



“DigitalWiz TickUp is a great operational achievement and represents a significant cost saving by allowing the organization, assignment and resolution of requests and incidents of any kind that users need”

Target: Any public company or Public organization

Technology: Online web application, either in the cloud, standard or on-premise

Minimum requirements: Any operating system that allows operating with the usual web browsers, both on the user side and on the server.

Coexistence with other business applications

DigitalWiz TickUp can be intertwined with other applications:

- **WizPilot**, to manage projects
- DigitalWiz **AssetManager**, to have under control all the resources of the company, whether human or machine, furniture or real estate, tangible or intangible
- Main host of the company, either SAP, AS / 400, HP Apollo, etc., which can be accessed through automated web services, or ERP
- Other applications of the company, whether web or not

The management of incident tickets and requests can become a “spaghetti”

There are a large number of companies and public organizations that must face the challenge of getting the processes to manage incidents and requests, but they often leave it in the queue “because there are other priorities”.

The result is that it is common for this important issue to be neglected or, worse still, left in the hands of an out-dated and / or poorly profiled application.

In the event that there is an application for this purpose but it is not up to the task, a real “spaghetti” of tickets can be generated, without clearly

structured procedures, known and understood by users and staff, with lots of tasks that they do not receive the right feedback.

Everyone benefits from a more organized and realistic flow of incidents and requests:

- The company gets a better return on its resources
- Employees avoid foreseeable and avoidable problems
- Your managers can be more realistic when forecasting investments and expenses, and control and performance are greater

Upgrading: a good option

In cases where the existing ticket system in a company does not work well, an upgrade is recommended: all existing data would be transferred to DigitalWiz TickUp, whether they are databases or files, and a study would be carried out on how to restructure them (group tickets, close the ones that really already are, etc.).

This would require the collaboration of the client company, since:

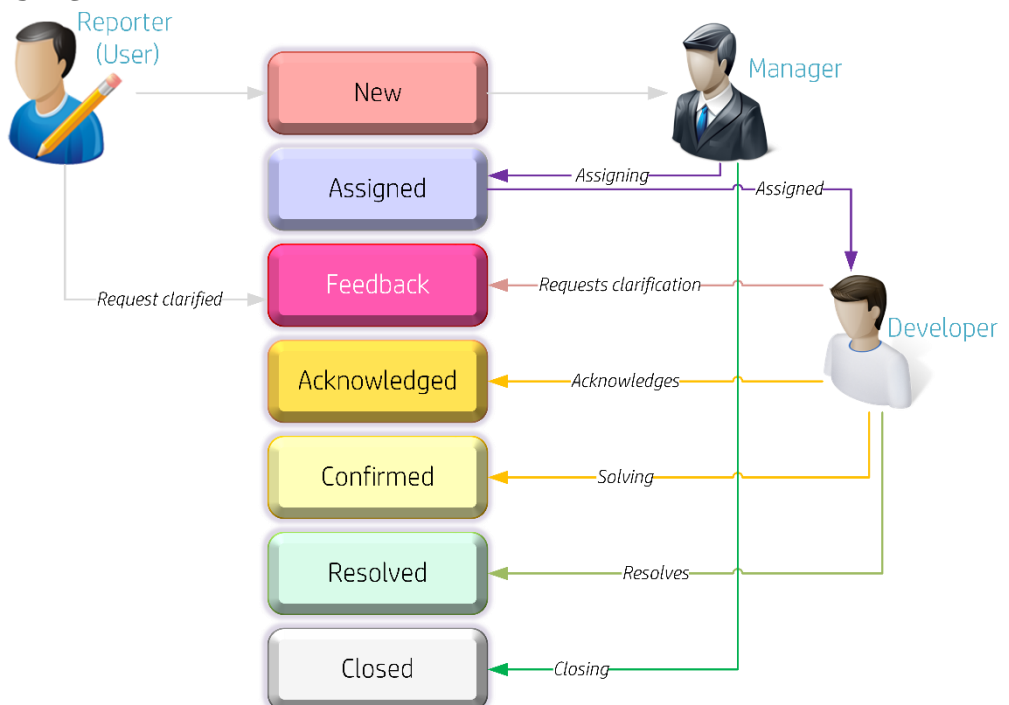
- It is the client who knows how to group the tickets
- It is foreseeable that doubtful tickets will be found

“My tickets” and “New ticket”: the central axes of TickUp

When a user enters the application, the first thing that appears is the “My tickets” menu, which shows the most urgent tickets to be made, as well as a summary of the others. Then you can enter the ticket you consider, to update its status.

