



INFORMATION
TECHNOLOGY SERVICES

CUSTOMER SUPPORT TOOL

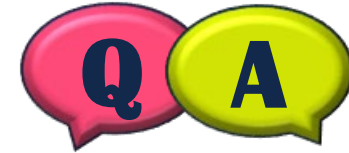
TeamDynamix Town Hall

JUNE 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

Presenter:

Calvin Groves, Director, Customer Support & Outreach, ITS-Customer Experience & Engagement

Moderator:

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

Today's Agenda

- 1 TeamDynamix preview, building on the first town hall
- 2 TeamDynamix early access format & responsibilities
- 3 Training details
- 4 How we're communicating to campus
- 5 Q&A



TEAMDYNAMIX PREVIEW



UNC INFORMATION TECHNOLOGY SERVICES

REFERENCE DESKTOP FOR AGENTS

UNC INFORMATION TECHNOLOGY SERVICES

Agent Desktop

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
TeamDynamix Admins	1

Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
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My Assigned Tickets - Week Updated

Week	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Age

Age	Count
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My Assigned Tickets - Updated by Others

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My Assigned Tickets - Status

Status	Count	Percentage
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In Process	1	13%
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My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
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Page 1 2 8 Items

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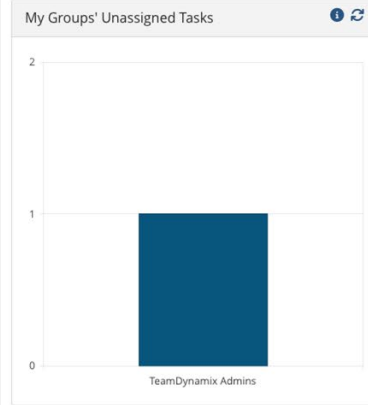
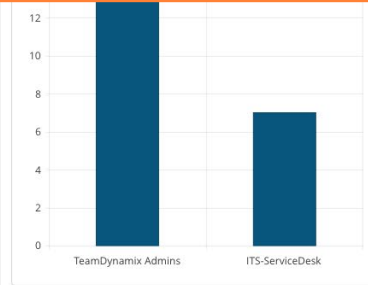
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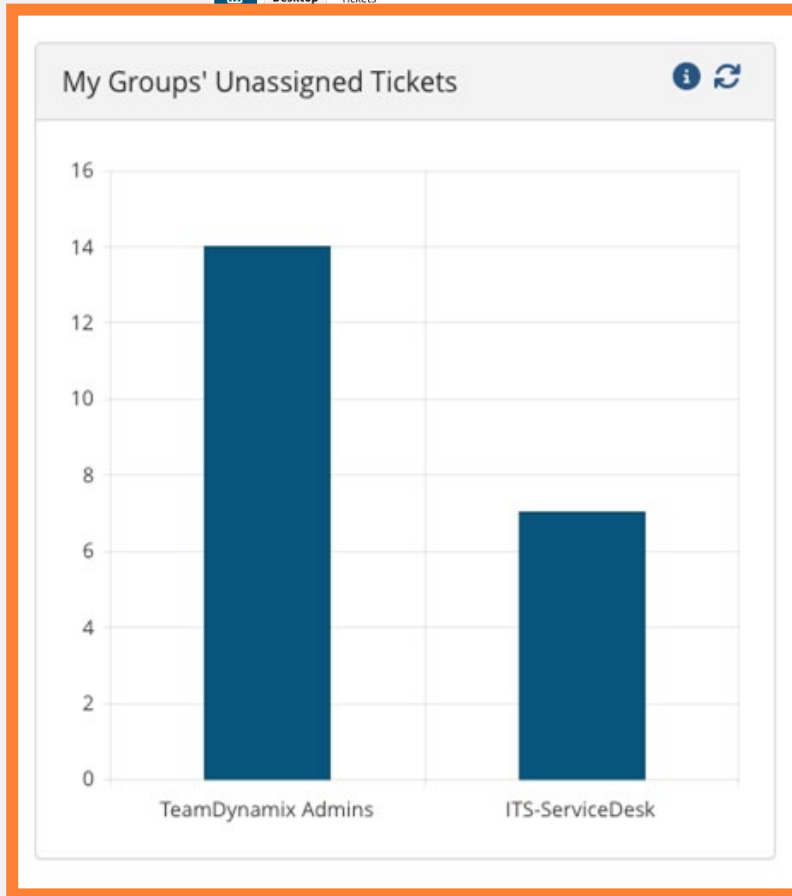
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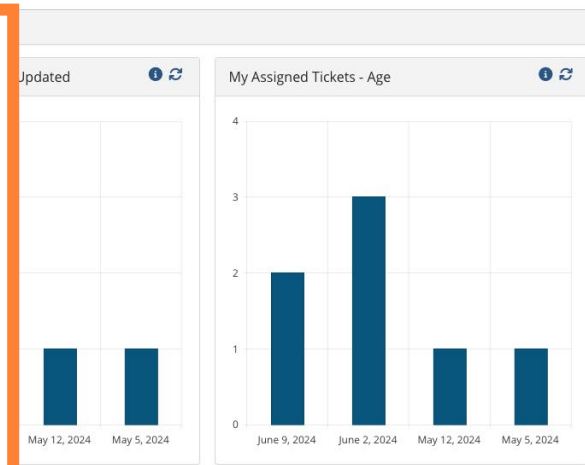


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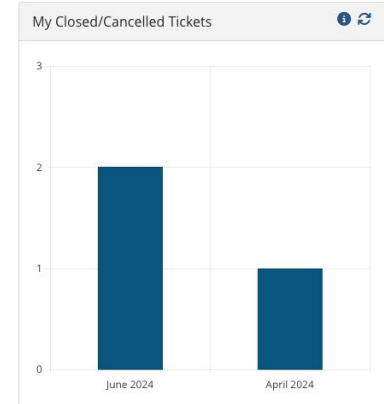
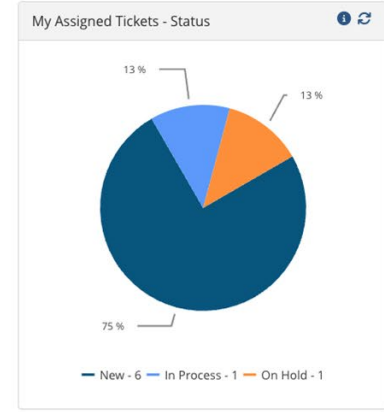


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University of North Carolina at Chapel Hill

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81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
48	Article feedback ticket	prod test notification	Sat 6/1/24 3:05 PM	Thu 6/6/24 12:04 PM	Medium	New	Riaz Ahmed	TeamDynamix Admins	Riaz Ahmed

My Assigned Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
6/24			Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
6/24			Mon 6/10/24 1:42 PM	Mon 6/10/24 1:42 PM	Medium	New	Kate Hash	TeamDynamix Admins	Calvin Groves
6/24			Mon 6/10/24 11:41 AM	Mon 6/10/24 11:41 AM	Medium	New	Calvin Groves	TeamDynamix Admins	Calvin Groves
5/9/24			Mon 6/10/24 11:00 AM	Mon 6/10/24 11:00 AM	Medium	In Process	UNC Customer	TeamDynamix Admins	Calvin Groves
6/7/24			Mon 6/10/24 10:55 AM	Mon 6/10/24 10:55 AM	Low	New	Calvin Groves	TeamDynamix Admins	Calvin Groves

