

# Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

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## I. CHECK YOUR OUTLOOK EMAIL FOR OTRS NOTIFICATIONS.

1. Check your Outlook inbox for email notifications with subject **OTRS Notifications**.
  - 1.1 You will receive an email notification when there is an assigned ticket to you in the **OTRS**.

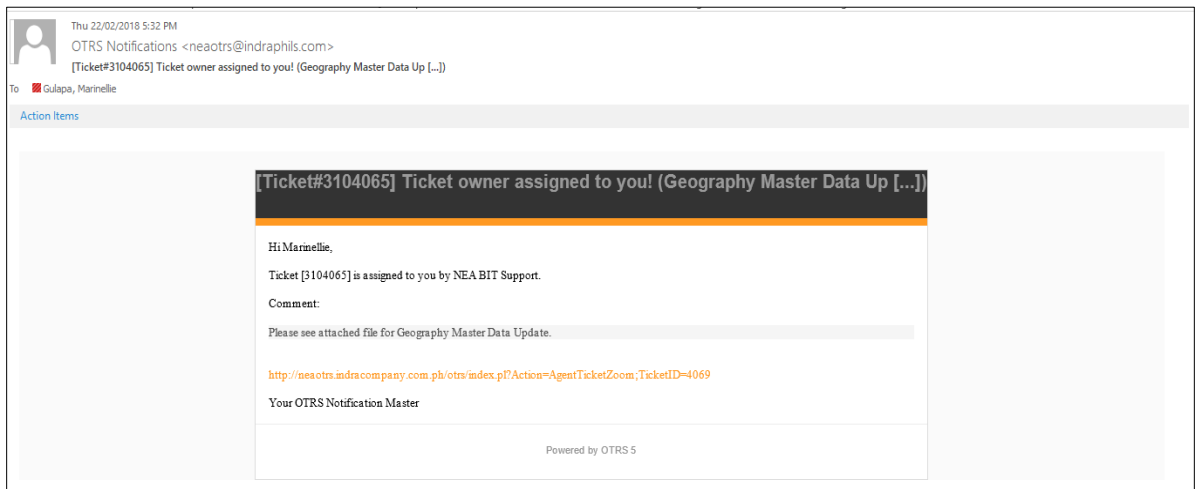


Figure 1 – OTRS Email notification

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## II. VIEW ASSIGNED TICKETS IN OTRS

1. Type the **OTRS** address (<http://neaotrs.indracompany.com.ph/otrs/index.pl>) on your Chrome Browser.
  - 1.1. **OTRS Log in page** will be displayed.

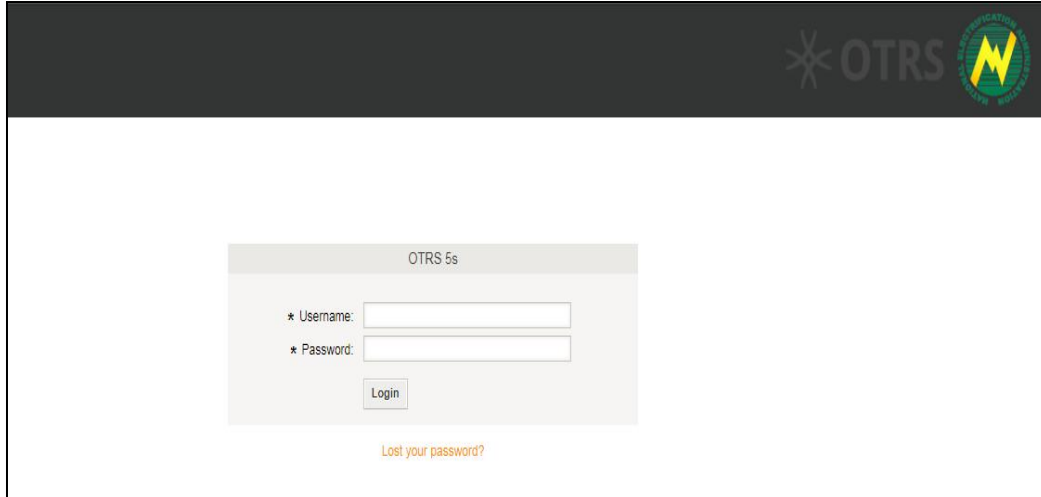


Figure 2 - OTRS Log-in page

2. Log-in OTRS.
  - 2.1. Enter the **OTRS username** and **password** emailed to you by the NEA BIT Support team.
  - 2.2. Click **Log-in**.