Operation diagram

In this scheme, it is easy to understand what the **ticketing workflow** is like:





You can add Office files (Excel, Word, PowerPoint, etc.), PDF, images (photographs or graphics), etc. or edit existing ones. In the case of an image, a "thumb" will be displayed on the same tab, to give a visual idea of its content.

When it comes to creating a ticket, then you will go to the "New ticket" menu.

Let's group the tickets

DigitalWiz TickUp allows you to group tickets, which helps substantially in our daily work.

In turn, the tickets can have sub-tickets hanging from the

The groups of tickets menu is crucial: it is a tabular summary, showing all groups, tickets and sub-tickets.

It offers a summary of quantities and also shows traffic lights, for greater visibility.

Filtering by initial letter allows access to the desired group in an instant.

User List

From this statistics screen you can view all the accesses to the application: who has recently entered, what tickets a user has created / edited, and their status.

We also see blocked vs. those admitted, and their hierarchy in the application.

We will be able to communicate with them instantly (if we have the right to do so).

The permissions of the users according to their hierarchy in the application can be seen in the "Users permis-

A^{8,3} C^{7,19} D^{1,20} E^{2,2} G^{3,4} H² I^{4,13} J¹ L^{1,1} M^{5,3} O^{3,8} P^{4,3} R^{1,2} S³ T² Σ: 47 projects, 78 subprojects

Operation

The application operates with speed, comfort, usability, security and reliability.

Access is private (**BackOffice**), so that only authorized users can access it.

Benefits

TickUp eases the flow of activities, reducing and controlling the volume of incidents.

It prevents tickets from being hidden or forgotten, as well as the inappropriate use of email, decongesting it.

Projects		Issues legend list:									
Create New Project		new	assigned	feedback	acknowledged	confirmed	resolved	closed			
Name	Status	On	View	Description	reported						
Cf	obsolete	X	private		12	377			12		
» Cf_evolutivos	obsolete	X	private		252			2	248		
» Cf_incidentes	obsolete	X	private		95				2	87	
» G1_CSIS	obsolete	X	private		18			1		17	
Cf2	development	✓	private	Desarrollo Fase 2 de Cf		666					
» Cf2_Desarrollo	obsolete	✓	private	Gestion de incidencias Arranque Cf2	306			38	115	143	
» Cf2_Gestion	obsolete	✓	private	Tareas Gestion de proyecto	102			2		100	
» Nuevo Cf	development	✓	private		258			20	82	150	
Cf MTO	development	✓	private	Evolutivos de Cf comercial	5			2		1	
CI	development	✓	private		197	458	1		196		
» CI - Fase 2	stable	✓	private	CI - Fase 2	3					3	
» CI - Incidencias	stable	✓	private	CI - Incidencias	177		1	3	172		
» CI - SAP	development	✓	private	CI - SAP	25					25	
» CI Mobile	development	✓	private		19		2	3	14		
» CI Mobile Calidad	development	✓	private		6				1	5	
» CI Mobile Desarrollo	development	✓	private		5					5	
» CI PAI	development	✓	private		26		1	1	24		
Con+	development	✓	private	Listado de peticiones o cambios dentro del funcional	146	206	6		140		
» ALDI - Fase 10	development	✓	private	ALDI - Incidencias - Fase 1	14					14	
» Con - F2	development	✓	private	Con - F2	20					20	
» Con - F3	development	✓	private	Con - Fase III	10					10	
» Con - Peticiones - F1	development	✓	private	Con - Peticiones - F1	16					16	
CRM Auto	development	✓	private	Proyecto de CRM especifico para la división AUTO	24					18	3
CRM Laboratories	development	✓	private		86	121	4	19	61		
» CRM Lab Improvements	development	✓	private		13			5	4	2	
» CRM Laboratories - Go Live	development	✓	private		22			4		16	

NEWS							
Capability	viewer	reporter	updater	developer	manager	executive_mgr	administrator
View private news				✓	✓	✓	✓
Manage news					✓	✓	✓

ATTACHMENT(S)							
Capability	viewer	reporter	updater	developer	manager	executive_mgr	administrator
View list of attachments	✓	✓	✓	✓	✓	✓	✓
Download attachments	✓	✓	✓	✓	✓	✓	✓
Delete attachments				✓	✓	✓	✓
Upload issue attachments		✓	✓	✓	✓	✓	✓

FILTERS							
Capability	viewer	reporter	updater	developer	manager	executive_mgr	administrator
Save filters				✓	✓	✓	✓
Save filters as shared					✓	✓	✓
Use saved filters		✓	✓	✓	✓	✓	✓

It is not just an application, but a methodology that will allow different departments of the company to function according to a coherent and up-to-date system.