8 Items

Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New

Cancelled Tickets

Created	Modified	Ticket Priority	Ticket Status	Ticket Requestor	Resp C
6/7/24 3:50 PM	Fri 6/7/24 3:50 PM	Medium	Cancelled	Calvin Groves	TeamC
6/7/24 2:53 PM	Fri 6/7/24 2:53 PM	Medium	Cancelled	Calvin Groves	

Agent Desktop: My Assigned Tickets – Week Updated & Age

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
TeamDynamix Admins	1

Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New

My Assigned Tickets - Week Updated

Week	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

Status	Count	Percentage
New	6	75%
In Process	1	13%
On Hold	1	13%

My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
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My Assigned Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
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76	cal test incident		Mon 6/10/24 11:41 AM	Mon 6/10/24 11:41 AM	Medium	New	Calvin Groves	TeamDynamix Admins	Calvin Groves
8	General Request		Thu 5/9/24 1:32 PM	Mon 6/10/24 11:00 AM	Medium	In Process	UNC Customer	TeamDynamix Admins	Calvin Groves
69	I need some help please!		Fri 6/7/24 10:51 AM	Mon 6/10/24 10:55 AM	Low	New	Calvin Groves	TeamDynamix Admins	Calvin Groves

Page 1 2 8 Items

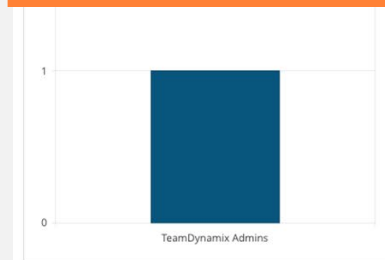
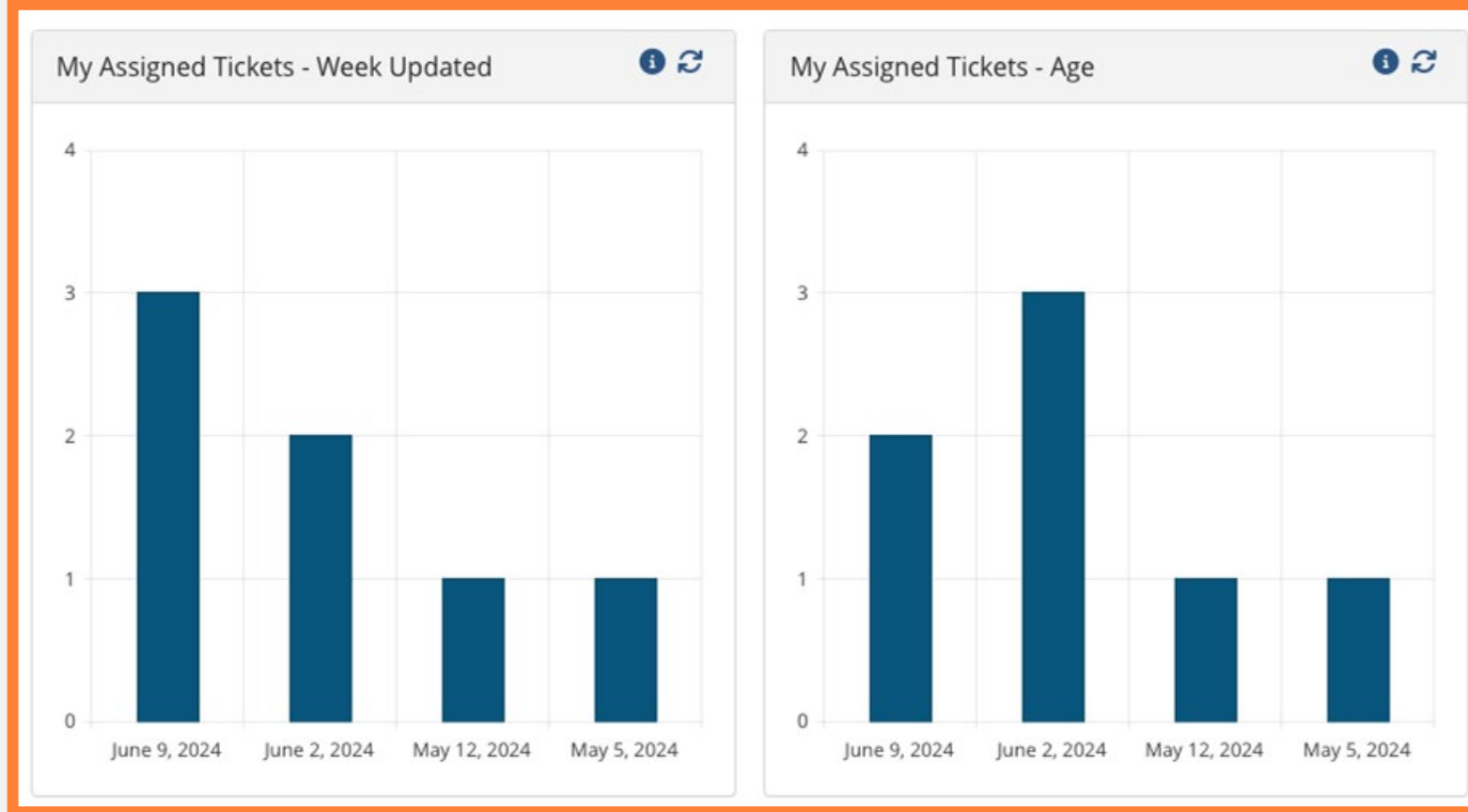
My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

My Assigned Tasks

ID	Title	Ticket	Created	Modified	Ticket Priority	Ticket Status	Ticket Requestor	Resp C
10011	task added by unc agent	prod test notification	Fri 6/7/24 3:50 PM	Fri 6/7/24 3:50 PM	Medium	Cancelled	Calvin Groves	TeamC
10010	test task	prod test notification	Fri 6/7/24 2:53 PM	Fri 6/7/24 2:53 PM	Medium	Cancelled	Calvin Groves	

Agent Desktop: My Assigned Tickets - Week Updated & Age



Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New

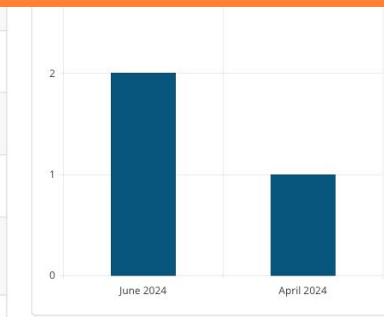
Ticket

77	test ticket	Mon 6/10/24 1:42 PM	Mon 6/10/24 1:42 PM	Medium	New	Kate Hash	TeamDynamix Admins	Calvin Groves
76	cal test incident	Mon 6/10/24 11:41 AM	Mon 6/10/24 11:41 AM	Medium	New	Calvin Groves	TeamDynamix Admins	Calvin Groves
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69	I need some help please!	Fri 6/7/24 10:51 AM	Mon 6/10/24 10:55 AM	Low	New	Calvin Groves	TeamDynamix Admins	Calvin Groves

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My Assigned Tasks

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Agent Desktop: My Flagged Tickets

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
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Open Major Incidents

ID	Title	Created	Priority	Status
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Open Known Issues

ID	Title	Created	Priority	Status
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My Assigned Tickets - Week Updated

Week	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
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My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

Status	Count	Percentage
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My Flagged Tickets

