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Announcements

Announcements

Announcements allow important messages to be relayed to task managers and users.

By default Task Managers have rights to add announcements only, and can do so by clicking the 'Add Announcement' button.

If the 'Allow Task Managers to Edit Announcements' is turned on in the control panel, then Task Managers can edit and delete announcements

Administrators can always edit and delete announcements by default.

Visible to User Groups - allows you to set announcements to be visible only to certain user group.

Visible to Users - allows announcements to be visible to all uses on the system, or only to a certain user.

For example: To make an announcement visible to only to one group (lets say we have a sales group for example) place a tick in Sales at the *Visible to User Groups*, and make sure the drop down at *Visible to Users* has "No Users" this will only make it viable to the users in the Sales Group.

To make the announcement visible to all users, just select "All Users" in the *Visible to Users* drop down.

You can also have announcements visible to one user, just simply select the User from the *Visible to Users* drop down box.

Task Options

Create Task

User Options	Create Task	
Task Options <ul style="list-style-type: none">• Create Task• My Open Tasks (0)• My Closed Tasks (0)• Task Search	Task Manager Info	
User Options <ul style="list-style-type: none">• Edit Profile	Task Manager Group: Bytesize Computer Solutions ▾	Task Priority: Medium ▾
User Documentation <ul style="list-style-type: none">• Introduction• Features• Task Options• FAQ Options• User Options• Printer Friendly	User Info	
	User Name: demo	Email: <input type="text"/>
	Office: <input type="text"/>	Phone Extension: <input type="text"/>
	Task Info	
	Task Group: Please Select Software Type ▾	Category: Please Select Category ▾
	Short Description: <input type="text"/>	
	Description: <input type="text"/>	
	Attachment: <input type="text"/>	<input type="button" value="Browse..."/>
	<input type="button" value="Create Task"/>	<input type="button" value="Reset"/>

When creating a new task you fill in the details for three key areas, described below:

Task Manager Info

Task Manager Group: The group of users assigned to managing this task.

Task Manager: The specific user (a member of the task manager group) that is responsible for this task.

Task Priority: This allows you to set the priority of the task you are creating.

User Info

User Name: displays the user name of the person who is logged in / creating the task.

Email: the email address of the person who is creating the task.

Office: Location of the office

Phone Extension: Contact Extension / Phone number of the person who is creating the task.

Task Info

Task Group: Allows your users to select a Task Group from a pre-defined list.

Category: Allows your users to select a Category from a pre-defined list.

Short Description: Enter a short description of your task.

Description: Enter the full description of your task.

Attachment: Allows you to add an attachment related to your task i.e. if you are running the system for a help desk a user can attach a picture of an error message they receive.

My Open Tasks

User Options	Your Open Tasks					
Task Options	ID	Task Manager	Group	Short Description	Created	Status
<ul style="list-style-type: none">• Create Task• My Open Tasks (0)• My Closed Tasks (0)• Task Search						
User Options						
<ul style="list-style-type: none">• Edit Profile						
User Documentation						
<ul style="list-style-type: none">• Introduction• Features• Task Options• FAQ Options• User Options• Printer Friendly						

To view any open tasks click *My Open Tasks* under *Task Options*, this will display a list of Open Tasks.

In the My Open Tasks page shown above, if there are any tasks currently open they will be shown as a list, to edit a task, click on the description of the task under *Short Description*, this will open the task.

You can change the details of the open task, place an update on the task, change the status, change the task manager, you can also change the current task status, and when resolved add Resolution Date

My Group's Tasks

This displays tasks open in your group


Unassigned Tasks

Unassigned Tasks will display any tasks that have not been displayed to a Task Manager (tasks that are awaiting in the supporter_pool).

When you click on the task you can assign the Task Manager, if a Task Manager has been selected already when the task was first created it may appear in the Unassigned Tasks even though the Task Manager has been selected, simply click

on the task and press the Update Task button and this will update the task, to being Assigned to the task manager.

My Recent Tasks

Task Manager Options		Your Recent Tasks						
Task Options								
<ul style="list-style-type: none">• Create Task• My Open Tasks (0)• My Group's Tasks (0)• Unassigned Tasks (0)• My Recent Tasks• My Group's Recent Tasks• Search For Task								
Task #: <input type="text"/> <input type="button" value="Go!"/>								
ID	Task Manager	Short Description	User	Priority	Created	Status	Time	
00006	Ross	Internal Mail	dorcias	Medium	19/12/05	Closed/Complete		
Last Task Action: statuschange Closed/Complete								

My Recent Tasks displays a list of all recently completed/closed tasks.

You can view a task by clicking on the short description

My Group's Recent Tasks

My Group's Recent Tasks displays a list of all recently completed/closed tasks that were assigned to your group.

You can view a task by clicking on the short description

Search For Task

To search for tasks click Search For Task under Task Options

The Task Search Page will now load.

Please Note - This search page is the main way to find tasks that have been closed. If a task has been closed recently enough it will still show in the recent tasks list.

