Request](#)

#### [Shared Drive Access Request](#) ★

#### [VPN Access Request](#)

Virtual Private Network

### My Recent Requests

[test ticket](#)

[calvin test for ITEC](#)

[Testing](#)

[SOM – Computer Support - Software issue \(MS Office, browser, printing, etc.\)](#)

[SOM – Computer Support](#)

[View All Recent Requests >](#)

### Popular Services

[Test Service](#)

[Internal Request](#)

[VPN Access Request](#)

[Submit KB Article Review](#)

[Servers and Storage Service - TEST](#)

[View All Popular Services >](#)

### My Recently Visited Services

[Test Service](#)

[Servers and Storage Service - TEST](#)

[Connect to a Printer](#)

# Portal: Service Catalog



## My Favorite Services (7)

### [Connect to a Printer](#)

[Service Catalog](#) / [Personal Computing & Software](#)

Favorited on Wed 5/8/24 4:17 PM

Remove

### [Data and Reporting Service - TEST](#)

[Service Catalog](#) / [Data & Reporting](#)

Favorited on Wed 5/8/24 4:17 PM

Remove

### [Report Phishing/Spam](#)

[Service Catalog](#) / [Network & Security](#)

Favorited on Wed 5/8/24 4:17 PM

Remove

### [Servers and Storage Service - TEST](#)

[Service Catalog](#) / [Servers & Storage](#)

Favorited on Wed 5/8/24 4:18 PM

Remove

### [Shared Drive Access Request](#)

[Service Catalog](#) / [Accounts & Access](#)

Favorited on Wed 5/8/24 4:16 PM

Remove

### [Test Service](#)

[Service Catalog](#) / [Accounts & Access](#)

This is a short description.

Favorited on Wed 5/8/24 4:16 PM

Remove

### [Voice Services](#)

[Service Catalog](#) / [Communication & Collaboration](#)

Favorited on Wed 5/8/24 4:17 PM

Remove

# Portal: Service Catalog



## Test Service

ITS-Networking • ServiceDesk

### Service Description

A full description of the service, including its purpose, benefits, features, and options. The description should be written so the end user can understand it. **\*\* Required \*\***

### Audience

The constituents for whom the service is available (e.g., students, faculty, staff, SOM, SON). **\*\* Required \*\***

### Requirements

Any prerequisites for using the service (e.g., approvals, training, compliance requirements, and other services).

### Service Charges

The cost to the end user or department to use the service. This can be expressed on a per-user basis, by department, volume of consumption, or however charges are assessed.

### Support

Instructions for requesting support (e.g., help with using the service or reporting a service issue, including hours of support or operation, instructions to call the ServiceDesk first, etc.)

### Documentation

Pointers to service documentation, related knowledge base articles, service policies, FAQs, training materials, etc.

### Related Services

Links to other services in the service catalog that users might be interested in, based on their interest with this service.

### Expected Delivery

5 Business Days

### Keywords

➔ Service Offering 1

➔ Service Offering 2

🔗 Share

☆ Remove from Favorites

#### Related Articles (1)

[Test1: SN platform to TDX copy/paste](#)

#### Details

Service ID: 26

Created

Wed 3/20/24 3:48 PM

Modified

Fri 4/26/24 4:29 PM

#### Service Offerings (2)

[Test Service Offering 1](#)

Short offering description.

[Test Service Offering 2](#)

second offering

#### Attachments (0)

No files found.

# Portal: Service Catalog



## Test Service Offering 1

[+ Show Help](#) [- Hide Help](#)

Short offering description.

Subject \*

Requested for \*

Requested on behalf of \*

Myself  Someone Else

Preferred contact method \*

Phone  E-mail  MS Teams  Other

Preferred contact details \*

Acct/Dept \*

## Request-specific content goes here!

Additional Information

Format Font Size **A** **B** *I* U ~~S~~  $x_0$   $x^0$   $I_x$

Attachment

 No file chosen

Submit



# Portal: My Tickets

## How can we help?

Search for answers



Still need help?

Get Help >

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*Real-time system status coming soon.*



## Ticket Requests (12)

Search To Excel Print

Search

Status Class

Reviewer

Due Date  to

Include requests that I am listed as a contact on

ID

Acct/Dept

Service(s)

Service Offering(s)

Created  to

Include requests from my accounts / departments

ID	Title	Acct/Dept	Service	Service Offering	Status	Reviewer	Requestor	Modified
287	<a href="#">test ticket</a>	Academic Affairs	Test Service	Test Service Offering 1	New		<a href="#">UNC Customer</a>	Wed 5/8/24 3:51 PM
135	<a href="#">Test</a>	Academic Affairs	Employee Onboarding / Offboarding		New		<a href="#">UNC Customer</a>	Fri 5/3/24 10:24 AM
226	<a href="#">Testing</a>	Academic Affairs	Employee Onboarding / Offboarding		New		<a href="#">UNC Customer</a>	Tue 4/30/24 3:14 PM
212	<a href="#">Testing workflow for normal change</a>	Information Technology-SOM - 420401	Test Service		New		<a href="#">UNC Customer</a>	Sun 4/28/24 9:55 PM

# Portal: My Tickets



## test ticket

Service Request ID: 287

Withdraw Request

Add Attachment

Add Alert

Open

### Details

**Account/Department**  
Academic Affairs

**Service**  
Accounts & Access / Test Service

**Service Offering**  
Test Service Offering 1

**Created**  
Wed 5/8/24 3:51 PM by [UNC Customer](#)

**Last Modified**  
Wed 5/8/24 4:38 PM by [Calvin Groves](#)

### Requestor

 **UNC Customer**  
[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)

### Attachments (0)



Drag and drop attachments here to upload.  
A maximum of 4 MB can be uploaded at once.

### Read By (2)

[Calvin Groves](#) Wed 5/8/24 4:38 PM  
[UNC Customer](#) Wed 5/8/24 4:37 PM


### Feed (1)

Comment

Edits  Status Changes  Comments

Search...



 **Calvin Groves**  
Changed Status from **New** to **Open**.

Working on this, I'll get back to you.

Notified: [UNC Customer](#) <[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)>

Wed 5/8/2024 4:38 PM

[Comment](#) [Like](#)

# Portal: My Tickets





# Portal: Knowledge Base

## How can we help?

Search for answers



Still need help?

Get Help >

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# Portal: Knowledge Base



## Knowledge Base

### Categories (11)



#### Accounts & Access

Ex: Onyen Services, Guest ID  
Plus other articles that support accounts and requesting access.



#### Administrative & Business

Ex: Finance, HR, ConnectCarolina, Pay Invoice  
Plus other articles that support finance, HR, procurement, student information systems, and



#### Buildings & Facilities

Ex: Automatic Door Lock, Facilities Requests  
Plus other articles that support management and upkeep of University locations.



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Ex: Email, Phones, Accessibility, Conferencing  
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Ex: Duo & MFA, Wi-Fi, Ethernet, Firewall  
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Ex: Server Room, SecNAS  
Plus other articles that support the operation and management of the IT environment



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#### Websites & Application Development

Ex: WordPress, Middleware, CloudApps  
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A collection of departmental specific articles, all of which are links to articles under other categories.

### Popular Articles

[Cisco Secure Client: Setup VPN \(Virtual Private Network\)](#)

[Wireless Network: Connect to UNC Wi-Fi](#)

[TDX Knowledge: Add Table of Contents \(TOC\) or In-Page Anchor Links to Knowledge Articles](#)

[TDX Knowledge: Create New Knowledge Articles](#)

[TDX Knowledge: Add Images to Knowledge Articles](#)

[View All Popular Articles >](#)

### Recent Articles

[Zoom: Tips for Attending Classes on Zoom](#)

[Zoom: Log into the Meeting Client with UNC SSO](#)

[Zoom: Compare Meetings and Webinars](#)

[Zoom: Improve Your Zoom Connection](#)

[Zoom: Cloud Recording Auto-Deletion - FAQs](#)

[View All Recent Articles >](#)

### Popular Tags

[TDX-Knowledge-Base](#) (19)

[Zoom](#) (5)

[UNC-PSK-Wi-Fi](#) (3)

[Wi-Fi](#) (3)



## Networking & Security

Ex: Duo & MFA, Wi-Fi, Ethernet, Firewall  
Plus other articles that support network connectivity and IT security.