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Page 1 2 8 Items

My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

My Assigned Tasks

ID	Title	Ticket	Created	Modified	Ticket Priority	Ticket Status	Ticket Requestor	Resp C
10011	task added by unc agent	prod test notification	Fri 6/7/24 3:50 PM	Fri 6/7/24 3:50 PM	Medium	Cancelled	Calvin Groves	TeamC
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Agent Desktop: My Flagged Tickets

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

16

My Assigned Tickets - Week Updated

My Assigned Tickets - Age

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

My Flagged Tickets

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Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New

Hall Test Ticket	6/10/24 3:41 PM	6/10/24 3:41 PM						
77 test ticket	Mon 6/10/24 1:42 PM	Mon 6/10/24 1:42 PM	Medium	New	Kate Hash	TeamDynamix Admins	Calvin Groves	
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My Assigned Tasks

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Agent Desktop: My Assigned Tickets

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

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Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
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Open Major Incidents

ID	Title	Created	Priority	Status
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Open Known Issues

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My Assigned Tickets - Week Updated

Week	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

Status	Count	Percentage
New	6	75%
In Process	1	13%
On Hold	1	13%

My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
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My Assigned Tickets

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Page 1 2 8 Items

My Assigned Tasks

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Agent Desktop: My Assigned Tickets

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

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Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

My Assigned Tickets - Week Updated

My Assigned Tickets - Age

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

My Assigned Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
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Page 1 2
8 Items

Agent Desktop: My Assigned Tasks

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print Reference Desktop for Agents

Create New Ticket

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My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
TeamDynamix Admins	1

Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
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My Assigned Tickets - Week Updated

Week	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
May 12, 2024	1
May 5, 2024	1

My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
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My Assigned Tickets

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Page 1 2 8 Items

My Assigned Tasks

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My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

Status	Count	Percentage
New	6	75%
In Process	1	13%
On Hold	1	13%

My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

Agent Desktop: My Assigned Tasks

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

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My Groups' Unassigned Tickets

Group	Count
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ITS-ServiceDesk	7

My Groups' Unassigned Tasks

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My Assigned Tickets - Week Updated

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My Assigned Tickets - Age

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My Assigned Tickets - Updated by Others

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My Assigned Tasks - Updated by Others

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My Assigned Tickets - Status

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My Closed/Cancelled Tickets

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My Flagged Tickets

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Agent Desktop: My Assigned Tickets & Tasks – Updated by Others

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

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Reference Desktop for Agents

Create New Ticket

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My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
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My Groups' Unassigned Tasks

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Open Major Incidents

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My Assigned Tickets - Week Updated

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Age	Count
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My Assigned Tasks - Updated by Others

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Page 1 2 8 Items

My Assigned Tasks

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10010	test task	prod test notification	Fri 6/7/24 2:53 PM	Fri 6/7/24 2:53 PM	Medium	Cancelled	Calvin Groves	

My Closed/Cancelled Tickets

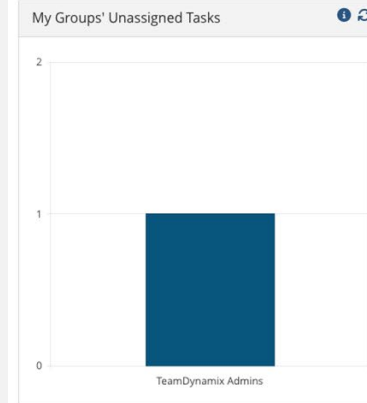
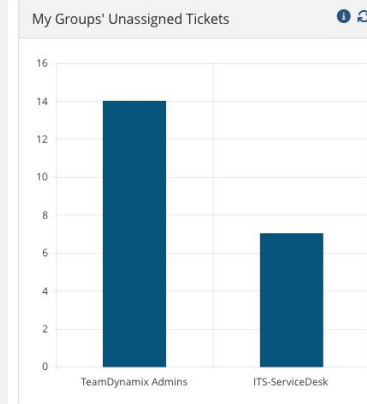
Month	Count
June 2024	2
April 2024	1

Agent Desktop: My Assigned Tickets & Tasks – Updated by Others

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

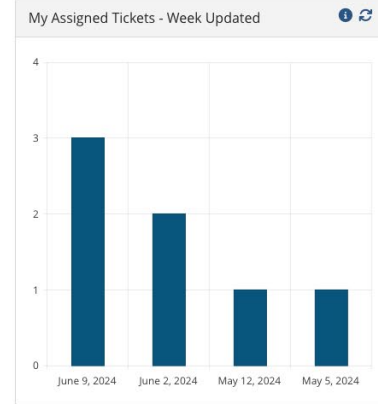


Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New



My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
48	Article feedback ticket	prod test notification	Sat 6/1/24 3:05 PM	Thu 6/6/24 12:04 PM	Medium	New	Riaz Ahmed	TeamDynamix Admins	Riaz Ahmed

My Assigned Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
77	test ticket		Mon 6/10/24 1:42 PM	Mon 6/10/24 1:42 PM	Medium	New	Kate Hash	TeamDynamix Admins	Calvin Groves
76	cal test incident		Mon 6/10/24 11:41 AM	Mon 6/10/24 11:41 AM	Medium	New	Calvin Groves	TeamDynamix Admins	Calvin Groves
8	General Request		Thu 5/9/24 1:32 PM	Mon 6/10/24 11:00 AM	Medium	In Process	UNC Customer	TeamDynamix Admins	Calvin Groves
69	I need some help please!		Fri 6/7/24 10:51 AM	Mon 6/10/24 10:55 AM	Low	New	Calvin Groves	TeamDynamix Admins	Calvin Groves

Page 1 2 8 Items

My Assigned Tasks

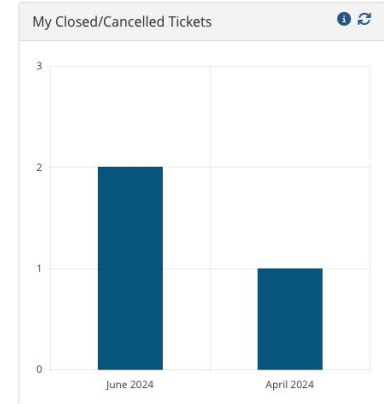
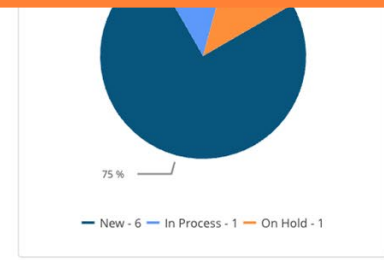
ID	Title	Ticket	Created	Modified	Ticket Priority	Ticket Status	Ticket Requestor	Resp C
10011	task added by unc agent	prod test notification	Fri 6/7/24 3:50 PM	Fri 6/7/24 3:50 PM	Medium	Cancelled	Calvin Groves	TeamC
10010	test task	prod test notification	Fri 6/7/24 2:53 PM	Fri 6/7/24 2:53 PM	Medium	Cancelled	Calvin Groves	

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent



Agent Desktop: My Assigned Tickets - Status

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
TeamDynamix Admins	1

Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New

My Assigned Tickets - Week Updated

Week	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

Status	Count	Percentage
New	6	75%
In Process	1	13%
On Hold	1	13%

My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium	New	Cal Customer	TeamDynamix Admins	Calvin Groves
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My Assigned Tickets

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Page 1 2 8 Items

My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

My Assigned Tasks

ID	Title	Ticket	Created	Modified	Ticket Priority	Ticket Status	Ticket Requestor	Resp C
10011	task added by unc agent	prod test notification	Fri 6/7/24 3:50 PM	Fri 6/7/24 3:50 PM	Medium	Cancelled	Calvin Groves	TeamC
10010	test task	prod test notification	Fri 6/7/24 2:53 PM	Fri 6/7/24 2:53 PM	Medium	Cancelled	Calvin Groves	

