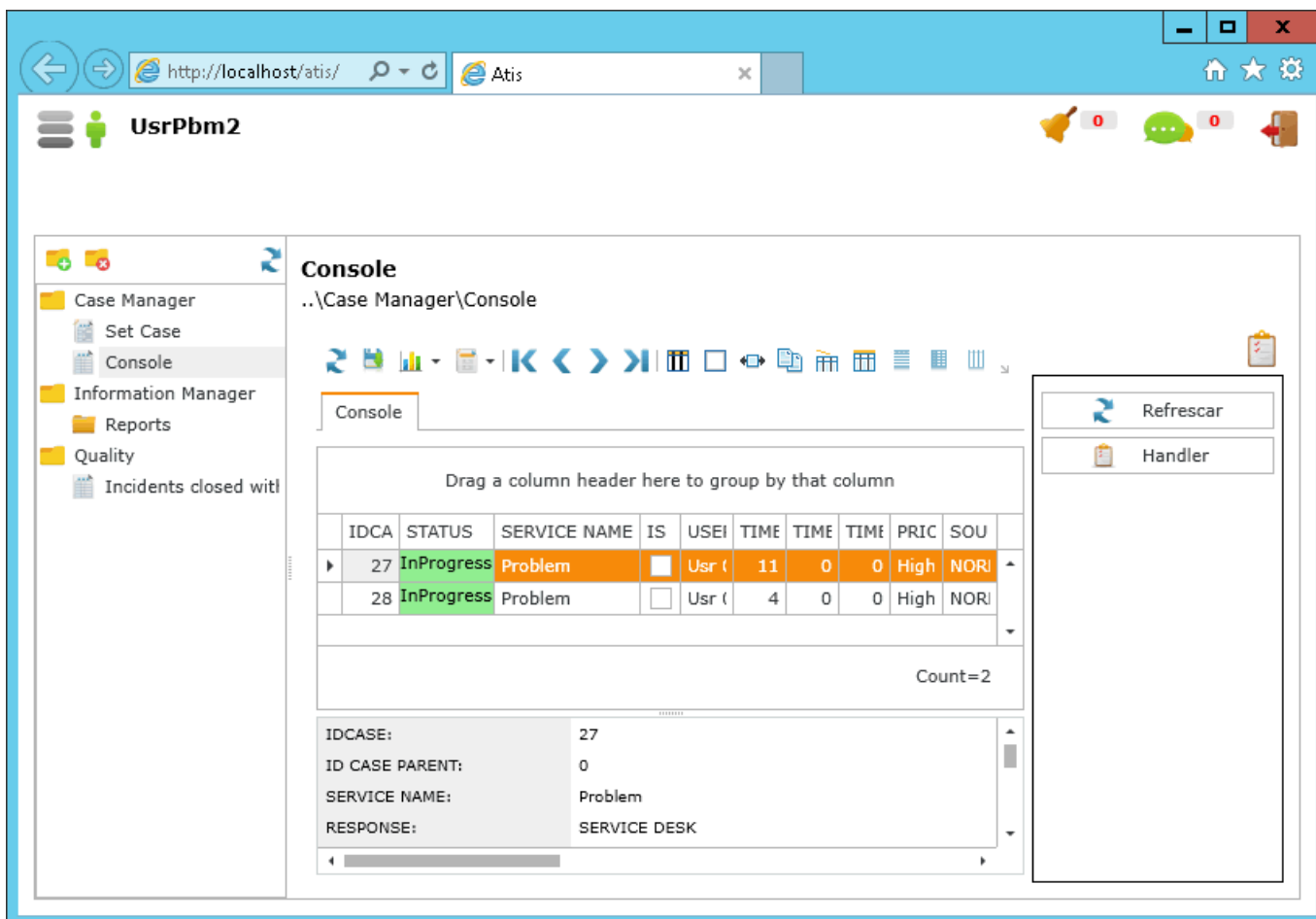# How to solve a Problem

Log into the Atis portal

In the left pane, click on **Manager case > Console.**

1. View problem source and detailed data

In the list of assigned cases, select a problem record and click on to see the detailed data of the problem.

- Click on to Owner,Handler and User of the problem record:

Permissions: List view

Permissions: Graph
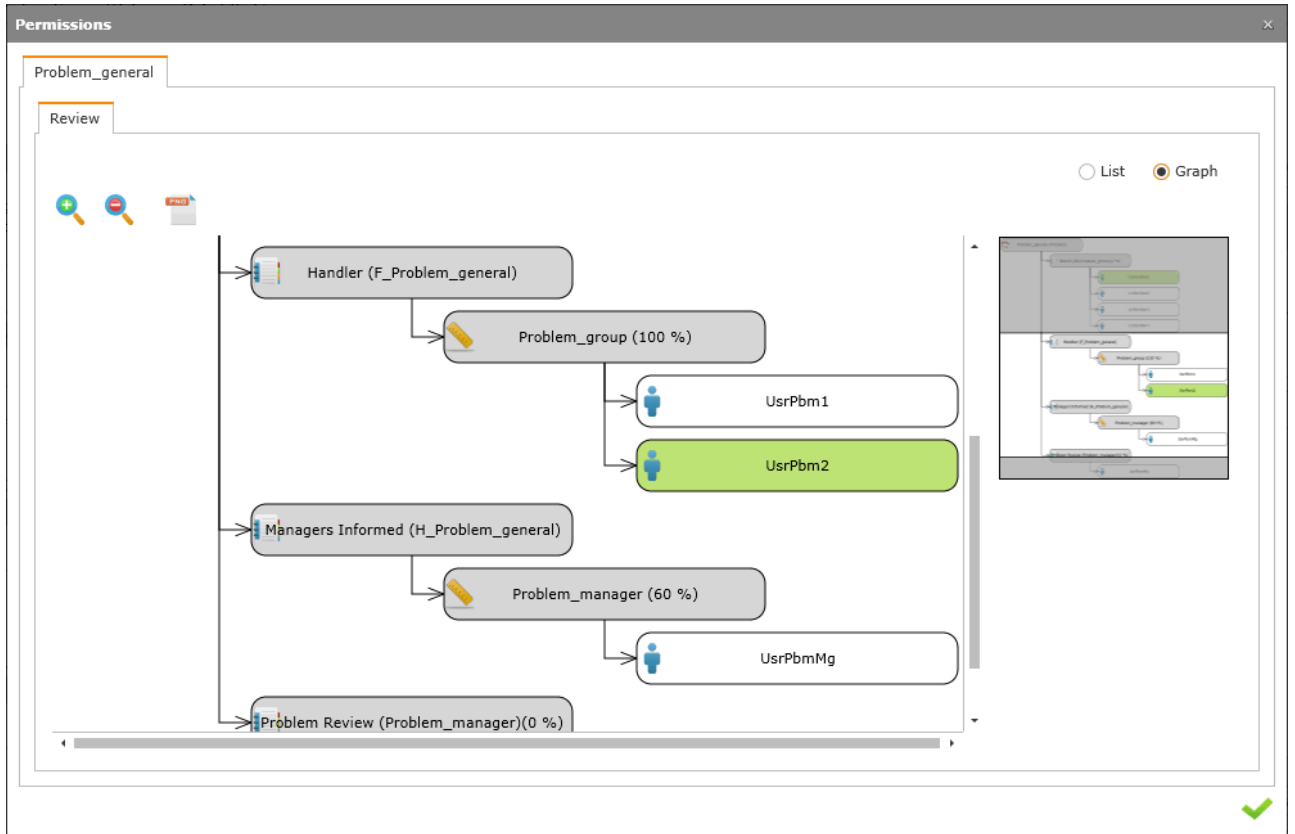
- Click on 📅 to see the log of actions

- In the permissions screen, click on 📖 to see contact data of the user:

2. To start attention

Click on **Handler** button, the attention window will open, below there's a description of the default fields that appear on the window:

Add attention actions

In the left pane, click on , in the popup screen type the actions and click on to save.

Guide or general help   Description

Atention

Records Administrator and date

07/20/16 23:11 UsrSrvDsk2(Internal Handler)
Analysis:
Try lowering the refresh rate of your
monitor to 70-75 and setting the resolution
as high as it can go, then restart the
computer.
07/20/16 22:15 UsrSrvDsk2(Internal Handler)
Analysis:
Initial diagnosis actions:
1. Make sure all connections for the monitor
are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor
into a different outlet running off a different
circuit.

Message

View message

Full message

Initial diagnosis actions:
1. Make sure all connections for the monitor
are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor
into a different outlet running off a different
circuit.

To view the action log, click on

Window with attentions.

Full attentions

```
07/20/16 23:11 UsrSrvDsk2(Internal Handler) Analysis:
Try lowering the refresh rate of your
monitor to 70-75 and setting the resolution
as high as it can go, then restart the
computer.
07/20/16 22:15 UsrSrvDsk2(Internal Handler) Analysis:
Initial diagnosis actions:
1. Make sure all connections for the monitor
are properly connected.
2. Try with spare monitor adapters and cords.
3. Try plugging the power cord of the monitor
into a different outlet running off a different
circuit.
```

Guide

Service support instructions to help solving a case faster, these instructions are defined in the model configuration.
See: How to create a model

Click on to graph model steps:

Graphics steps
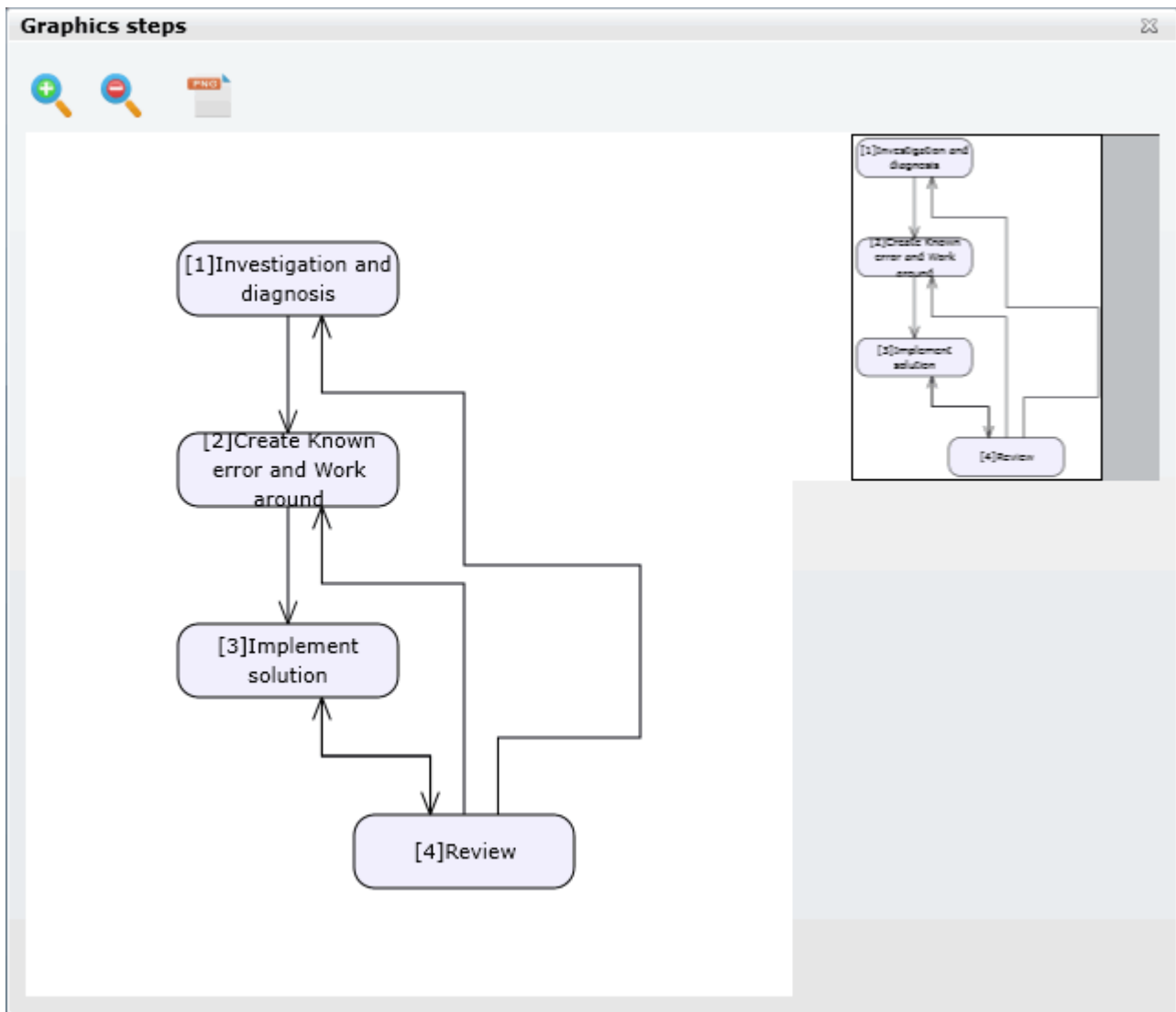
[1]Investigation and diagnosis

[2]Create Known error and Work around

[3]Implement solution

[4]Review

Send messages

In the left pane, click on   , in the popup screen select the users and type the message to send
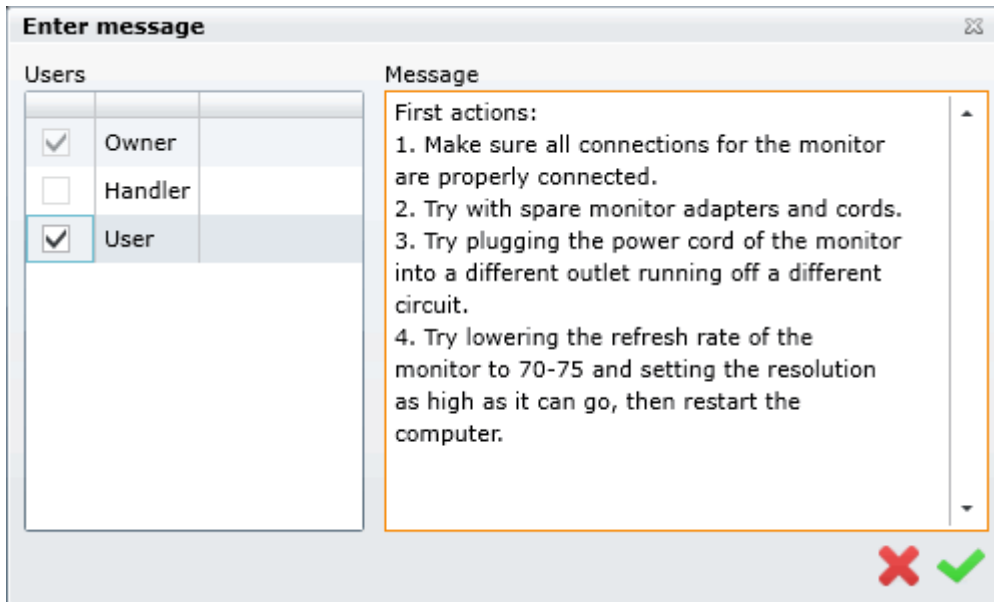
Users and owner can send feedback as well, click on to see if there're new messages.

3. Matrix of Activities

See: How to create a model

IT Help Center is based on activities/attention models. In those, the flow, attention groups, times, escalations, possible returns among others are defined. After a record is created, the tool decides which model will use according to defined rules. Then, the model will rule which group will work in the record. Every while, the tool will check the time that has passed and decide if an escalation is necessary.

Here you can add new related activities/cases:
See: Create a RFC from a problem record

4. Attention tools

View case details

Click on to see case details

Ticket atention detail

Value	Description	
IDSDTICKET	28	
IDSDTICKET_PARENT	0	**Problem**
TICKETSTATUSNAME	InProgress	**current status**
TICKET_ISMAYOR	False	
TICKET_TITLE	Print queue blocked despite cancellation	
TICKET_COUNTTIME	21	
TICKET_COUNTTIMEPAUSE	0	
TICKET_COUNTTIMERESOLVED	0	
TICKET_DATERESOLVED	2016-07-30 19:39:48	
TICKET_DATECLOSED	2016-07-30 19:39:48	
TICKET_DATELASTCUT	2016-07-30 20:00:48	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	4	
IDMDCATEGORYDETAIL_INITIAL	18	
IDMDCATEGORYDETAIL_FINAL	18	**Source of**
SOURCETYPENAME	PERSON	**the problem**

View Workaround

Click on 📚 to see related workarounds.

