



EyesTK – Trouble Ticketing System

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Soluzioni Informatiche





What is

EyesTK is a service based on GLPI that provides IT Manager a agency trouble ticket management tool.

This tool create, through a database, an inventory of your agency facilities (*computer, server, printer, software, networking, etc.*) with information about hardware and software, integrated with operation and administrative notes.





What Does

- Facilities inventory (hardware and software), also in automatic mode, through the EyesOnIt implementation
- Problems management, through the creation, management, assignment and programming of tickets
- Equipment assignment by logical and geographical areas to users and groups
- Agency and finance information management (purchase, warranty and extension, depreciation and license)
- Supply and management about equipment condition
- FAQ management
- Reports Generator





Specifics



- **Multi-entity**
- **Multi-user (with different profiling levels)**
- **Multi-authentication (local, Ldap, Ad, Imap, Cas, X509..)**
- **Multi-language (36 available languages)**
- **Permissions and profile system**
- **Advanced search module**
- **Fields configuration for lists visualization**
- **Data export in pdf, csv, slk and xml format**
- **Database recovery and rescue in SQL.**
- **High layout configuration**



Tracking

- **Monitoring requests management for the inventory**
- **Activation and monitoring request, by a web and an e-mail interface**
- **Requests customization by opening tickets**





Statistics and Reports

- Full statistics reports in png,svg or csv(divided by years and months) format
 - Global reports
 - Reports for engineers and companies
 - Hardware localization and type reports
 - Users categories and priorities reports
 - Management activities reports: agency management (manufacturers, suppliers, transporters, performances recipients) and associated contacts, inventory contracts and authorized documents.
 - Booking management with a layout interface for the equipment booking
-
- Creating reports on devices:
 1. With devices type
 2. With contracts association
 3. With business information





What final users can do



- Independence support requests
- Updates on support requests
- Examine support requests history
- Add comments on open requests by a web or an e-mail interface
- Approve the offer solution



What engineers can do



- Classify support requests by priority
- Check requests, also by mail
- Require validation
- Assign support interventions in real time
- Open, close and reopen tickets
- See the support interventions divided by engineers or equipment
- Manage events planning
- Define the solution



Central Console

EyesTK Settings Help Logout

Inventory Assistance Management Tools Administration Setup

Central >



Entité Racine (arborescence)

Welcome , this is the central console.

Personal View

Group View

Global View

All

Your tickets in progress

	Requester	Item	Description
ID: 599	postonly86 name postonly86 firstname group 0	Computers computers 82-2	Title n0s62w66ip46k3q41bpru (2)

Your pending Tickets

	Requester	Item	Description
ID: 265	postonly166 name postonly166 firstname group 0	Monitor monitor 28-1	Title zn264zy6is4zrjhjo8dsj (2)

Your planning

14:00 -> 15:00: Conf big Boss

Personal notes

Conf big Boss

Public notes (Root entity)



Ticket summary

EyesTK Settings Help Logout

Inventory Assistance Management Tools Administration Setup

Tracking Helpdesk Planning Statistics

Central > Assistance > Tracking Entité Racine (arborescence)

Search Advanced

Status: Priority: Category:

Item: Requester: Request source:

Group: Assigned to:

Supplier: Search

Show follow-ups:

Show items View PDF export Landscape from 1 to 20 in 341

Status	Date	Last update	Entities	Priority	Requester	Assigned	Item	Category	Title
ID: 265 Not closed	Opened on: 2008-03-26 12:32:15	2008-04-10 00:14:11	entity 0	Medium	postonly166 name postonly166 firstname group 0	glpi group 0	Monitor monitor 28-1	categorie 0	Title zn264zy6is4zrjhjo8dsj (2)
ID: 599 Not closed	Opened on: 2008-03-26 12:52:06	2008-04-09 01:58:04	entity 1	Very Low	postonly86 name postonly86 firstname group 0	glpi group 0	Computers computers 82-2	categorie 0	Title n0s62w66ip46k3q41bpru (2)
ID: 236 Not closed	Opened on: 2008-03-26 11:33:45	2008-03-26 11:33:45	entity 0	High	postonly126 name postonly126 firstname group 0	admin5 name admin5 firstname group 0	Computers computers 0-1	categorie 0	Title 06zma404mfmba4l36ef6s (0)
ID: 842 Not closed	Opened on: 2008-03-26 11:04:06	2008-03-26 11:04:06	entity 1 > s-entity 0	Medium	postonly46 name postonly46 firstname group 0	admin3 name admin3 firstname group 0	Phone phone 69-3	categorie 0	Title umpvkr0bm91uv4n4rx2zw (0)
ID: 612 Not closed	Opened on: 2008-03-26 10:49:19	2008-03-26 10:49:19	entity 1	Low	postonly35 name postonly35 firstname group 0	sadmin0 name sadmin0 firstname group 0	Computers computers 87-2	categorie 0	Title 71kyaw0tj4l7c9km5w2ut (1)
ID: 594 Not closed	Opened on: 2008-03-26 10:31:05	2008-03-26 10:31:05	entity 1	Very High	postonly136 name postonly136 firstname group 0	admin5 name admin5 firstname group 0	Phone phone 77-2	categorie 0	Title 8qtuhry1zd1489nlmarcw (0)
ID: .. Not closed	Opened on:	postonly102 name	admin6 name	Monitor	..	Title



Ticket details

EyesTK Settings Help Logout

Inventory Assistance Management Tools Administration Setup

Tracking Helpdesk Planning Statistics

Central > Assistance > Tracking Entité Racine (arborescence)

Ticket 265 Add a new Follow-up ↕ ↕

entity 0

Opened on: by

Last update:
2008-04-10 00:14:11

Status: <input type="text" value="Pending"/> Priority: <input type="text" value="Medium"/> Category: <input type="text" value="categorie 0"/>	Request source: <input type="text" value="Phone"/> Item: <input type="text" value="Monitor - monitor 28-1"/> <input type="text" value="Monitor"/>	Total duration: 3 Hour(s) 22 Minute(s) Time cost: <input type="text" value="100.00"/> Fixed cost: <input type="text" value="0.00"/> Material cost: <input type="text" value="0.00"/> Total cost: 337.00
Requester: User: <input type="text" value="postonly166 name postonly166 firstname"/> Group: <input type="text" value="group 0"/>	Assigned to: Technician: <input type="text" value="glpi"/> Group: <input type="text" value="group 0"/> Supplier: <input type="text" value="-----"/>	

Title zn264zy6is4zrjhjo8dsj

Description

Associated document(s)

Summary

	Date	Description	Duration	Planning	Author	Private
253	2008-06-15 20:55:45	followup 0 qipimoa67tue8nx8	1 Hour(s)	None	admin0 name admin0 firstname	No
1476	2008-04-10 00:14:11	Attribution du ticket: admin0 name admin0 -> glpi	0 Minute(s)	None	glpi	No



Final User Interface



EyesTK

Helpdesk

Tickets

Reservations

FAQ

Settings

Help

Logout (post-only)

Helpdesk >

Entité Racine (arborescence)

Please describe your problem: (Root entity)

Priority:

Hardware Type: My devices:

Category:

The Problem:

Title:

File (2 Mb max):