### Articles (4)

#### [Cisco Secure Client: Setup VPN \(Virtual Private Network\) ★](#)

This step-by-step guide will walk you through the process of obtaining, installing, and connecting the Cisco Secure Client VPN on your Windows, macOS, iOS, or Linux devices.

#### [Wireless Network: Connect to UNC Wi-Fi ★](#)

All UNC-Chapel Hill students, faculty, staff, and guests have access to the campus wireless network. This article offers step-by-step instructions for connecting various devices—Windows, macOS, iPhone/iPad, Android, Chromebook, Linux, TV, gaming systems, printers, and others—to available UNC-Chapel Hill's Wi-Fi networks.

#### [Wireless Network: Current UNC-Guest-PSK Wi-Fi Password](#)

#### [Wireless Network: Current UNC-PSK Wi-Fi Password](#)

Search this category



### Popular Articles

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[Zoom: Improve Your Zoom Connection](#)

[View All Recent Articles >](#)

# Portal: Knowledge Base

# Portal: Knowledge Base



## My Favorite Articles (6)

### [Cisco Secure Client: Setup VPN \(Virtual Private Network\)](#)

Remove

[Knowledge Base](#) / [Networking & Security](#)

This step-by-step guide will walk you through the process of obtaining, installing, and connecting the Cisco Secure Client VPN on your Windows, macOS, iOS, or Linux devices.

Favorited on Wed 5/8/24 4:44 PM

### [ConnectCarolina: Obtain Guest ID](#)

Remove

[Knowledge Base](#) / [Accounts & Access](#)

A Guest ID is a temporary account provided to former employees, former students, alumni, or individuals invited by current students to act as proxies for accessing non-billing information in ConnectCarolina. This article offers guidance on creating a Guest ID, as well as changing or resetting its password.

Favorited on Wed 5/8/24 4:46 PM

### [TDX Knowledge: Create New Knowledge Articles](#)

Remove

[Knowledge Base](#) / [Administrative & Business](#)

This article provides step-by-step instructions to TeamDynamix Technicians on how to create a new Knowledge article.

Favorited on Wed 5/8/24 4:46 PM

### [TDX Knowledge: Knowledge Articles Format and Style Standards](#)

Remove

[Knowledge Base](#) / [Administrative & Business](#)

This article covers the standards for formatting and styling TDX Knowledge Base articles to ensure consistency, accessibility, and quality in the information presented to TDX users. All articles in the TDX Knowledge Base must adhere to these standards.

Favorited on Wed 5/8/24 4:48 PM

### [Wireless Network: Connect to UNC Wi-Fi](#)

Remove

[Knowledge Base](#) / [Networking & Security](#)

All UNC-Chapel Hill students, faculty, staff, and guests have access to the campus wireless network. This article offers step-by-step instructions for connecting various devices—Windows, macOS, iPhone/iPad, Android, Chromebook, Linux, TV, gaming systems, printers, and others—to available UNC-Chapel Hill's Wi-Fi networks.

Favorited on Wed 5/8/24 4:44 PM

### [Zoom: Improve Your Zoom Connection](#)

Remove

[Knowledge Base](#) / [Communication & Collaboration](#)

This document offers ways to improve your Zoom experience if the video or audio becomes choppy or distorted.

Favorited on Wed 5/8/24 4:47 PM

# Portal: Knowledge Base

**THE UNIVERSITY  
of NORTH CAROLINA  
at CHAPEL HILL**

Home Services **Knowledge Base**

My Favorites Search

Knowledge Base / Networking & Security / Wireless Network: Connect to UNC Wi-Fi

## Wireless Network: Connect to UNC Wi-Fi

wireless-Network • Wi-Fi • UNC-PSK-Wi-Fi • Eduroam-Wi-Fi

All UNC-Chapel Hill students, faculty, staff, and guests have access to the campus wireless network. This article offers step-by-step instructions for connecting various devices—Windows, macOS, iPhone/iPad, Android, Chromebook, Linux, TV, gaming systems, printers, and others—to available UNC-Chapel Hill's Wi-Fi networks.

### Available Wireless Networks

The following wireless networks are available on campus.

#### UNC-Setup

This is used to onboard new devices to the primary Wi-Fi eduroam.

#### UNC-Guest

This is an open network that provides Internet access to guests in select areas of campus. Departments may make a request to have the UNC-Guest network added to a specific area.

#### UNC-Guest-PSK (for example 23-24-UNC-Guest-PSK)

The Pre-Shared Key (PSK) Wi-Fi is for guests who are visiting campus for a specific, short-term, university-related function such as a conference or a dental appointment.

- To connect to this Wi-Fi, you will need the [Current UNC-Guest-PSK Password](#).

#### Eduroam

This is the primary campus wireless network.

Please click the link below for instructions on how to connect your device to this wireless network.

- [Connecting Android to Eduroam Wi-Fi](#)
- [Connecting Chromebook to Eduroam Wi-Fi](#)
- [Connecting iOS \(iPhone/iPad\) to Eduroam Wi-Fi](#)
- [Connecting Linux to Eduroam Wi-Fi](#)
- [Connecting macOS to Eduroam Wi-Fi](#)
- [Connecting Windows to Eduroam Wi-Fi](#)

#### UNC-PSK (for example 23-24-UNC-PSK)

This Pre-Shared Key (PSK) Wi-Fi is a secondary network for the devices that are unable to connect to eduroam and for

Share

Remove from Favorites

#### Details

Article ID: 45  
Created  
Thu 5/2/24 9:20 AM  
Modified  
Tue 5/7/24 2:07 PM

#### Attachments (0)

No attachments found.



# TDX PREVIEW

TDNext – Back End Agent View



# TDNext: Desktop (Dashboard)

University of North Carolina at Chapel Hill

Search or enter an ID

UNC Technician

Desktop Downloads My Work Search Central Ticketing Tickets

Refresh Edit Desktop + New Desktop Print Technician Desktop

### Active Outages

Title	Outage Status	Systems Impacted	Last Outage Update	Anticipated Restoration
Internet Connectivity Outage	Identified	Internet Access, WIFI, Email Services, Login Services (SSO), VOIP Services, Message Boards, Printing Services	Thu 11/30/23 9:22 AM	Thu 11/30/23 12:00 PM

#### Clock-Weather

36°F SNOW

Monday 43°F 28°F

Tuesday 36°F 28°F

TDX Time

#### Tickets Awaiting our Response

ID	Title	Requestor	Acct/Dept	Type	Status	Prim
136532	Scheduled Preventative Maintenance on Server X	Aaron Sanford	IT	IT Maintenance	New	Una
124587	New Employee Request - REPLACE WITH NEW HIRE ID NUMBER	Marty McGuest	Students	HR	In Process	Bro

#### Technician Buttons

New Incident New Service Request

Change Ticket Purchase Approval

Outage Ticket Onboarding Ticket

Knowledge Base Ticket App Admin

#### My Active Tickets

Title	Requestor	Acct/Dept	Type	Status	Prim Resp
test - technician 2	Adeline Student	Students	IT Support	New	Aaron Sanford
test for attr names	Brent President	Executive	HR	New	Aaron Sanford
Sample for notifications	Aarongmail Sanford	Clients	IT Support	New	Aaron Sanford
test for task notify - man group/individual	Adeline Student	Students	HR	New	Aaron Sanford
test for task notify - individual	Adeline Student	Students	HR	New	Aaron Sanford
test for task notify - individual V.2 testing secondary alert	Gwen Editor	LMS Group	HR	New	Aaron Sanford
tickets for group stuff...	Sandy HR	HR	IT Support	Open	Unassigned
Ticket from a Client	Marty McGuest	Faculty	IT Support	Open	Doc Browntech
New Employee Request - REPLACE WITH NEW HIRE ID NUMBER	Marty McGuest	Students	HR	In Process	Doc Browntech

#### Help Desk Team Tickets

Title	Requestor	Acct/Dept	Type	Status	Modified
Test for expenses	Tom Maintenance	Facilities	Facilities support	New	Mon 12/18/23 1:23 PM
I need help with my computer	Adeline Student	Students	IT Maintenance	New	Mon 12/18/23 1:22 PM
tickets for group stuff...	Sandy HR	HR	IT Support	Open	Mon 12/18/23 1:22 PM
Ticket for time add	Sandy HR	HR	IT Support	Open	Mon 12/18/23 1:22 PM

#### Link Tree

Employee Intranet	HRM System
Outage Page	2FA Configurations
Organization Website	Reimbursements

