

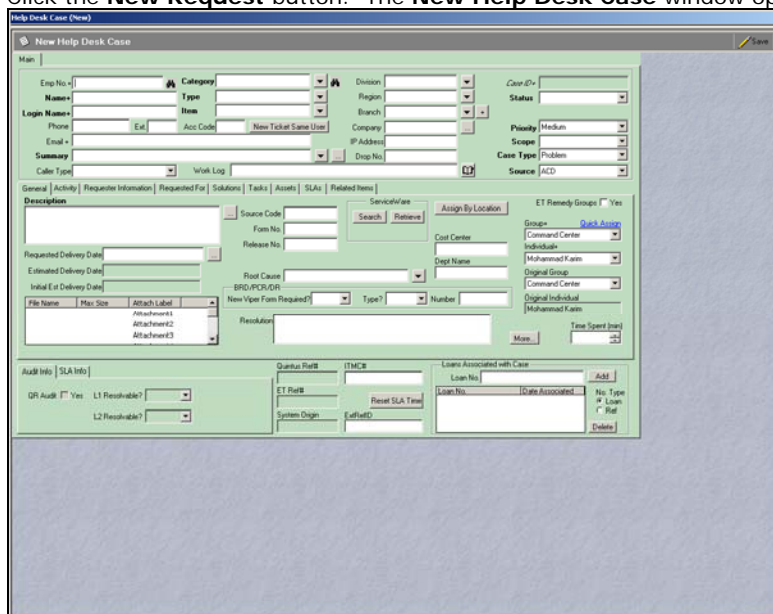
Home Loans

Standard Operating Procedure

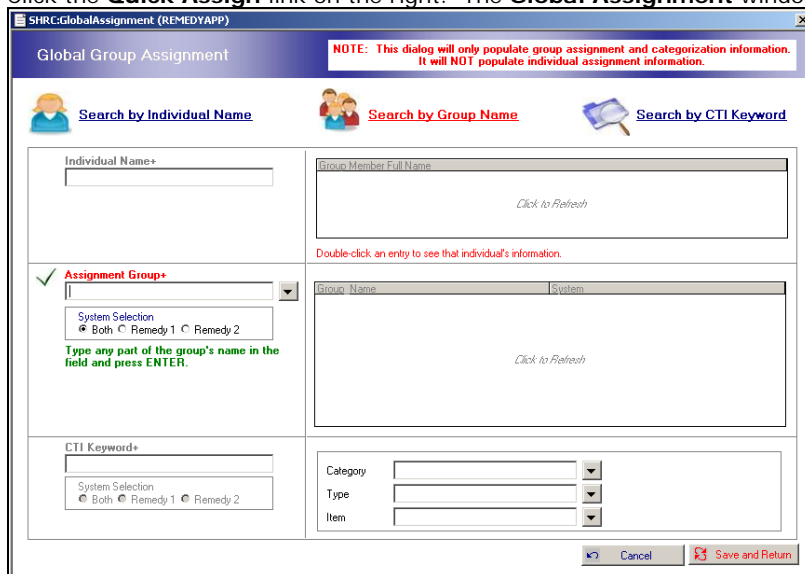
Generating a Remedy Ticket

To generate a Remedy ticket:

1. Log on to the Remedy Support application.
2. Click the **New Request** button. The **New Help Desk Case** window opens.

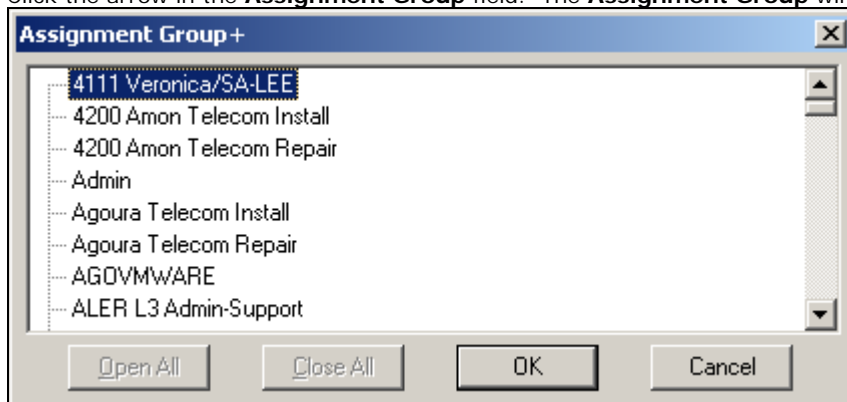


3. Enter your employee number in the **Employee No.** field, then press the ENTER key. Your employee information displays.
4. Click the **Quick Assign** link on the right. The **Global Assignment** window opens.