Search Type Select. And will search for all matches to the details you enter from any or all of the options below

Task Group Select the task group for the task you wish to search for if known.

Task Manager If known, select the Task Manager

Task Priority If known, select the Task Priority

Task Status If known, select the Task Status

Task Category If known, select the Task Category

Task Group If known, select the Task Group

User Name If known, select the User Name of the person who the task belongs to

Office If known, enter location of Office

Between Dates Enter the dates of when the tasks were entered you wish to search between.

Keywords Enter Keywords to reduce the search

SQL Statement

Knowledge Base Check

This will perform a number of checks on the validity of the data stored in the knowledge base.

Due to One or Zero's relational database design it is possible (however unlikely) for a record to be removed / edited in one table without a corresponding record in another table being similarly deleted / modified.

This function will tell you if any problems exist, allowing you to try and solve them before things get too out of control.

Task Check

This will perform a number of checks on the validity of the data stored in the tickets database.

Due to One or Zero's relational database design it is possible (however unlikely) for a record to be removed / edited in one table without a corresponding record in another table being similarly deleted / modified.

This function will tell you if any problems exist, allowing you to try and solve them before things get too out of control.

Contacts

Contacts Search

Task Manager Options	Contacts Search						
Task Options <ul style="list-style-type: none"> • Create Task • My Open Tasks (0) • My Group's Tasks (0) • Unassigned Tasks (0) • My Recent Tasks • My Group's Recent Tasks • Search For Task Task #: <input type="text"/> <input type="button" value="Go!"/>	<table border="1"> <tr> <td>Contact Details:</td> <td>User Name <input type="text"/></td> </tr> <tr> <td>Search Type:</td> <td><input checked="" type="radio"/> Is like <input type="radio"/> Is equal to</td> </tr> <tr> <td>Search String:</td> <td><input type="text"/></td> </tr> </table> <input type="button" value="Search"/>	Contact Details:	User Name <input type="text"/>	Search Type:	<input checked="" type="radio"/> Is like <input type="radio"/> Is equal to	Search String:	<input type="text"/>
Contact Details:	User Name <input type="text"/>						
Search Type:	<input checked="" type="radio"/> Is like <input type="radio"/> Is equal to						
Search String:	<input type="text"/>						
Contacts <ul style="list-style-type: none"> • Contacts Search 							

The new **Contacts** category and its **Contacts Search** link (version 1.64) are only available to the following user types:

Administration

Task Manager

All other user types **do not** have access to view this category.

Description:

The Contacts category allows admin and task managers to search for **any** other users within the database user table. Current search tailoring options include a context selection drop down menu, and radio button selection for search 'like' or 'equals'. Upon submitting a successful search the user will see a results summary table, with links to full contact information.

Instructions:

1. Select 'Contacts Search' link from the 'Contacts' category.
2. Choose what context you want your search to be from the 'Contact Details' drop down menu.
3. If unsure of the details then select 'Is Like' from 'Search Type' or if you know exactly what you want to search for, select 'Is equal to'.
4. Enter your search string and click 'Search'.

If you receive an error, click back on your browser and make sure that you enter a search string. If you receive the message 'no results', then review your search options and try again. If your search returns results successfully, then you will see a user name, their phone number, an email address, and a link to their full contact details.

FAQ Options

Task Manager Knowledge Base

Regular users will not get to see the articles stored in the Task Manager Knowledge base.

This can be useful for storing install guides, or setup information which may contain sensitive information such as ip addresses, registration keys or possibly (although it shouldn't) passwords.

In all other respects it is identical in function to the regular user knowledge base.

Knowledge Base Stats

This shows you a snapshot of information pertaining to the use of the knowledge base.

It lists the last 15 succesful and unsuccessful queries, so that you can see what searchs have been attempted by users of the system.

It also lists the last 15 articles added / edited or viewed

These statistics help you to see what problems people have been searching for answers to, which could indicate a problem you were unaware of, or show which problems people are most commonly solving for themselves.

Unsuccesful queries may indicate a problem without a solution in the knowledge base or possibly a problem where the solution is there but is set up with the wrong set of keywords.

User Documentation

User Documentation

User documentation allows you to custom create user documentation that is available to your users while using the OneOrZero Task Management System.

To customise the documentation open the language file appropriate to your install (i.e. lang.english.php) and look for groups of language variables that have a commented line that looks similar to this:

Task Options Help Text - 1 paragraph per line. (this is the text for task options...)

This feature is likely to be depreciated in favour of an online help source

Task Manager Options

Edit profile

<ul style="list-style-type: none"> • Create Task • My Open Tasks (0) • My Closed Tasks (0) • Task Search 	User Name:	demo
	First Name:	<input type="text" value="Helpdesk"/>
	Last Name:	<input type="text" value="Demo"/>
	Email Address:	<input type="text"/>
User Options	• Edit Profile	
User Documentation	• Introduction	
	• Features	
	• Task Options	
	• FAQ Options	
	• User Options	
• Printer Friendly		
Password: <input type="text"/> Enter password if changing, otherwise leave blank.		
Edit Profile - Optional		
Theme:	<input type="text" value="Crystal Blue"/>	
Language:	<input type="text" value="English"/>	
Office:	<input type="text" value="Demo"/>	
Phone Extension:	<input type="text"/>	
Yahoo:	<input type="text"/>	
MSN:	<input type="text"/>	
ICQ:	<input type="text"/>	
Last Active:	January 9, 2006, 9:07 am	
Password Retrieval - Required		
Choose something that is unique, easy to remember and private!		
Secret Question:	<input type="text" value="Please set me !"/>	
Secret Answer:	<input type="text" value="Please set me !"/>	

To edit your profile, under User Options click Edit Profile.