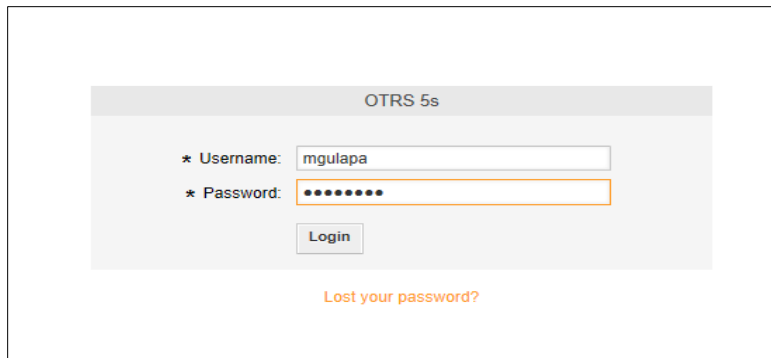


Figure 3 - OTRS Username, Password

## Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

3. Check the tickets in your queue. (When a ticket is in your queue, it means that you can see it in the dashboard once you log-in OTRS.)
  - 3.1 Once logged in, you will be directed to the **OTRS Dashboard** (see figure 4).
  - 3.2 Click the **lock icon with the star** on the top left-side corner of the screen to view the tickets assigned to you.
  - 3.3 The tickets marked with a **yellow star** are those that you have not viewed yet (see figure 5).
  - 3.4 Click on a ticket to view the details (see figure 5).
  - 3.5 You will be directed to the **Ticket Overview** screen where you will see updates on the ticket (see figure 6).
    - a. The updates marked with a star are those that you have not viewed yet.
    - b. The topmost update is the most recent one.
    - c. The details of the update are displayed on the lower portion of the Ticket Overview screen.

