

## Link Tickets to Problem

**Applies To:** SharePoint Online

**Application Type:** NITRO Help Desk

### Description

We can link open Tickets to problems that have been already identified. This will help us in grouping of similar Tickets under the common problem.

Advantages of linking Tickets to a problem

- Team can read additional information that was recorded as part of the original problem.
- Reduction of turnaround time for resolution of Tickets.
- Identifying trends and providing better insight into recurring issues. This results in improved focus towards frequently occurring issues.
- Improved customer service.

Link Tickets to Problem feature is available in Nitro IT Helpdesk applications. This feature is configured using Nitro Forms and NITRO Custom Actions and can be customized if needed.

There are different ways to link Tickets to Problem.

1. 'Link Tickets to Problem' custom action in Problem List
2. From Ticket edit form in Tickets List
3. 'Create Problem' custom action in Tickets List
4. 'Link to Problem' custom action in Tickets List

Detail of all different ways to link Tickets to Problem

1. [Link Tickets to Problem custom action in Problem List](#)
  - This custom action is configured on 'Problems' list and will be invoked on the Problem with which Tickets needs to be linked.
  - When action is invoked, it will prompt the user to select the 'Open Tickets'.
  - Select single or multiple Tickets to link with Problem.
  - Selected Tickets will be linked to Problem on which custom action is invoked.

Instructions for Link Tickets to problem custom action

1. Open a Problem to link Tickets from Problems list view.

Go to Home Page -> Go to Quick launch on Left Side -> Navigate to Problem Header -> Click All Problems to open Problems List View

All Items Open Problems Unassigned Problems Overdue Problems Problems Due Today Problems Due Tomorrow Inactive Problems From Last 3 days All Open Problem

+ New

<input type="checkbox"/>	Title	ID...	Category	Issue Type	Original Ticket	Priority	Status
<input type="checkbox"/>	<a href="#">Calendar</a>	15	Calendar	Calendar Deleg...		Normal	Not Started
<input type="checkbox"/>	<a href="#">Internet is not working</a>		Internet	Proxy Issue	28	Normal	Not Started
<input type="checkbox"/>	<a href="#">Calendar delegation</a>	13	Calendar	Calendar Deleg...	26	Normal	Not Started
<input type="checkbox"/>	<a href="#">Calendar delegation</a>	12	Calendar	Calendar Deleg...	31	Normal	Not Started
<input type="checkbox"/>	<a href="#">Calendar reminders</a>	11	Calendar	Reminders	29	Normal	Not Started
<input type="checkbox"/>	<a href="#">Can't Print</a>	10	Printing	Can't print		Normal	In Progress
<input type="checkbox"/>	<a href="#">Hardware problem Keyboard</a>	9	Hardware Probl...	Keyboard		Low	Not Started
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>	8	Internet	Proxy Issue	21	High	Resolved
<input type="checkbox"/>	<a href="#">Hardware Request Desktop</a>	7	Hardware Requ...	Desktop	19	High	In Progress
<input type="checkbox"/>	<a href="#">Printing Printer Not working</a>	6	Printing	Printer Not Wor...		High	Resolved
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>	5	Internet	Proxy Issue		High	Not Started
<input type="checkbox"/>	<a href="#">Hardware problem Copier</a>	4	Hardware Probl...	Copier	18	Low	In Progress
<input type="checkbox"/>	<a href="#">Email Distribution List</a>	3	Email	Distribution List	8	Normal	Not Started

- Click 'Link Tickets to Problem' custom action button from Problem display form as shown below:

## Problems - Calendar

Edit Delete Close Version History Print Link Tickets to Problem 2 of 2

General Advanced

Click 'Link Tickets to Problem' custom action button

**Title\*** Calendar

**Category** [Calendar](#)

**Issue Type** [Calendar Delegation](#)

**Description**

**Priority** Normal

**Status** Not Started

**Response Due**

**Due Date** 01-26-2023

- 'Get Open Tickets' dropdown shows all the open Tickets.

