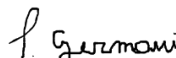
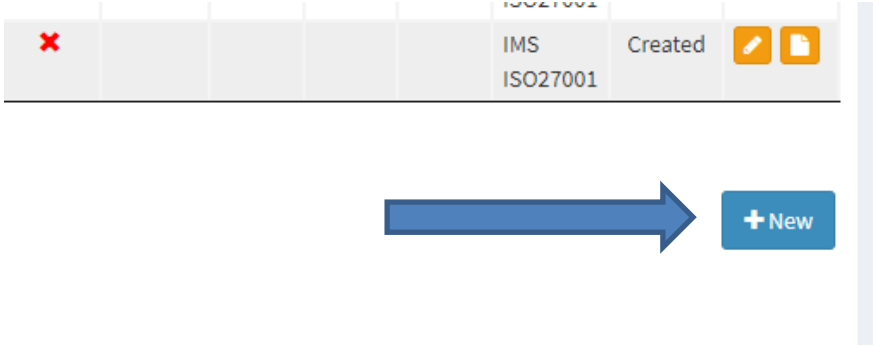


| | | | | |
|---|------------|-----------------|------------------|---|
| One Point Lesson | | | | |
| IMSISO – ADD A TICKET | | | | |
| Version | Date | Description | Author | Sign |
| 1.0.0 | 04/11/2020 | Initial version | Federico Germani |  |
| Scope of the Document | | | | |
| This OPL shows you the exact path to add a ticket | | | | |
| The OPL is composed of 2 steps | | | | |

SUMMARY

| | |
|--|---|
| Step 1.1 – Open the new ticket interface | 2 |
| Step 1.2 – Add a ticket | 3 |


STEP 1.1 – OPEN THE NEW TICKET INTERFACE

| | | |
|-----------|--|--|
| 1.1 | You can add a ticket by clicking the 'new' button.  | |
| Result | You've opened the new ticket interface. | |
| Warning | | |
| Exception | | |

STEP 1.2 – ADD A TICKET

1.2

Now you should fill the form that you see.
 Once you filled it, press the 'Save' button.
 When you save it, you'll see your ticket into the tickets list.



| Field | Description | Mandatory |
|--------------------------|--|-----------|
| Short description | The short description explains us as short as possible the issue. | Yes |
| Description | The description of your ticket. It should be long enough to <u>explain</u> us the real matter of the issue. | Yes |
| Company | The company picker. Click on the magnifying glass and pick the company related to the issue. | Yes |
| Project | The project picker. Click on the magnifying glass and pick the project related to the issue. (It depends from the company picked.) | Yes |
| Blocker | Select it if the issue doesn't allow you to work anymore | No |

| | |
|-----------|--|
| Result | You added your ticket, and started the resolution process. |
| Warning | |
| Exception | |