#### TDLearn for Technicians and Reporting

### TDX Training Content

Technician Training

#### My Assigned Ticket Tasks

ID	Title	Ticket	Due
45993	test my work	tickets for group stuff...	Thu 4/13/23 12:02 PM

#### Customer Satisfaction Survey


4 - Mostly Satisfied - 6 - 5 - Completely Satis... - 4  
 2 - Very little satisf... - 3 - Moderately satisf... - 2  
 1 - Not satisfied at... - 1

#### Maintenance Activity Calendar

December 2023

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
26	27	28	29	30	1
3	4	5	6	7	8
10	11	12	13	14	15
				Maintenance 1 (Change) 8:00 AM - 5:00 PM Guest Group Setup (Maint. Activity)	
17	18	19	20	21	22
				Maintenance 1 (Change) 3:20 PM - 4	
24	25	26	27	28	29
				Maintenance 10:00 PM -	

# Test Ticket

Incident ID: 292  0

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

[Actions](#) [+ Add](#) [Edit](#) [Refresh](#) [Print View](#)

### Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created**  
Thu 5/9/24 1:36 PM by UNC Technician

**Last Modified**  
Thu 5/9/24 1:37 PM by UNC Technician

**Age**  
0 hours old

**Reviewer**  
Unassigned

**Responsibility**  
IT - Helpdesk

**Estimated Hours**  
0.00

**Actual Hours**  
0.00


**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**Tags**  

### Description

The thing is broken, help please.

### Requestor


 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

### Attachments (0)

+

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

**Feed (0)** [Update](#) [Comment](#)

Edits  Status Changes  Comments  

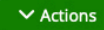


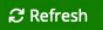
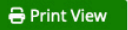
No feed entries were found.

# TDNext: Incident

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

 Actions  + Add  Edit  Refresh  Print View

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by UNC Technician      **Last Modified** Thu 5/9/24 1:37 PM by UNC Technician

**Age**  
0 hours old

**Reviewer**  
Unassigned Responsibility  
IT - Helpdesk

**Estimated Hours** 0.00      **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**Tags** 

## Description


The thing is broken, help please.

## Feed (0)

Edits  Status Changes  Comments  

No feed entries were found.

## Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

 Update  Comment

# TDNext: Responsibility



## Test Ticket

Incident ID: 292  0

General

Tasks/Activities

People

T&amp;E

My Alerts (0)

Assets/CIs (0)

Read By (1)

Actions

Add

Edit

Refresh

Print View

## Details

## Acct/Dept

Academic Affairs

## Type

General - Used in Ticketing / Default ticket type for all services/offerings

## Service

Accounts &amp; Access / Test Service

## Priority

Medium

## Created

Thu 5/9/24 1:36 PM by UNC Technician

## Last Modified

Thu 5/9/24 1:37 PM by UNC Technician

## Age

0 hours old

## Reviewer

Unassigned

## Responsibility

IT - Helpdesk

## Estimated Hours

0.00

## Actual Hours

0.00

## Responded

Thu 5/9/24 1:37 PM by UNC Technician

Tags 

## Description

The thing is broken, help please.

## Feed (0)

 Edits  Status Changes  Comments

Search...



No feed entries were found.

## Requestor



## UNC Customer

TDX-Sandbox@admin.live.unc.edu

867-5309

Professor of Muggle Studies

University of North Carolina at Chapel Hill

[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

Update

Comment

# TDNext: Take Ticket

# Test Ticket


Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

**Actions** + Add Edit Refresh Print View

- Update
- Add to My Work
- Take Service Request**
- Reassign Service Request
- Unassign Service Request
- Edit Classification
- Set Parent
- Create Parent
- Copy Service Request
- Create Service Request Template
- Merge Into
- Flag
- Forward
- Assign Workflow

**Requestor**

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Attachments (0)** +

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

Age  
0 hours old

**Reviewer** Responsibility  
Unassigned IT - Helpdesk

**Estimated Hours** **Actual Hours**  
0.00 0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

Tags 

## Description

The thing is broken, help please.

## Feed (0)

 Update  Comment

Edits  Status Changes  Comments  



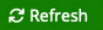
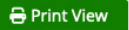
No feed entries were found.

# TDNext: Take Ticket

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

 Actions  + Add  Edit  Refresh  Print View

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by UNC Technician      **Last Modified** Thu 5/9/24 1:37 PM by UNC Technician

**Age**  
0 hours old

**Reviewer**  
Unassigned **Responsibility**  
IT - Helpdesk / UNC Technician

**Estimated Hours** 0.00      **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**Tags** 

## Description


The thing is broken, help please.

## Feed (1)

Edits  Status Changes  Comments  

 **UNC Technician** (private)  
Took primary responsibility for this incident.  
Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

## Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.




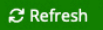
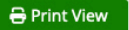
 Update  Comment

# TDNext: Responsibility

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

 Actions  Add  Edit  Refresh  Print View

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by [UNC Technician](#)      **Last Modified** Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Age**  
0 hours old

**Reviewer** Unassigned      **Responsibility** IT - Helpdesk / [UNC Technician](#)

**Estimated Hours** 0.00      **Actual Hours** 0.00


**Responded**  
Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Tags** 

## Description

The thing is broken, help please.

### Requestor

 **UNC Customer**  
[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

### Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

## Feed (1)

 Update  Comment

Edits  Status Changes  Comments      Search... 




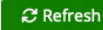
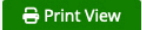
 **UNC Technician** (private)  
Took primary responsibility for this incident.  
Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

# TDNext: Feed

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

 Actions  + Add  Edit  Refresh  Print View

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by UNC Technician      **Last Modified** Thu 5/9/24 1:37 PM by UNC Technician

**Age**  
0 hours old

**Reviewer** Unassigned      **Responsibility** IT - Helpdesk / UNC Technician

**Estimated Hours** 0.00      **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**Tags** 

## Description


The thing is broken, help please.

## Feed (1)

Edits  Status Changes  Comments      Search... 

 **UNC Technician** (private)  
Took primary responsibility for this incident.  
Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

### Requestor

 **UNC Customer**  
live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

### Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

 Update  Comment

# TDNext: Requestor Information

# TDNext: Requestor Information



UNC Customer  
User

Active

General

Refresh

Print

## Details

### Organization

University of North Carolina at Chapel Hill

### Title

Professor of Muggle Studies

### Acct/Dept

[Academic Affairs](#)

### Primary Functional Role

Participant

### Created

Tue 2/27/24 2:05 PM

### Modified

Thu 5/9/24 2:02 PM by [Calvin Groves](#)

### Time Zone

(GMT-05:00)Eastern Time(US and Canada)

## Contact Information

### Primary Email

[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)

### Work Phone

**867-5309** (Preferred)

### Work Address

The University of North Carolina at Chapel Hill  
Chapel Hill, NC 27599

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

[Actions](#) [+ Add](#) [Edit](#) [Refresh](#) [Print View](#)

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by UNC Technician      **Last Modified** Thu 5/9/24 1:37 PM by UNC Technician

**Age**  
0 hours old

**Reviewer** Unassigned      **Responsibility** IT - Helpdesk / UNC Technician

**Estimated Hours** 0.00      **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**Tags** 

## Description

The thing is broken, help please.


## Feed (1)

Edits  Status Changes  Comments  

 **UNC Technician**  
Changed Status from **New** to **In Process**.  
Took primary responsibility for this incident.

Working on it, stay tuned.  
Notified: UNC Customer <TDX-Sandbox@admin.live.unc.edu>, UNC Technician <TDX-Sandbox@admin.live.unc.edu>  
Thu 5/9/2024 1:37 PM  
[Comment](#) [Like](#) [More...](#)

## Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
...olina at Chapel Hill

[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

[Update](#) [Comment](#)