## Select items for 'Get Open Tickets'

<input type="checkbox"/>	Case Id	Title	Requester
<input type="checkbox"/>	35	Web access is not working	James Restivo
<input type="checkbox"/>	36	Proxy issue	James Restivo
<input type="checkbox"/>	31	Calendar delegation	Gopi K
<input type="checkbox"/>	27	Emails not working	Gopi K
<input type="checkbox"/>	18	Hardware problem Copier	Gopi K
<input type="checkbox"/>	29	Calendar reminders	Gopi K
<input type="checkbox"/>	30	Emails not working	Gopi K
<input type="checkbox"/>	10	Email Address Book	Gopi K
<input type="checkbox"/>	2	Calendar	Gopi K
<input type="checkbox"/>	17	Email Not working	Gopi K
<input type="checkbox"/>	19	Hardware Request Desktop	Gopi K
<input type="checkbox"/>	1	Email Not Working	Gopi K
<input type="checkbox"/>	28	Internet is not working	Gopi K
<input type="checkbox"/>	12	Email Outlook Client	Gopi K

4. Select single or multiple Tickets from this dropdown that you want to link with Problem.

## Select items for 'Get Open Tickets'

<input type="checkbox"/>	Case Id	Title	Requester
<input type="checkbox"/>	35	Web access is not working	James Restivo
<input type="checkbox"/>	36	Proxy issue	James Restivo
<input checked="" type="checkbox"/>	31	Calendar delegation	Gopi K
<input type="checkbox"/>	27	Emails not working	Gopi K
<input type="checkbox"/>	18	Hardware problem Copier	Gopi K
<input checked="" type="checkbox"/>	29	Calendar reminders	Gopi K
<input type="checkbox"/>	30	Emails not working	Gopi K
<input type="checkbox"/>	10	Email Address Book	Gopi K
<input type="checkbox"/>	2	Calendar	Gopi K
<input type="checkbox"/>	17	Email Not working	Gopi K
<input type="checkbox"/>	19	Hardware Request Desktop	Gopi K
<input type="checkbox"/>	1	Email Not Working	Gopi K
<input type="checkbox"/>	28	Internet is not working	Gopi K
<input type="checkbox"/>	12	Email Outlook Client	Gopi K

Powered By  
**NITRO STUDIO™**

✓ Ok

✗ Cancel

5. Worklog of Problem gets updated when a Ticket is linked with Problem.

## Problems - Calendar

[Edit](#)
[Delete](#)
[Close](#)
[Version History](#)
[Print](#)
[Link Tickets to Problem](#)

15 of 15 ↑ ↓

General **Advanced**

Original Ticket

Assigned Team

Assigned Staff

Associated Tasks

Actions	Task Name	Assigned To	Due Date	Refresh
<a href="#">+ New Item</a>				

Work Log

**James Restivo** (01-25-2023 01:43 PM)

One or more Tickets have been linked to this Problem. Ticket IDs: 31,29

Affected Components

Resolved Date

Resolution Notes

6. 'Related Problem' column of all linked Tickets gets updated, and it will contain the Problem with which Ticket is linked.

**Tickets - Calendar delegation**

Edit Delete Close Version History Send Email Print Self Assign 7 of 37

Employee Staff Work Log Knowledge Base **Related Items**

**Email History**

Title	Email Type	Sender	Email To	Importance

**Associated Tasks**

Actions	Task Name	Due Date	Assigned To	Task Status

+ New Item

**Time Tracking**

Actions	Title	Related Ticket ID	Technician	Type of Work	Start Time

+ New Item

**Related Change Request**

Actions	Title	ID	Type of Change	Status	Request Date

+ New Item

**Related Problem**

Calendar — This Ticket is linked to 'Calendar' Problem

Created at 01-24-2023 12:05 PM by Gopi K  
Last modified at 01-25-2023 01:43 PM by James Restivo

