

# Needs Attention (NITRO Help Desk)

**Applies To:** SharePoint Online

**Application Type:** NITRO Help Desk

## Description

The 'Needs Attention' feature in Tickets is often used to flag Tickets that require immediate attention from team member. This helps in prioritizing the ticket and drawing attention of Assigned Staff to it.

If Requester updates Worklog of Ticket, then 'Needs Attention' is set to 'true' for that Ticket and Assigned Staff needs to be notified that Requester has updated the Ticket and this Ticket Needs a response.

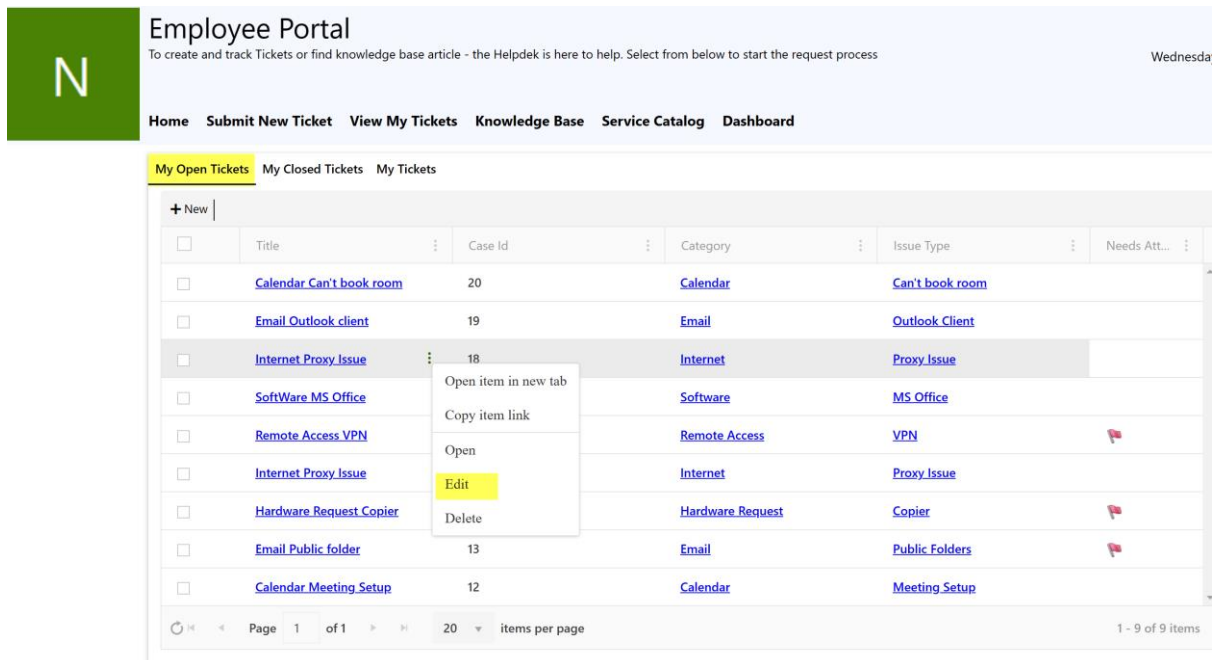
If Ticket's Worklog is updated by Assigned Staff, then "Needs Attention' is set to false indicating that Ticket no longer needs immediate attention.

This 'Needs Attention' feature is implemented in NITRO Help Desk Application. This feature can be customised if needed.

## Instructions for Needs Attention

1. Edit Ticket to update worklog by Requestor from Employee Portal as shown below:

Go to Employee Portal 'View My Tickets' -> click 'My Open Tickets'



The screenshot shows the Employee Portal interface. At the top, there is a navigation bar with links for Home, Submit New Ticket, View My Tickets, Knowledge Base, Service Catalog, and Dashboard. Below this, there are tabs for My Open Tickets, My Closed Tickets, and My Tickets. The 'My Open Tickets' tab is active, displaying a table of tickets. The table has columns for Title, Case Id, Category, Issue Type, and Needs Att... (Needs Attention). The 'Internet Proxy Issue' ticket (Case Id 18) is highlighted, and a context menu is open over it, showing options: Open item in new tab, Copy item link, Open, Edit (highlighted in yellow), and Delete. Other tickets in the list include 'Calendar Can't book room', 'Email Outlook client', 'SoftWare MS Office', 'Remote Access VPN', 'Hardware Request Copier', 'Email Public folder', and 'Calendar Meeting Setup'. The bottom of the page shows pagination information: Page 1 of 1, 20 items per page, and 1 - 9 of 9 items.

