

D6.3 – ELViS HELPDESK: a unified helpdesk system to support researchers access the collections and DoD services

[WIM VAN DONGEN](#), [LAURA TILLEY](#)
[WOUTER ADDINK](#), [ANA CASINO](#)

DOI: 10.5281/zenodo.4534229

Grant Agreement Number | 823827

Acronym | SYNTHESYS PLUS

Call | H2020-INFRAIA-2018-2020

Start date | 01/02/2019

Duration | 48 months

Work Package | [WP6]

Work Package Lead | [Wouter Addink]

Delivery date | [31.01.2021] – extended to [15.02.2021]



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

Contents

Summary	3
1. Context	3
2. Work methodology	3
3. Description of Deliverable	6
Appendix A – Overview of main ELViS Helpdesk Demonstrator functionalities	7
General	7
Homepage	7
Landing page after login:	7
Standard helpdesk ticket form	8
Categories for standard helpdesk ticket form	8
Prioritisation for standard helpdesk ticket form	9
Options of Administration tab	9
Options for configuring the helpdesk functionality 1 / 2	9
Options for configuring the helpdesk functionality 2 / 2	10
Administration – general settings	10
Administration – email settings	12
Administration – user management	14
Administration – ticket categories management	15
Administration – custom fields management	15
Administration – custom statuses management	16
Administration – canned responses management	16
Administration – reports	17



Summary

1. Context

The objective of Deliverable 6.3 (D6.3), due 31st January 2021, was to choose and implement a helpdesk as a demonstrator (Technical Readiness Level 6) ready for testing. The deliverable is running here: <https://dissco.jitbit.com>. The helpdesk system will provide support by distributed partners to support researchers access the collections and Digitizing on Demand (DoD) services. This access is provided through Virtual and Transnational Access, which researchers can request through ELViS (the European Loans and Visits System developed in the JRA1 work package). Testing will be done by the NA2 work package towards milestone MS27 (helpdesk system beta operational), which is due 31 July 2021. The scope of the helpdesk and work plan for successfully fulfilling D6.3 was delivered as a milestone report (MS49) “Plan for Helpdesk Implementation” (DOI: 10.5281/zenodo.4064751)” submitted under JRA1 on the 30th September 2020. MS49 outlines, at a high level, the requirements of a helpdesk system initially focused on providing support to ELViS. Long term sustainability requirements are also given in terms of the scalability of the helpdesk to support other services in DiSSCo (the Distributed System of Scientific Collections research infrastructure), although since many of these services need to be developed, their exact needs are yet unknown. Additionally, MS49 provides a preliminary list of ‘off the shelf’ helpdesk systems and an evaluation of their compatibility.

Following onwards, further work was conducted to successfully complete D6.3, which is explained in more detail in Section 2. The work was largely coordinated under NA2 Task 2.4 “Run helpdesk for online support’ partners (MNHN, RBINS, Naturalis, RMCA, NHM) led by CETAF with collaboration and technical support from JRA1 (led by Picturae and Naturalis).

2. Work methodology

The work to fulfil D6.3 was completed in the following three phases:

Phase 1: Collation of helpdesk feature requirements - September - Early November 2020.

T2.4 and JRA1 partners were asked to identify helpdesk functional features needed for the distributed system to provide optimal support for ELViS users, in addition to the ones already listed in MS49 (e.g. ticket system, email support, canned replies, etc.). Feedback was collected in a shared google sheet.

Phase 2: Prioritisation of feature requirements - Early November - Early December 2020

Feature requirements collected in Phase 1 were prioritised using the MoSCoW Method (Must have, Should have, Could have and Won't have) in order to attain a shared agreement on essential requirements, so that the ‘off the shelf’ helpdesk systems could be critically evaluated for suitability. T2.4 partner’s plus RBGE individually scored features, for example indicating a ‘M’ for must have, ‘S’ for should have, etc. CETAF tallied the number of M, S, C, Ws allocated to each feature, and the



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

prioritisation was based on a majority. A meeting was conducted on the 1st December to agree and finalise the prioritisation. Table 1 shows the final results for feature prioritisation.

Phase 3 Evaluation and shortlisting of systems Early December 2020 - Early January 2021

Altogether, 13 helpdesk systems were evaluated. The shortlisting of the most appropriate helpdesk system for the ELViS has taken into account the required technical features and the price (allocated budget - 5000 euros). In addition, future sustainability was considered with regards to its expansion to include other DiSSCo services and its ability to be incorporated into the research infrastructure in the future, as well as transferrable to other host servers or clouds, technical expertise needed for maintenance, as well as being affordable long term.