Work-Around

Work-Around :

IDCMDBCI	CI_GENERICNAME	CI_DESCRIPTION	SMWAREVIEW_NAME

- Click on ![icon] to search and add workarounds.
- Click on ![icon] to view selected workarounds.

View user contact info

Click on ![icon] to see user contact data.

- When you pass the mouse over the icon, you'll be able to see user name and prefered way of contact:

User Usr 001: Jordan Franklin Ford Notify me by eMail (usr001@email.com)

- When you click on icon, a popup screen allows you to add/edit contact details:

CMDB Contact

Contact type:	Information:
	(+) -

Type name	Contact defined	
eMail	usr001@email.com	
Mobile	(+57) 1-3212347896	

Street Address:

City : Colombia

Province/State/County :

Zip/Postal Code :

System status : Live

Prep

Live

Retired

Contact type	Select the notice type (mobile, phone, email)
Information	Type according to notice type: mobile/phone/email and click to add.
Address	Other contact details like Address, country, county/state and zipcode
System status	Select system status: **Prep:** Pending for aprobation **Live: Active** **Retired:** Outdated info

Change Category

 An administrator can change the category before closing the problem record.

Click on to change **Category.**

- Type reason to change category.

Change Settings

Reason for change

Same model | New model

Select the category to change.

Category : Printing Service\Unknown

Detail : Problem

Select the Priority to change.

Priority : High

Is Major:

- Click on 🔍 to categorize the case, search the category that best describes the issue.

Select a new category and clic on ✔

Change Priority

⚠ An administrator can change the priority value before closing the problem record.

Click on 🖊 to change **Priority.**

- Type reason to change priority.
- Select a new **Priority** value from the drop-down list.

You can also click on **Is Major** checkbox

- Click on ✔ to save changes.

Functional Escalation

Click on ➡
In the popup screen you can select the escalation type and add a reason to escalate the case:

Go to the next user: The case will be automatically assigned to the next administrator available in the same level.
Go to the next level: The case will be automatically assigned to an administrator available in the upper level.
Direct Assignation: Select an administrator from the drop-down list to assign the case.

Click on ✔ to escalate

Hierarchic Escalation

Click on 🔼

In the popup screen, you can select escalation type and add a reason to escalate the case, active
options:

Go to the next level: The case will be automatically assigned to an administrator available in the
upper level.
Direct Assignation: Select an administrator from the drop-down list to assign the case.

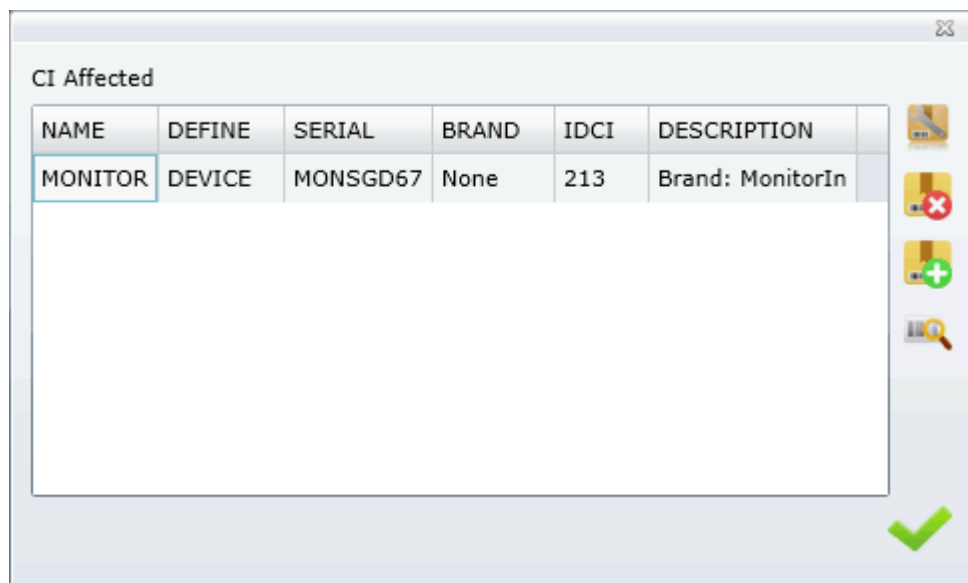Click on ✔ to escalate

Change Status

Click on ▶ In the popup screen select a new state and add a reason:
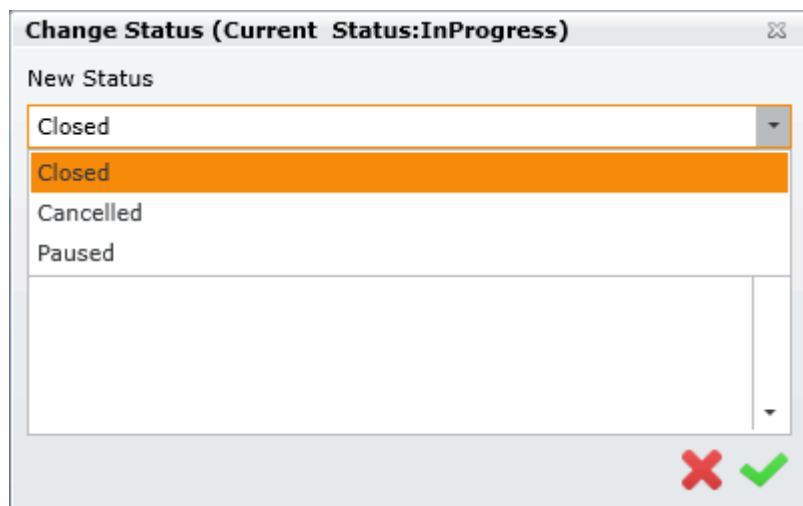
When you pass the mouse over the icon, it'll show the current status

CI Editor

Click on 🔲 icon. In the popup screen you can review or delete CIs already related or add new CIs

Add CIs: click on 📦 a popup screen allows you to browse for CIs.

