

iSupport

From beginner to advanced.

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By:

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About iSupport - and just why?

- Is an advanced ticket management system – also popularly called an *issue tracker*
 - Primarily for IT purposes vs. Software Dev. (ex: Github/Redmine/JIRA/Fogbugz)
- Helps ET to make more objective/data-driven decisions
 - tracks progress of individuals as well as throughout the organization

My Open Incidents

Open Incidents for E2 Techs

Export

- Open (6)

Search

Favorite Dashboards

Dashboard Selector

Dashboard

Menu

Chat

Advanced Features

Most of us are familiar with the basics – but how about the more advanced productivity features?

Note: I will be switching to a more interactive presentation – feel free to jump in and ask questions as I go along.

Chat

- Please be courteous, respect others, and **keep it professional.**
- [My Dashboard](#)

Dashboards

- Scrolling & Full-screening/Minimizing
- Distinction between a view and dashboard.
- Favorite Dashboards
- Filtering
- [My Dashboard](#)

Alerts

- Scrolling & Full-screening/Minimizing
- Distinction between a view and dashboard.
- Filtering
- [My Dashboard](#)

Ticket Detail

- The quick-access/templates concepts
- Display features
- [This ticket](#)

Designers

- Formerly known as “Desktop”
- Charts
- View Designer
- Report Designer
- Content Manager

- [My Dashboard](#)

Preferences

- [My Dashboard](#)