Ranking was primarily done by CETAF, supported by research previously done by T2.4 partners on the different systems as part of MS49. The presence of required features were summed and the systems that had the most 'must have' features, and then 'should have' features were ranked the highest. For the shortlisting of current affordability, price quotas were based on a minimum number of 8 agents. This is the current number of partners involved in T2.4. Most of the helpdesk systems are paid per agent/month, this type of billing is not ideal for assessing sustainability because it is unclear on the number of personnel needed to run the Helpdesk in the future.

Results from the evaluation of present required features and price are as follows:

- **Jitbit** (<https://www.jitbit.com/>) is considered the best choice – for both features and price. It matches almost all of the demands and wishes listed in phase 1 for the ELViS helpdesk. Furthermore it is ideal because of the 1 time payment which includes an unlimited number of agents, important since the system should provide support through a potentially large number of distributed partners, hence a large number of agents. A downside is that upgrades are expensive (around 1000 euros). Thus it depends on how often it needs to be upgraded.
- **Freshdesk** (<https://freshdesk.com/>) and **Happyfox** (<https://www.happyfox.com/>) were ranked 2nd and 3rd for features, however they are out of budget, and potentially expensive in the long term since their payment type is per agent/per month.
- **Topdesk (4th)** (<https://www.topdesk.com/>) also goes beyond the current budget.

The next best systems that are in budget (all have per agent/month billing type):

- Zoho (standard or professional packages), Helpscout, GrooveHQ, live agent.
- Redmine is open source, but ranked because of low presence of feature requirements, and the need for technical expertise to customise the feature and maintain it.

CETAF presented their final rankings/shortlist to T2.4 and JRA1 partners on the 21st December 2020 and gave a deadline of the 8th January 2021 for confirmation of agreement or further recommendations. Two responses were received asking why Redmine was not chosen, to which CETAF responded with the reasons as mentioned above.



Table 1. The prioritisation of considered helpdesk system requirements.

Must have	Should have	Could have
Ticketing System	Customisable	Group email distribution
Multi-lingual	Scalable (i.e can be expanded to include other services).	reporting features, dashboard, analysis tools
Trustworthy	Data migration	Split and merge tickets
API integration	AAI Support	
Connect with Github	Form design	
Security	Canned replies	
Good user experience	Resource management tools, tick response times, overview of ticket types.	
File sharing	Collaboration tools	
Storage space		
Alerts and notifications		
Automated workflows		
Email import		



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
 Synthesis of Systematic Resources
 a DiSSCo project

3. Description of Deliverable

The Jitbit system was chosen for implementation of the helpdesk demonstrator due to the completeness of its functionality which matched almost all of the demands and wishes for the ELViS helpdesk, listed during phase 1, it has a user friendly and intuitive interface with possibilities for interoperability with other systems. In addition the JitBit helpdesk system can be run as a SaaS solution on the hosting of the JitBit supplier and also has a reasonable pricing.

A trial version of the JitBit system was configured on the hosting of the JitBit supplier, operational on Wednesday the 27th of January 2021, for a trial period of 21 days, which can be extended.

The first installation and configuration of the ELViS Helpdesk Demonstrator, which can be reached here: <https://discco.jitbit.com>, was done by Picturae and after a short introduction to the SYNTHESYS+ NA2 T2.4 team on Tuesday the 2nd of February 2021, Picturae handed over the admin access to CETAF for further configuration, exploration and testing during the trial period.

The system can take in helpdesk requests in two ways: either automatically via email (by sending an email to: support@discco.jitbit.com), or manually by registered users in the system filling in a helpdesk ticket form. The functionality for turning emails into helpdesk tickets will in due time be connected to the build-in helpdesk form in ELViS.

Appendix A provides an overview of the main functionalities that the ELViS Helpdesk Demonstrator now offers, when logged in as an admin user.



