There are several options to find and display tickets.

Use this option	When you want to find and display
Menu – Home (End User)	Tickets created for you.
Quick Dashboard (End User)	Tickets created for you.
Search (End User)	Tickets created for you based on specific criteria.
Menu – Operation (Technician)	*All tickets for incidents or service requests. Available for technicians (support person) only.*
Menu – Transition (Technician)	*All tickets for change requests. Available for technicians (support person) only.*
MyHistory (Technician)	*Tickets you have recently displayed or updated. Available for technicians (support person) only.*
Quick Call (Technician)	*Tickets created for a specific person. Available for technicians (support person) only.*
Quick Dashboard (Technician)	*Tickets assigned to you or your group. Available for technicians (support person) only.*
Search – Simple/Advanced (Technician)	*Tickets based on specific criteria. Available for technicians (support person) only.*

Menu – Home *(for end users)*

Use the Home menu when you want to find and display tickets created for you.

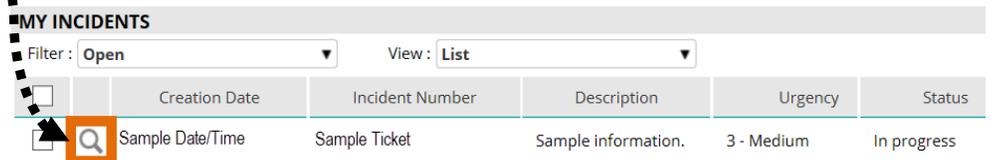**1.** Select: My Incidents.
   --or-- My Service Requests.

➔ Quick links are available in the list under the Home Menu and in the box near the bottom of the portal page.
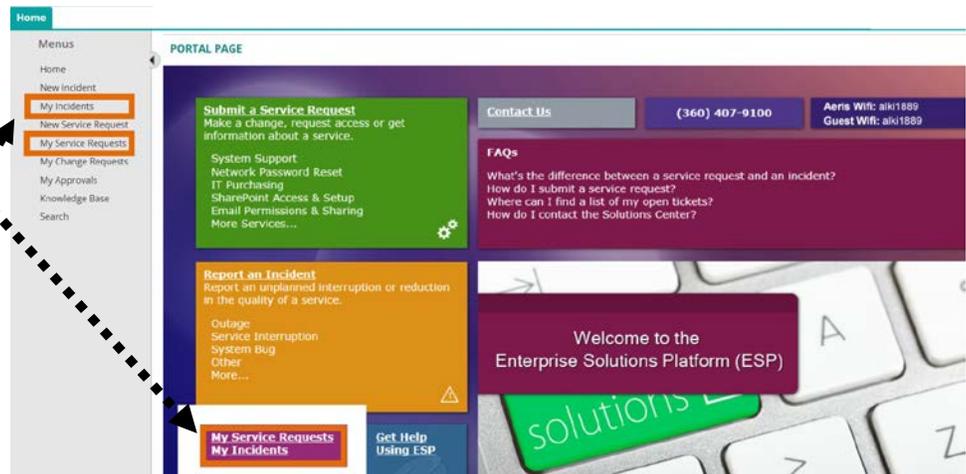
ESP will display a list of tickets based on your selection. Select 🔍 magnify icon to display details.

➔ Change the filter and view if needed. For example, if you're looking for 'closed' tickets they won't be included in the list if the filter is set for 'open' tickets.

In this example, there is one item in the list of tickets. The filter is 'open' and the view is 'list'.

■MY INCIDENTS

Filter : Open ▼		View : List ▼		
☐	Creation Date	Incident Number	Description	Urgency	Status
☐ 🔍	Sample Date/Time	Sample Ticket	Sample information.	3 - Medium	In progress

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Quick Dashboard *(for end users)*

Use Quick Dashboard when you want to find and display tickets created for you.

➔Quick dashboard is located in the banner near the bottom of ESP pages.

1. Select: ▣ Incidents icon.
-- or -- ▣ Services icon.

2. Select: 🔍 Magnify icon to display the item.

➔If the list has more than five (5) items, select the list title to display more items.

In this example, we select the 🖥 Services icon to find and display our Service Requests.