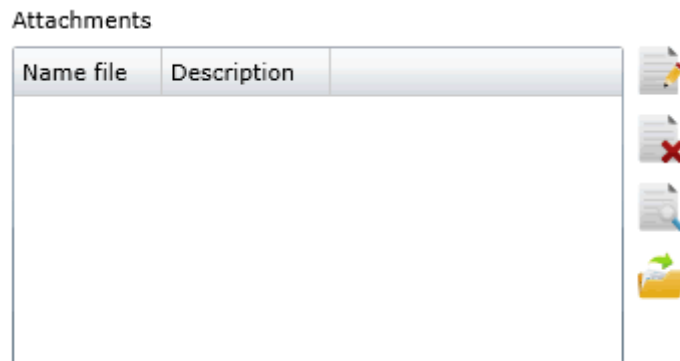**Edit CI description:** Select CI and click on 📝 to edit description and click on ✔ to save.

Delete CI: Select CI and click on

View CI: Select CI and click on
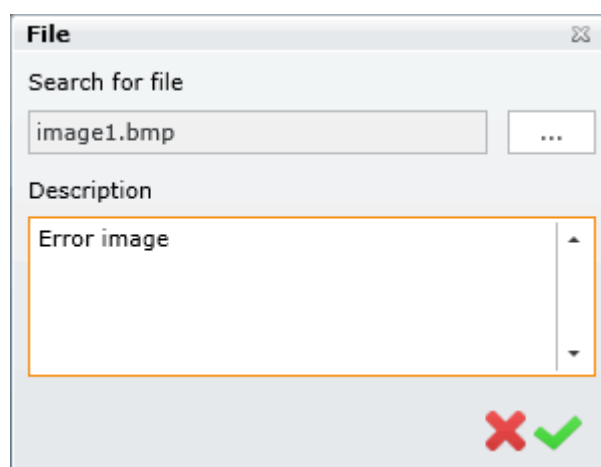A popup screen allows you to view information and relations of the CI

See:
How to view and edit CIs

Attachment Editor

Click on In the popup screen you can review or delete attachments already related, or add new files

Add File: Click on a popup screen allows you to browse your computer for the files to attach. You can include a description for each attached file.

Click on to find the file, add description[1] and click on to save.

Edit description: Select the attachment and click on to edit file description and click on to save.
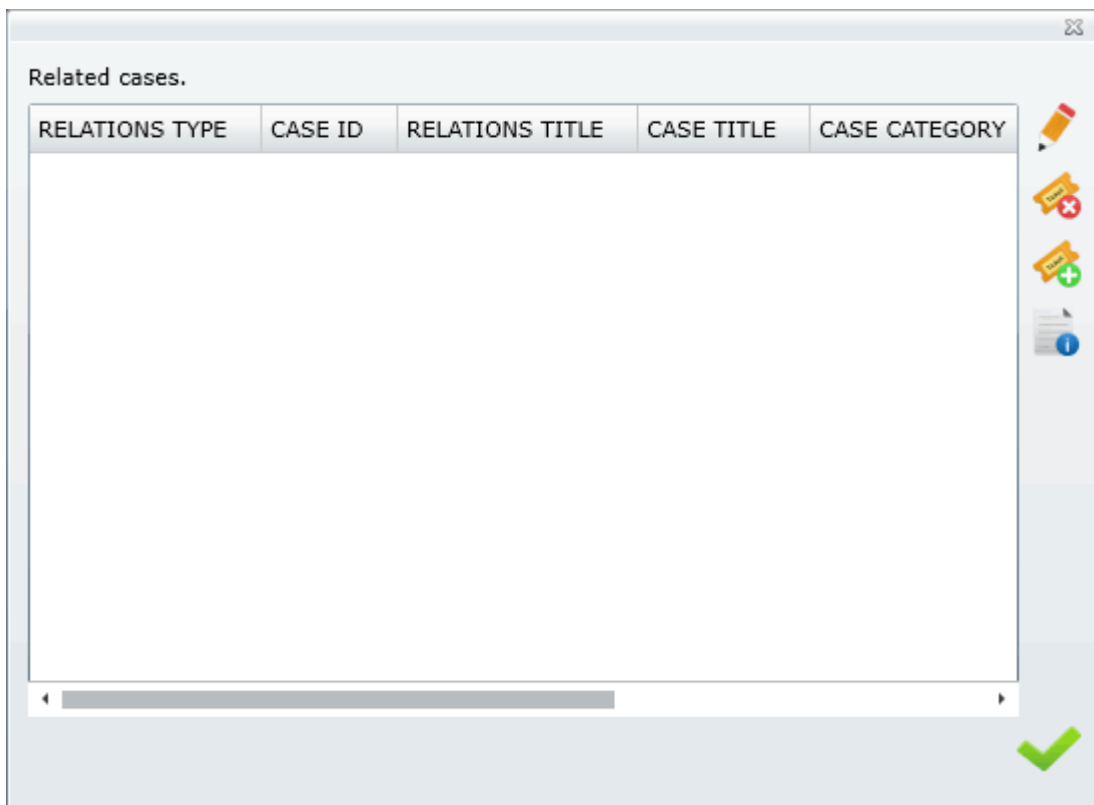
Delete File: Select attachment and click on