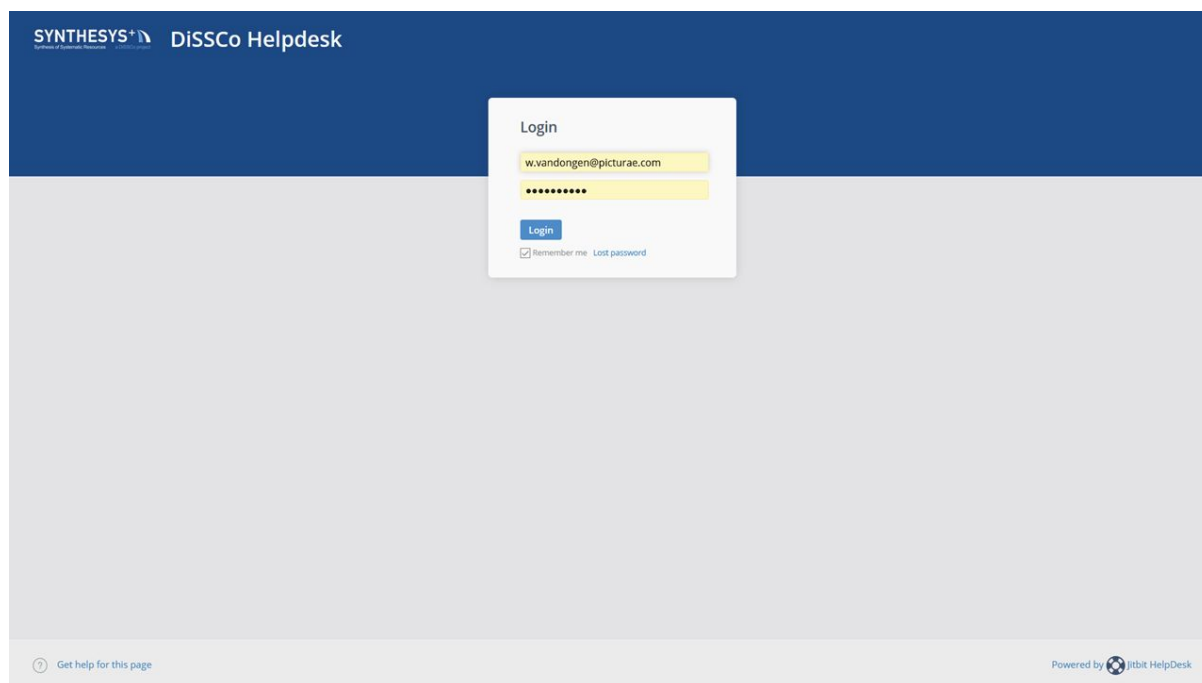
SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

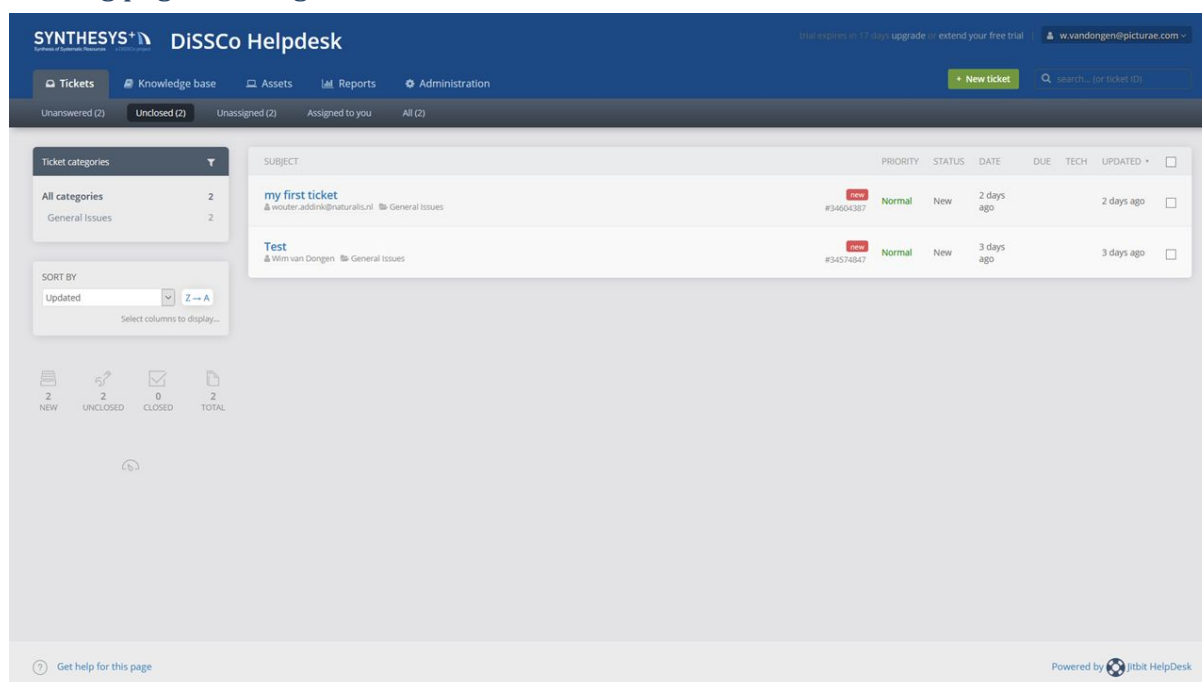
Appendix A - Overview of main ELViS Helpdesk Demonstrator functionalities