Agent Desktop: My Assigned Tickets - Status

University of North Carolina at Chapel Hill

Search or enter an ID

Calvin Groves

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
TeamDynamix Admins	1

Open Major Incidents

ID	Title	Created	Priority	Status
68	test major incident for desktop	Thu 6/6/24 10:14 AM	Medium	New

Open Known Issues

ID	Title	Created	Priority	Status
67	test known issue for desktop	Thu 6/6/24 10:12 AM	Medium	New

My Assigned Tickets - Week Updated

Date	Count
June 9, 2024	3
June 2, 2024	2
May 12, 2024	1
May 5, 2024	1

My Flagged Tickets

ID	Title	Parent	Created	Modified	Priority
81	Town Hall Test Ticket		Mon 6/10/24 3:41 PM	Mon 6/10/24 3:41 PM	Medium
48	Article feedback ticket	prod test notification	Sat 6/1/24 3:05 PM	Thu 6/6/24 12:04 PM	Medium

My Assigned Tickets

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Page 1 2 8 Items

My Assigned Tasks

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My Assigned Tickets - Age

My Assigned Tickets - Updated by Others

My Assigned Tickets - Status

Status	Count	Percentage
New	6	75%
In Process	1	13%
On Hold	1	13%

Legend: New - 6, In Process - 1, On Hold - 1

Month	Count
June 2024	1
April 2024	1

Agent Desktop: My Closed & Cancelled Tickets

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

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+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
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My Assigned Tickets - Week Updated

Week	Count
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My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
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May 5, 2024	1

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

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10011	task added by unc agent	UNC Agent

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ID	Title	Parent	Created	Modified	Priority	Status	Requestor	Resp Group	Prim Resp
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Page 1 2 8 Items

My Closed/Cancelled Tickets

Month	Count
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April 2024	1

My Assigned Tasks

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Agent Desktop: My Closed & Cancelled Tickets

University of North Carolina at Chapel Hill

Search or enter an ID

Desktop Tickets

Refresh + New Desktop Print

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
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Open Major Incidents

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Page 1 2

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My Assigned Tickets - Age

Age	Count
June 9, 2024	2
June 2, 2024	3
May 12, 2024	1
May 5, 2024	1

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent

My Assigned Tickets - Status

My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

CREATE A DIRECT TICKET

UNC INFORMATION TECHNOLOGY SERVICES

Create Direct Ticket

University of North Carolina at Chapel Hill

Desktop Tickets

Refresh + New Desktop Print

Search or enter an ID

Reference Desktop for Agents

Create New Ticket

+ Incident + Service Request

+ Major Incident + Known Issue + Change

My Groups' Unassigned Tickets

Group	Count
TeamDynamix Admins	14
ITS-ServiceDesk	7

My Groups' Unassigned Tasks

Group	Count
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Open Major Incidents

ID	Title	Created	Priority	Status
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ID	Title	Created	Priority	Status
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My Assigned Tickets - Week Updated

Week	Count
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My Assigned Tickets - Age

Age	Count
June 9, 2024	2
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Page 1 2 8 Items

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10010	test task	prod test notification	Fri 6/7/24 2:53 PM	Fri 6/7/24 2:53 PM	Medium	Cancelled	Calvin Groves	

My Assigned Tickets - Updated by Others

ID	Title	Modified By
69	I need some help please!	UNC Agent

My Assigned Tasks - Updated by Others

ID	Title	Modified By
10011	task added by unc agent	UNC Agent


My Assigned Tickets - Status

Status	Count	Percentage
New	6	75%
In Process	1	13%
On Hold	1	13%

My Closed/Cancelled Tickets

Month	Count
June 2024	2
April 2024	1

Create Direct Ticket

 Save ● All Articles ○ Favorites Only

Incident Form

Classification: Incident

Form *
Incident Form Reset

Service * ?
Personal Computing & Software / Microsoft 365 Services Q X







Requestor * ? +
Cal Customer Q X
 Notify Requestor

Acct/Dept * ?
ITS - Customer Experience - 607000 Q X

Title * ?
Town Hall Direct Ticket

Description ?

Format | Font | Size | **A** | **B** | *I* | U | ~~S~~ | x₂ | x² | I_x


     

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Quisque malesuada neque id diam imperdiet, id ultrices massa porta. Cras sit amet nibh vel sapien tempus ultricies et vitae orci. In vitae risus vitae ligula ultricies fringilla.

body

Requestor

 **Cal Customer**
cal@unc.edu
University of North Carolina at Chapel Hi
[Find Referenced](#)

Recently Requested by Cal X

Town Hall Test Ticket
Service Request ID: 81 [New](#)

[View All Requests >](#) *Over past 30 days*

Create Direct Ticket

Save All Articles Favorites Only

Description ?

Format Font Size **A** **B** **I** **U** **S** **x₂** **x_e** **I_x**

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque quis est sit amet libero volutpat blandit. Donec dictum, turpis nec eleifend consectetur, neque ante finibus leo, vel interdum enim nisi eu metus. Aliquam cursus libero eget diam lacinia, sed eleifend tortor commodo.

Quisque malesuada neque id diam imperdiet, id ultrices massa porta. Cras sit amet nibh vel sapien tempus ultricies et vitae orci. In vitae risus vitae ligula ultricies fringilla.

body

Attachment ?

Browse... No file chosen

Knowledge Base Article ?

Start typing...

Impact ?

Urgency ?

Priority ?

Medium

Responsible ?

ITS-Systems-Administration (Group)

Notify Responsible

Source ?

Incident ID: 79

[View All Requests >](#) *Over past 30 days*

EMAIL NOTIFICATIONS

UNC INFORMATION TECHNOLOGY SERVICES

Email Notification: Customer

External **UNC Help: Ticket 81 Created (Town Hall Test Ticket)**



Calvin Groves <notify@teamdynamixapp.com>

To: Groves, Calvin



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Your ticket "Town Hall Test Ticket" was created on Mon 6/10/24 3:41 PM Eastern Daylight Time.

Ticket Details

Ticket ID: 81

Title: Town Hall Test Ticket

Status: New

Requested For: Cal Customer

Created By: Calvin Groves

Created On: Mon 6/10/24 3:41 PM Eastern Daylight Time

Description: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec a auctor quam. Sed lobortis justo porta, fringilla ipsum hendrerit, vestibulum risus. Donec vitae vehicula sem. Fusce tempus elementum justo sit amet tincidunt.

[\[Open ticket 81 in the client portal \]](#)

To comment on this item, reply to this email.

```
-----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE-----
POVCAylbrz4aprh2oRULcs+6z8znKjnNKVu
KZ0dmorEbJFmhA2wqb0MKqOWSukfp6j78
H7KL94JONomGa83npPo94wdPjQPpAp7K
DdHIOELHivDfJbvRh1E3mJoue4496okvRYj
tFhYT4eE4O8omXx+fYJw43fwwlhPPcQnFt
CfkJQLSmb6QFU0nRLI22fSeMB1V52pj20P
2+xnZnpAS+dFOyPZup8p9Njvkle0yzll/loWt
XQxJF0uhOHMGILFe3MZJqACLWhwCLWH
tnVXo13mmQ/tlWsnwtKF9LjoF9+2W1Zf2B
uUQ==
-----TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE-----
```

Phishers may impersonate messages like this one. Links in legitimate emails will direct you to tdx.unc.edu. Before clicking, check the links by hovering or pressing and holding on mobile. If you suspect phishing, contact the ITS Service Desk by using the Help Portal or calling 919-962-HELP (4357).