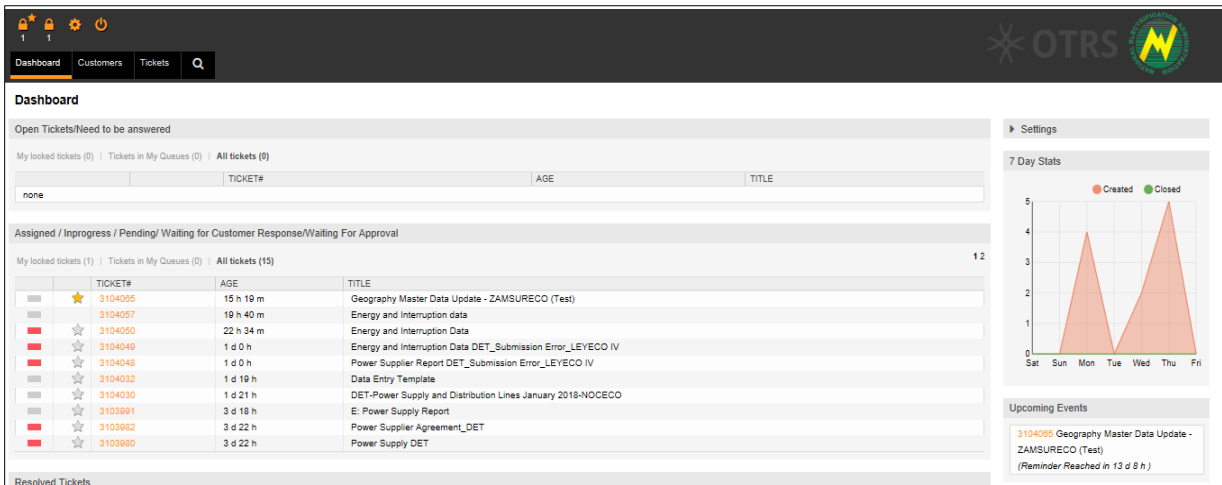


Figure 4 - OTRS Dashboard

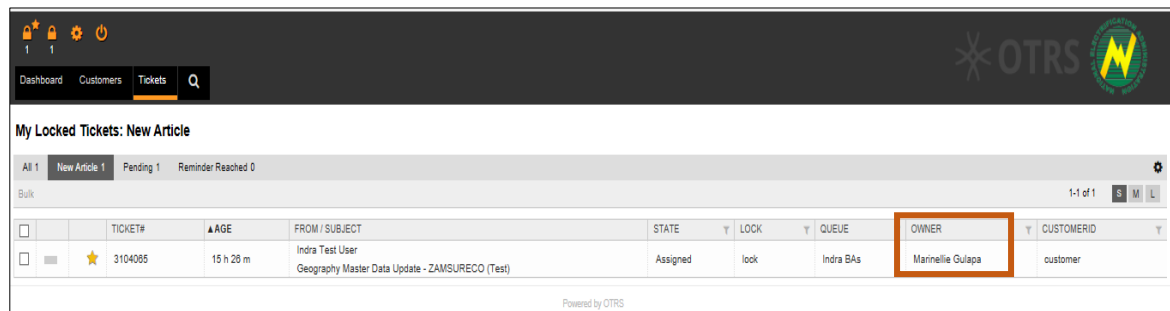


Figure 5 - Assigned Tickets

# Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

**Ticket#3104065 — Geography Master Data Update - ZAMSURECO (Test)**

Back | Print | Priority | People | Communication | Pending | Close | Miscellaneous | [- Move -]

Article Overview - 4 Article(s)

NO.	TYPE	FROM	SUBJECT	CREATED
4	agent - note-internal	NEA BIT Support	— Geography Master Data Update - ...	02/22/2018 17:32
3	system - email-notification-ext	NEA BIT Support	Ticket State Update to Assigned: ...	02/22/2018 17:31
2	agent - phone	NEA BIT Support	Acknowledged Ticket	02/22/2018 17:31
1	customer - phone	Indra Test User	Geography Master Data Update - ZA...	02/22/2018 17:31 (1)

Article #4 — Geography Master Data Update - ZAMSURECO (Test) Created: 02/22/2018 17:32 by NEA BIT Support

Reply to note | Mark | Print | Split

From: NEA BIT Support  
Subject: — Geography Master Data Update - ZAMSURECO (Test)

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Good Day!  
May we request for your assistance on this. Kindly refer to Article# 1.  
Thanks!

<http://neotrs.indracompany.com.ph/otrs/index.pl?Action=AgentTicketPrint;TicketID=4069>

**Ticket Information**

Type: Request  
Age: 15 h 28 m  
Created: 02/22/2018 17:31  
Created by: NEA BIT Support  
State: Assigned  
Locked: lock  
Priority: 3 normal  
Queue: NEA SMEs - Insti  
CustomerID: customer  
Accounted time: 0  
Pending till: 13 d 8 h  
03/08/2018 17:31  
Owner: Marinelle Gulapa

**Customer Information**

Firstname: Indra  
Lastname: Test User  
Username: indra.testuser  
Email: nea.pilot.manager[...]  
Customer: customer  
● Open tickets (customer) (40)

**Linked Objects**

none

Figure 6 - Ticket Overview Screen

# Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

## III. UPDATE TICKETS WITH SUFFICIENT REQUEST DETAILS.

These are the tickets that do not need additional information from the EC requestor to be completed. Follow the steps below.

1. If the request is a Master Data Update, first, complete update the master data in the Web Portal. If it is an inquiry, go to no. 2.
2. Transfer the ticket to **NEA BIT Support Team queue** (figure 11 – This means that the ticket will not be seen by the NEA BIT Support Team on their screen.)
  - 2.1. On the Ticket Overview screen, click **Move**.
  - 2.2. Select **NEA BIT Support Team**.