General

Homepage



Landing page after login:



SYNTHESES+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESES+
Synthesis of Systematic Resources
a DiSSCo project

Standard helpdesk ticket form

SYNTHESYS+ DiSSCo Helpdesk

Initial expires in 17 days upgrade or extend your free trial | w.vandongen@picturae.com

Tickets Knowledge base Assets Reports Administration

search... (or ticket ID)

NEW TICKET

☐ Submit on behalf of another user

Select category Priority - Normal

Subject

B I U Ticket details

Submit Advanced...

attach a file... capture screen...

Get help for this page Powered by Jitbit HelpDesk

Categories for standard helpdesk ticket form

SYNTHESYS+ DiSSCo Helpdesk

Initial expires in 17 days upgrade or extend your free trial | w.vandongen@picturae.com

Tickets Knowledge base Assets Reports Administration

search... (or ticket ID)

NEW TICKET

☐ Submit on behalf of another user

Select category Priority - Normal

- General Issues
- TECHNICAL
- Bug reports
- Feature requests

Subject

B I U Ticket details

Submit Advanced...

attach a file... capture screen...

Get help for this page Powered by Jitbit HelpDesk

<https://diSSCo.jitbit.com/helpdesk/Tickets/New#>



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

Prioritisation for standard helpdesk ticket form

SYNTHESYS⁺ DiSSCo Helpdesk

trial expires in 17 days upgrade or extend your free trial | w.vandongen@pictureae.com

Tickets Knowledge base Assets Reports Administration

search... (or ticket ID)

NEW TICKET

☐ Submit on behalf of another user

Select category Priority - Normal

Low
Normal
High
Critical

Subject

B I U 0

Ticket details

Submit Advanced...

attach a file... capture screen...

Get help for this page

Powered by Jitbit HelpDesk

Options of Administration tab

Options for configuring the helpdesk functionality 1 / 2

SYNTHESYS⁺ DiSSCo Helpdesk

trial expires in 17 days upgrade or extend your free trial | w.vandongen@pictureae.com

Tickets Knowledge base Assets Reports Administration

New ticket search... (or ticket ID)

General settings

General settings
General application settings: colors, options, etc.

Email settings
Email integration settings - notifications, inbound emails etc.

Users
Users and their companies, roles and permissions

Tickets

Ticket categories
Adding/removing ticket (and KB) categories, editing permissions to handle tickets in categories.

Custom fields
Custom fields you might want to add to your tickets. Like "order number" or "issue type" etc.

Custom statuses
Add custom statuses besides the default "new", "in process" and "closed".