Email Notification: Agent

External **UNC Help: Incident 81 Created (Town Hall Test Ticket)**



○ Calvin Groves <notify@teamdynamixapp.com>

To: ● Groves, Calvin



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Calvin Groves created incident 81 (Town Hall Test Ticket) on Mon 6/10/24 3:41 PM Eastern Daylight Time.

Notified: Cal Customer <cal@unc.edu>, Calvin Groves <cbgroves@unc.edu>

TDNext: [Open incident 81 in TDNext](#)

Mobile App: [Open incident 81 in Mobile App](#)

TDClient: [Open incident 81 in TDClient](#)

Incident Details

Incident ID: 81

Title: Town Hall Test Ticket

Status: New

Requested For: Cal Customer

Created By: Calvin Groves

Created On: Mon 6/10/24 3:41 PM Eastern Daylight Time

Primary Responsible: Calvin Groves

Responsible Group: TeamDynamix Admins

Priority: Medium

Description: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec a auctor quam. Sed lobortis justo porta, fringilla ipsum hendrerit, vestibulum risus. Donec vitae vehicula sem. Fusce tempus elementum justo sit amet tincidunt.

To comment on this item, reply to this email.

---TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE---
POVCAYlbrz4aprh2oRULcs+6z8znKjnNKVu
KZ0dmorEbJFmhA2wqb0MKqOWSuktp6j78
H7KL94J0NomGa83npPo94wdPjQPe9i3VZ
75wJywcehzMQA41Qo+2dR8QrpMv737jgvt
oh1XFW61KWNBQrOXREYzFMRM8KVZkf
X58ZAJRPWN606RWFOJsmJTisTSjMLwd5
UF9w9pK/qzoQS6P8TFpvJGbBVgBo5aCY5
bhU4bXXWrCWD5hQaUTTRPdcqWyp5djj
ZtGmj5p9ppgQxpBBTqpVuGZ9brB/NigNJG
7kEwUSBlbmzg+7vE3mBbUEA
---TEAMDYNAMIX DO NOT ALTER OR REMOVE THIS CODE---

Phishers may impersonate messages like this one. Links in legitimate emails will direct you to tdx.unc.edu. Before clicking, check the links by hovering or pressing and holding on mobile. If you suspect phishing, contact the ITS Service Desk by using the Help Portal or calling 919-962-HELP (4357).

EMAIL-IN



UNC INFORMATION TECHNOLOGY SERVICES

Email-In

I need help with XYZ • UNC

Send Discard Attach File Signature Sensitivity Scheduling Poll Polls

From: Groves, Calvin (cbgroves@unc.edu) ⌵

To: help-me-obi-wan@youre-my-only-hope.com Bcc

Cc:

Subject: I need help with XYZ Priority ⌵

Aptos 11 **A** **B** *I* U ~~S~~ X^2 X_2

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec non eros massa. Quisque cursus dui quam, eget molestie arcu vestibulum non. Nunc commodo, nibh ac finibus congue, dolor lacus efficitur dolor, eget pharetra tellus elit sed erat. Aenean sit amet porttitor sapien.

Fusce dignissim eros eros, et tincidunt purus condimentum ut. Quisque sodales odio sit amet nisl pretium, a aliquet ante hendrerit. Suspendisse et varius augue. Curabitur nec sollicitudin elit, volutpat facilisis nulla. Proin consequat nisi magna, ut suscipit orci luctus porttitor. Quisque eu leo pharetra, mattis nibh eu, dignissim orci.

--

Calvin Groves
Director, Customer Support & Outreach
UNC-Chapel Hill | Information Technology Services

Draft saved just now

Email-In

I need help with XYZ

Incident ID: 80

General Tasks/Activities People T&E My Alerts (0) Assets/CIs (0) Read By (2)

Actions Add Edit Refresh Print View

Details

Acct/Dept
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Personal Computing & Software / General Request

Impact	Urgency	Priority
Affects User	Low	Low

Source
Email

Created
Mon 6/10/24 3:00 PM by Email Service

Age
0 hours old

Reviewer	Responsibility
Unassigned	ITS-ServiceDesk

Estimated Hours	Actual Hours
0.00	0.00

Requestor

CG Calvin Groves
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Attachments (0)

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

New

Email-In

I need help with XYZ

New

Incident ID: 80  0

General

Tasks/Activities

People

T&E

My Alerts (0)

Assets/CIs (0)

Read By (2)

Actions

+ Add

Edit

Refresh

Print View

Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec non eros massa. Quisque cursus dui quam, eget molestie arcu vestibulum non. Nunc commodo, nibh ac finibus congue, dolor lacus efficitur dolor, eget pharetra tellus elit sed erat. Aenean sit amet porttitor sapien.

Fusce dignissim eros eros, et tincidunt purus condimentum ut. Quisque sodales odio sit amet nisl pretium, a aliquet ante hendrerit. Suspendisse et varius augue. Curabitur nec sollicitudin elit, volutpat facilisis nulla. Proin consequat nisi magna, ut suscipit orci luctus porttitor. Quisque eu leo pharetra, mattis nibh eu, dignissim orci.

--

[Calvin Groves](#)

Director, Customer Support & Outreach

UNC-Chapel Hill | Information Technology Services

Feed (0)

Update

Comment

All

Communications

Edits Status Changes Comments

Search...



No feed entries were found.

Email-In

I need help with ABC • UNC

Send Discard Attach File Signature Sensitivity Scheduling Poll Polls ...

From: Groves, Calvin (cbgroves@unc.edu) ⌵


To: help-me-obi-wan@youre-my-only-hope.com Bcc

Cc:

Subject: I need help with ABC Priority ⌵

🌈 Aptos (Body) 11 🔴 **B** *I* U ↻ 🗑️ X^2 X_2 | ☰ ☰ ☰ ⬅️ ➡️ | 🎤 🖼️ ↻ 🌐 🗑️ | Aa ⋮

Can you help me out? Here's an inline image:



--

[Calvin Groves](#)
Director, Customer Support & Outreach
UNC-Chapel Hill | Information Technology Services

Draft saved just now

I need help with ABC

Incident ID: 79

- General
- Tasks/Activities
- People
- T&E
- My Alerts (0)
- Assets/CIs (0)
- Read By (2)

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

Details

Acct/Dept
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Personal Computing & Software / General Request

Impact	Urgency	Priority
Affects User	Low	Low

Source
Email

Created
Mon 6/10/24 2:43 PM by Email Service

Last Modified
Mon 6/10/24 2:43 PM by Email Service

Age
0 hours old

Reviewer	Responsibility
Unassigned	ITS-ServiceDesk

Requestor



Calvin Groves
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Attachments (1) Sort By: Name **Date** +

image.png

Mon 6/10/24 2:43 PM Email Service

View Delete

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

Email-In

Email-In

I need help with ABC

New

Incident ID: 79  0

General

Tasks/Activities

People

T&E

My Alerts (0)

Assets/CIs (0)

Read By (2)

Actions

+ Add

Edit

Refresh

Print View

Details

Acct/Dept

ITS - Customer Experience - 607000

Type

General / Support Ticket

Service

Personal Computing & Software / General Request

Impact

Affects User

Urgency

Low

Priority

Low

Source

Email

Created

Mon 6/10/24 2:43 PM by Email Service

Last Modified

Mon 6/10/24 2:43 PM by Email Service

Age

0 hours old

Reviewer

Unassigned

Responsibility

ITS-ServiceDesk

Requestor



Calvin Groves

cbgroves@unc.edu

(919) 445-1919

Director, Customer Support and Outreach

University of North Carolina at Chapel Hill

730077240

[Find Referenced](#)

Attachments (1)

Sort By: Name **Date** +



image.png



Mon 6/10/24 2:43 PM Email Service

 View

 Delete

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

Email-In

I need help with ABC

New

Incident ID: 79  0

General

Tasks/Activities

People

T&E

My Alerts (0)

Assets/CIs (0)

Read By (2)

Actions

+ Add

Edit

Refresh

Print View

Description

Can you help me out? Here's an inline image:



--

[Calvin Groves](#)

Director, Customer Support & Outreach

UNC-Chapel Hill | Information Technology Services

Feed (0)

Update

Comment

All

Communications

Edits Status Changes Comments

Search...