# TDNext: Requestor History

# TDNext: Requestor History

Tickets (12)													
Group By... <span>III</span>													
<input type="checkbox"/>	ID	Title	Classification	Requestor	Acct/Dept	Type Category	Type	Status	Priority	Reviewer	Pri Resp	Date Due	Modified
<input type="checkbox"/>	292	Test Ticket	Incident	UNC Customer	Academic Affairs	General - Used in Ticketing	Default ticket type for all services/ offerings	In Process	Medium	Unassigned	IT - Helpdesk / UNC Technician		Thu 5/9/24 1:37 PM
<input type="checkbox"/>	287	test ticket	Service Request	UNC Customer	Academic Affairs	General - Used in Ticketing	Default ticket type for all services/ offerings	Open	Medium	Unassigned	IT - Helpdesk / Calvin Groves		Wed 5/8/24 4:38 PM
<input type="checkbox"/>	135	Test	Incident	UNC Customer	Academic Affairs	General - Used in Ticketing	Default ticket type for all services/ offerings	New	Medium	Unassigned	SOMIT-Hub-Core		Fri 5/3/24 10:24 AM
<input type="checkbox"/>	226	Testing	Incident	UNC Customer	Academic Affairs	General - Used in Ticketing	Default ticket type for all services/ offerings	New	Medium	Unassigned	Unassigned		Tue 4/30/24 3:14 PM
<input type="checkbox"/>	196	Test submission from POSTMAN with apikey auth	Incident	UNC Customer	Academic Affairs	General - Used in Ticketing	Default ticket type for all services/ offerings	New	Low	Unassigned	TeamDynamix Admins		Fri 4/26/24 8:32 AM
<input type="checkbox"/>	127	Demo request	Incident	UNC Customer	Academic Affairs	General - Used in Ticketing	Default ticket type for all services/ offerings	In Process	Medium	Unassigned	Group A		Wed 4/24/24 2:23 PM
<input type="checkbox"/>	154	SOM -	Incident	UNC	Academic	General - Used in	Default	New	Medium	Unassigned	SOMIT-Hub-		Wed 4/24/24 11:46



# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

[Actions](#) [+ Add](#) [Edit](#) [Refresh](#) [Print View](#)

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by [UNC Technician](#)      **Last Modified** Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Age**  
0 hours old

**Reviewer** Unassigned      **Responsibility** IT - Helpdesk / [UNC Technician](#)

**Estimated Hours** 0.00      **Actual Hours** 0.00


**Responded**  
Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Tags** 

## Description


The thing is broken, help please.

## Feed (1)

Edits  Status Changes  Comments       

 **UNC Technician** (private)  
Took primary responsibility for this incident.  
Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

## Requestor

 **UNC Customer**  
[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

[Update](#) [Comment](#)

# TDNext: Comment

# TDNext: Comment

## Test Ticket

In Process

Incident ID: 292  0

General

Tasks/Activities

People

T&E

My Alerts (0)

Assets/CIs (0)

Read By (1)

Actions

+ Add

Edit

Refresh

Print View

### Description

The thing is broken, help please.

### Feed (1)

Update

Make comments private (only visible to Tickets users)

Notify...

Format Font Size A B I U S x<sub>2</sub> x<sup>2</sup> I<sub>x</sub>

With this marked private (and the customer **not** on the notify line) this is the equivalent of work notes in [ServiceNow](#).

body

Save

Cancel

You have provided comments without selecting anyone to notify. If this was not your intention, make sure to select notification recipients.

Edits  Status Changes  Comments

Search...



UT

**UNC Technician** (private)

Took primary responsibility for this incident.

Fri 5/10/2024 9:04 AM

[Comment](#) [Like](#) [More...](#)

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

Actions + Add Edit Refresh Print View

## Details

### Acct/Dept

Academic Affairs

### Type

General - Used in Ticketing / Default ticket type for all services/offerings

### Service

Accounts & Access / Test Service

### Priority

Medium

### Created

Thu 5/9/24 1:36 PM by UNC Technician

### Last Modified

Thu 5/9/24 1:37 PM by UNC Technician

### Age

0 hours old

### Reviewer

Unassigned

### Responsibility

IT - Helpdesk / UNC Technician

### Estimated Hours

0.00

### Actual Hours

0.00

### Responded

Thu 5/9/24 1:37 PM by UNC Technician

### Tags

## Description


The thing is broken, help please.

## Feed (2)

Update

Comment

Edits  Status Changes  Comments

 **UNC Technician (private)**  
 With this marked private (and the customer **not** on the notify line) this is the equivalent of work notes in ServiceNow.  
 Thu 5/9/2024 2:21 PM  
[Comment](#) [Like](#) [More...](#)

 **UNC Technician (private)**  
 Took primary responsibility for this incident.  
 Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

### Requestor



#### UNC Customer

TDX-Sandbox@admin.live.unc.edu

867-5309

Professor of Muggle Studies

University of North Carolina at Chapel Hill

[Find Referenced](#)

### Attachments (0)



Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

# TDNext: Comment

# Test Ticket

Incident ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

**Actions** + Add Edit Refresh Print View

## Details

### Acct/Dept

Academic Affairs

### Type

General - Used in Ticketing / Default ticket type for all services/offerings

### Service

Accounts & Access / Test Service

### Priority

Medium

### Created

Thu 5/9/24 1:36 PM by UNC Technician

### Last Modified

Thu 5/9/24 1:37 PM by UNC Technician

### Age

0 hours old

### Reviewer

Unassigned

### Responsibility

IT - Helpdesk / UNC Technician

### Estimated Hours

0.00

### Actual Hours

0.00

### Responded

Thu 5/9/24 1:37 PM by UNC Technician

### Tags

## Description

The thing is broken, help please.

## Feed (2)

Update Comment

Edits  Status Changes  Comments  



UNC Technician (private)

With this marked private (and the customer **not** on the notify line) this is the equivalent of work notes in ServiceNow.

Thu 5/9/2024 2:21 PM

Comment Like More...



UNC Technician (private)

Took primary responsibility for this incident.

Fri 5/10/2024 9:04 AM

Comment Like More...

## Requestor



UNC Customer

TDX-Sandbox@admin.live.unc.edu

867-5309

Professor of Muggle Studies

University of North Carolina at Chapel Hill

Find Referenced

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

# TDNext: Reassign Ticket

# TDNext: Reassign Ticket

## Test Ticket

New

Incident ID: 297 

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

Actions + Add Edit Refresh Print View

- Update
- Add to My Work
- Reassign Incident
- Unassign Incident
- Edit Classification
- Set Parent
- Create Parent
- Copy Incident
- Create Incident Template
- Merge Into
- Flag
- Forward
- Assign Workflow

### Requestor



**UNC Customer**

TDX-Sandbox@admin.live.unc.edu

867-5309

Professor of Muggle Studies

University of North Carolina at Chapel Hill

[Find Referenced](#)

### Attachments (0)



Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

### Age

3 hours old

### Reviewer

Unassigned

### Responsibility

IT - Helpdesk / UNC Technician

### Estimated Hours

0.00

### Actual Hours

0.00

### Tags

## Description

The thing is broken, help please.

## Feed (2)

 Update

 Comment

Edits  Status Changes  Comments

Search...



**UNC Technician** (private)

With this marked private (and the customer **not** on the notify line) this is the equivalent of work notes in ServiceNow.

Thu 5/9/2024 2:21 PM

[Comment](#) [Like](#) [More...](#)




**UNC Technician** (private)

Took primary responsibility for this incident.


Fri 5/10/2024 9:04 AM

[Comment](#) [Like](#) [More...](#)


# TDNext: Reassign Ticket



 Save

## Reassign Incident

Incident ID: 297  0

**Current Responsibility**  
IT - Helpdesk / UNC Technician

**New Responsibility \*** 

IT - Management (Group)  

Notify the new resource of the assignment.

**Comments**

Can you look at this one, please?

# Test Ticket

Incident ID: 297 

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

- Actions**
- + Add
- Edit
- Refresh
- Print View

## Details

### Acct/Dept

Academic Affairs

### Type

General - Used in Ticketing / Default ticket type for all services/offerings

### Service

Accounts & Access / Test Service

### Priority

Medium

### Created

Fri 5/10/24 8:53 AM by UNC Technician

### Last Modified

Fri 5/10/24 12:15 PM by UNC Technician

### Age

3 hours old

### Reviewer

Unassigned

### Responsibility

IT - Management

### Estimated Hours

0.00

### Actual Hours

0.00

### Responded

Fri 5/10/24 12:15 PM by UNC Technician

### Tags

## Feed (4)


 Update  Comment

All Communications

Edits  Status Changes  Comments  

 **UNC Technician**  
 Changed Status from **New** to **In Process**.


changing status  
 Notified: UNC Customer <TDX-Sandbox@admin.live.unc.edu>, UNC Technician <TDX-Sandbox@admin.live.unc.edu>  
 Fri 5/10/2024 12:15 PM  
 Comment Like More...

 **UNC Technician (private)**  
 Reassigned this incident from UNC Technician to IT - Management.


Can you look at this one, please?  
 Notified: Calvin Groves <cbgroves@unc.edu>  
 Fri 5/10/2024 12:12 PM  
 Comment Like More...