Canned responses
Canned responses

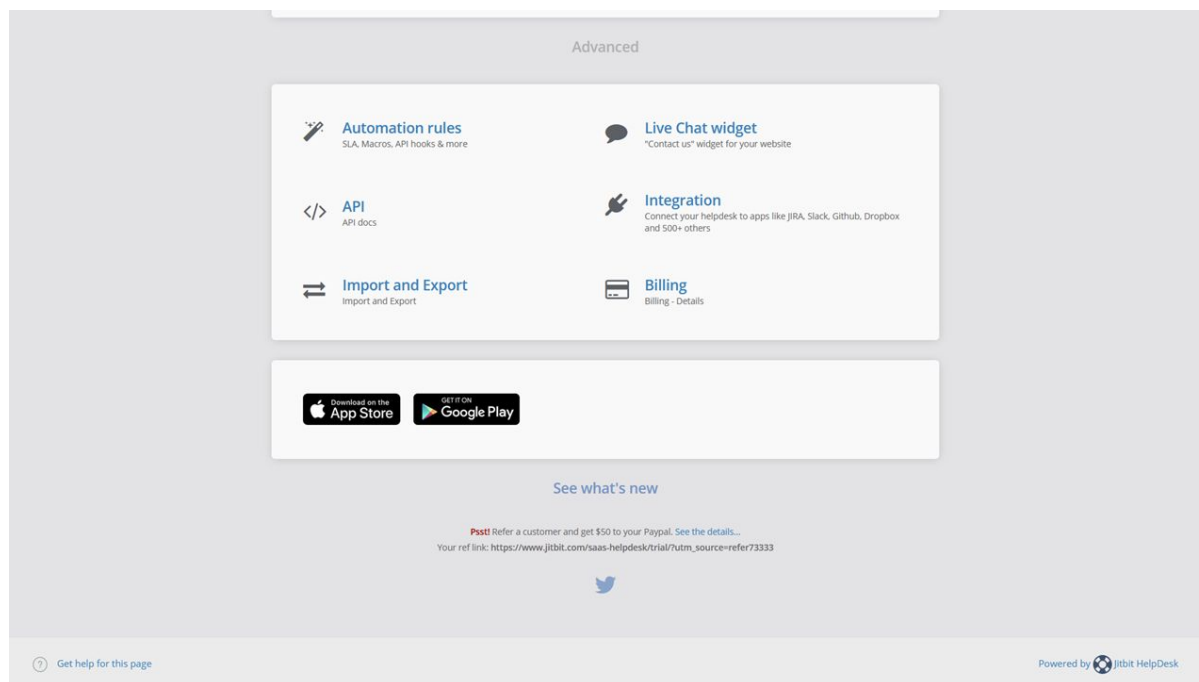
Advanced



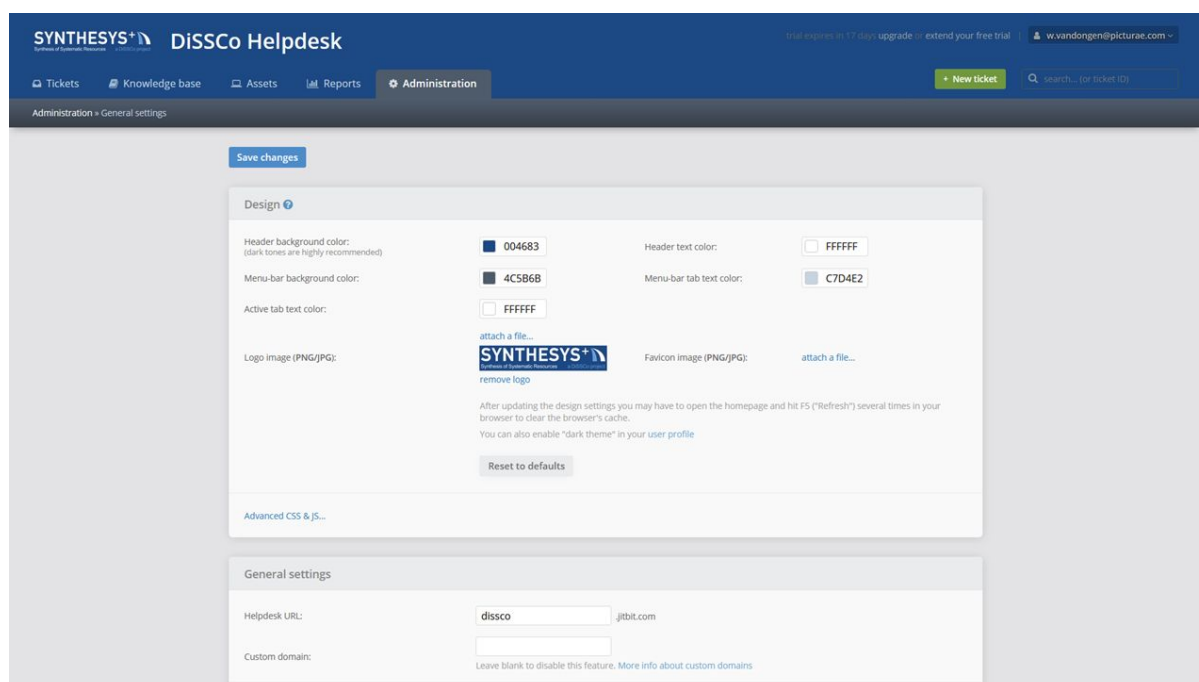
SYNTHESYS⁺ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS⁺
Synthesis of Systematic Resources
a DiSSCo project

Options for configuring the helpdesk functionality 2 / 2



Administration – general settings



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

General settings

Helpdesk URL: jibit.com

Custom domain: Leave blank to disable this feature. [More info about custom domains](#)

Helpdesk title (displayed on top): Title link (optional):

Note on the ticket creation page:

This note is shown at the top of the ticket creation page and in the widget. Use it to provide some tips for users before they create a new ticket. Or to add a checkbox-input requiring users to agree to your TOS/Privacy policy. HTML allowed. Shown on user registration page too.

