Best Practices Help Desk: Parent Child Or Not?
Posted by heisest - 2008/04/24 14:31
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If we have a system breakdown and large numbers of people are calling the Help Desk our client has a policy of opening one Master ticket and then with all subsequent calls about the problem we put the persons name inside the master ticket in activity. Is this Best Practices for Remedy?

Or would best practices in this case be to open a Parent (Master) ticket and then open a child ticket related to the parent ticket and then automatically close the child ticket. But Remedy would NOT send out an email which would then show the problems was resolved. (The client doesn't want large numbers of pending tickets nor do they like to have closed tickets automatically sending emails to clients stating the issue was resolved as the issue is ongoing and the callers are confused)

In other words what is the Best Practices for the Remedy Help Desk when large numbers of people call about a network outage?

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Re:Best Practices Help Desk: Parent Child Or Not?
Posted by ravis@talisma.com - 2008/07/09 01:12
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How do we login into remedy from an external web application and maintain the session that can be used for a given period of time?
How do we create and update Contacts in Remedy from an external .Net web application?
How do we create and update Tickets and messages in Remedy from an external .Net web application?
How do we assign and transfer tickets between different Remedy users from an external .Net web application?
Is it possible to pull out Ticket details and Contact details from Remedy using an external .Net web application for display?

In general we need to know if there is a Remedy SDK or webservice that can be used by an external application to login into Remedy, maintain sessions, perform the operations above and pull out data for display.

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