Edit Close

2. From Ticket edit form in Tickets List View
  - Problems can be linked to Ticket from Ticket edit form.

Instructions to link Tickets to Problem from Ticket edit form

Go to Home Page -> Go to Quick launch on Left Side of Home page -> Navigate to Tickets Header -> Click 'All Tickets' to open Tickets List View

1. Edit a Ticket to link with Problem from Tickets list view.

Click on three dots eclipse of Ticket -> from dropdown select 'Edit'

+ New   Item Print   List Print   Send Email   Export to Excel   Self Assign   Close   Resolve   Assign to someone   Process Imported Tickets								
<input type="checkbox"/>	Title	Case Id	Category	Issue Type	Requester	Priority	Status	Assigned Staff
<input type="checkbox"/>	<a href="#">Email Internet issue</a>	16	Email	Internet email is...	Gopi K	High	Closed	James Restivo
<input type="checkbox"/>	<a href="#">Calendar Time Zones</a>	15	Calendar	Time Zones	Gopi K	Normal	Closed	James Restivo
<input type="checkbox"/>	<a href="#">Email Public Folders</a>		Calendar	Public Folders	Gopi K	Low	Assigned	Vivek Agarwal
<input type="checkbox"/>	<a href="#">Calendar Time Zones</a>		Calendar	Time Zones	Gopi K	High	Closed	Sudheer P
<input type="checkbox"/>	<a href="#">Email Outlook Client</a>		Calendar	Outlook client	Gopi K	Low	Assigned	Prakash Arya
<input type="checkbox"/>	<a href="#">Calendar Meeting Setup</a>		Calendar	Meeting Setup	Gopi K	High	Assigned	Sudheer P
<input type="checkbox"/>	<a href="#">Email Address Book</a>		Calendar	Address Book	Gopi K	Low	Assigned	Prakash Arya
<input type="checkbox"/>	<a href="#">Calendar Reminders</a>		Calendar	Reminders	Gopi K	High	Assigned	Vivek Agarwal
<input type="checkbox"/>	<a href="#">Email Distribution List</a>		Calendar	Distribution List	Gopi K	Normal	Assigned	James Restivo
<input type="checkbox"/>	<a href="#">Calendar Request</a>		Calendar	Calendar Delegation	Gopi K	Normal	Resolved	James Restivo
<input type="checkbox"/>	<a href="#">Calendar Delegation2</a>		Calendar	Calendar Delegation	Gopi K	Normal	Closed	Prakash Arya
<input type="checkbox"/>	<a href="#">Calendar Ticket</a>	5	Calendar	Can't book reso...	Gopi K	Normal	Assigned	James Restivo
<input type="checkbox"/>	<a href="#">Calendar Delegation</a>	4	Hardware Probl...	Calendar Delegation	Gopi K	Normal	Assigned	James Restivo
<input type="checkbox"/>	<a href="#">Email</a>	3	Email	Can't send/recei...	Gopi K	Normal	Closed	Vivek Agarwal
<input type="checkbox"/>	<a href="#">Calendar</a>	2	Hardware Probl...	Calendar Delegation	Gopi K	Normal	Assigned	James Restivo
<input type="checkbox"/>	<a href="#">Email Not Working</a>	1	Email	Can't send/recei...	Gopi K	Normal	Assigned	James Restivo

Selected Ticket 'Edit Form' will open.