Top announcement bar message:

If you have an urgent important announcement for your users - show it at the top of every page on a yellow bar. HTML allowed. [Advanced...](#)

☐ Hide the 'powered by' label from the page footer and from emails

Region

Language: Used for UI language and calculating public holidays (for time-based reports).

Time zone: Current UTC time is: 16:32:21
Current time on your computer: 17:32:23 set to your local timezone...

Working hours: From to Optional. Used to correctly calculate "response time" etc. [add custom holidays...](#)

Various settings

☐ Restrict ticket deletion and marking as spam to Admins only (uncheck to allow users to delete their own tickets)

☐ Restrict ticket closing to Technicians only (uncheck to allow users to close their own tickets)

☐ Restrict ticket priority to Technicians only (uncheck to allow users to set ticket priority)

☐ Everyone sees everyone's tickets (not recommended)

☐ Disable "Assets" module

☐ Disable avatars

☒ Auto-assign the first replying technician as ticket-agent (recommended)

☐ Allow assigning a ticket to multiple technicians (not recommended)

☐ Allow users from the same company to see each other's tickets

☐ Disable automatic 'time spent' clock on the ticket page

Default category (pre-selected on the 'new ticket' page):

Auto-close inactive tickets after (days): If a ticket has not been answered by the SUBMITTER within this time, the ticket is closed. "0" means never.

Minimum characters required in subject & body: When creating new tickets.

Reopen closed tickets on new replies: ☐ Yes ☒ No If posted within 30 days

Knowledge base

☐ Disable the knowledge-base

☐ Allow unregistered users to access the Knowledge Base

☒ Show KB suggestions hint from Jibit Bot to technicians in new tickets

KB description:

Shown above the search bar. HTML allowed



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

KB homepage: Show top 5 articles per category

☒ Ideas forum

Choose a custom name if you don't like the default: "Ideas forum"

Authentication settings

☐ Allow unregistered users to submit tickets without logging in

☐ Allow new users to register themselves (uncheck if you want to create all new users MANUALLY)

☒ Allow users to edit their username and email

☐ Disable "Remember me" (recommended for HIPAA-compliance)

☐ Enable 'login with Google'

Shared secret for remote authentication: [Generate](#)

Used for automatic user sign-in. See the manual for more info about the remote authentication API.

Remote login URL:

Optional. Redirect users to a custom login page of your site or app. Access "/User/Login?noredirect=1" in your browser to prevent the redirect for debugging purposes.

Password policy: [Password has to be 8 chars long, contain a lower case letter, contain an upper case letter, contain a number](#)

☐ Enable SAML 2.0 single sign on

Active Directory: [If you want to remotely-authenticate users via your Active Directory - download the AD-authentication integration script here, you'll find the installation instructions inside.](#)

[Save changes](#)

[Get help for this page](#) Powered by Jitbit HelpDesk

Administration - email settings

SYNTHESYS+ DiSSCo Helpdesk trial expires in 17 days upgrade or extend your free trial w.vandongen@pictureae.com

[Tickets](#) [Knowledge base](#) [Assets](#) [Reports](#) [Administration](#) [New ticket](#)

Administration » Email settings

[Save changes](#)

Incoming mail settings

We created an email address for you - support@diSSCo.jitbit.com. Simply setup email-forwarding to this address. All messages sent to this mailbox will instantly create tickets.