This will display the Edit Profile Page.

You are allowed to edit your First Name, Last Name, Password, Theme, Language, Office, Phone Extension, Yahoo, MSN, ICQ, and you can set a Secret Question and Answer to remind you of your password.

When you have finished editing any of the options make sure you click the Update button at the bottom of the page or your changes will not be applied.

View Groups
















This allows you to view the groups you are currently in.

This will also display the task managers in that group, and you can click on the Task Manager to view his or her profile.

Reporting

TimeLine Stats

TimeLine Stats, is a usfull feature to OneOrZero where you can view stats for over all categories, Task Groups, and Task Manager Groups. A sample of some of the stats are shown below:

Task Stats:				
Type	Open from before 09/12/05	Opened during	Closed during	Open on 09/01/06
All Sum.	 5	 2	 6	 1
Priorities				
Critical	 1	0	 1	0
High	 3	0	 3	0
Medium	 1	 2	 2	 1
Low	0	0	0	0
Task Groups				
Please Select Software Type	0	0	0	0
Pre Windows 2000	 1	0	 1	0
Macintosh	0	0	0	0
Windows 2000	0	0	0	0
One Or Zero V1.6	0	 1	0	 1
Windows XP	0	0	0	0
Office Talk	 4	 1	 5	0
Windows Office	0	0	0	0
Windows Server 2000	0	0	0	0

You can also search for stats using the options shown below:

Task statistics for timeline: 09/12/05 To 09/01/06				
From: 09/12/05	To: 09/01/06	Task Manager: All	<input type="button" value="v"/>	Group:
All <input type="button" value="v"/>				
<input checked="" type="checkbox"/> Histogram	<input checked="" type="checkbox"/> Legend	<input checked="" type="checkbox"/> All Sum.	<input checked="" type="checkbox"/> Priorities	<input checked="" type="checkbox"/> Task Groups
<input checked="" type="checkbox"/> Categories	<input checked="" type="checkbox"/> Group	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Task Manager	<input checked="" type="checkbox"/> Life time			
<input type="button" value="Refresh"/>				

Task Stats

Task Stats shows Stats for Tasks, displaying the following stats:

(Please see the next page)

Task Statistics	
Open Tasks:	0
Closed Tasks:	6
Total Tasks:	6

Priority Statistics	
Total Tasks For Each Priority (Percentage of Total Open Tasks)	
Critical	0%
High	0%
Medium	0%
Low	0%

Status Statistics	
Total Tasks For Each Status (Percentage of Total Open Tasks)	
Unassigned	0%
Open	0%
In Progress	0%
Engineer Visit Booked	0%
Waiting for Response	0%
Waiting for external Response	0%

Category Statistics	
Total Tasks For Each Category (Percentage of Total Open Tasks)	
Please Select Category	0%
Software Problem	0%
Hardware Problem	0%
Website Problem	0%
Internal Mail	0%
External Mail	0%
Other	0%

]

Task Manager Stats

Task Manager Stats, allow you to view the details of the Task Managers, displaying their User Name, Real Name, Email Address and Office.

By clicking on Previous or Next you can view the details for different Task Managers, you can also sort the Task Managers by ID, User Name or Office using the drop down box to the right of the top box.

Group Stats

Group Stats allow you to view the stats for Task Manager Groups or User Groups.

Selecting one of the Groups will display the stats for: Task, Priority, Status & Category.

Service Level Tracking

Service Level Tracking gives you the stats for a Task or a number of Tasks.

You can search for tasks to create a report on by entering their task ID's, or using specific criteria like User, Task Manager etc. When using the search criteria you can export the results of the search to a CSV file for use in external applications.

Various statistics are shown in the results. Note: resolution time measures the time taken to resolve a task, not close the task. A task can be resolved but still be open (i.e. pending client approval to close).

Task 1:	
Created:	November 22, 2005, 9:52 am
First Response:	November 22, 2005, 9:52 am
Response Time:	1 second
Resolution Date:	December 2, 2005, 4:00 pm
Resolution Time:	10 days, 6 hours, 7 minutes, and 5 seconds
Total Time Spent:	N/A
Client Satisfaction:	N/A
support_pool:	N/A
Ross:	N/A

Average Statistics	
Avg Time Spent on Task:	N/A
Avg Response Time :	1 second
Avg Span of Task:	16 days, 22 hours, 27 minutes, and 54 seconds
Avg Client Satisfaction:	N/A