# TDNext: Reassign Ticket


# TDNext: Reassign Ticket



 Save

## Reassign Incident

Incident ID: 297  0

Current Responsibility  
IT - Management

New Responsibility \* 

UNC Technician  

Notify the new resource of the assignment.

Comments

Thanks for looping me in, please proceed.



# TDNext: Reassign Ticket & Primary Group

## Test Ticket

In Process

Incident ID: 297 

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

Actions Add Edit Refresh Print View

### Details

#### Acct/Dept

Academic Affairs

#### Type

General - Used in Ticketing / Default ticket type for all services/offerings

#### Service

Accounts & Access / Test Service

#### Priority

Medium

#### Created

Fri 5/10/24 8:53 AM by UNC Technician

#### Last Modified

Fri 5/10/24 12:30 PM by UNC Technician

#### Age

3 hours old

#### Reviewer

Unassigned

#### Responsibility

IT - Helpdesk / UNC Technician

#### Estimated Hours

0.00

#### Actual Hours

0.00

#### Responded

Fri 5/10/24 12:15 PM by UNC Technician

#### Tags

### Feed (5)

Update

Comment

All Communications

Edits  Status Changes  Comments

Search...



UT

#### UNC Technician (private)

Took primary responsibility for this incident from IT - Management.

Thanks for looping me in, please proceed.

Notified: UNC Technician <TDX-Sandbox@admin.live.unc.edu>

Fri 5/10/2024 12:30 PM

Comment Like More...

UT

#### UNC Technician

Changed Status from **New** to **In Process**.

changing status

Notified: UNC Customer <TDX-Sandbox@admin.live.unc.edu>, UNC Technician <TDX-Sandbox@admin.live.unc.edu>

Fri 5/10/2024 12:15 PM

Comment Like More...

# Test Ticket

Incident ID: 292 

General Tickets/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

-  Actions
-  Add
-  Edit
-  Refresh
-  Print View

## Details

### Acct/Dept

Academic Affairs

### Type

General - Used in Ticketing / Default ticket type for all services/offerings

### Service

Accounts & Access / Test Service

### Priority

Medium

### Created

Thu 5/9/24 1:36 PM by UNC Technician

### Last Modified

Thu 5/9/24 1:37 PM by UNC Technician

### Age

0 hours old

### Reviewer

Unassigned

### Responsibility

IT - Helpdesk / UNC Technician

### Estimated Hours

0.00

### Actual Hours

0.00

### Responded

Thu 5/9/24 1:37 PM by UNC Technician

### Tags


## Description


The thing is broken, help please.

## Feed (2)


 Update  Comment


Edits  Status Changes  Comments  

 **UNC Technician (private)**  
 With this marked private (and the customer **not** on the notify line) this is the equivalent of work notes in ServiceNow.  
 Thu 5/9/2024 2:21 PM  
[Comment](#) [Like](#) [More...](#)

 **UNC Technician (private)**  
 Took primary responsibility for this incident.  
 Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

**Requestor**

 **UNC Customer**  
 TDX-Sandbox@admin.live.unc.edu  
 867-5309  
 Professor of Muggle Studies  
 University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Attachments (0)** 

Drag and drop attachments here to upload.  
 A maximum of 20 MB can be uploaded at once.

# TDNext: Update Ticket

# Test Ticket


Incident ID: 292 


General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

 Actions  + Add  Edit  Refresh  Print View

- Update
- Add to my work
- Reassign Incident
- Unassign Incident
- Edit Classification
- Set Parent
- Create Parent
- Copy Incident
- Create Incident Template
- Merge Into
- Flag
- Forward
- Assign Workflow

Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

Attachments (0) 

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.


**Last Modified**  
Thu 5/9/24 1:37 PM by UNC Technician

**Age**  
0 hours old

<b>Reviewer</b>	<b>Responsibility</b>
Unassigned	IT - Helpdesk / UNC Technician

<b>Estimated Hours</b>	<b>Actual Hours</b>
0.00	0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**Tags** 


**Description**

The thing is broken, help please.

**Feed (2)**

Edits  Status Changes  Comments  


 Update  Comment

 **UNC Technician (private)**  
With this marked private (and the customer **not** on the notify line) this is the equivalent of work notes in ServiceNow.  
Thu 5/9/2024 2:21 PM  
[Comment](#) [Like](#) [More...](#)


 **UNC Technician (private)**  
Took primary responsibility for this incident.  
Fri 5/10/2024 9:04 AM  
[Comment](#) [Like](#) [More...](#)

# TDNext: Update Ticket

# TDNext: Update Ticket




 Save

## Test Ticket

Incident ID: 292  0

**New Status \***  
In Process

Time Type  Hours  On 5/9/2024


**Responsible**    


Notify the new resource of the incident assignment.

**Comments \***

Templates

Make comments private (only visible to Tickets users)



Format  Font  Size  





Hello - please try XYZ and let me know if that resolves your issue.


body

**Notify**



 

**Notify Other People**

**Other Email Addresses** 

**Attachment(s)** (maximum of 6.50 MB can be sent in notifications)


 

**Knowledge Base Article**

No associated article  Existing article  Create new article

**In Process**

**Requestor**

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Details**

**Last Modified**  
Thu 5/9/24 2:21 PM by UNC Technician

**Estimated Hours**  
0.00

**Actual Hours**  
0.00

# Test Ticket

Incident ID: 292  0

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

Actions Add Edit Refresh Print View

## Details

Acct/Dept  
Academic Affairs

Type  
General - Used in Ticketing / Default ticket type for all services/offerings

Service  
Accounts & Access / Test Service

Priority  
Medium

Created Thu 5/9/24 1:36 PM by UNC Technician      Last Modified Thu 5/9/24 3:09 PM by UNC Technician

Age  
1 hour old

Reviewer Unassigned      Responsibility IT - Helpdesk / UNC Technician

Estimated Hours 0.00      Actual Hours 0.00

Responded  
Thu 5/9/24 1:37 PM by UNC Technician

Tags 

## Description

The thing is broken, help please.

## Feed (3)

Update Comment

Edits  Status Changes  Comments  

**UT** **UNC Technician**  
Hello - please try XYZ and let me know if that resolves your issue.  
Notified: UNC Customer <TDX-Sandbox@admin.live.unc.edu>, UNC Technician <TDX-Sandbox@admin.live.unc.edu>  
Thu 5/9/2024 3:09 PM  
Comment Like More...

**UT** **UNC Technician (private)**  
With this marked private (and the customer *not* on the notify line) this is the equivalent of work notes in ServiceNow.  
Thu 5/9/2024 2:21 PM  
Comment Like More...

## Requestor

**UC** **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

# TDNext: Update Ticket

# Test Ticket

Incident ID: 292 

General | [Tasks/Activities](#) | [People](#) | [T&E](#) | [My Alerts \(0\)](#) | [Assets/CIs \(0\)](#) | [Read By \(1\)](#)

**Actions** Add Edit Refresh Print View

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by [UNC Technician](#) | **Last Modified** Thu 5/9/24 3:09 PM by [UNC Technician](#)

**Age**  
1 hour old

**Reviewer** Unassigned | **Responsibility** IT - Helpdesk / [UNC Technician](#)

**Estimated Hours** 0.00 | **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Tags** 

## Description

The thing is broken, help please.

## Feed (3)


 Update  Comment


Edits  Status Changes  Comments  

**UT** **UNC Technician**  
Hello - please try XYZ and let me know if that resolves your issue.  
Notified: [UNC Customer](#) <TDX-Sandbox@admin.live.unc.edu>, [UNC Technician](#) <TDX-Sandbox@admin.live.unc.edu>  
Thu 5/9/2024 3:09 PM  
[Comment](#) [Like](#) [More...](#)

**UT** **UNC Technician (private)**  
With this marked private (and the customer *not* on the notify line) this is the equivalent of work notes in ServiceNow.  
Thu 5/9/2024 2:21 PM  
[Comment](#) [Like](#) [More...](#)

**Requestor**

 **UNC Customer**  
[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Attachments (0)** 

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.




# TDNext: Reclassify Ticket

# TDNext: Reclassify Ticket

## Test Ticket


Incident ID: 292  0

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (1)

**Actions** + Add  Edit  Refresh  Print View

- Update
- Add to My Work
- Reassign Incident
- Edit Classification**
- Create Parent
- Copy Incident
- Create Incident Template
- Merge Into
- Flag
- Forward
- Assign Workflow

### Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

### Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.