2. Navigate to 'Related Items' tab and select the Problem from 'Related Problem' dropdown as shown below:

# Tickets - Email Public Folders

Save Cancel Attach File

18 of 31 ↑ ↓

Employee Staff Work Log Knowledge Base **Related Items**

### Email History

Title	Email Type	Sender	Email To	Importance
-------	------------	--------	----------	------------

### Associated Tasks

Actions	Task Name	Due Date	Assigned To	Task Status
---------	-----------	----------	-------------	-------------

+ New Item

### Time Tracking

Actions	Title	Related Ticket ID	Technician	Type of Work	Start Time
---------	-------	-------------------	------------	--------------	------------

+ New Item

### Related Change Request

Actions	Title	ID	Type of Change	Status	Request Date
---------	-------	----	----------------	--------	--------------

+ New Item

### Related Problem

Email Not Working

- (None)
- Email Distribution List
- Email Not Working**
- Hardware problem Copier
- Hardware problem Keyboard
- Hardware Request Desktop
- Internet Proxy Issue

Save

Cancel

3. Selected Problem is linked to the Ticket as shown below:

## Tickets - Email Public Folders

Edit Delete Close Version History Send Email Print Self Assign

23 of 36 ↑ ↓

Employee Staff Work Log Knowledge Base Related Items

**Email History**

Title	Email Type	Sender	Email To	Importance
-------	------------	--------	----------	------------

**Associated Tasks**

Actions	Task Name	Due Date	Assigned To	Task Status
---------	-----------	----------	-------------	-------------

+ New Item

**Time Tracking**

Actions	Title	Related Ticket ID	Technician	Type of Work	Start Time
---------	-------	-------------------	------------	--------------	------------

+ New Item

**Related Change Request**

Actions	Title	ID	Type of Change	Status	Request Date
---------	-------	----	----------------	--------	--------------

+ New Item

**Related Problem**

Email Not Working

### 3. Create Problem custom action in Tickets List

- This custom action is configured on 'Tickets' List. This action will be invoked on the Ticket to create new Problem.
- A new window is opened with Problem New form. In this form 'Category' and 'Issue Type' columns data gets populated from Ticket on which custom action is invoked.

#### Instructions for Create Problem custom action in Tickets list

1. Open a Ticket from Tickets list view to create new Problem. To open a Ticket :

Go to Home Page -> Go to Quick launch on Left Side of Home page -> Navigate to Tickets Header -> Click 'All Tickets' to open Tickets List View



All Items All Open Tickets Unassigned Tickets Tickets Need Attention Overdue Tickets Tickets Due Today Tickets Due Tomorrow Inactive Tickets From Last 3 days All Open Tickets Older Than 30

+ New | Item Print | List Print | Send Email | Export to Excel | Self Assign | Close | Resolve | Assign to someone

Title	Case Id	Category	Issue Type	Requester	Priority	Status	Assigned Staff
<a href="#">Calendar delegation</a>	31	Calendar	Calendar Deleg...	Gopi K	Normal	Unassigned	
<a href="#">Emails not working</a>		Email	Can't send/recei...	Gopi K	Normal	Unassigned	
<a href="#">Calendar reminders</a>		Calendar	Reminders	Gopi K	Normal	Unassigned	
<a href="#">Internet is not working</a>	28	Internet	Proxy Issue	Gopi K	Normal	Assigned	Gopi K
<a href="#">Emails not working</a>	27	Email	Spam	Gopi K	Normal	Assigned	Gopi K
<a href="#">Calendar delegation</a>	26	Hardware Probl...	Copier	Gopi K	Normal	Assigned	Gopi K
<a href="#">Printing paper Jam</a>	25	Printing	Paper Jam	Gopi K	High	Resolved	Vivek Agarwal
<a href="#">Email Outlook Client</a>	24	Email	Outlook client	Gopi K	Low	Resolved	Sudheer P
<a href="#">Hardware Request Digital Camera</a>	23	Hardware Requ...	Digital Camera	Gopi K	Normal	Resolved	Vivek Agarwal
<a href="#">Internet Web access</a>	22	Internet	Web Access	Gopi K	High	Resolved	Vivek Agarwal
<a href="#">Internet Proxy Issue</a>	21	Internet	Proxy Issue	Gopi K	High	Assigned	Prakash Arya
<a href="#">Internet Browser</a>	20	Internet	Browser	Gopi K	Normal	Closed	Sudheer P

