Create a new ticket

If you are not using the Ticketing System Web interface just send an email to: ifi-ticket@uibk.ac.at

If you are using the Ticketing System Web interface press the "+" button on left down side of the interface. Fill in the fields: Title, Text, Group (Project), (CustomerSet)Priority, State (New), Customer (type your name or "IFI" , wait 2 seconds and select from list). Fields marked with " * " are mandatory! Depending on your role there might be fields that are not available to you. Press "Create" button. Please see image below for clarification:

What should be expected when a ticket is created?

Rules: First Reaction Time - we will "react" in 1 hour during core time (9:00- 17:00). Assign ticket to available user. Update Time - we will "update" the ticket with the "Best Effort" in mind in minimum 1 day, if not possible the status will be specified in the ticket comments. Solve - we will "resolve" the ticket in maximum 48 hours. If any of these rules are broken an "Escalation" email will be sent to all agent users.

No private data (password, IP, etc) should be put in tickets.

Initial Setup

Official Documentation: https://docs.zammad.org/en/latest/

Installation: Centos 7 with iptables not firewalld https://docs.zammad.org/en/latest/install/centos.html Install ElasticSearch, then Zammad Integrations: LDAP - only for sysadmins as Admin with Agent ticket solving rights. After 6 wrong logins the user is blocked, this is not shown anywhere but logs. to unlock: use direct access to DB (details later).

If a Customer signs up for an account he will get a 500 error, an Admin has to "activate" this account.

Settings → Triggers : 1. will correlate this CustomerSetPriority to system Priority. 2. notify customer by email for updated tickets 3. notify for closed ticket

Settings → SLA: 3 actions for triggering an escalation: 1 hour new ticket, 1 day update ticket, 2 days resolve ticket.

Zammad users configuration

"Managers" Group are users who can see multiple projects with the rights read/overview/full on specific projects To create a "Manager" fist add the user in ifi-auth to the "ifi-TS-managers" group then in TS grant him "manager" role and set which projects can control Users with multiple roles will NOT be listed in the Managers tab One USER cannot be at the same time "Agent" and "Customer" - he will see others group tickets. When an "Admin/Agent" sends an email to ifi-ticket@uibk to create a new ticket, no "new ticket" emails will be sent to all Agents. the ticket appears for Group "Users" and need to be assigned to the correct Group and owner.
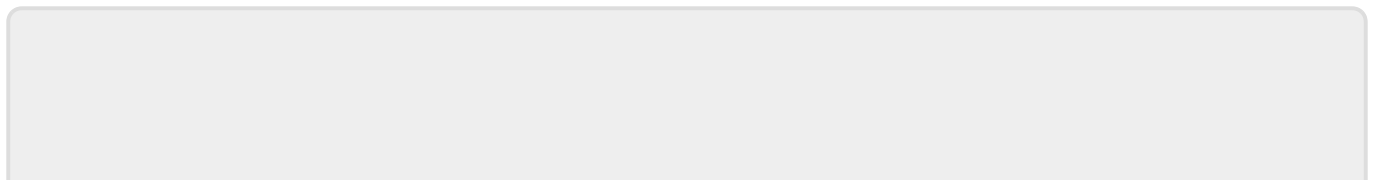
From:
https://ifi-wiki.uibk.ac.at/ - **IFI Wiki**

Permanent link:
https://ifi-wiki.uibk.ac.at/ticketing_system?rev=1620722157

Last update: **2021/05/11 10:35**