In addition you can add your own POP/IMAP accounts below

[Edit incoming mailboxes...](#)

Helpdesk will periodically check these email addresses and generate tickets from the incoming emails

New tickets go to default category: **General Issues**

☒ Accept emails from unregistered users. [Manage exceptions...](#)

☒ Add all emails from CC and TO fields to ticket-subscribers

☒ Extract the original sender from forwarded emails and create a ticket on their behalf

☒ Auto-create companies from email-domains [Manage exceptions...](#)

PS. Also, don't forget to check our [Email API](#)

Email notifications

☒ Email notifications enabled (warning: disabling this setting turns off all email functionality)

☒ Send ticket confirmation notification (the one users get after submitting a new ticket)

☐ Send "Ticket closed" notification

☒ Notify all administrators of new tickets



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

Email notifications ⓘ

☒ Email notifications enabled (warning: disabling this setting turns off all email functionality)

☒ Send ticket confirmation notification (the one users get after submitting a new ticket)

☐ Send "Ticket closed" notification

☒ Notify all administrators of new tickets

☒ Notify technicians of new tickets in their categories (remember to edit the category permissions)

☐ Notify ALL technicians in a category when a customer updates a ticket (not just the ticket-technician and ticket-subscribers)

☐ Notify ALL technicians in a category when another technician TAKES a ticket

☐ Notify ALL technicians in a category when a KB article is created or updated

☒ Include attachments into outgoing notifications ⓘ

☒ Send 'autologin' links in email notifications ⓘ

☐ Send ticket updates to all subscribers in CC instead of an individual email to every subscriber (not recommended). ⓘ

Outgoing email settings ⓘ

"From":
If you're using a custom "from" address and customers complain that some emails are false-detected as "spam", you might want to set SPF-records for your domain.

"From" name:
Example "MyCompany Support Team". Used for all email notifications, except human replies (in this case, the "From" name will be the name of the user or technician who wrote the message).

☐ Use "From Name" for ALL outgoing notifications
When checked, all outgoing email notifications will have "DiSSCo Support Team".

"Reply-to":
It is recommended to set the 'Reply-To' address to one of email addresses that is being checked by Helpdesk (see "Incoming mail settings" above).

SMTP server settings:

SMTP server settings:

☒ Use Jitbit's SMTP server

SMTP server address:

SMTP server port: (25, 465, 587 etc.)

☐ SMTP server requires authentication

SMTP username:

SMTP password:

☐ Use SSL/TLS to connect to the SMTP server

[Test SMTP settings...](#)

Email Templates ⓘ (leave a template empty to skip sending that message)

"New ticket" email template
Sent to technicians when a new ticket arrives. All technicians that have permissions to the category get one of these.

Subject
RE: #Subject#

Body:

[#URL#](#)
NOTE: When replying to this email please leave the subject-line intact.

"Ticket-updated" email template
Sent to both technicians and ticket-submitter (and all ticket-subscribers if any) when a new reply is added to the ticket

Subject
RE: #Subject#

Body:

[#URL#](#)
#Recent_messages#
#Body#
#Category# | #Status# | #Priority# priority
NOTE: When replying to this email please leave the subject-line intact.



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
 Synthesis of Systematic Resources
 a DiSSCo project

SYNTHESYS+
Software for Business and Technology

DISSCo Helpdesk

Trial expires in 17 days: [upgrade](#) or [extend your free trial](#)

w.vandongen@picturae.com

[Tickets](#)
[Knowledge base](#)
[Assets](#)
[Reports](#)
[Administration](#)

[+ New ticket](#)

Administration » Users, companies and permissions

[Add user...](#)

[Download CSV](#)
[Upload CSV](#)

[Companies...](#)
[Departments...](#)
[Custom fields...](#)

[All](#)
[Regular users](#)
[Technicians](#)
[Admins](#)
[Deactivated users](#)
["is manager"](#)

USERNAME	FIRST NAME	LAST NAME	COMPANY	LAST SEEN		DEACTIVATED	<input type="checkbox"/>
Laura Tilley laura.tilley@cetaf.org	Laura	Tilley			✓		<input type="checkbox"/>
w.vandongen@picturae.com w.vandongen@picturae.com	Wim	van Dongen		1/30/2021 11:26:00 AM	✓		<input type="checkbox"/>
wouter.addink@naturalis.nl wouter.addink@naturalis.nl	Wouter	Addink		1/28/2021 9:53:00 AM	✓		<input type="checkbox"/>

Total: 3

Get help for this page

Powered by Jitbit HelpDesk



Administration – ticket categories management

The screenshot shows the 'Administration' section of the SYNTHESYS+ DiSSCo Helpdesk. The breadcrumb trail is 'Administration > Ticket categories and permissions'. A button 'Add new category' is visible. Below it is a table of ticket categories:

TICKET CATEGORIES	ACCESS TYPE
General Issues	Everyone
↳ Technical	
Bug reports	Everyone
Feature requests	Everyone

Below the table, a note states: 'Click on a category to edit its properties. Reorder by dragging and dropping. Optionally, categories can be organized into Sections. Sections are just "folders" that contain categories.'

