

# GroupLink® *everything* HelpDesk®

The charts below explain each of the privileges within the Access Control List (ACL) in GroupLink's *everything* HelpDesk. The ACL settings are located in the Settings portion of the help desk, under Permissions at the bottom, left side of the screen. The number next to each privilege is correlated with a screen shot (when applicable) in the following pages.

Each permission has a default role, outlined in the middle column, which can be changed in the ACL. When changing the role, it is important to understand that the permission will be granted to the role selected and each role above in the hierarchy. For example, if technician is selected, the permission will be granted for technicians, managers, and the administrator. An individual may also be granted a permission by selecting his/her name under the "Users" tab or folder.

## Global Permissions

Privilege	Default Role	Explanation
<sup>1</sup> System Configuration	Administrator	Ability to manage all system configuration, including LDAP, Mail, Collaboration, ZENworks Configuration, Database Connection, Locations, Statuses, Priorities, Global Permissions, and Permission Models
<sup>2</sup> User Management	Administrator	Ability to add, edit, or delete users, and manage user roles
<sup>3</sup> View and Edit User Comments	Technician	Ability to view and edit a user's History Comments on the User Edit page of the User Accounts
<sup>4</sup> Asset Tracker	Technician	Ability to manage the internal asset tracker
<sup>5</sup> Custom Field Management	Manager	Ability to create, edit, or delete custom fields globally and across all groups
<sup>6</sup> Survey Management	Administrator	Ability to enable or disable surveys for all groups, categories, or category options
<sup>7</sup> Manage Dashboards	Manager	Ability to create and manage dashboards
<sup>8</sup> Public Ticket Filter Management	User	Ability to edit and save over public filters

## Permission Models

### Group Permissions

Privilege	Default Role	Explanation
<sup>9</sup> Manage Group Settings	Manager	Ability to manage settings for the group, including group name and description, activating or deactivating the group, choosing which (if any) asset tracker, choosing permission model, creating and managing categories, category options, group roles, and notification assistants
<sup>10</sup> Manage Scheduled Tasks	Manager	Ability to create and manage scheduled tasks in the Scheduler
<sup>11</sup> Manage Ticket Templates	Manager	Ability to create and manage Ticket Template set-up, workflow, and recurrence
<sup>12</sup> Launch Non-Public Ticket Templates	Technician	Ability to launch private Ticket Templates. Any user can launch public Ticket Templates.
<sup>13</sup> Manage Assignments	Manager	Ability to create and manage technician assignments and auto-routing of Tickets
<sup>14</sup> Manage Custom Fields	Manager	Ability to manage custom fields
View All Group Tickets	Technician	Ability to view all Tickets within the group, regardless of assignment
<sup>15</sup> Delete Attachments	Manager	Ability to delete attachments from the Ticket
Schedule Appointments & Tasks	Manager	Ability to schedule appointments and tasks from within the ticket, if integrated
Create New Tickets	User	Ability to create new Tickets under this group. Use this permission to create private groups.
<sup>16</sup> Manage Knowledge Base	Manager	Ability to create and manage knowledgebase articles

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## Permission Models

*Group Permissions, continued*

Privilege	Default Role	Explanation
<sup>17</sup> Find User Dialog	Technician	Ability to select “Find User” from the drop-down on the My Tickets screen. The Find User page allows you to search users, view all Tickets associated with a user, create a new Ticket under a user, or edit a user (if User Management permission is granted in Global Permissions)
<sup>18</sup> Mass Edit Tickets	Technician	Ability to mass edit Tickets
<sup>19</sup> Delete Tickets	Manager	Ability to delete Tickets

## Permission Models

*Ticket Permissions*

Privilege	Default Role	Explanation
<sup>20</sup> View Contact	User	Ability to view the contact of the Ticket
<sup>21</sup> Change Contact	Technician	Ability to change the contact of the Ticket. By default, the Ticket contact is populated with the individual logged into the system.
<sup>22</sup> View Submitted By	Technician	Ability to view the name of the individual who submitted the Ticket
<sup>23</sup> View Assignment	User	Ability to view the Ticket’s technician assignment
<sup>24</sup> Change Assignment	User	Ability to change the Ticket’s technician assignment
<sup>25</sup> View Priority	Technician	Ability to view the priority of the Ticket
<sup>26</sup> Change Priority	Technician	Ability to change the priority of the Ticket