**Last Modified**  
Thu 5/9/24 3:09 PM by UNC Technician

**Age**  
1 hour old

Reviewer	Responsibility
Unassigned	IT - Helpdesk / UNC Technician

Estimated Hours	Actual Hours
0.00	0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician


**Tags** 


### Description


The thing is broken, help please.

### Feed (3)

 Update  Comment

Edits  Status Changes  Comments  

 **UNC Technician**  
Hello - please try XYZ and let me know if that resolves your issue.  
Notified: UNC Customer <TDX-Sandbox@admin.live.unc.edu>, UNC Technician <TDX-Sandbox@admin.live.unc.edu>  
Thu 5/9/2024 3:09 PM  
[Comment](#) [Like](#) [More...](#)

 **UNC Technician (private)**  
With this marked private (and the customer *not* on the notify line) this is the equivalent of work notes in ServiceNow.  
Thu 5/9/2024 2:21 PM  
[Comment](#) [Like](#) [More...](#)



 **UNC Technician**



# TDNext: Reclassify Ticket



## Edit Classification

Incident ID: 292  

### Current Classification

Incident

### New Classification \*



- Incident
- Major Incident
- Known Issue
- Change
- Release

**Service Request**

# Test Ticket

Service Request ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

[Actions](#) [+ Add](#) [Edit](#) [Refresh](#) [Print View](#)

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by [UNC Technician](#) **Last Modified** Thu 5/9/24 3:17 PM by [UNC Technician](#)

**Age**  
1 hour old

**Reviewer** Unassigned **Responsibility** [IT - Helpdesk / UNC Technician](#)

**Estimated Hours** 0.00 **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by [UNC Technician](#)


**Tags** 


## Description

The thing is broken, help please.


## Feed (4)

Edits  Status Changes  Comments  

 **UNC Technician** (private)  
Changed Classification from "Incident" to "Service Request".  
Thu 5/9/2024 3:17 PM  
[Comment](#) [Like](#) [More...](#)

 **UNC Technician**  
Hello - please try XYZ and let me know if that resolves your issue.  
Notified: [UNC Customer](#) <TDX-Sandbox@admin.live.unc.edu>, [UNC Technician](#) <TDX-Sandbox@admin.live.unc.edu>  
Thu 5/9/2024 3:09 PM  
[Comment](#) [Like](#) [More...](#)

## Requestor

 **UNC Customer**  
[TDX-Sandbox@admin.live.unc.edu](mailto:TDX-Sandbox@admin.live.unc.edu)  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

[Update](#) [Comment](#)

# TDNext: Service Request

# Test Ticket

Service Request ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (1)

Actions + Add **Edit** Refresh Print View

## Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium


**Created** Thu 5/9/24 1:36 PM by [UNC Technician](#)     **Last Modified** Thu 5/9/24 3:17 PM by [UNC Technician](#)

**Age**  
1 hour old


**Reviewer**     **Responsibility**  
Unassigned     IT - Helpdesk / [UNC Technician](#)

**Estimated Hours**     **Actual Hours**  
0.00     0.00

**Responded**  
Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Tags** 

## Requestor

 **UNC Customer**  
 TDX-Sandbox@admin.live.unc.edu  
 867-5309  
 Professor of Muggle Studies  
 University of North Carolina at Chapel Hill  
[Find Referenced](#)

## Attachments (0)

Drag and drop attachments here to upload.  
 A maximum of 20 MB can be uploaded at once.


## Description


The thing is broken, help please.

## Feed (4)

 Update  Comment

Edits  Status Changes  Comments  

 **UNC Technician** (private)  
 Changed Classification from "Incident" to "Service Request".  
 Thu 5/9/2024 3:17 PM  
[Comment](#) [Like](#) [More...](#)

 **UNC Technician**  
 Hello - please try XYZ and let me know if that resolves your issue.  
 Notified: [UNC Customer](#) <TDX-Sandbox@admin.live.unc.edu>, [UNC Technician](#) <TDX-Sandbox@admin.live.unc.edu>  
 Thu 5/9/2024 3:09 PM  
[Comment](#) [Like](#) [More...](#)

# TDNext: Edit Ticket

# TDNext: Edit Ticket

Save To Detail

## Test Ticket

Service Request ID: 292 0

**Created**  
UNC Technician on Thu 5/9/24 1:36 PM

**Last Modified**  
UNC Technician on Fri 5/10/24 11:34 AM

**In Process**

**Form**

Incident Form

The form "Incident Form" is associated with the incident classification. If you want the ticket's classification to match the form, it must be changed from the ticket details page.

**Service \*** Accounts & Access / Test Service

**Type \*** General - Used in Ticketing / Default ticket type for all services/offerings

**Requested for \*** UNC Customer

**Acct/Dept \*** Academic Affairs

**Subject \*** Test Ticket

**Description**

Format Font Size A B I U S x<sub>2</sub> x<sup>2</sup> I<sub>x</sub>

The thing is broken, help please.

**Knowledge Base Article**

Start typing...

**Impact**

**Requestor**

**UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
Find Referenced

**Recently Requested by UNC**

<b>Test Ticket 2</b> Incident ID: 297	<span>New</span>
<b>Test Ticket</b> Service Request ID: 292	<span>In Process</span>
<b>test ticket</b> Service Request ID: 287	<span>Open</span>

# TDNext: Change Form

Save To Detail

## Test Ticket

Service Request ID: 292 0

**Created**  
UNC Technician on Thu 5/9/24 1:36 PM

**Last Modified**  
UNC Technician on Fri 5/10/24 11:34 AM

**Form**  
SR34-Data Center Operations

**Service \***  
Accounts & Access / Test Service

**Type \***  
General - Used in Ticketing / Default ticket type for all services/offerings

**Requestor \***  
UNC Customer

**Acct/Dept \***  
Academic Affairs

What would you like to request?  
Start typing...

**Additional Information**

Format Font Size A B I U S x<sub>o</sub> x<sub>a</sub> I<sub>x</sub>

The thing is broken, help please.

**Responsible \***  
UNC Technician

Notify on change

**Status \***  
In Process

**Rack CCID**  
Start typing...

**Rack Location**  
Mapping?

**In Process**

**Requestor**

**UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
Find Referenced

**Recently Requested by UNC**

<b>Test Ticket 2</b> Incident ID: 297	<span>New</span>
<b>Test Ticket</b> Service Request ID: 292	<span>In Process</span>
<b>test ticket</b> Service Request ID: 287	<span>Open</span>

# TDNext: Other Fields

[Save](#) [To Detail](#)

**Subject \***

Data Center Operations

**Requested For \***

UNC Customer

**I'm Requesting on Behalf Of:**  
 Myself  Someone Else

**Preferred Contact Method**  
 Phone  E-mail  MS Teams  Other

**Acct/Dept \***

Academic Affairs

**Additional Information**

Format - Font - Size - **A** - **B** *I* U ~~S~~ x<sub>2</sub> x<sup>e</sup> I<sub>x</sub>

The thing is broken, help please.

**Tags**

Start typing...

University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Recently Requested by UNC**

**Test Ticket 2**  
Incident ID: 297 [New](#)

**Data Center Operations**  
Service Request ID: 292 [In Process](#)

**test ticket**  
Service Request ID: 287 [Open](#)

**Other Fields**

**Priority \***

Medium

**Responsible**

UNC Technician

Notify on change

**Service Offering**

Start typing...


**SR-DataCenterOps-new CCID**

I'm not sure this is the right form...

**SR-DataCenterOps-Rack Location**

Manning?

# Test Ticket

Service Request ID: 292  0

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (3)

Actions + Add Edit Refresh Print View

## Details

Acct/Dept  
Academic Affairs

Type  
General - Used in Ticketing / Default ticket type for all services/offerings

Service  
Accounts & Access / Test Service

Priority  
Medium

Created Thu 5/9/24 1:36 PM by UNC Technician Last Modified Fri 5/10/24 11:40 AM by UNC Technician

Age  
22 hours old

Reviewer Responsibility  
Unassigned IT - Helpdesk / UNC Technician

Estimated Hours Actual Hours  
0.00 0.00

Responded  
Thu 5/9/24 1:37 PM by UNC Technician

I'm Requesting on Behalf Of:  
Myself

SR-DataCenterOps-new CCID  
I'm not sure this is the right form...

SR-DataCenterOps-Rack Location  
Manning?

Tags 

## Description


The thing is broken, help please.