Download File: Select attachment and click on

5. Add/Edit related cases

Click on   to add/edit related cases to the problem:

1. When you click on icon, a popup screen allows you to add/edit related cases:

2. Click on   to search and add cases:

Click on to search cases:

3. Once you've selected a case to relate, select the relation type in the dropdown list: *Unknown*

relation, This case is part of or This case is the result of
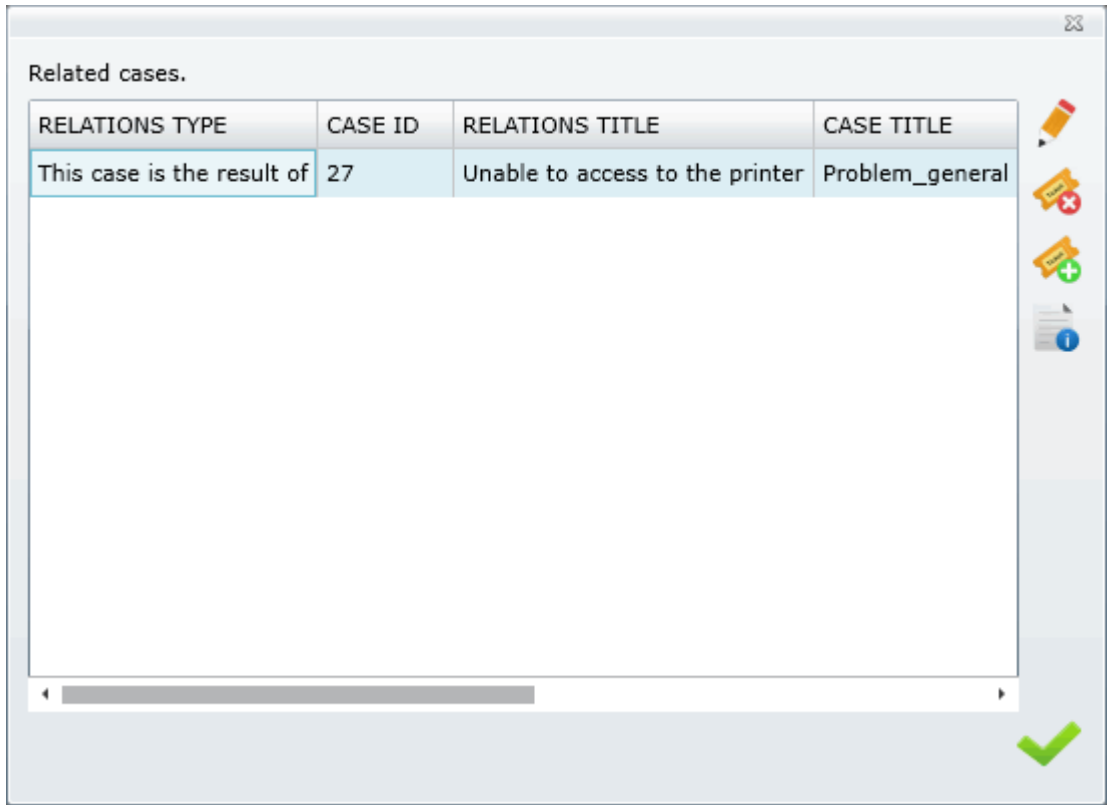
4. Finally, add title and description:

Click on ✔ to save.

 Click on icon to delete relation

 Click on icon to edit relation

 Click on icon to view the info of the related case

6. Add/Edit parent-child relations

Add Parent Relations

Click on In the popup screen you can search in a list of existing cases, select the case that will be
the **Parent**

Search Relation

Show : View all ▾

IDSDTICKET	TICKET_TITLE	IDSDTICKETM	CATEGORYDESCRIPTION
8	The printer is not detected.	8	
9	Loss of connection to your router.	9	
10	Loss of signal.	10	
22	Printing in color issue	13	
28	Multi-function printer unable to print	14	
33	Monitor maintenance	15	Maintenance and repairs for
34	Dusty GPU and the fans not working	16	
35	Add knownerror and workaround	17	Maintenance and repairs for
37	Monitor flickers after repair	18	
11	The printer is not detected.	19	

Counter 14

✓ ✗

Add Child Relations

Click on In the popup screen you can search in a list of existing cases, select the case(s) that will be the **Child/Children**

Relation

Show : View all ▾

	IDSDTICKET	TICKET_TITLE	IDSDTICKETMT	CATEGORYDESCRIP	CATEGORY
▸	33	Monitor maintenano	15	Maintenance and re	Failing
	34	Dusty GPU and the i	16		Request
	35	Add knownerror and	17	Maintenance and re	Failing
	37	Monitor flickers afte	18		Problem

Count=4

✓ ✗

Graph relations

Click on to draw the graphic.

7. Change step

Modifying model configuration and step settings requires access to system configuration, therefore, you should have administrative privileges.
See: How to create a model

When an administrator has included all activities and actions for the current step, can set the next step. In the right corner bottom, if possible, choose the next step[2)] from the drop-down list and click

on icon

Each time there's a step change, the admnistrator has to include a reason and optionally a recomendation for the next step.

1. To change from **Investigation and Diagnosis** to **Create Knownerror and Workaround**

While the problem is in the **Investigation and Diagnosis** and **Create Knownerror and Workaround** steps its status is **InProgress**:

Change status InProgress
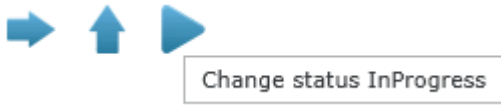
See:
Create Knownerrors and Workarounds

2. To change from **Create Knownerror and Workaround** to **Implement Solution**

Step summary for :

Type a description of the actions executed in this step:Create Known error and Work a

> The KE for HT8976 printer model was created.
> The WA was created: Print queue blocked.