No feed entries were found.

CONVERTING AN INCIDENT TO A SERVICE REQUEST

UNC INFORMATION TECHNOLOGY SERVICES

Convert an Incident to a Service Request

Town Hall Test Ticket New

Incident ID: 87  0

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

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

Details

Acct/Dept
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Personal Computing & Software / General Request

Priority
Medium

Created Tue 6/11/24 9:27 AM by Calvin Groves | **Last Modified** Tue 6/11/24 9:27 AM

Age
0 hours old


Reviewer Unassigned	Responsibility ITS-ServiceDesk
-------------------------------	--

Estimated Hours 0.00 | **Actual Hours** 0.00


Requested on behalf of
Myself

Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

What type of support would you like to request? 
ITS Service Desk support

Requestor


 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Attachments (0)

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

Convert an Incident to a Service Request

Town Hall Test Ticket

Incident ID: 87  0

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

Actions + Add Edit Refresh Print View

0 hours old


Reviewer: Unassigned Responsibility: ITS-ServiceDesk



Estimated Hours: 0.00 Actual Hours: 0.00

Requested on behalf of: Myself

Preferred contact method: Email



Preferred contact details: cbgroves@unc.edu

What type of support would you like to request?  ITS Service Desk support


Tags  


Description

I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

Feed (1)  Update  Comment


All Communications

Edits Status Changes Comments Search... 

 **System (private)**
Changed Responsibility from "" to "ITS-ServiceDesk" as a result of applying the "SR-General Request-ITS Service Desk" rule.
Tue 6/11/2024 9:27 AM
[Comment](#) [Like](#) [More...](#)

Convert an Incident to a Service Request

Town Hall Test Ticket

Incident ID: 87  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
- Take Incident
- Reassign Incident
- Unassign Incident
- Edit Classification**
- Assign Service Request
- Create Parent
- Copy Incident
- Add to Workspace
- Create Incident Template
- Merge Into
- Convert To Project Request
- Convert To Project
- Flag
- Forward
- Assign Workflow

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

like to request? ?

Description


I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

Feed (1)

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


All [Communications](#)

Edits Status Changes Comments

 **System (private)**
Changed Responsibility from "" to "ITS-ServiceDesk" as a result of applying the "SR-General Request-ITS Service Desk" rule.
Tue 6/11/2024 9:27 AM
[Comment](#) [Like](#) [More...](#)

Convert an Incident to a Service Request


Town Hall Test Ticket New

Incident ID: 87 

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

Actions + Add Edit Incident Classification - 87: Town Hall Test Ticket

0 hours old

Reviewer Responsibility
Unassigned ITS-ServiceDesk 



Estimated Hours Actual Hours
0.00 0.00

Requested on behalf of
Myself


Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

What type of support would you like from ITS Service Desk support

Tags  

Edit Classification

Incident ID: 87 



Current Classification
Incident

New Classification *


- Incident
- Major Incident
- Known Issue
- Change
- Service Request


Description

I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

Feed (1)  Update  Comment

All Communications

Edits Status Changes Comments 

 **System (private)**
Changed Responsibility from "" to "ITS-ServiceDesk" as a result of applying the "SR-General Request-ITS Service Desk" rule.
Tue 6/11/2024 9:27 AM
[Comment](#) [Like](#) [More...](#)

Convert an Incident to a Service Request

Town Hall Test Ticket New

Service Request ID: 87 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
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Personal Computing & Software / General Request

Priority
Medium

Created Tue 6/11/24 9:27 AM by Calvin Groves **Last Modified** Tue 6/11/24 9:42 AM by Calvin Groves

Age
0 hours old

Reviewer Unassigned **Responsibility** ITS-ServiceDesk

Estimated Hours	Actual Hours
0.00	0.00

Requested on behalf of
Myself

Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

What type of support would you like to request? ?
ITS Service Desk support

Requestor

CG Calvin Groves
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
Find Referenced


Attachments (0) +

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

Convert an Incident to a Service Request

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

Town Hall Test Ticket New


Service Request ID: 87 

Created: Calvin Groves on Tue 6/11/24 9:27 AM Last Modified: Calvin Groves on Tue 6/11/24 9:42 AM


Form

SR34-General Request


The form "SR34-General Request" 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.

Title * 



Town Hall Test Ticket

Service * 

Personal Computing & Software / General Request

Service Offering 




Start typing...

Responsible  


ITS-ServiceDesk (Group)

Notify on change

Customer Information

Requested for *   

Calvin Groves

Acct/Dept * 


ITS - Customer Experience - 607000

Preferred contact method

Phone Email MS Teams Other

Preferred contact details

Requestor

 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Recently Requested by Calvin

- Town Hall Test Ticket**
Service Request ID: 87 [New](#)
- I need help with XYZ**
Incident ID: 80 [New](#)
- I need help with ABC**
Incident ID: 79 [New](#)

[View All Requests >](#) Over past 30 days

Convert an Incident to a Service Request

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

Town Hall Test Ticket New

Service Request ID: 87 0

Created: Calvin Groves on Tue 6/11/24 9:27 AM
Last Modified: Calvin Groves on Tue 6/11/24 9:42 AM

Form

SR34-General Request

network

Service Request

SR34-Networking Services

Title

Town Hall Test Ticket

Service

Personal Computing & Software / General Request

Service Offering

Start typing...

Responsible

ITS-ServiceDesk (Group)

Notify on change

Customer Information

Requested for

Calvin Groves

Acct/Dept

ITS - Customer Experience - 607000

Preferred contact method

Phone Email MS Teams Other

Preferred contact details

Requestor

CG Calvin Groves
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Recently Requested by Calvin

Town Hall Test Ticket
Service Request ID: 87 [New](#)

I need help with XYZ
Incident ID: 80 [New](#)

I need help with ABC
Incident ID: 79 [New](#)

[View All Requests >](#) Over past 30 days

Convert an Incident to a Service Request

Save To Detail

Town Hall Test Ticket New

Service Request ID: 87 0

Created
Calvin Groves on Tue 6/11/24 9:27 AM

Last Modified
Calvin Groves on Tue 6/11/24 9:56 AM

Form
SR34-Networking Services

Title * ?
Town Hall Test Ticket

Service * ?
Personal Computing & Software / General Request

Responsible ? +
ITS-ServiceDesk (Group)