## Feed (13)


Update Comment

All Communications

Edits Status Changes Comments Search... 

 **UNC Technician** (private)  
Changed Form from "SR34-Data Center Operations" to "Shared Drive Access Request - Form".  
Changed Title from "Data Center Operations" to "Test Ticket"

## Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)


## Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.

# TDNext: Other Fields



# Test Ticket

Service Request ID: 292  0

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (3)

- Actions**
- + Add
- Edit
- Refresh
- Print View

## Details

### Acct/Dept

Academic Affairs

### Type

General - Used in Ticketing / Default ticket type for all services/offerings

### Service

Accounts & Access / Test Service

### Priority

Medium

### Created

Thu 5/9/24 1:36 PM by UNC Technician

### Last Modified

Fri 5/10/24 11:40 AM by UNC Technician

### Age

22 hours old

### Reviewer

Unassigned

### Responsibility

IT - Helpdesk / UNC Technician

### Estimated Hours

0.00

### Actual Hours

0.00

### Responded

Thu 5/9/24 1:37 PM by UNC Technician

### I'm Requesting on Behalf Of:

Myself

### SR-DataCenterOps-new CCID

I'm not sure this is the right form...

### SR-DataCenterOps-Rack Location

Manning?

Tags  

## Description

The thing is broken, help please.

## Feed (13)

 Update

 Comment

All Communications

Edits  Status Changes  Comments

Search... 



**UNC Technician** (private)

Changed Form from "SR34-Data Center Operations" to "Shared Drive Access Request - Form".  
Changed Title from "Data Center Operations" to "Test Ticket"

# TDNext: Resolve Ticket

# Test Ticket


Service Request ID: 292 

General Tasks/Activities People T&E My Alerts (0) Assets/Cls (0) Read By (3)

Actions + Add Edit Refresh Print View

- Update
- Add to My Work
- Reassign Service Request
- Unassign Service Request
- Edit Classification
- Set Parent
- Create Parent
- Copy Service Request
- Create Service Request Template
- Merge Into
- Flag
- Forward
- Assign Workflow

**Requestor**



**UNC Customer**  
 TDX-Sandbox@admin.live.unc.edu  
 867-5309  
 Professor of Muggle Studies  
 University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Attachments (0)** +

Drag and drop attachments here to upload.  
 A maximum of 20 MB can be uploaded at once.

Last Modified  
Fri 5/10/24 11:40 AM by UNC Technician

**Age**  
22 hours old

**Reviewer**    **Responsibility**  
 Unassigned    IT - Helpdesk / UNC Technician

**Estimated Hours**    **Actual Hours**  
 0.00                      0.00

**Responded**  
Thu 5/9/24 1:37 PM by UNC Technician

**I'm Requesting on Behalf Of:**  
Myself

**SR-DataCenterOps-new CCID**  
I'm not sure this is the right form...

**SR-DataCenterOps-Rack Location**  
Manning?


Tags 


**Description**

The thing is broken, help please.

**Feed (13)**

All    Communications


Edits    Status Changes    Comments   Search... 

 **UNC Technician** (private)  
 Changed Form from "SR34-Data Center Operations" to "Shared Drive Access Request - Form"


 Update    Comment

# TDNext: Resolve Ticket

# TDNext: Resolve Ticket


 Save

## Test Ticket

Service Request ID: 292 

**New Status \***  
In Process

5/10/2024

**Responsible**   
UNC Technician

Notify the new resource of the service request assignment.


**Comments \***

Templates  Make comments private (only visible to Tickets users)

Format  Font  Size  **A** **B** *I* U ~~S~~  $x_2$   $x^2$   $I_x$

**Notify**

**Notify Other People**

**Other Email Addresses** 

**Attachment(s)** (maximum of 6.50 MB can be sent in notifications)

**Knowledge Base Article**

No associated article  Existing article  Create new article

**I'm Requesting on Behalf Of:**


Myself  Someone Else

**Other Fields**

**SR-DataCenterOps-new CCID**

**In Process**

**Requestor**

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Details**

**Last Modified**  
Fri 5/10/24 11:40 AM by [UNC Technician](#)

**Estimated Hours**  
0.00

**Actual Hours**  
0.00

# TDNext: Resolve Ticket

Save

## Test Ticket

- New
- Open
- ✓ In Process
- Resolved**
- Closed
- Cancelled
- On Hold

Responsible

UNC Technician

Notify the new resource of the service request assignment.

### Comments \*

Templates

Make comments private (only visible to Tickets users)

Format Font Size A- B I U S x<sub>2</sub> x<sup>2</sup> I<sub>x</sub>

Rich text editor toolbar icons

### Notify

UNC Technician (Responsible, Creator) UNC Customer (Requestor)

### Notify Other People

Notify...

### Other Email Addresses

### Attachment(s) (maximum of 6.50 MB can be sent in notifications)

Start typing...

### Knowledge Base Article

No associated article  Existing article  Create new article

### I'm Requesting on Behalf Of:

Myself  Someone Else

### Other Fields

#### SR-DataCenterOps-new CCID

I'm not sure this is the right form...

In Process

### Requestor



#### UNC Customer

TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

### Details

#### Last Modified

Fri 5/10/24 11:40 AM by [UNC Technician](#)


#### Estimated Hours

0.00



#### Actual Hours

0.00

# TDNext: Resolve Ticket





 Save

## Test Ticket







Service Request ID: 292  



**New Status \***  
Resolved



**Time Type** **Hours** **On**  
[Dropdown] [Dropdown] 5/10/2024


**Responsible**    
UNC Technician  



Notify the new resource of the service request assignment.

**Comments \***  
**Templates**  Make comments private (only visible to Tickets users)  
Format **Font** **Size** **A** **B** **I** **U** **S** **x** **x²** **I<sub>x</sub>**  
       
All set - let me know if you still have any issues.  
body

**Notify**  
x UNC Technician (Responsible, Creator) x UNC Customer (Requestor)  

**Notify Other People**  
Notify...  

**Other Email Addresses** 

**Attachment(s)** (maximum of 6.50 MB can be sent in notifications)  
Start typing...  

**Knowledge Base Article**  
 No associated article  Existing article  Create new article

**I'm Requesting on Behalf Of:**  
 Myself  Someone Else

**Other Fields**

**SR-DataCenterOps-new CCID**  
I'm not sure this is the right form

**In Process**

**Requestor**

**UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

**Details**


**Last Modified**  
Fri 5/10/24 11:40 AM by [UNC Technician](#)

**Estimated Hours**  
0.00

**Actual Hours**  
0.00

# TDNext: Resolve Ticket

## Test Ticket

Service Request ID: 292 

Resolved

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (3)

Actions + Add Edit Refresh Print View

### Details

**Acct/Dept**  
Academic Affairs

**Type**  
General - Used in Ticketing / Default ticket type for all services/offerings

**Service**  
Accounts & Access / Test Service

**Priority**  
Medium

**Created** Thu 5/9/24 1:36 PM by [UNC Technician](#)      **Last Modified** Fri 5/10/24 11:44 AM by [UNC Technician](#)

**Age**  
1 day old

**Reviewer** Unassigned      **Responsibility** IT - Helpdesk / [UNC Technician](#)

**Estimated Hours** 0.00      **Actual Hours** 0.00

**Responded**  
Thu 5/9/24 1:37 PM by [UNC Technician](#)

**Completed**  
Fri 5/10/24 11:44 AM by [UNC Technician](#)

**I'm Requesting on Behalf Of:**  
Myself

**SR-DataCenterOps-new CCID**  
I'm not sure this is the right form...

**SR-DataCenterOps-Rack Location**  
Manning?

Tags 

### Description

The thing is broken, help please.


### Feed (14)

All Communications

Update

Comment

### Requestor

 **UNC Customer**  
TDX-Sandbox@admin.live.unc.edu  
867-5309  
Professor of Muggle Studies  
University of North Carolina at Chapel Hill  
[Find Referenced](#)

### Attachments (0)

Drag and drop attachments here to upload.  
A maximum of 20 MB can be uploaded at once.