	Title	Case Id	Category	Issue Type	Needs Att...
<input type="checkbox"/>	<a href="#">Calendar Can't book room</a>	20	<a href="#">Calendar</a>	<a href="#">Can't book room</a>	
<input type="checkbox"/>	<a href="#">Email Outlook client</a>	19	<a href="#">Email</a>	<a href="#">Outlook Client</a>	
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>	18	<a href="#">Internet</a>	<a href="#">Proxy Issue</a>	
<input type="checkbox"/>	<a href="#">SoftWare MS Office</a>		<a href="#">Software</a>	<a href="#">MS Office</a>	
<input type="checkbox"/>	<a href="#">Remote Access VPN</a>		<a href="#">Remote Access</a>	<a href="#">VPN</a>	
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>		<a href="#">Internet</a>	<a href="#">Proxy Issue</a>	
<input type="checkbox"/>	<a href="#">Hardware Request Copier</a>		<a href="#">Hardware Request</a>	<a href="#">Copier</a>	
<input type="checkbox"/>	<a href="#">Email Public folder</a>	13	<a href="#">Email</a>	<a href="#">Public Folders</a>	
<input type="checkbox"/>	<a href="#">Calendar Meeting Setup</a>	12	<a href="#">Calendar</a>	<a href="#">Meeting Setup</a>	

2. Update Worklog in Tickets edit form as shown below:

The screenshot shows the 'Tickets - Internet Proxy Issue' edit form. At the top, there are buttons for 'Save', 'Cancel', and 'Attach File'. The 'Add Comments' section is expanded, showing a 'Work Log' field. The field contains the text 'Ticket needs attention..'. A yellow callout bubble points to this text with the instruction 'Update 'WorkLog' in Ticket's edit form'. Below the 'Work Log' field is an 'Attachments' section with a 'Select files...' button.

3. When requester update the 'Work Log' column, 'Needs Attention' is set to true. And staff will be notified that attention is needed for this Ticket. 'Needs Attention' column gets updated with a flag value as shown below:  
Instead of Flag, 'Needs Attention' can also be shown as a different Icon or in different colors. This can be configured in List Formatting.

**Employee Portal**  
 To create and track Tickets or find knowledge base article - the Helpdek is here to help. Select from below to start the request process

Home Submit New Ticket View My Tickets Knowledge Base Service Catalog Dashboard

My Open Tickets My Closed Tickets My Tickets

<input type="checkbox"/>	Title	Case Id	Category	Issue Type	Needs Attention?
<input type="checkbox"/>	<a href="#">Calendar Can't book room</a>	20	<a href="#">Calendar</a>	<a href="#">Can't book room</a>	
<input type="checkbox"/>	<a href="#">Email Outlook client</a>	19	<a href="#">Email</a>	<a href="#">Outlook Client</a>	
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>	18	<a href="#">Internet</a>	<a href="#">Proxy Issue</a>	
<input type="checkbox"/>	<a href="#">SoftWare MS Office</a>	17	<a href="#">Software</a>	<a href="#">MS Office</a>	
<input type="checkbox"/>	<a href="#">Remote Access VPN</a>	16	<a href="#">Remote Access</a>	<a href="#">VPN</a>	
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>	15	<a href="#">Internet</a>	<a href="#">Proxy Issue</a>	
<input type="checkbox"/>	<a href="#">Hardware Request Copier</a>	14	<a href="#">Hardware Request</a>	<a href="#">Copier</a>	
<input type="checkbox"/>	<a href="#">Email Public folder</a>	13	<a href="#">Email</a>	<a href="#">Public Folders</a>	
<input type="checkbox"/>	<a href="#">Calendar Meeting Setup</a>	12	<a href="#">Calendar</a>	<a href="#">Meeting Setup</a>	