At the bottom, there is a link 'Get help for this page' and a footer 'Powered by Jitbit HelpDesk'.

Administration – custom fields management

The screenshot shows the 'Administration' section of the SYNTHESYS+ DiSSCo Helpdesk. The breadcrumb trail is 'Administration > Custom fields'. A 'Create' button is visible. Below it, a text box explains: 'Custom Fields are additional properties you want your tickets to have. For example, you might want to add a field named "Computer model" to your tickets, so the user fills this field when submitting a new ticket. You can reorder the fields using drag and drop.'

Below the text box, a note states: 'You can also set up custom fields for Users, for Companies and for Assets'.

At the bottom, there is a link 'Get help for this page' and a footer 'Powered by Jitbit HelpDesk'.



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

Administration – custom statuses management

The screenshot shows the 'Administration - Custom statuses' page in the SYNTHESYS+ DiSSCo Helpdesk. The header includes the logo, navigation links (Tickets, Knowledge base, Assets, Reports, Administration), a 'New ticket' button, and a search bar. The main content area has a 'Create' button and a text box. A note explains that custom statuses can be added to tickets, with examples like 'New', 'In progress', and 'Resolved'. A footer link 'Get help for this page' and 'Powered by Jitbit HelpDesk' are visible.

SYNTHESYS+ DiSSCo Helpdesk

trial expires in 17 days | upgrade | extend your free trial | w.vandongen@picturae.com

Tickets Knowledge base Assets Reports **Administration**

Administration > Custom statuses

+ New ticket search... (or ticket ID)

You can add "Custom Statuses" to your tickets, in addition to the default ones, which are "New", "In progress" and "Resolved". Every custom status has a name and a text-caption, used for the button, that moves a ticket to this status.
For example: you can add a custom status named "On hold", with a "Put on hold" button.

Create

Get help for this page Powered by Jitbit HelpDesk

Administration – canned responses management

The screenshot shows the 'Administration - Canned responses' page in the SYNTHESYS+ DiSSCo Helpdesk. The header is identical to the previous page. The main content area has a 'quick find' search bar and a list of canned responses: 'Hope that helped' and 'Looking into this', each with an edit icon. An 'Add new...' button is at the bottom of the list. A note explains that canned responses are snippets of text for replies. A footer link 'Get help for this page' and 'Powered by Jitbit HelpDesk' are visible.

SYNTHESYS+ DiSSCo Helpdesk

trial expires in 17 days | upgrade | extend your free trial | w.vandongen@picturae.com

Tickets Knowledge base Assets Reports **Administration**

Administration > Canned responses

+ New ticket search... (or ticket ID)

Canned responses are snippets of text that any tech can paste into a reply. Use them to store answers to frequently asked questions and save your time.

quick find

Hope that helped

Looking into this

Add new...

Get help for this page Powered by Jitbit HelpDesk



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project

Administration – reports

SYNTHESYS+ DiSSCo Helpdesk

trial expires in 17 days upgrade or extend your free trial | w.vandongen@picturae.com

Tickets Knowledge base Assets **Reports** Administration

[+ New ticket](#)

- Summary**
Build a ticket-report by date range, category, status and export to Excel
- Tickets per day**
Tickets per day
- Custom reports**
Build a custom report (billing, grouping etc.)
- Response speed**
Average response and resolution speed
- User Statistics**
Tickets created by a user within a date range
- Companies statistics**
Tickets grouped by companies
- Audit Log**
Contains entries of various actions and events like deleting tickets, categories, custom fields, users, companies, etc.
- Scheduled Tickets**
A list of all tickets that are scheduled for repetition
- Due dates calendar**
Upcoming due tickets showed in a calendar
- Technician Statistics**
Tickets handled by a user within a date range
- Knowledge base**
Knowledge base Reports
- Customer satisfaction**
Satisfaction rating summary
- Real-time dashboard**
Real-time dashboard
- Deleted tickets**
Trash bin - recently deleted tickets



SYNTHESYS+ was funded by the Horizon 2020 Framework of the European Union under the H2020 Open Innovation and Open Science Research Infrastructure call.

SYNTHESYS+
Synthesis of Systematic Resources
a DiSSCo project