# TDX WORKFLOWS

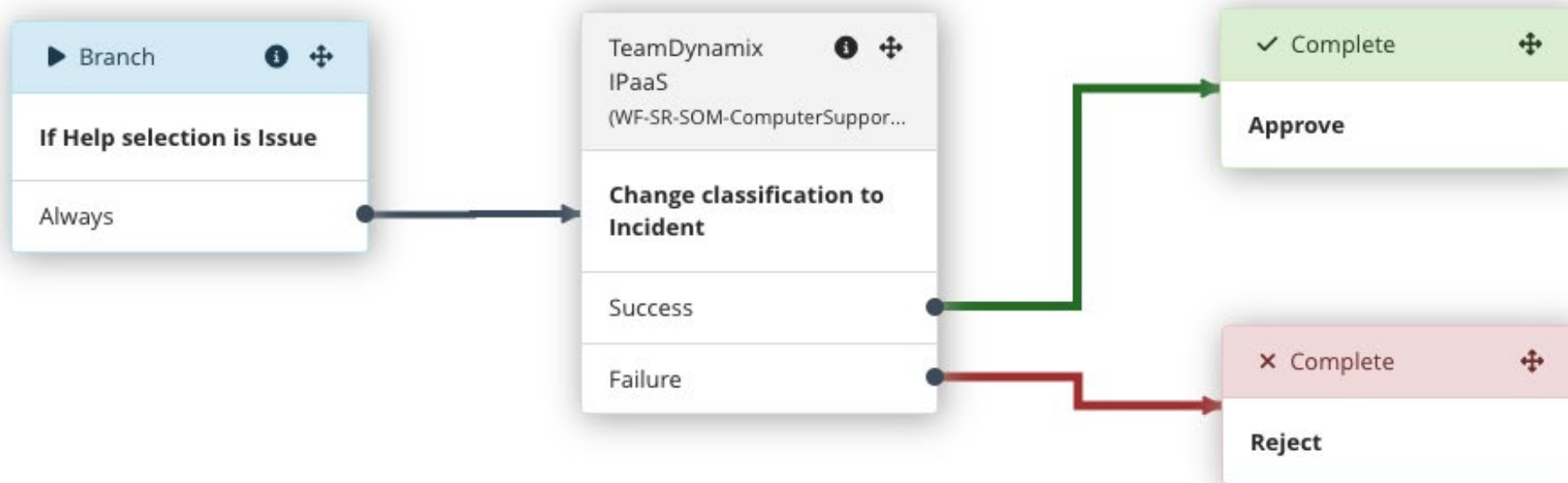
Workflow Previews





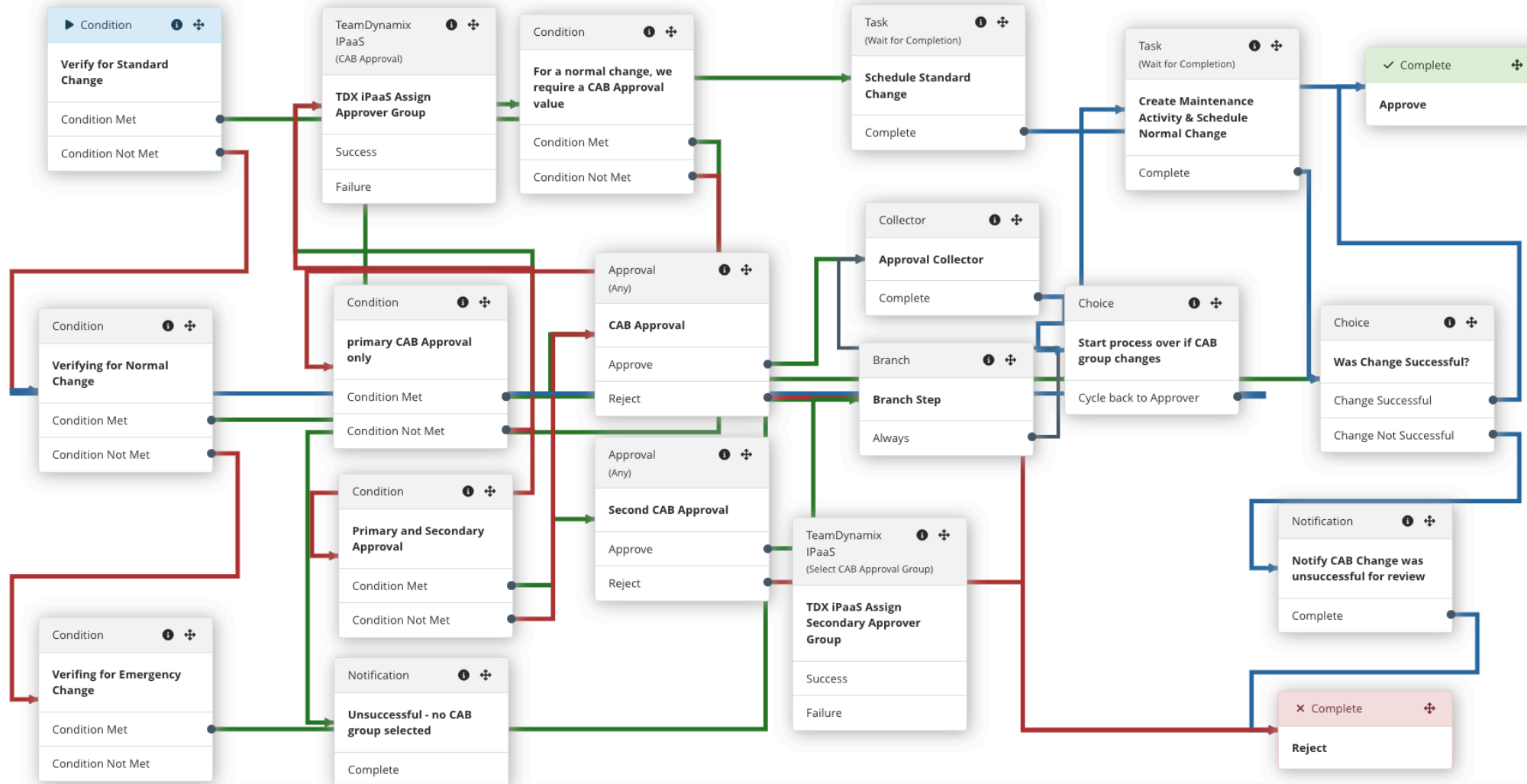
# SIMPLE WORKFLOW

Workflow Builder



# COMPLEX WORKFLOW

Workflow Builder





# WHAT'S NEXT

Training and Communications



UNC INFORMATION TECHNOLOGY SERVICES

# Instructor-Led Training

## **Agent (Level 1) – 1 hour session**

Intended for anyone who will have access to work tickets in TDX

- Tuesday, June 18 - 10:00am – 11:00am
- Thursday, June 20 - 2:00pm – 3:00pm

## **“Super” Agent (Level 2) – 1 hour session** *(pre-req: Level 1 training)*

Intended for anyone who will work tickets in TDX on a daily, or almost daily, basis

- Tuesday, June 25 - 2:00pm - 3:00pm
- Thursday, June 27 - 10:00am – 11:00am

**We will record and share one session from each level.**

# Workshops

## Reporting and Dashboards

Intended for anyone who will prepare reports (including dashboards) in TDX

- ~~Wednesday, June 19 – TBD~~ Date changed to Wednesday, June 26

## Change Management – CAB Workflow

Intended for anyone who submits changes to a Change Advisory Board (CAB), as well as CAB members who approve changes

- Wednesday, June 26 - TBD

## Executive Level Reporting

Intended for anyone who will use our standard executive reports to make strategic decisions

- Day and Time – TBD

**We will record and share each session.**

# Office Hours for Early Access

- Week of June 24 <sup>Thursday</sup>
  - Monday, ~~Wednesday~~ – 1:00pm – 2:00pm
  - Tuesday, ~~Thursday~~ – 10:00am – 11:00am  
Friday
- Week of July 1
  - Monday, Wednesday – 10:00am – 11:00am
  - Tuesday – 1:00pm – 2:00pm

**Sessions will not be recorded.**

# Office Hours **after** Go-live

- *Go-live: Wednesday, July 10*
- Week of July 8
  - Wednesday, Friday – 1:00pm – 2:00pm
  - Thursday – 10:00am – 11:00am
- Week of July 15
  - Monday, Wednesday – 10:00am – 11:00am
  - Tuesday – 1:00pm – 2:00pm

**Sessions will not be recorded.**

# Communications



REMINDER:  
AGENT EMAILS NOW BI-WEEKLY



WEBSITE:  
[TARHEELS.LIVE/CUSTOMERSUPPORTTOOL](https://tarheels.live/customersupporttool)





# Q&A





**INFORMATION  
TECHNOLOGY SERVICES**