0   1   0   7

Approvals   Incidents   Changes   Services
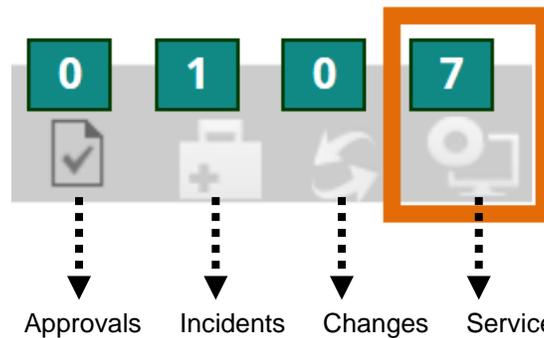
☑ Approvals are not yet fully implemented for end users.
🔄 Changes are not yet fully implemented for end users.

In this example, there are seven (7) service requests.

➔ESP will display the most recent five (5) items that are in progress. To view all of the items in the list, select the title.

SERVICES (7)

Status	Number	Creation Date	Topic	Delivery Date
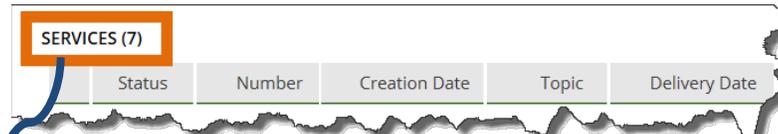
MY SERVICE REQUESTS

Filter : **In Progress** ▼   View : **List** ▼

		Creation Date	Number	Topic	Status
☐	🔍	Sample Date/Time	Sample Service Request	Other (CI Application)	In progress
☐	🔍	Sample Date/Time	Sample Service Request	Other (Non CI Application)	In progress
☐	🔍	Sample Date/Time	Sample Service Request	Questions or Training (CI Application)	In progress
☐	🔍	Sample Date/Time	Sample Service Request	General Inquiry	In progress
☐	🔍	Sample Date/Time	Sample Service Request	General Inquiry	In progress
☐	🔍	Sample Date/Time	Sample Service Request	Equipment/Laptop Checkout	In progress
☐	🔍	Sample Date/Time	Sample Service Request	General Inquiry	In progress

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Search *(for end users)*

Use search when you want to find and display tickets based on specific criteria.
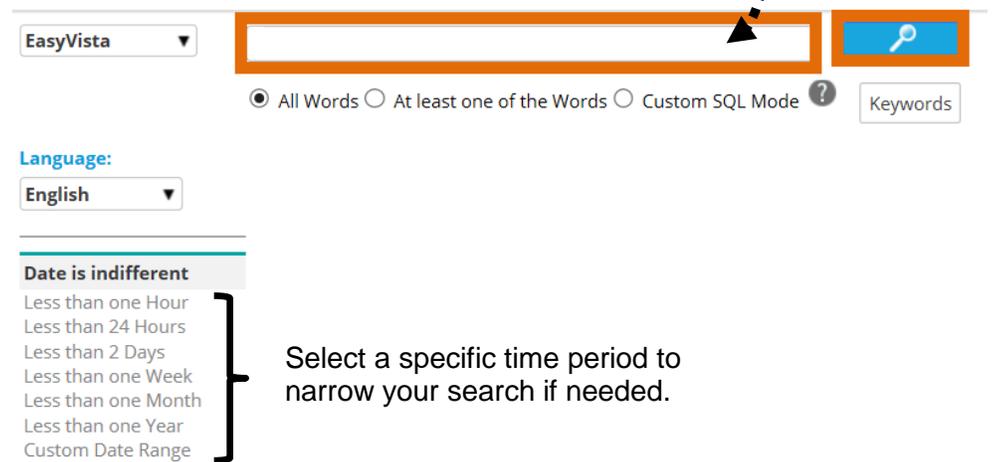
1. Select: Search.
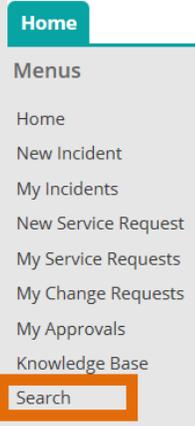
2. Input: Search criteria.

3. Select: 🔍 Search icon.

ESP will display a list of items based on your search.

You can input partial search criteria and/or use % (wildcard) but at least 3 characters are required for the search to activate.

- For example, Sam or Sample or %Sam or Sam%.

Select a specific time period to narrow your search if needed.

Menu – Operation (*for technicians*)

Use the Operation menu when you want to find and display all tickets for incidents or service requests.