Notify on change

Customer Information

Requested for * ? + + +
Calvin Groves

Acct/Dept * ?
ITS - Customer Experience - 607000

Preferred contact method
 Phone Email MS Teams Other

Preferred contact details
cbgroves@unc.edu


Agent Attributes

Requestor**Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)**Recently Requested by Calvin** ×**Town Hall Test Ticket**
Service Request ID: 87 New**I need help with XYZ**
Incident ID: 80 New**I need help with ABC**
Incident ID: 79 New

Convert an Incident to a Service Request

Save To Detail

Town Hall Test Ticket New


Service Request ID: 87  0

Created
Calvin Groves on Tue 6/11/24 9:27 AM


Last Modified
Calvin Groves on Tue 6/11/24 9:42 AM

Form

SR34-Networking Services



Title * 

Town Hall Test Ticket


Service * 

- Personal Computing & Software / General Request
- networking
- Websites & Application Development / Cloud Services
- Network & Security / Networking Services**
- Network & Security / Purchase Networking Equipment or Services

Customer Information

Requested for *  + 

Calvin Groves

Acct/Dept * 

ITS - Customer Experience - 607000

Preferred contact method


Phone Email MS Teams Other

Preferred contact details

cbgroves@unc.edu

Agent Attributes

Requestor

 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Recently Requested by Calvin


- Town Hall Test Ticket**
Service Request ID: 87 New
- I need help with XYZ**
Incident ID: 80 New
- I need help with ABC**
Incident ID: 79 New

[View All Requests >](#) Over past 30 days

Convert an Incident to a Service Request

Save To Detail


Town Hall Test Ticket New


Service Request ID: 87 


Created
Calvin Groves on Tue 6/11/24 9:27 AM



Last Modified
Calvin Groves on Tue 6/11/24 9:56 AM

Form
SR34-Networking Services

Title * 
Town Hall Test Ticket



Service * 
Network & Security / Networking Services


Service Offering 
Start typing...

Responsible  
ITS-ServiceDesk (Group)

Notify on change

Customer Information


Requested for *  + 
Calvin Groves

Acct/Dept * 
ITS - Customer Experience - 607000

Preferred contact method
 Phone Email MS Teams Other

Preferred contact details
cbgroves@unc.edu

Requestor

 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Recently Requested by Calvin

- Town Hall Test Ticket**
Service Request ID: 87 New
- I need help with XYZ**
Incident ID: 80 New
- I need help with ABC**
Incident ID: 79 New

[View All Requests >](#) Over past 30 days

Convert an Incident to a Service Request

Save To Detail

Ticket Details

How can we help?

- Wireless Request
- Wired Request
- Advanced Services

Additional information ?

Format Font Size **A** **B** *I* U ~~S~~ ^{x₂} _{x₂} *I*_x

I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

Tags ?

Convert an Incident to a Service Request

Ticket Details

How can we help?

Wireless Request
 Wired Request
 Advanced Services

Wired Request

Start typing...

Request a VLAN change
Activate a dead port
Repair a broken port
Something else

Tags ?

Start typing...

Other Fields

Priority * ?

Medium

SR-General Request-What Type of Support

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

Convert an Incident to a Service Request

Save To Detail

Ticket Details

How can we help?

Wireless Request
 Wired Request
 Advanced Services

Wired Request

Activate a dead port

VLAN number

789

Data jack number

D-123

Building

Peabody Hall

Room

456

Building floor

4th floor

Additional information

Format Font Size A B I U S x₂ x² I_x

I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

Convert an Incident to a Service Request

Town Hall Test Ticket

New

Service Request ID: 87  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
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Network & Security / Networking Services

Priority
Medium

Created Tue 6/11/24 9:27 AM by Calvin Groves Last Modified Tue 6/11/24 9:56 AM by Calvin Groves

Age
0 hours old

Reviewer Responsibility
Unassigned ITS-ServiceDesk

Estimated Hours Actual Hours
0.00 0.00

Requested on behalf of
Myself

Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

How can we help?
Wired Request

Requestor



Calvin Groves
cbgroves@unc.edu
(919) 445-1919

Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)


Attachments (0)



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

Convert an Incident to a Service Request

Town Hall Test Ticket New

Service Request ID: 87 

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

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

How can we help?
Wired Request

Wired Request
Activate a dead port

VLAN number
789



Data jack number
D-123

Building
Peabody Hall

Room
456

Building floor
4th floor

SR-General Request-What Type of Support
ITS Service Desk support


Tags  

Description

I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.


Feed (3) [Update](#) [Comment](#)

[All](#) [Communications](#)

Edits Status Changes Comments 

Convert an Incident to a Service Request

Town Hall Test Ticket New

Service Request ID: 87 

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

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

How can we help?
Wired Request

Wired Request
Activate a dead port

VLAN number
789



Data jack number
D-123

Building
Peabody Hall

Room
456

Building floor
4th floor

SR-General Request - What Type of Support
IT Service Desk support


Tags  

Description

I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

Feed (3) [Update](#) [Comment](#)

[All](#) [Communications](#)

Edits Status Changes Comments 

Convert an Incident to a Service Request

Town Hall Test Ticket

New

Service Request ID: 87 

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

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

Tags 

Description




I need to activate port number D-123 in Peabody Hall, 4th floor, room 456. This should be in VLAN 789.

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

Feed (3)

All [Communications](#)

Edits Status Changes Comments 


-  **Calvin Groves (private)**
Changed Form from "SR34-General Request" to "SR34-Networking Services".
Changed Service from "Personal Computing & Software / General Request" to "Network & Security / Networking Services".
Changed SR-Network-What Help from "Nothing" to "Wired Request".
Changed SR-Network-Wired from "Nothing" to "Activate a dead port".
Changed SR-Network-VLANnumber from "Nothing" to "789".
Changed SR-Network-DataJack from "Nothing" to "D-123".
Changed SR-Network-Building from "Nothing" to "Peabody Hall".
Changed SR-Network-Room from "Nothing" to "456".
Changed SR-Network-Floor from "Nothing" to "4th floor".
Tue 6/11/2024 9:56 AM
[Comment](#) [Like](#) [More...](#)
-  **Calvin Groves (private)**
Changed Classification from "Incident" to "Service Request".
Tue 6/11/2024 9:42 AM
[Comment](#) [Like](#) [More...](#)
-  **System (private)**
Changed Responsibility from "" to "ITS-ServiceDesk" as a result of applying the "SR-General Request-ITS Service Desk" rule.
Tue 6/11/2024 9:27 AM
[Comment](#) [Like](#) [More...](#)

RESPONSIBLE GROUPS



Responsible Groups

Town Hall Test Ticket New

Service Request ID: 87 

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

Actions + Add Edit Refresh Print View

Details

Acct/Dept
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Network & Security / Networking Services

Priority
Medium

Created Tue 6/11/24 9:27 AM by Calvin Groves **Last Modified** Tue 6/11/24 10:20 AM by Calvin Groves

Age
1 hour old

Reviewer Unassigned **Responsibility** ITS-ServiceDesk / Calvin Groves

Estimated Hours	Actual Hours
0.00	0.00

Requested on behalf of
Myself


Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

How can we help?
Wired Request

Wired Request

Requestor


 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Attachments (0)

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

Responsible Groups

Town Hall Test Ticket


Service Request ID: 87 

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

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

- Update
- Reassign Service Request**
- Unassign Service Request
- Assign SLA
- Edit Classification
- Set Parent
- Create Parent
- Copy Service Request
- Add to Workspace
- Create Service Request Template
- Merge Into
- Convert To Project Request
- Convert To Project
- Flag
- Forward
- Assign Workflow

Requestor

 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Attachments (0) [+](#)

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

Last Modified
Tue 6/11/24 10:20 AM by Calvin Groves

Unassigned ITS-ServiceDesk / Calvin Groves

Estimated Hours	Actual Hours
0.00	0.00

Requested on behalf of
Myself

Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

How can we help?
Wired Request

Wired Request

Responsible Groups

The image shows a screenshot of a web application interface for managing service requests. The main window title is "Town Hall Test Ticket" and the sub-window title is "Reassign Service Request - 87: Town Hall Test Ticket". The interface includes a sidebar with a "Details" section containing fields for "Acct/Dept", "Type", "Service", "Priority", "Created", "Age", "Reviewed", "Estimate", "Requester", "Preferred", and "How can we help?". A large yellow callout box with a dark blue border is overlaid on the center of the screen, containing the text "Always assign to a group!" and "Let the group assign to a person!".