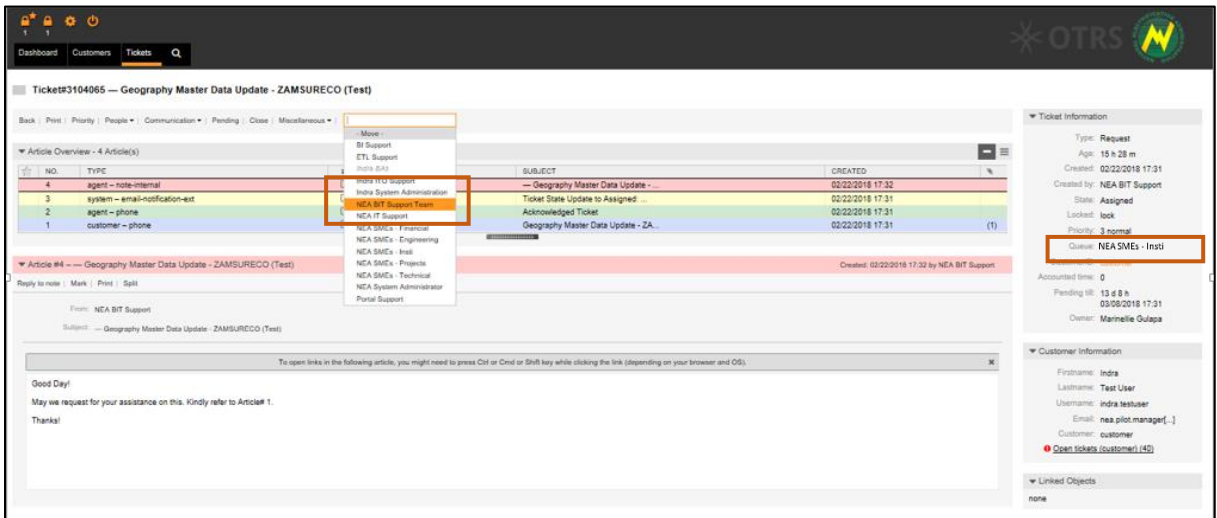


Figure 7 - Transfer ticket to NEA BIT Support Team Queue

# Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

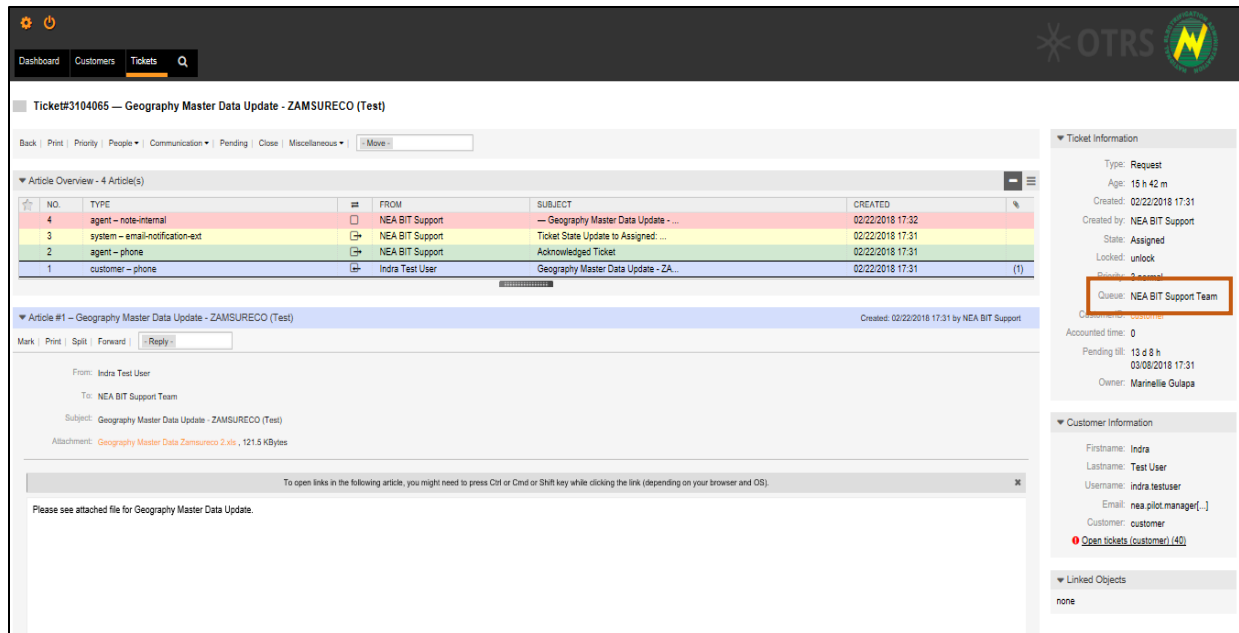


Figure 8 - Ticket Overview screen when a ticket has been transferred to the NEA BIT Support Team Queue

