



8/16/2024

On The Importance of Opening Tickets

What is a ticket?

A ticket is a tool used by our Help Desk personnel to document a problem, and track the steps needed for the problem resolution. Depending on the what problem is, multiple technicians might work on the same ticket. A ticket allows for coordination between different technicians as needed, and also helps keep track of status as the ticket is processed. In addition, complete tickets are archived, allowing technicians look up the history of a problem or location.

Why not just reach out to a technician?

While it may be tempting to reach out to an individual technician, there are disadvantages to this approach. For example, it may cause a delay if the technician doesn't happen to be at their desk at the moment the call comes through. Without a ticket, a different technician may not be able to look up the history of the problem, or be aware of actions currently in progress by other personnel.

Before Opening a Ticket:

Before contacting the Help Desk, there are troubleshooting steps that you can take yourself. These are quick actions that might solve a simple problem. If you try these and the problem persists, please don't hesitate to contact our Help Desk and we will be glad to assist you.

Self-troubleshooting steps:

- Is it plugged in?
- Does it have power?
 - If not have you tried plugging it into a different wall socket?
 - Are there any devices between the trouble device and the wall power?
Can the trouble device be connected directly, bypassing any intervening devices?
- Have you rebooted?
- Is the problem affecting multiple devices or locations?
- Is there an error message? What does it say?



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Opening the ticket

A ticket can be opened by contacting our Help Desk.

Our Contact Information

Phone: 213-785-8058

Email: supprot@m-theorygrp.com

Or open ticket via the Client Ticket Portal

Regardless of which contact method is most convenient for you, there is important information that you'll need to include each and every time you open a ticket.

- Your contact information
Do you prefer to be contacted by email, or by phone? What hours are you available, if a callback is needed?
- Contact information for other people involved on the ticket
There might be times when you need to open a ticket on behalf of another person. If you do so, it is important to include their contact information as well.
- Problem Description
The more accurate and clear the description of the problem, the better the Help Desk technician will be able to provide assistance. Please be clear when trying to describe what you want to accomplish, and the problem that is occurring when you try. Here are some of the things that the Help Desk technician will need to know:
 - What is the device that you are using? Does it have a sticker or asset tag?
 - What are you trying to accomplish?
 - What happens when you try?
 - Is there an error message? If so, what does it say?

The ticket number

Once the ticket has been opened and saved, the ticket will be assigned a number. If the problem cannot be resolved on the spot, the number can be used to track progress as work progresses. If you wish to call back, or write a follow-up email, be sure to include the ticket number and give it to the technician, so they can look it up.

Thank you for contacting M-Theory and as always, remember to work smart!