Town Hall Test Ticket New

Service Reassign Service Request - 87: Town Hall Test Ticket

General

▼ Act Save

Details

Acct/Dept ITS - Cust

Type General / New

Service Network

Priority Medium

Created Tue 6/11

Age 1 hour of

Reviewed Unassign

Estimate 0.00

Requester Myself

Preferred Email

Preferred cbgroves

How can we help? Wired Request

Wired Request

Always assign to a group!

Let the group assign to a person!

Responsible Groups

Town Hall Test Ticket New

Service ● ● ● Reassign Service Request - 87: Town Hall Test Ticket

General 🔍

Act Save

Detail Reassign Service Request

Service Request ID: 87 ●

Acct/Dept: ITS - Customer Service

Type: General

Service Network

Priority: Medium

Created: Tue 6/11/2014

Age: 1 hour old

Reviewer: Unassigned

Estimated: 0.00

Requested by: Myself

Preferred Contact: Email

Preferred Contact: cbgroves

How can we help? Wired Request

Wired Request

New Responsibility *

Start typing... 🔍 ✕

Notify the new resource of the assignment.

Comments

Responsible Groups

Town Hall Test Ticket New

Service ● ● ● Reassign Service Request - 87: Town Hall Test Ticket

General 🔍

▼ Act Save

Detail Reassign Service Request

Service Request ID: 87 ●

Acct/Dept: ITS - Customer Service

Current Responsibility: ITS-ServiceDesk / Calvin Groves

Type: Network

General: **New Responsibility ***

- network
- ITS-Networking (Group)**
- SOMIT-Networking (Group)
- SOM-Lineberger-UNC-Cancer-Network (Group)

Priority: Medium

Created: Tue 6/11/2014 10:00 AM

Age: 1 hour old

Reviewer: Unassigned

Estimated: 0.00

Requested by: Myself

Preferred Contact: Email

Preferred Contact: cbgroves

How can we help?
Wired Request

Wired Request

Responsible Groups

Town Hall Test Ticket New

Service ● ● ● Reassign Service Request - 87: Town Hall Test Ticket

General 🔍

▼ Actions Save

Reassign Service Request

Service Request ID: 87 ●

Acct/Dept: ITS - Customer Service
Current Responsibility: ITS-ServiceDesk / Calvin Groves

Type: General

New Responsibility * 👤

ITS-Networking (Group) 🔍 ✕

Notify the new resource of the assignment.

Priority: Medium

Comments

Created: Tue 6/11/19

Age: 1 hour old

Reviewer: Unassigned

Estimated: 0.00

Requested by: Myself

Preferred Contact: Email

Preferred Contact: cbgroves


How can we help?
Wired Request

Wired Request

Responsible Groups

Town Hall Test Ticket

New

Service Request ID: 87 

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

Actions Add Edit Refresh Print View

Details

Acct/Dept
ITS - Customer Experience - 607000

Type
General / Support Ticket

Service
Network & Security / Networking Services

Priority
Medium

Created Tue 6/11/24 9:27 AM by Calvin Groves Last Modified Tue 6/11/24 10:36 AM by Calvin Groves

Age
1 hour old

Reviewer Unassigned **Responsibility**
ITS-Networking

Estimated Hours	Actual Hours
0.00	0.00

Requested on behalf of
Myself

Preferred contact method
Email

Preferred contact details
cbgroves@unc.edu

How can we help?
Wired Request

Wired Request

Requestor

 **Calvin Groves**
cbgroves@unc.edu
(919) 445-1919
Director, Customer Support and Outreach
University of North Carolina at Chapel Hill
730077240
[Find Referenced](#)

Attachments (0)

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



TEAMDYNAMIX EARLY ACCESS

UNC INFORMATION TECHNOLOGY SERVICES

TDX Early Access

- Early Access for **AGENTS** begins **6/24**
- Early access is **not** for customers
- Everything will **not** be complete for early access – we are working to the go-live date (7/10)

TDX Early Access – Agent Responsibilities

- **If creating tickets, only use yourself as the requestor/requested for**
 - Do not open tickets for customers
 - Notifications will go out
- **Do not send tickets to other groups**
 - Only create tickets for yourself
 - There is no expectation to work tickets in TDX until 7/10

People who do not adhere will have their early access revoked

TDX Early Access

Test your services/tickets!

- Test what the user sees before and after submission on TDClient (*client portal*)
- Test the ticket in TDNext (*agent back-end*)
- Corrections (not additions) should be sent to: TeamDynamix@unc.edu



TRAINING DETAILS



Training Details

- **Agent (Level 1) Training begins next week**
 - Sessions on Tuesday and Thursday
 - Registration is required
- Be sure you complete the TDX eLearning courses before attending Level 1 Training
 - [Using TD Next](#)
 - [Ticket Anatomy](#)
 - [Common Ticket Activities](#)
 - [Explaining the Actions Button in a Ticket](#)
- Training will be lecture style, with time for Q&A

Training Details

- **“Super” Agent (Level 2) Training** is for anyone who will work tickets on a daily, or almost daily, basis
 - Two sessions – Tuesday, June 25 and Thursday, June 27
 - Pre-requisite: Level 1 Agent Training
- **Change Management – CAB Workflow Workshop** is for anyone who submits changes to a Change Advisory Board (CAB)
 - One session – Wednesday, June 26
 - Pre-requisite: Level 1 Agent Training
- **Reporting and Dashboards Workshop** is for anyone who will prepare reports (including dashboards in TDX)
 - One session – Wednesday, June 26
 - Pre-requisite: Level 1 Agent Training

Early Access Office Hours

- **Week of June 24**

- Monday, Wednesday – 1:00pm – 2:00pm
- Tuesday, Thursday – 10:00am – 11:00am

- **Week of July 1**

- Monday, Wednesday – 10:00am – 11:00am
- Tuesday – 1:00pm – 2:00pm

Sessions will not be recorded.



HOW WE'RE COMMUNICATING



UNC INFORMATION TECHNOLOGY SERVICES

Communications

For faculty, staff, and students:

- Minimal impact
- Formal notice email
- Announcing the change
- Timing: A couple days before



For HR, Finance, and IT staff:

- Slightly larger impact
- Emails to HR Officers, Campus Unit Finance Leads, ITEC
- Requesting help spreading the word, specific information about their areas
- Timing: Within a week from now

For Agents

- We will continue sending emails and posting them to the website: tarheels.live/customersupporttool
- Go-live Town Hall webinar
 - Tuesday, July 9 at 3:00pm
 - Check the [Events Calendar](#) for the Zoom link



Q&A





**INFORMATION
TECHNOLOGY SERVICES**