- Click on three dots eclipse on right side of Ticket display form. From the dropdown click 'Create Problem' custom action button as shown below:

### Tickets - Internet is not working

Edit | Delete | Close | Version History | Send Email | Print | Self Assign | 4 of 31

Employee	Staff	Work Log	Knowledge Base	Related Items
<b>Case Id</b>	28			
<b>Title*</b>	Internet is not working			
<b>Category</b>	<a href="#">Internet</a>			
<b>Issue Type</b>	<a href="#">Proxy Issue</a>			
<b>Additional Information</b>				
<b>Description</b>				
<b>Requester</b>	<input type="checkbox"/> Gopi K			
<b>Requester Email</b>	gopi@testdev2502.onmicrosoft.com			
<b>Requester Phone</b>	4250000000			
<b>Requester Department</b>	IT			
<b>Additional Requester Email</b>				
<b>Additional Contact</b>				
<b>Notify Additional Contact</b>	No			

- Close
- Create Problem
- Create Change Request
- Resolve
- Merge Ticket
- Assign to someone
- Link to Problem

- New Problem form will open in separate window with 'Category' and 'Issue Type' populated from Ticket on which custom action is invoked. Enter detail and click 'Save' button to create a problem.

Save Cancel Attach File

General **Advanced**

**Title\*** Internet is not working

**Category** Internet

**Issue Type** Proxy Issue

**Description**

(inherited font) (inherited size) **B** *I* U abc

**Priority** Normal

**Status** Not Started

**Response Due** month-day-year hour...

**Due Date** 01-26-2023

**Attachments**

Select files...

Save Cancel

#### 4. Link to Problem custom action in Tickets List

- This custom action is configured on 'Tickets' list and will be invoked on Tickets with which existing Problems needs to be linked.
- Tickets list has a 'Related Problem' lookup column pointing to (Problems) list.
- When action is invoked, it will prompt the user to select the 'Related Problem'.
- Selected problem will be linked to Ticket on which custom action is invoked.

#### Instructions for Link to problem custom action

1. Open a Ticket to link with Problem from Tickets list view. To Open a Ticket:

Go To Home Page -> Go To Quick Launch on Left Side of Home page -> Navigate to Tickets Header -> Click 'All Tickets' to open Tickets List View

	Title	Case Id	Category	Issue Type	Requester	Priority	Status
<input type="checkbox"/>	<a href="#">Email Distribution List</a>	37	Email	Distribution List	James Restivo	Low	Assigned
<input type="checkbox"/>	<a href="#">Proxy issue</a>		Internet	Proxy Issue	James Restivo	Normal	Assigned
<input type="checkbox"/>	<a href="#">Web access is not working</a>	35	Internet	Web Access	James Restivo	Normal	Assigned