3. Change the **Owner** of the ticket to **NEA BIT Support**. (This means that the ticket will be assigned to the NEA BIT Support for them to confirm the completion of the request with the EC requestor.)
  - 3.1. On the Ticket Overview screen, click **People**.
  - 3.2. Select **Owner**.
  - 3.3. The Ticket Details pop-up window is displayed.

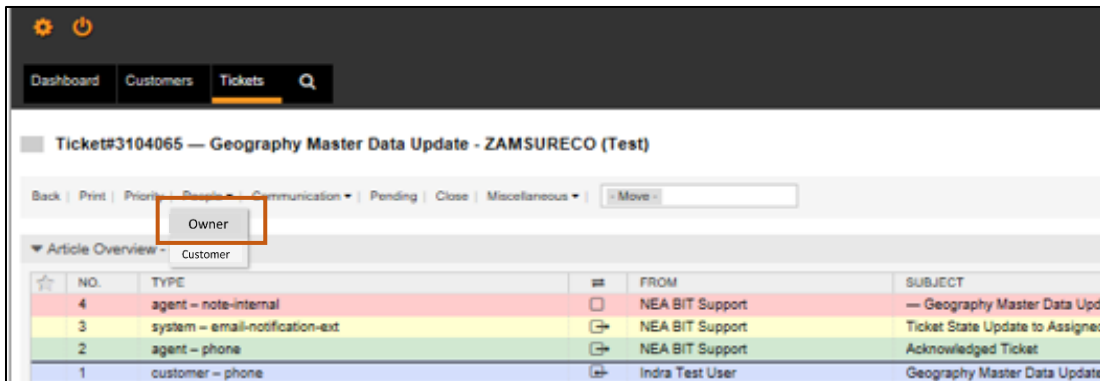


Figure 9 – Changing the Owner of the ticket to NEA BIT Support Team

## Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

4. Input details of the task completed in the ticket details pop-up window (see figure 14).
  - 4.1 Select **New Owner = NEA BIT Support**
  - 4.2 Input **Subject = <Ticket No. – Description > e.g. Ticket#310067 – Geography Master Data Update – ZAMSURECO (Test)**
  - 4.3 In the **Text** field, indicate the details of the task completed.
  - 4.4 Click **Submit**.
  - 4.5 You will be directed to the **Ticket Overview** screen. As you can see on the right side (**Ticket information table**), the **ticket owner** now is **NEA BIT Support**. (see figure 15).

Figure 10 - Ticket Details Pop-up Window, Request Completed

NO.	TYPE	FROM	SUBJECT	CREATED
11	agent - note-internal	Marnelle Gulapa	Geography Master Data Update - ...	02/23/2018 09:57
10	agent - note-internal	NEA BIT Support	Geography Master Data Update - ...	02/23/2018 09:34
9	system - email-notification-ext	NEA BIT Support	Ticket State Update to Assigned: ...	02/23/2018 09:33
8	agent - phone	NEA BIT Support	Acknowledged Ticket	02/23/2018 09:33
7	customer - webrequest	Larbel Ambel	Geography Master Data Update - ZA...	02/23/2018 09:32 (1)
6	agent - phone	NEA BIT Support	Pending - User Requirement	02/23/2018 09:29
5	agent - note-internal	Marnelle Gulapa	Geography Master Data Update - ...	02/23/2018 09:23
4	agent - note-internal	NEA BIT Support	Geography Master Data Update - ...	02/22/2018 17:32

Figure 11 - Ticket Overview screen after owner has been changed to the NEA BIT Support

# Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

## IV. UPDATE TICKETS WITH INSUFFICIENT REQUEST DETAILS.

These are the tickets that need additional information to be completed. Follow the steps below.