**1.** Select: Operation.

2. Select: Actions.
   --or-- Incidents.
   --or-- Service Requests.

3. Select: Item from the dropdown list depending on the type of ticket you want to find or display.
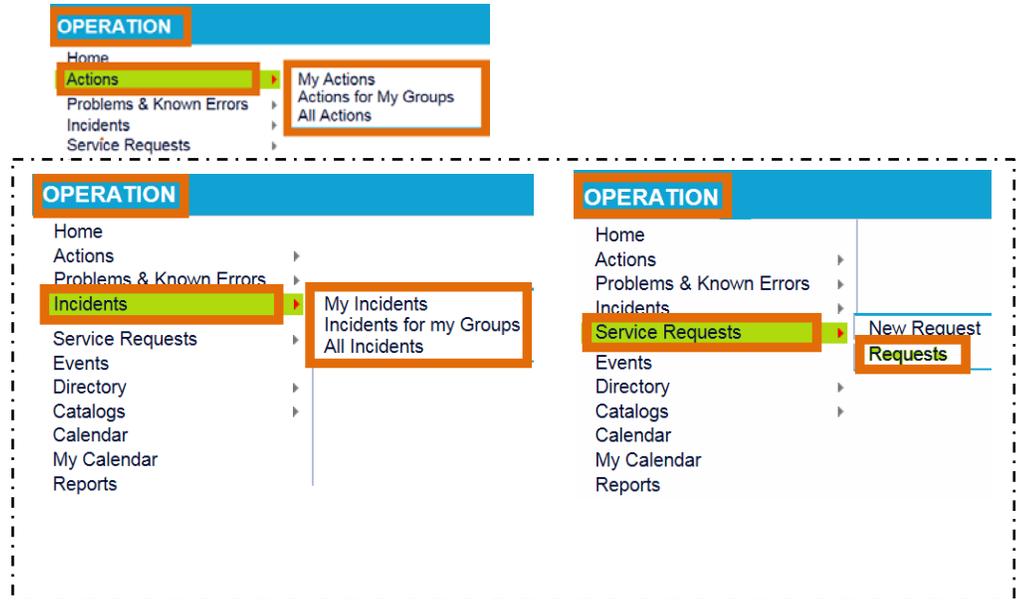
ESP will display a list of tickets based on your selection. Select 🔍 magnify icon to display details.

➔ Change the filter and view if needed. For example, if you're looking for 'closed' tickets they won't be included in the list if the filter is set for 'in progress' tickets.

In this example, there is one item in the list of tickets. The filter is 'in progress' and the view is 'list'.
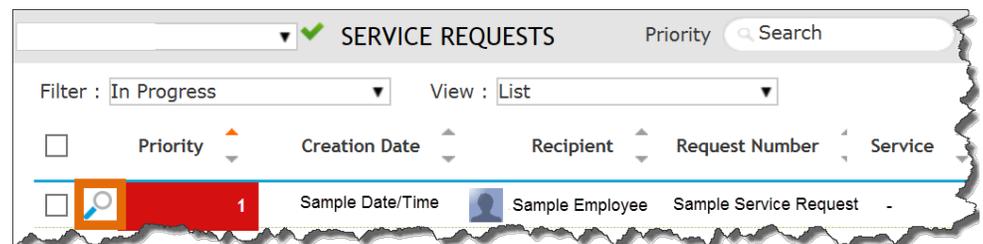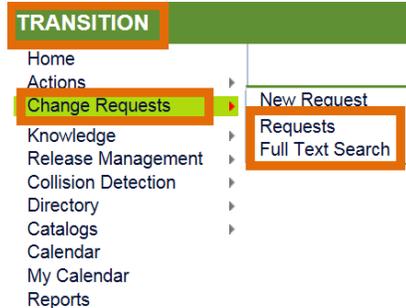
Menu – Transition (*for technicians*)

Use the Transition menu when you want to find and display all tickets for change requests.

1. Select: Transition.

**2.** Select: Change Requests.

3. Select: Requests.

ESP will display a list of items. Select 🔍 magnify icon to display details.

➔ Change the filter and view if needed. For example, if you're looking for 'closed' tickets they won't be included in the list if the filter is set for 'open' tickets.