*Continued on next page*

## Permission Models

*Ticket Permissions, continued*

Privilege	Default Role	Explanation
<sup>27</sup> View Status	Technician	Ability to view the status of the Ticket
<sup>28</sup> Change Status	Technician	Ability to change the status of the Ticket
<sup>29</sup> View Location	User	Ability to view the location
<sup>30</sup> Change Location	User	Ability to change the location
<sup>31</sup> View Category	User	Ability to view the category
<sup>32</sup> Change Category	User	Ability to change the category
<sup>33</sup> View Category Option	User	Ability to view the category option
<sup>34</sup> Change Category Option	User	Ability to change the category option
<sup>35</sup> View Subject	User	Ability to view the subject field
<sup>36</sup> Change Subject	User	Ability to enter or edit a subject in the subject field
<sup>37</sup> View Note	User	Ability to view the note field
<sup>38</sup> Change Note	User	Ability to enter or edit a note in the note field
<sup>39</sup> View Created Date	User	Ability to view the Ticket's created date
<sup>40</sup> View Modified Date	User	Ability to view the Ticket's last modified date
<sup>41</sup> View Estimated Completion Date	Technician	Ability to view the Ticket's estimated completion date
<sup>42</sup> Change Estimated Completion Date	Technician	Ability to change the Ticket's estimated completion date

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## Permission Models

*Ticket Permissions, continued*

Privilege	Default Role	Explanation
<sup>43</sup> View Ticket Work Time	Technician	Ability to view the Ticket's work time
<sup>44</sup> Change Ticket Work Time	Technician	Ability to change the Ticket's work time by either pushing the play or stop button or entering the work time manually
<sup>45</sup> View CC	User	Ability to view the CC field
<sup>46</sup> Change CC	User	Ability to enter an email address to be copied on the Ticket
<sup>47</sup> View BCC	User	Ability to view BCC field
<sup>48</sup> Change BCC	User	Ability to enter an email address to be blind copied on the Ticket
<sup>49</sup> View Parent Ticket ID	User	Ability to view the Open Parent button on a Ticket, if the Ticket is a child/sub-Ticket
View Ticket's Zen Information	User	Ability to see additional ZENworks information that is pulled onto the Ticket, when integrated with ZENworks 7
<sup>50</sup> View Ticket's History Comments	User	Ability to view a Ticket's history comments
<sup>51</sup> Change Ticket's History Comments	User	Ability to add comments to a Ticket's history
<sup>52</sup> View Ticket's Attachments	User	Ability to view documents attached to a Ticket
<sup>53</sup> Change Ticket's Attachments	User	Ability to add attachments to a Ticket. This does not allow the ability to delete attachments. For that permission, user "Delete Attachments" above.

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## Permission Models

*Ticket Permissions, continued*

Privilege	Default Role	Explanation
<sup>54</sup> View Ticket's Subtickets	User	Ability to view child/sub-Tickets of a Ticket
<sup>55</sup> Change Ticket's Subtickets	User	Ability to link or unlink child/sub-Tickets from a parent Ticket
<sup>56</sup> View Ticket Audit	User	Ability to view a Ticket's audit
<sup>57</sup> View Ticket Asset	User	Ability to view the asset tied to a Ticket, when using the Internal Asset Tracker
<sup>58</sup> Change Ticket Asset	User	Ability to change the asset tied to a Ticket, when using the Internal Asset Tracker
<sup>59</sup> View Survey Results	User	Ability to view survey results for a Ticket
<sup>57</sup> View Zen Asset	User	Ability to view the asset tied to a Ticket, when using ZENworks integration
<sup>58</sup> Change Zen Asset	User	Ability to change the asset tied to a Ticket, when using ZENworks integration
<sup>60</sup> View Notify Tech	Technician	Ability to view the notification box that, when checked, will notify the technician assigned to the Ticket via email of Ticket updates
<sup>60</sup> Change Notify Tech	Technician	Ability to check or uncheck the notification box that, when checked, will notify the technician assigned to the Ticket via email of Ticket updates
<sup>61</sup> View Notify User	Technician	Ability to view the notification box that, when checked, will notify the contact of the Ticket via email of Ticket updates
<sup>61</sup> Change Notify User	Technician	Ability to check or uncheck the notification box that, when checked, will notify the contact of the Ticket via email of Ticket updates