1. Transfer the ticket to **NEA BIT Support queue**.
  - 1.1. On the Ticket Overview screen, click **Move**.
  - 1.2. Select **NEA BIT Support Team**.

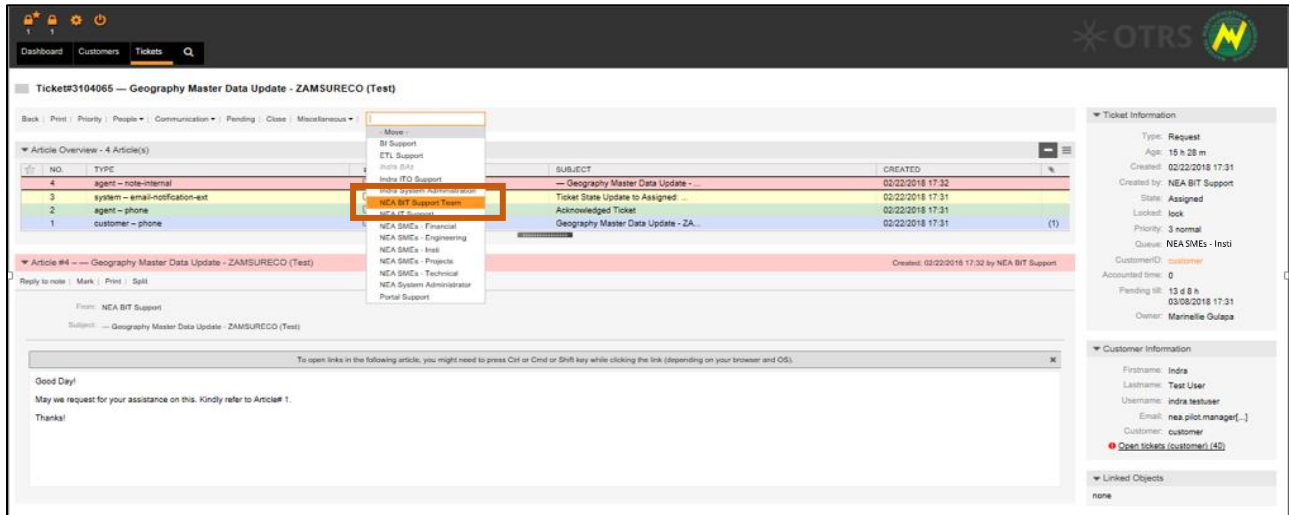


Figure 12 - Transfer the ticket to the NEA BIT Support queue.