Recomendation for new step:Implement solution

Investigation and diagnosis | Create Known error and Work around | Implement solution | Review

Comment

Create a Known error Record with Work-Around(s) related so other people can use this information. If there is a solution, document it in the Known error.

Step

Change step:
Review

When there's a solution the status can change to **Resolved.**
To configure the status of the step: Set case status

Change status Resolved

3. Actions and activities are registered in the action log, see Attention pane:

Atention

07-30-16 21:46 UsrSrvDsk1(Internal Owner)
Recomendation for Implement solution:

12-30-99 00:00 UsrSrvDsk1(Internal Owner)
Step Summary of Create Known error and
Work around:
The KE for HT8976 printer model was created.
The WA was created: Print queue blocked.

07-30-16 21:30 UsrSrvDsk1(Internal Owner)
Recomendation for Create Known error and
Work around:
Create a knownerror and workaround related
to HT8976 printer model
12-30-99 00:00 UsrSrvDsk1(Internal Owner)
Step Summary of Investigation and diagnosis:
During the investigation:
I found out there's a problem with model
HT8976 of printers
A recurrent error accesing the
printer.
You can run a command to cancel the queue
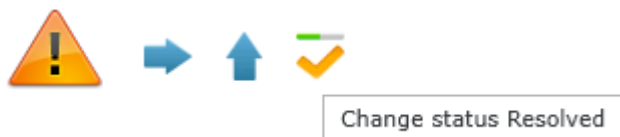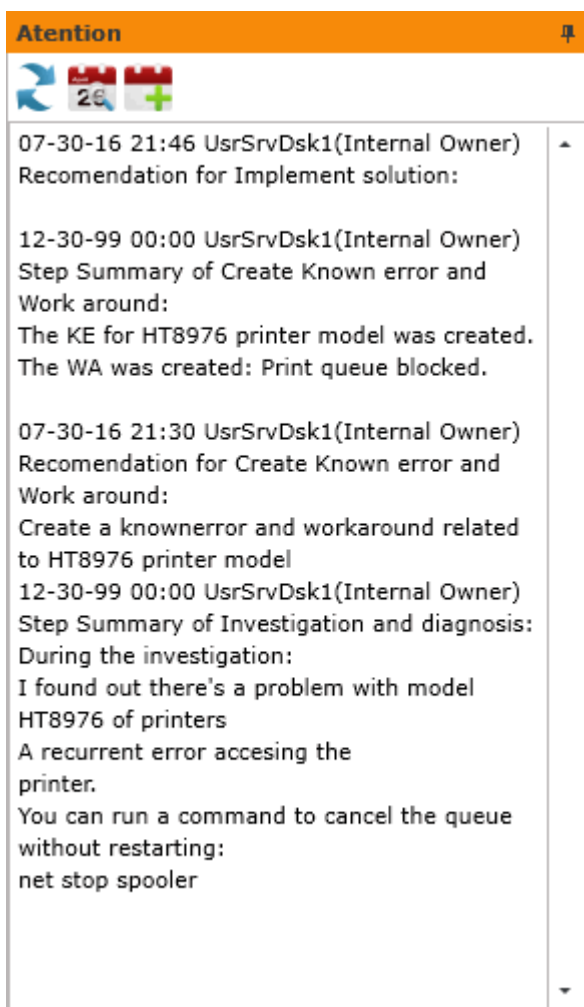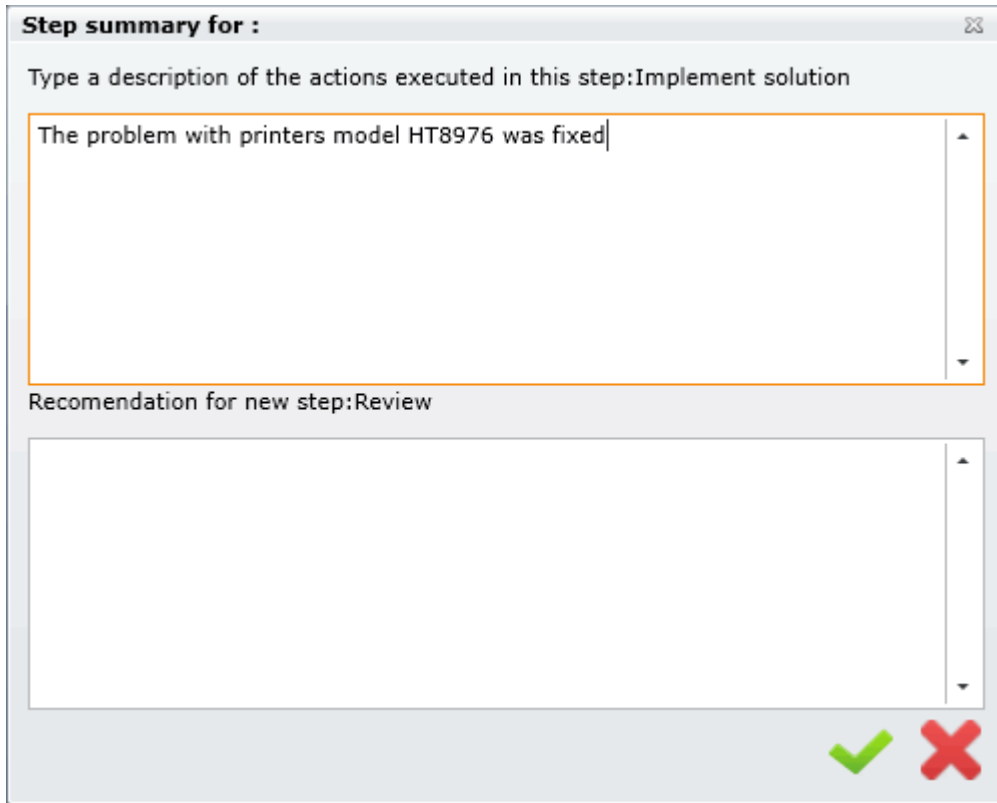without restarting:
net stop spooler