TRANSITION

Home
Actions ▸
Change Requests ▸   New Request
Knowledge   Requests
Release Management   Full Text Search
Collision Detection ▸
Directory ▸
Catalogs ▸
Calendar
My Calendar
Reports

Select 'requests' from the dropdown list if you want to find and display change requests. Full Text Search is also available from the dropdown list if you want to search using specific criteria.
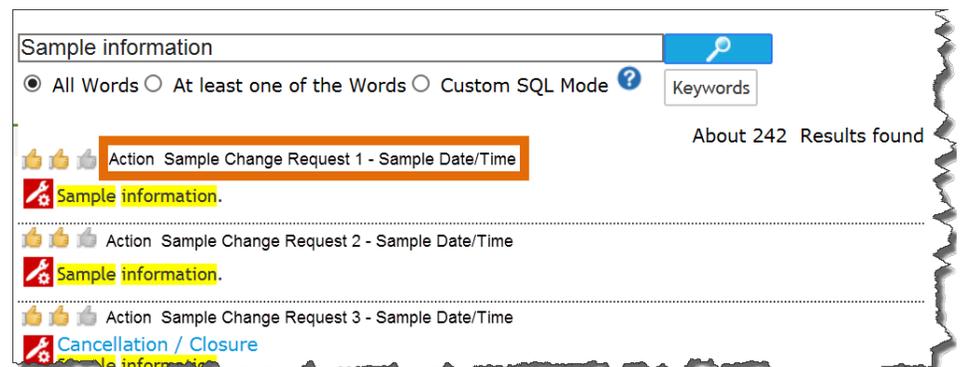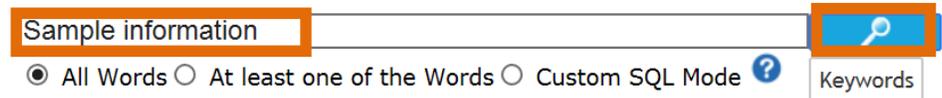
In this example, there is one item in the list of tickets. The filter is 'open' and the view is 'list'.
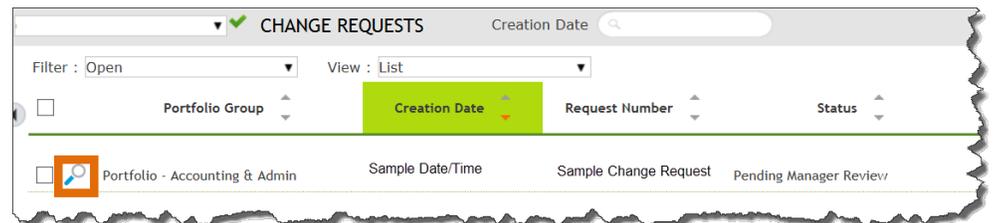
If you select Full Text Search, ESP will prompt you for additional information.

1. Input: Search criteria.

2. Select: 🔍 Search.

ESP will display a list of items based on your search. Select an item to display details.

Sample information [   ] 🔍

○ All Words ○ At least one of the Words ○ Custom SQL Mode ❓ Keywords

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MyHistory (*for technicians*)

Use MyHistory when you want to find and display tickets that you have recently displayed or updated.

➔MyHistory is located on the left-side navigation.

1. Select: Arrow next to MyHistory.

2. Select: Item in the MyHistory list.

ESP will display the last ten (10) items that you have recently displayed or updated.

➔A ticket may be displayed multiple times in the MyHistory list. For example, if you recently displayed a ticket and then updated the same ticket then it may be displayed as a separate item 2 times in the MyHistory list.
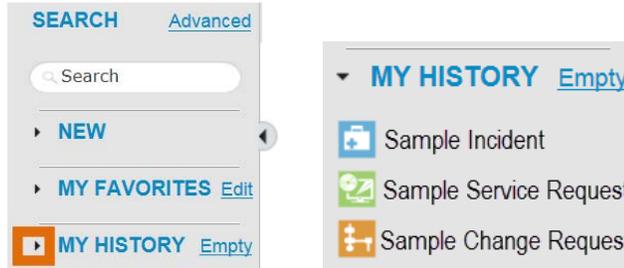
To remove (refresh) the list of items in history, select 'Empty' next to MyHistory.

Quick Call (*for technicians*)

Use Quick Call when you want to find and display tickets that are created for a specific person.

➔Quick Call is located on the right-side of the banner near the top of ESP pages.

1. Input: Name of customer.

2. Press: Enter.

ESP will display a list of tickets that are created for that name. Select 🔍 magnify icon to display details.

➔If there's more than one match for the name that you input, ESP will display a list of names. Select 🔍 magnify icon next to a name and ESP will display a list of tickets that are created for that name.