*Note: A callout box points to the 'Needs Attention?' column in the highlighted row, stating: 'Needs Attention' column updated.*

- 'Tickets Needs Attention' view in 'Nitro Help Desk' application will show all the Tickets that needs attention. To open 'Tickets Need Attention' view follow below steps:

Go to home page of 'Nitro Help Desk' Application -> in left side Quick Launch expand Tickets -> select All Tickets -> click 'Tickets Needs Attention' View

**NITRO Help Desk**

My sites Home Knowledge Base Report Center Employee Portal

Tickets

New Ticket

All Tickets

Search Tickets

New KB Article

Manager Dashboard

Problems

Change Requests

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 Op

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

<input type="checkbox"/>	Title	Case Id	Category	Issue Type	Requester	Needs Attention?	Status
<input type="checkbox"/>	<a href="#">Internet Proxy Issue</a>	18	Internet	Proxy Issue	John Smith		Unassigned
<input type="checkbox"/>	<a href="#">Remote Access VPN</a>	16	Remote Access	VPN	John Smith		Unassigned
<input type="checkbox"/>	<a href="#">Hardware Request Copier</a>	14	Hardware Requ...	Copier	John Smith		Assigned
<input type="checkbox"/>	<a href="#">Email Public folder</a>	13	Email	Public Folders	John Smith		Unassigned
<input type="checkbox"/>	<a href="#">Network Logon Problem</a>	11	Network	Logon Problem	John Smith		Closed

- If Tickets worklog is updated by staff, then "Needs Attention' is set to false. And Ticket gets removed from 'Tickets Needs Attention' view.

- Edit Ticket to update worklog by Assigned Staff.

NITRO Help Desk

Home Knowledge Base Report Center Employee Portal

Tickets

New Ticket

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Search Tickets

New KB Article

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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 Op

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

	Title	Case Id	Category	Issue Type	Requester	Needs Attention?	Status
<input checked="" type="checkbox"/>	<a href="#">Internet Proxy Issue</a>		Internet	Proxy Issue	John Smith		Unassigned
<input type="checkbox"/>	<a href="#">Remote Access VPN</a>		Remote Access	VPN	John Smith		Unassigned
<input type="checkbox"/>	<a href="#">Hardware Request Copier</a>		Hardware Requ...	Copier	John Smith		Assigned
<input type="checkbox"/>	<a href="#">Email Public folder</a>		Public Folders	Public Folders	John Smith		Unassigned
<input type="checkbox"/>	<a href="#">Network Logon Problem</a>		Logon Problem	Logon Problem	John Smith		Closed

Open item in new tab  
Copy item link  
Open  
Edit  
Delete  
Version History  
Send Email  
Print

Page 1 of 1 20 1 - 5 of 5 items

- Update worklog in Tickets edit form as shown below:

## Tickets - Internet Proxy Issue

Save Cancel Attach File

1 of 5 ↑ ↓

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

### Work Log

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

Format

Ticket Reviewed

'WorkLog' updated by 'Assigned Staff'

**John Smith** (Wed Mar 15 2023 14:33:47 GMT+0530 (India Standard Time))

Ticket needs attention..

### Attachments

Select files...

Created at 03-13-2023 06:04 AM by  John Smith

Last modified at 03-15-2023 02:03 AM by  John Smith

Save

Cancel

6. 'Internet Proxy Issue' Ticket gets removed from 'Tickets Needs Attention' view as 'Needs Attention' value is set to false.

NITRO Help Desk

Home Knowledge Base Report Center Employee Portal

Tickets Manager Dashboard Problems Change Requests

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 Op

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

Title	Case Id	Category	Issue Type	Requester	N...	Status	Assigned
<a href="#">Remote Access VPN</a>	16	Remote Access	VPN	John Smith		Unassigned	
<a href="#">Hardware Request Copier</a>	14	Hardware Requ...	Copier	John Smith		Assigned	James R
<a href="#">Email Public folder</a>	13	Email	Public Folders	John Smith		Unassigned	
<a href="#">Network Logon Problem</a>	11	Network	Logon Problem	John Smith		Closed	John Sm

Page 1 of 1 20 items per page 1 - 4 of 4 items