

Subject	Ticket ID	Last Replier	Replies	Owner	Full Name	Priority	Last Activity
November Books	YZI-990-65897	Laura Brown	1	Laura Brown	Brad Miller	Low	3d 9h 21m
Native Americans & Pilgrim books	BCX-859-71943	Laura Brown	1	Laura Brown	Ashley Singer	Medium	3d 9h 22m
book request	OWH-908-32674	Amanda Everhart	0	-- Unassigned --	Amanda Everhart	Medium	2d 4h 10m

Figure 1 – Tech Ticket Inbox

As a school librarian that travels between buildings, our district thought it to best to have librarians answer questions via a “ticket” system. The ticket system is powered through Kayako Fusion. Each day, I login to the system to see if any teachers have requested print or electronic materials via the ticket system. Teachers can also send help tickets for troubleshooting the Nook eReaders, or with technology integration questions. I find that most of the tickets are for requesting materials.

View: All Tickets ▾									
Spam Watch Reply Merge Trash									
<input type="checkbox"/>		Subject	Ticket ID	Last Replier	Replies	Owner ▾	Full Name	Priority	Last Activity
<input type="checkbox"/>		Book needed	YNB-671-76622	Megan Rohm	0	Heather Lister	Megan Rohm	Medium	42d 10h 33m
<input type="checkbox"/>		Snowflake Bentley	UQU-170-58374	Sylvia Kilheffe...	4	Heather Lister	Sylvia Kilheffe...	High	24d 7h 45m
<input type="checkbox"/>		Properties of Matter	QDL-903-69984	Wendy Hallowell	2	Heather Lister	Wendy Hallowell	Medium	38d 23h 3m
<input type="checkbox"/>		Parts of Speech	SLF-130-13203	Wendy Hallowell	6	Heather Lister	Wendy Hallowell	High	20d 8h 16m
<input type="checkbox"/>		harvest	DVG-184-61527	Amanda Failla	4	Heather Lister	Amanda Failla	High	33d 5h 36m

Figure 2 – Closed Tech Tickets

This figure shows tickets that have been answered. The red symbol means that I communicated with the teacher after the initial ticket via email. Teachers can specify when the material is needed, and send attachments of document if necessary. Some teachers send screen shots if they are having technology issues, while others send lists of specific resources or lesson plans.

## Select a department

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

**Departments**

- General Technology
- Classroom Integration
- Audio/Visual
- Sapphire
- Security
- Phone Systems
- Website
- Printing/Copying
- Library Services
- Business Office

**Next »**

Figure 3 – Teacher View to Submit a Tech Ticket

This screen shot shows the teacher (non admin) side of the Tech Ticket system. Teachers use the same system for troubleshooting of all sorts of issues. Librarians can review Classroom Integration, Audio/Visual, and Library Services. Most of the tickets I respond to are through Library Services.