8. Closing case

Modifying model configuration and step settings requires access to system configuration,
therefore, you should have administrative privileges.
See: How to create a model

1. To change the step to **Incident Review**, first the handler of the case must type the reason and optionally a recomendation for the review step:
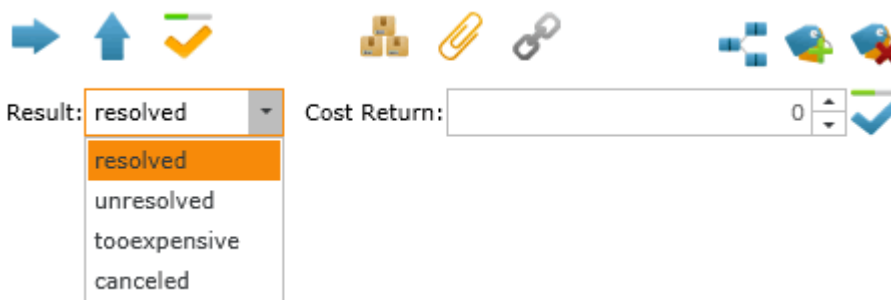

2. According to the review, the case result can be changed to **Resolved, Unresolved, Too Expensive or Cancelled**
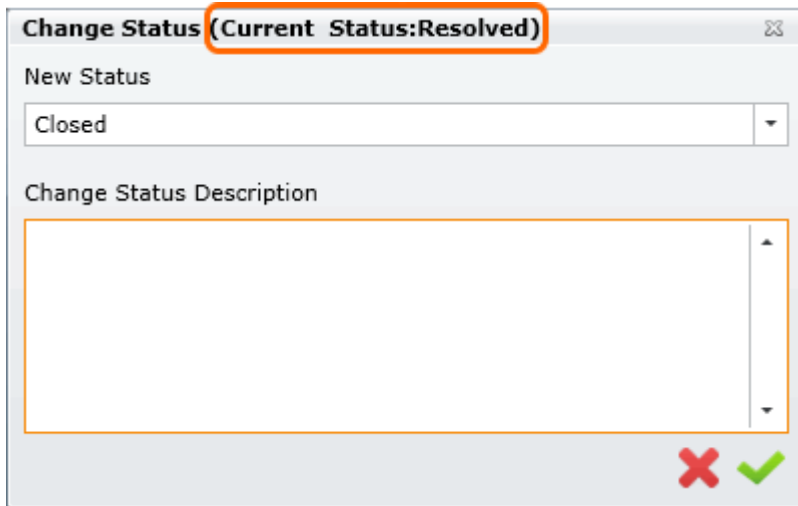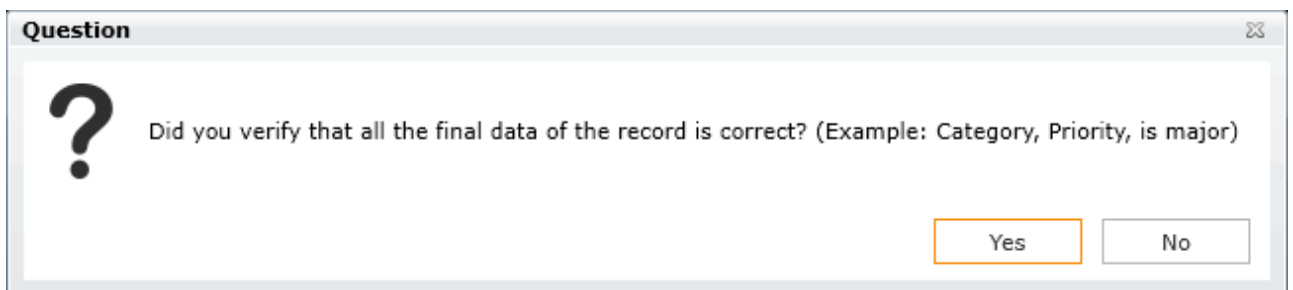Select from the dropdown list:

Click on to save result.

See:
Models:Result values
Models:Set case status

3. Click on to change status:

When the administrator clicks on ✔ there will be a message asking him to verify if the incident data is correct.

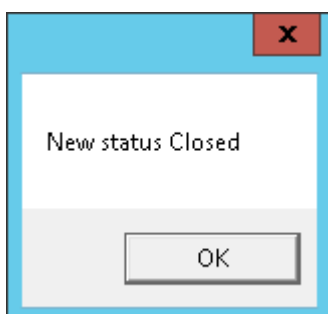If the administrator clicks NO, then can change any detail of the case:
See:
Change Category
Change Priority
Set case as Major

If the administrator clicks yes, the status is changed to **Closed.** :

[1]
Optional
[2]
According to the service model

From:

http://www.leverit.com/ithelpcenter/ - **IT Help Center**

Permanent link:

http://www.leverit.com/ithelpcenter/en:archived:administrator:how_to_solve_a_problem

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