## Screen Shots

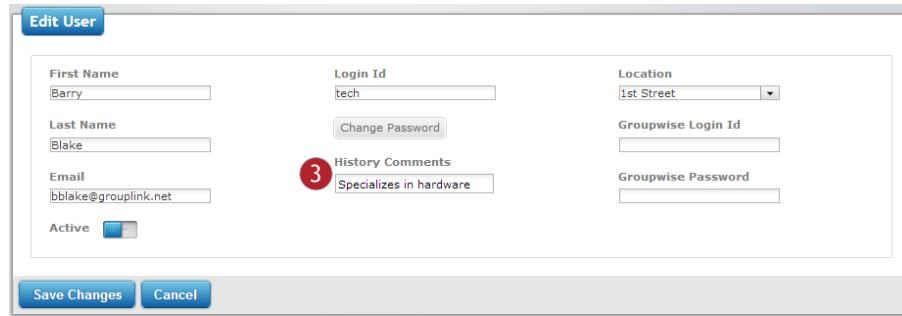
### Administrator Panel

The screenshot displays the GroupLink Administrator Panel. At the top, a navigation bar contains links for New Ticket, Search, Filters, Reports, Assets, Knowledgebase, Dashboards, and Templates. A notification banner states: "We are currently experiencing phone problems. Please don't submit any phone issue tickets." The left sidebar is organized into sections: Global (User Accounts, Scheduler, Knowledgebase article, Surveys), System (General, LDAP, Mail, Collaboration, ZENworks 10-11 Configuration, Database Connection, Licensing), Ticket (Locations, Groups, Assignments, Custom Field Setup, Statuses, Priorities), and Permissions (Global Permissions, Permission Models). The main content area shows the "General" configuration page with the following settings: Base URL (http://demo.grouplink.net/demo4), Max Upload Size (1 MB), System Message Text (We are currently experiencing phone problems), Session Timeout Length (30 minutes), Allow user registration from the login page (disabled), and Search Indexing (100% complete with a Reindex Tickets button). A "Save Changes" button is located at the bottom of the configuration area.

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## Screen Shots

### User Edit Page

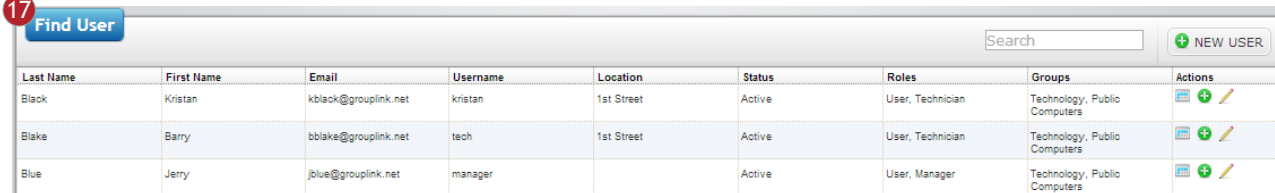


The 'Edit User' form contains the following fields and controls:

- First Name: Barry
- Last Name: Blake
- Email: bblake@grouplink.net
- Active:
- Login Id: tech
- Change Password: [button]
- History Comments: Specializes in hardware
- Location: 1st Street
- Groupwise Login Id: [empty]
- Groupwise Password: [empty]

Buttons: Save Changes, Cancel

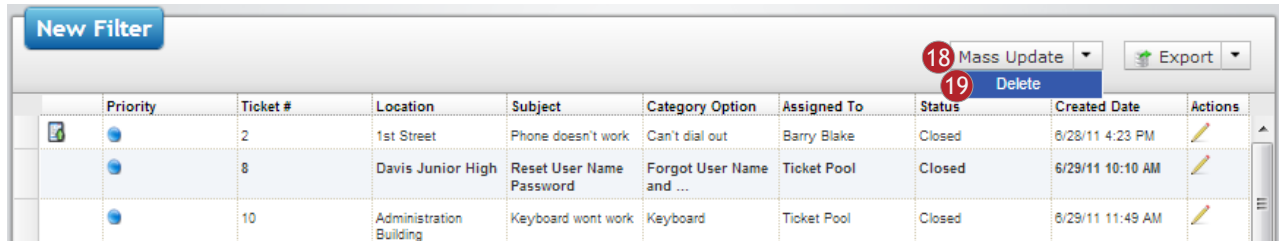
### Find User Screen



Find User

Last Name	First Name	Email	Username	Location	Status	Roles	Groups	Actions
Black	Kristan	kblack@grouplink.net	kristan	1st Street	Active	User, Technician	Technology, Public Computers	[edit] [add] [delete]
Blake	Barry	bblake@grouplink.net	tech	1st Street	Active	User, Technician	Technology, Public Computers	[edit] [add] [delete]
Blue	Jerry	jblue@grouplink.net	manager		Active	User, Manager	Technology, Public Computers	[edit] [add] [delete]