➔Change the filter and view if needed. For example, if you're looking for 'closed' tickets they won't be included in the list if the filter is set for 'in progress' tickets.
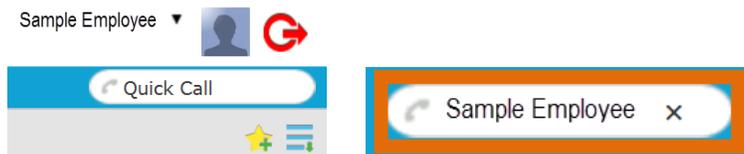
In this example, there are several items in the list of tickets. The filter is 'in progress' and the view is 'list'.

	Creation Date	Type	Number	VIP Indicator	Category / Service Description	Description	Status
🔍	Sample Date/Time	Sample Service Request		-	General Inquiry	Sample information.	In progress
🔍	Sample Date/Time	Sample Incident		-	Pending Review	-	In progress
🔍	Sample Date/Time	Sample Incident		-	Pending Review	-	In progress
🔍	Sample Date/Time	Sample Change Request		-	PM Review - Accounting & Admin	-	In progress
🔍	Sample Date/Time	Sample Change Request		-	Normal Change	-	Reopened

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Quick Dashboard (for *technicians*)

Use Quick Dashboard when you want to find and display tickets that are assigned to you or your group.

➔Quick dashboard is located in the banner near the bottom of ESP pages.

1. Select: ☑ To Do icon.

--or-- 🔔 Alerts icon.

--or-- 👥 Actions for My Groups icon.

➔ESP will display the most recent five items.

2. Select: 🔍 Magnify icon to display the item.

--or--

Select: 🖐 Hand-on-paper icon to take action on the item.

To Do
(assigned to you)

Alerts
(assigned to you/missed deadline)

Actions for My Groups
(assigned to your groups)

In this example, there are 20 items. To view all of the items, select the title.

TO DO (TRANSITION) (20)

		Creation Date	Type	Request Number	Recipient

TO DO (TRANSITION) (20)

		Creation Date	Type	Request Number	Recipient
🔍	🖐	11/4/2015	💬	CR1511_00014	Sample Employee
🔍		11/4/2015	💬	CR1511_00013	Sample Employee
🔍	🖐	11/4/2015	💬	CR1511_00012	Sample Employee
🔍		11/4/2015	💬	CR1511_00010	Sample Employee
🔍	🖐	11/3/2015	💬	CR1511_00008	Sample Employee

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Search - Simple/Advanced (for *technicians*)

Use simple or advanced search when you want to find and display tickets based on specific criteria.
➜ Simple search is the default search located on the left-side navigation.

1. Input: Search criteria.

2. Press: Enter.

ESP will display a list of items based on your search. Select 🔍 magnify icon to display details for an item.

➜ If there's more than one match for your search, ESP will display a list. If the list has more than five (5) matches, select the list title to display more information.

You can input partial search criteria ('Sam') or ('Sample') or use % wildcard ('%Sam') but at least 3 characters are required for the search to activate.

In this example, there are 19 Change Requests in the list. Select the title to display all 19 items in the list.

➜ Advanced search is located on the left-side navigation.

1. Select: Advanced.

2. Select: Search criteria from the dropdown lists.

3. Input: Search criteria.

4. Press: Enter.
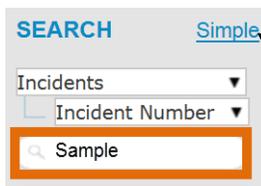
ESP will display a list of items based on your search.
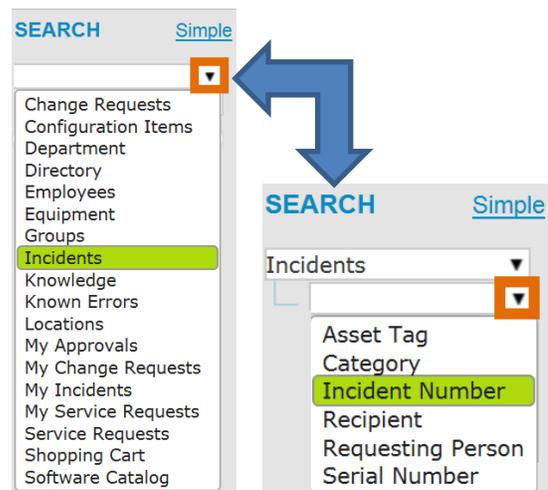
Select 'Simple' to return to simple search.

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