2. Click 'Link to Problem' custom action from Ticket display form as shown below:

### Tickets - Email Distribution List

1 of 37

Close

Create Problem

Create Change Request

Resolve

Merge Ticket

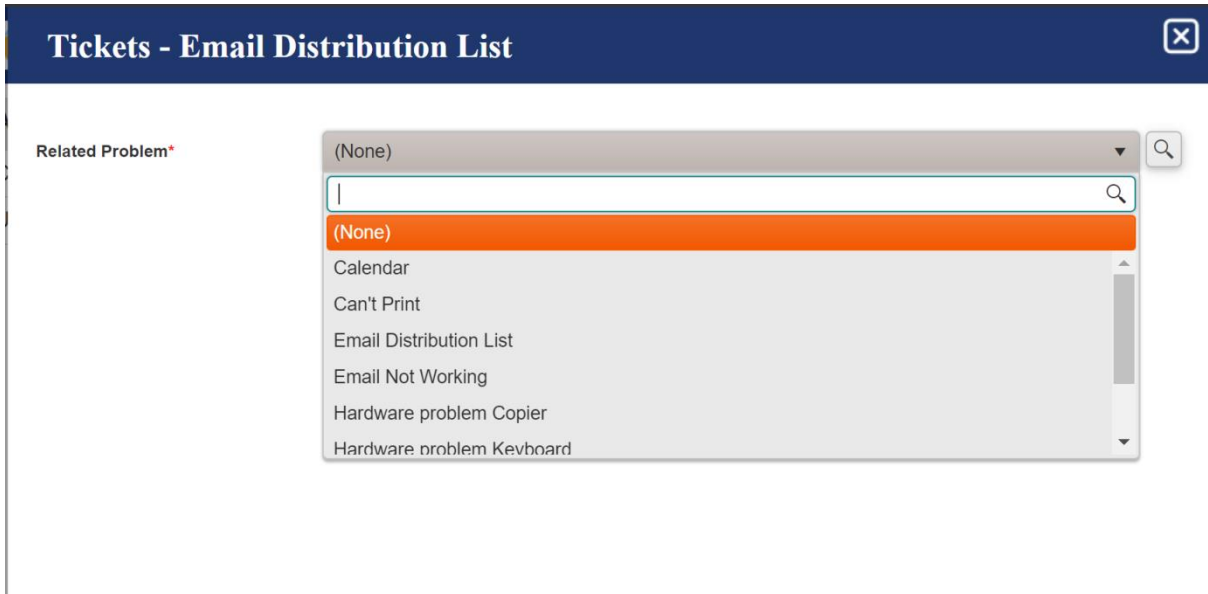
Assign to someone

Link to Problem

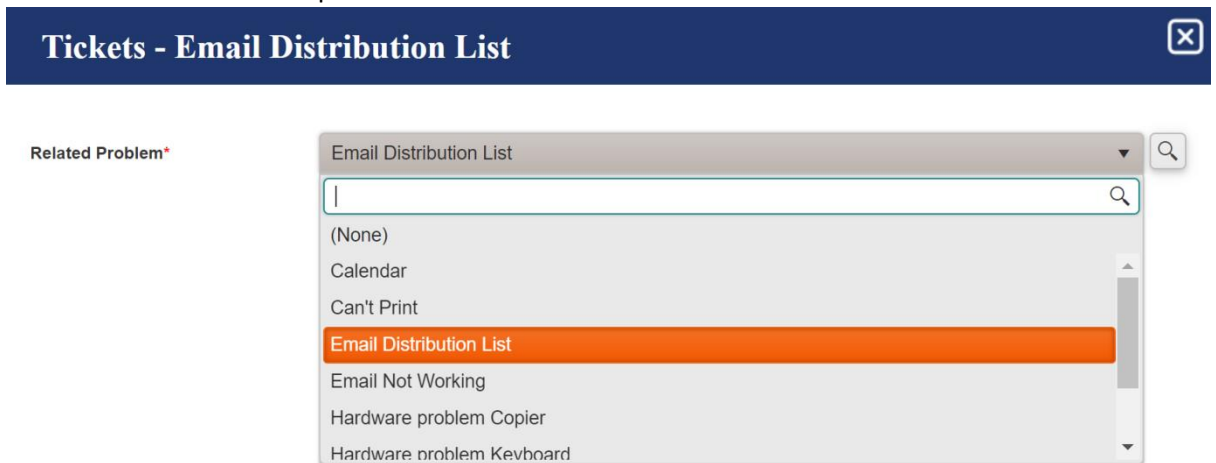
Click 'Link to Problem' custom action to link this Ticket with Problem

Employee	Staff	Work Log	Knowledge Base	Related Items
<b>Case Id</b>	37			
<b>Title*</b>	Email Distribution List			
<b>Category</b>	<a href="#">Email</a>			
<b>Issue Type</b>	<a href="#">Distribution List</a>			
<b>Additional Information</b>				
<b>Description</b>				
<b>Requester</b>	<input type="checkbox"/> James Restivo			
<b>Requester Email</b>	jamesr1@testdev2502.onmicrosoft.com			
<b>Requester Phone</b>				
<b>Requester Department</b>				
<b>Additional Requester Email</b>				
<b>Additional Contact</b>				
<b>Notify Additional Contact</b>	No			