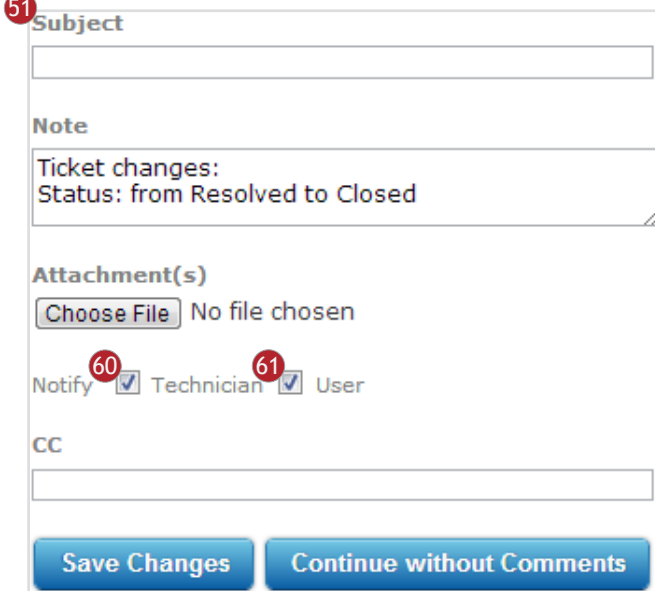
### Ticket Filter



New Filter

Priority	Ticket #	Location	Subject	Category Option	Assigned To	Status	Created Date	Actions
[icon]	2	1st Street	Phone doesn't work	Can't dial out	Barry Blake	Closed	6/28/11 4:23 PM	[edit]
[icon]	8	Davis Junior High	Reset User Name Password	Forgot User Name and ...	Ticket Pool	Closed	6/29/11 10:10 AM	[edit]
[icon]	10	Administration Building	Keyboard wont work	Keyboard	Ticket Pool	Closed	6/29/11 11:49 AM	[edit]

### Ticket Comments / Save Ticket Screen



Subject: [empty]

Note: Ticket changes: Status: from Resolved to Closed

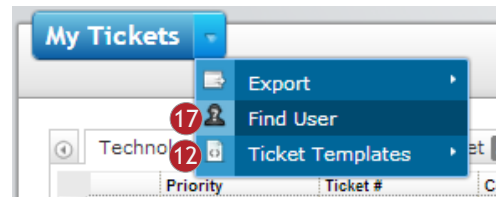
Attachment(s): Choose File No file chosen

Notify:  Technician  User

CC: [empty]

Buttons: Save Changes, Continue without Comments

### My Tickets Drop-down



My Tickets

- Export
- Find User
- Ticket Templates



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## Screen Shots Ticket View

**Edit Ticket 14** 43 Work time 01:00:00 44

\* Group: Technology 39 Created Jun 30, 2011 8:42:47 AM

Submitted by: Barry Blake 40 Modified Aug 16, 2011 8:56:28 AM

51 Save Changes | Add comment | PDF | Convert to KB article

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**Contact Information**

20 \* Contact: Brown, Bonnie (bonnie) 21 | Email: bbrown@grouplink.net

Phone: 444-7873 (Office) | Address: Davis Junior High

29 Location: Davis Junior High 30 | US

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**Ticket Info**

31 \* Category: Phone 32 | 25 \* Priority: Low 26

33 \* Category Option: Can't dial out 34 | 27 \* Status: Closed 28

23 \* Assignment: Blake, Barry 24 | 41 Est. Compl. Date: 7/6/2011 42

Asset: 57 | 58

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**Description**

35 \* Subject: 36 Phone wont turn on

45 CC: 46

47 BC: 48

37 Note: 38

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**Attachments**

52 Purchase Request.png 15

53 Choose File No file chosen

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**History Comments**

50

- Jerry Blue - Phone cord line was cut allowing inbound calls but not outbound, replaced cord Aug 16, 2011 8:56:28 AM  
Ticket changes: Status: from Resolved to Closed
- Barry Blake - Replaced Phone Aug 10, 2011 8:18:06 AM  
Phone wouldnt work
- Barry Blake - Fixed the computer Aug 8, 2011 9:18:07 AM  
Ticket changes: Status: from Work In Progress to Resolved
- Jerry Blue - Phone was dead Jul 6, 2011 1:25:14 PM  
New phone ordered will be in on 8th

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**Sub-Tickets**

55 + NEW SUB-TICKET OPEN PARENT 49

#	Subject
2	Phone doesn't work

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**Ticket Audit**

56

Field Name	From	To	On	By
Ticket Created			Jun 30, 2011 8:42:47 AM	tech
Work time	00:00:00	00:00:05	Jul 6, 2011 1:26:02 PM	manager
Work time	00:00:05	05:00:00	Jul 6, 2011 1:26:09 PM	manager
Status	Work In Progress	Resolved	Aug 8, 2011 9:17:50 AM	tech
Est. Compl. Date	Jul 6, 2011	Jul 6, 2011	Aug 8, 2011 9:17:50 AM	tech
Work time	05:00:00	01:00:00	Aug 8, 2011 9:18:19 AM	tech
Status	Resolved	Closed	Aug 16, 2011 8:55:49 AM	manager
Est. Compl. Date	Jul 6, 2011	Jul 6, 2011	Aug 16, 2011 8:55:49 AM	manager

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**Survey Results**

59 Survey not submitted