Home Loans

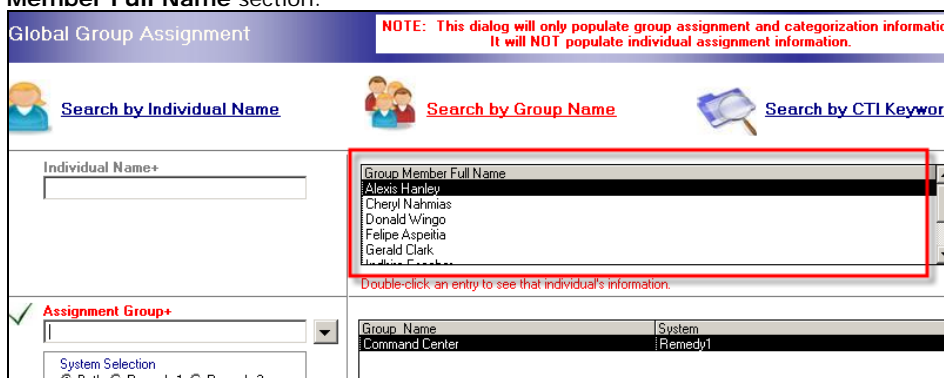
- Click the arrow in the **Assignment Group** field. The **Assignment Group** window opens.



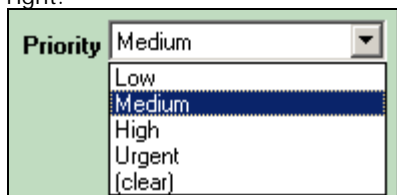
- Select the group to which the ticket should be assigned.
- Click the **OK** button.

Tip: If you know the exact name of the group (i.e. West Hills Telecom Install), enter it in the **Assignment Group** field, then press the ENTER key.

- To assign the ticket to a specific individual, select the group member's name in the **Group Member Full Name** section.



- Select the category from the **Category** list.
- Select the type of issue from the **Type** list.
- Select the item type from the **Item** list, if not already populated.
- Click the **Save and Return** button. Remedy returns to the **New Help Desk Case** window.
- Enter a summary description of the ticket in the **Summary** field on the top left.
- Enter a detailed description (i.e. reference numbers, extensions, drop numbers, additional contact information, etc.) in the **Description** field.
- To change the priority of the ticket, select the desired priority from the **Priority** list on the top right.



- To add an attachment:

-
- | File Name | Max Size | Attach Label |
|-----------|----------|--------------|
| | | Attachment1 |
| | | Attachment2 |
| | | Attachment3 |
- Add
 - Delete
 - Display
 - Save to Disk
 - View






-
- Add Attachment**
- Look in: Local Disk (C:)
- History
Desktop
My Documents
My Computer
My Network P...
- AprWin
ASE12CLT
BAMTRAC
Documents and Settings
Earth
FILES
Install
lotus
Program Files
quarantine
swsetup
- Windows
WINNT
delLinks
keycode.dll
Logon.bak
Logon
Logon.tmp
Mapper2k
odbccnf
RHD5setup
SIGMSLDR.BAK
- SIGMSLDR
SIGMSLDR
- File name: Logon
- Files of type: All Files (*.*)
- Open Cancel

18. To view the Case ID (ticket number) that was generated:

- Close the **New Help Desk Case** window.
- Click the **Search** button.
- Enter your first and last name in the **Name** field.
- Press the ENTER key.
- If the **Search People** window opens:
 - Select your name.
 - Click the **OK** button. Remedy returns to the **Search Help Desk Cases** window.
- Click the **Search** button at the top. The **Matching Help Desk Cases** window opens at the top of your screen and displays all of your non-resolved tickets.

Priority	Score	Actual Time	Individual	Status	Summary	Division
Low		6/18/2007 11:59:10 AM	Mark Struble	Assigned	West Hills, 9501 Fallbrook Ave. To Telecom Engineering	
Medium	US	10/15/2007 12:21:40 PM	Power Frank	Pending	West Hills, 9501 Fallbrook Ave. To Symposium Support	
Medium		10/22/2007 7:28:48 AM	Jeszy Jenero	Resolved	3904 not showing any options at bottom of display screen	

- g. Select your ticket. The **Case ID** field populates the ticket number.

Category: EVNS  Division:
 Type: Request Region:
 Agent: Recorder-Nice Branch: 
 Loc Code: New Ticket Same User ☐ Company: 
 IP Address:
 To Telecom Engineering  Drop No.:
 Work Log 

Case ID: HD0000009706512
 Status: Assigned
 Priority: Low
 Scope:
 Case Type: Request
 Source: ACD

Filtered For: Solutions | Tasks | Assets | SLAs | Related Items | Service/ware: ET Remedy Group: Yes