The ‘OTTO’-matic Ticket Process...

With the new OTTO ticketing system in place, you will start to see some new emails coming in from otto@uwinnipeg.ca.

These emails are NOT spam! This is how the TSC technicians will be interacting with you through OTTO; via the otto@uwinnipeg.ca email address.

Doing things this way will help ensure that you, our clients, receive timely updates for your requests and/or issues reported to the Service Desk. An added benefit is that when you reply to these emails, your tickets are automatically updated with your notes as well!

We’re hoping the process should be pretty straight-forward...

When you receive a ticket notification, it’ll look like this:
Open the email message and you’ll see:

From: otto@uwinnipeg.ca
Subject: ticket number and status

Hi Tracy,

Ticket #401 has been automatically created for you by OTTO.

Note that most tickets are addressed in the order that they’re received. A support rep will contact you as soon as possible.

Should you have additional information, just hit “Reply” to this email, enter your notes in the email body and press send.

Please keep the existing subject line so OTTO knows where to find it.

See below for additional details...

**Ticket Info**

**Ticket No.:** 401  
**Report Date:** 14-08-05 9:20 am  
**Reporter:** Tracy Seymour  
**Room:** 3C75  
**Department:** Technology Solutions Centre - Client Services  
**Status:** Open  
**Call Type:** Service Desk > Internet > Brows or Issue  
**Call Details:** This is the area where your initial notes are kept.
If you send us an email to open a ticket, your email notes will show up here.
Or if you call a tech, we’ll put your detailed problem description here to start things off...

**Notes**

<table>
<thead>
<tr>
<th>Date</th>
<th>Name</th>
<th>Note Text</th>
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While we strive for accuracy, mistakes can be made. If you find any errors with content, please contact the TSC Service Desk at your earliest convenience.

Email: helpdesk@uwinnipeg.ca
Phone: 204-786-9149 (M-F, 8:30 am-4:30 pm)

OTTO is a trademark of The University of Winnipeg – Technology Solutions Centre.
After the ticket is updated/acknowledged by a tech, you should receive an email like this:

**Updated email subject line**

Hi Tracy;

Just a quick heads-up to say ticket #401 has been updated with your last email notes and/or the status has been changed.

Please check below for more details:

Current Ticket Status: Updated/Acknowledged

Additional Notes Below:

**Updated message including new ticket status**

You can see notes from the technician in this area.

Please read this carefully as you might be asked to respond to a question here!
You can reply to an OTTO ticket via email 2 ways: (you can always call the Service Desk if needed)

- Either click reply to the main email, add your notes and send,
- Or, click on the “Add Note” link

After you’ve updated the ticket via email, you’ll get a confirmation reply back:
When a technician has fixed your issue or otherwise resolved your ticket, you’ll receive this:

Clicking NO brings up:

- General statement of completion along with some instructions
- Vote YES or NO here.
- Further down this email in the Notes section will be details provided by the tech on what he/she did to resolve your issue or request.

Clicking NO brings up:

- If you send this NO vote, the ticket will automatically be reopened and the tech will get a note stating their job isn’t finished

REPLACE THIS TEXT WITH YOUR NOTE FOR TICKET 401. Do not include your signature. The ticket will be re-opened.
If you vote YES:

If you’re satisfied the work has been done, just send the YES reply as-is.

OTTO will automatically close the ticket.

At this point your issue has been resolved and the ticket closed!