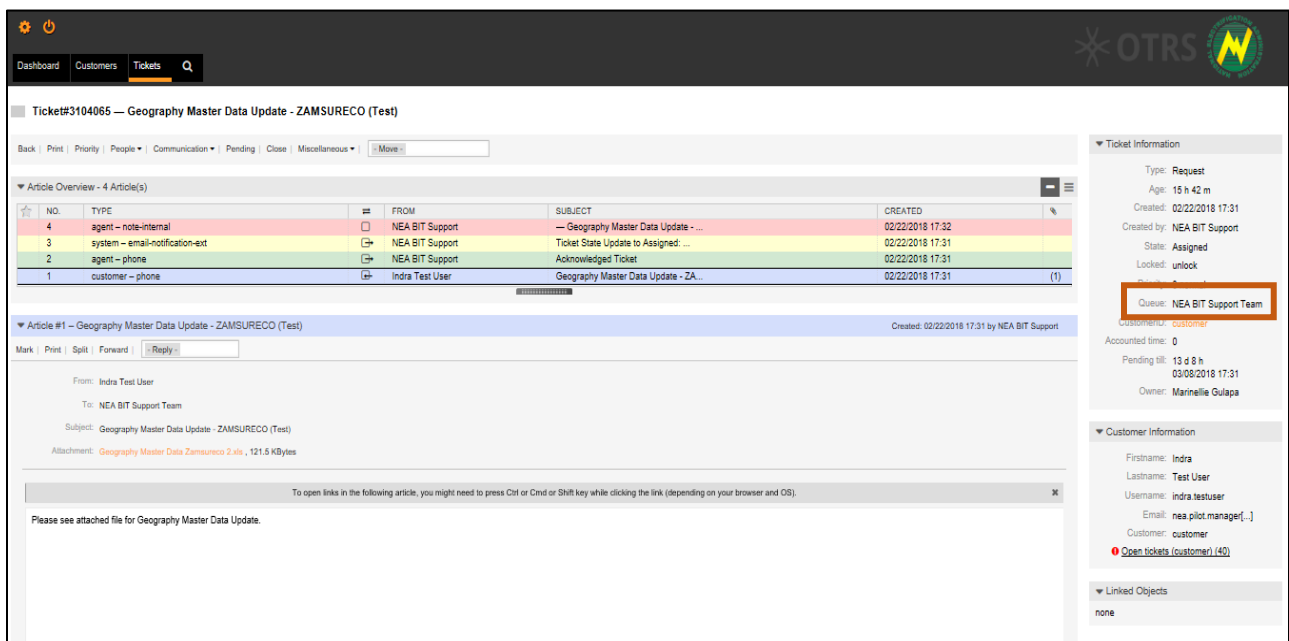


Figure 13 - Ticket Overview screen after the ticket has been transferred to NEA BIT Support queue.



## Instructions on How to Update a Ticket in OTRS (FOR NEA MD MANAGERS and SMEs)

4. Change the **Owner** of the ticket to **NEA BIT Support**. (This means that the ticket will be assigned to the NEA BIT Support for them to request for additional details from the EC requestor.)
  - 4.1 On the Ticket Overview screen, click **People**.
  - 4.2 Select **Owner**.
  - 4.3 The Ticket Details pop-up window is displayed.

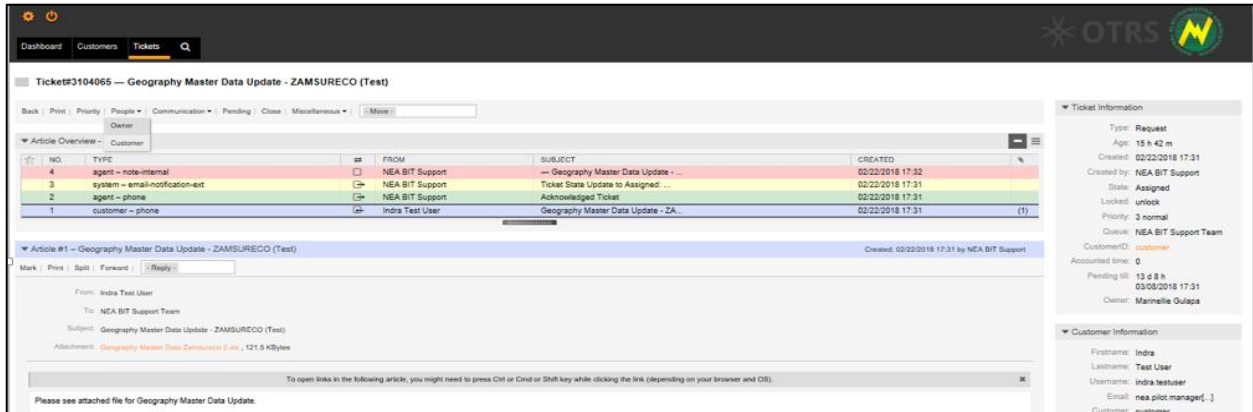


Figure 14 - Changing the Owner of the ticket to NEA BIT Support.

5. Input details of the additional information that the NEA BIT Support needs to request from the EC. (see figure 20)
  - 5.1 Select **New Owner = NEA BIT Support**
  - 5.2 Input **Subject = <Ticket No. – Description > e.g. Ticket#310067 – Geography Master Data Update – ZAMSURECO (Test)**
  - 5.3 In the **Text** field, indicate the details of the task completed.
  - 5.4 Click **Submit**.
  - 5.5 You will be directed to the **Ticket Overview** screen. As you can see on the right side (**Ticket information table**), the **ticket owner** now is **NEA BIT Support** (see figure 21)
  - 5.6 Do the same steps for all other tickets that require additional information.

Figure 15 – Ticket Details Pop-up Window, Additional Details Requested