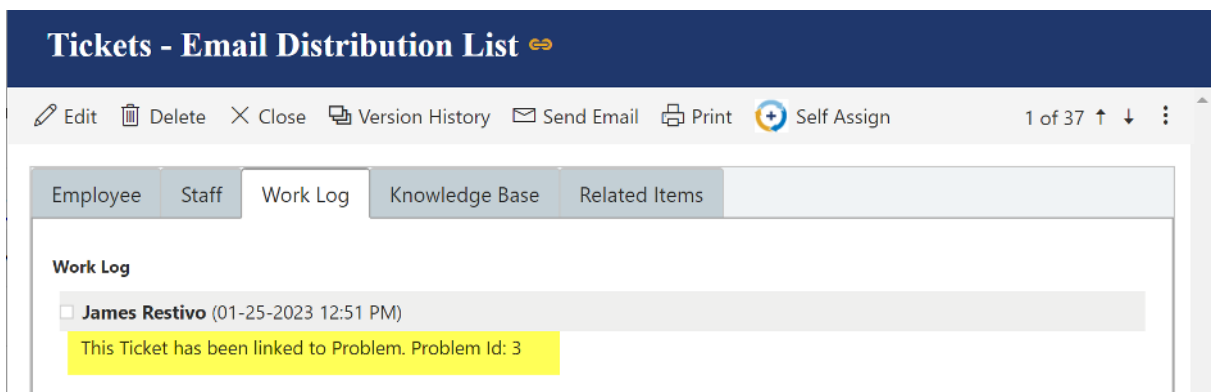
3. A 'Related Problem' dropdown shows all the open problems.



4. Select a Problem from dropdown to link with the Ticket.



5. Worklog of Ticket gets updated when a Problem is linked with Ticket.



6. 'Related Problem' (lookup column to Problems List) of the Ticket gets updated and it will contain Problem which is linked with Ticket.

**Tickets - Email Distribution List** ↔

Edit Delete Close Version History Send Email Print Self Assign 21 of 28 ↑ ↓ ⋮

Employee Staff Work Log Knowledge Base **Related Items**

**Email History**

Title	Email Type	Sender	Email To	Importance	⌂
-------	------------	--------	----------	------------	---

**Associated Tasks**

Actions	Task Name	Due Date	Assigned To	Task Status	⌂
---------	-----------	----------	-------------	-------------	---

+ New Item

**Time Tracking**

Actions	Title	Related Ticket ID	Technician	Type of Work	Start Time	⌂
---------	-------	-------------------	------------	--------------	------------	---

+ New Item

**Related Change Request**

Actions	Title	ID	Type of Change	Status	Request Date	⌂
---------	-------	----	----------------	--------	--------------	---

+ New Item

**Related Problem**

Email Distribution List

7. Worklog of Problem (selected in 'Related Problem' of Ticket) gets updated. It will contain the 'Ticket Id' of Ticket linked with the problem.

# Problems - Email Distribution List

Edit Delete Close Version History Print Link Tickets to Problem

23 of 23 ↑ ↓

General Advanced

Original Ticket 8

Assigned Team

Assigned Staff  James Restivo

Associated Tasks

Actions	Task Name	Assigned To	Due Date
---------	-----------	-------------	----------

+ New Item

Work Log

James Restivo (01-25-2023 07:55 PM)

One Ticket has been linked to this Problem. Ticket ID: 37

Affected Components

Resolved Date

Resolution Notes

Created at 01-25-2023 07:53 PM by  James Restivo

Last modified at 01-25-2023 07:55 PM by  James Restivo

Edit

Close