

# RT 4.4 Request Tracker - New User Options and Features

## RT 4.4 Privileged User Options and Features

With the upgrade to RT Request Tracker Version 4.4, all Privileged Users have some new options and features they can choose for their personal preferences.

Some of the default RT options have changed as well. **See new or changed items highlighted in [Blue](#) text.**

RT Privileged User Options are definable for key areas:

- **RT Preferences**
- **RT Ticket Timers**
- **RT Keyboard shortcuts**
- **RT Dashboards**
- **fulltext searching**
  
- [RT Login Widget and screen layout](#)
  - Login Widget - shows RT version, Copyright, and RICE logo
  - RT Screen: Locate Function tabs across the top of the screen, [Select PREFERENCES](#)
- [RT User Preferences Settings](#)
  - [User Preferences - General View](#)
  - [Preferences - RT at a Glance View](#)
  - [Preferences -Ticket Composition](#)
  - [Preferences - Ticket Display](#)
- [User Search Preferences](#)
- [RT Ticket Timers](#)
- [RT Keyboard shortcuts](#)
- [RT Dashboards](#)
- [RT fulltext ticket searching and Simple Search](#)

## RT Login Widget and screen layout

**Login Widget - shows RT version, Copyright, and RICE logo**

- **RT Login Screen**

Browser window showing the RT Login page for rice.edu.

Page Title: Login

Not logged in.

RT for rice.edu RICE

Login

4.4.2

Username:

Password:

Login

For local help, please contact rootmail+rt442@rice.edu

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- RT Screen: Locate Function tabs across the top of the screen, Select PREFERENCES

RT at a glance - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Media Mar Move Mos GridStor (d) phpPgAdm RT\_Screens (23) Mail MediaAge Using Ansl Kindle Clo Preference #702895: F Site Search Getting He Keyboard MyLastPass Va RT at a

https://rt2.rice.edu

Most Visited GoogleCalendar-Rice Welcome to VMware Infoblox Grid Manager Change Management MyHOME\_RT phpPgAdmin SECI Unix 2017 Staff U... Host Manager LastPass - Sign In CommVault Support ... Zabbix Proofpoint Protection ...

Home Search Reports Articles Assets Tools Admin Logged in as smcclure

RT at a glance

Settings Preferences

About Info

Search options

RT at a glance

Dashboards in menu

Queue list

Saved Searches

Service Updates: • TECHSERV: matt • IMAGE: Iori • DivRep OUT: megan • UNIX: ace • WIN: sam • NET: kai create

My Tickets Open DescOrder

#	Subject	Status	Last Updated	Last Updated By
705024	Certificate request for insightiq.rice.edu	open	2017-10-04 17:24:25	smcclure
705036	Owlmanac Email Address	open	2017-10-04 17:10:28	smcclure
702830	Access to math club website eulers	open	2017-10-03 10:14:56	smcclure
702778	diversity Change from mailing list to org email account	open	2017-10-02 15:03:56	smcclure
702895	Fwd: Re: Question about cmansters and cmagisters	open	2017-10-02 14:53:26	smcclure
701603	Change backup summary reports, drop email job alerts for admsys servers	open	2017-09-25 17:52:44	RT_System
697733	Repoint, then delete old ruf account tannahil	open	2017-09-12 12:12:00	smcclure
697851	delete old ruf account hilliel	open	2017-09-08 16:18:52	smcclure
691272	log structure and permissions on proxy.n1	open	2017-09-05 14:20:35	arnold
631515	upgrade cyrus-imapd on ediscovery.n1	open	2016-12-19 09:42:24	smcclure
619608	Zabbix Linux monitoring of filesystems	open	2016-10-18 14:25:19	ktm

All RT\_UNIX

#	Subject	Status	Owner	Requestor	Last Updated	Last Updated By	Created
705168	The slithy toves cannot find the wabe. (demo)	new	ktm	ktm (Marshall, Kenneth)	5 days ago	ktm	5 days ago
705167	My speaker is dead. (demo)	new	Nobody	ktm (Marshall, Kenneth)	5 days ago	ktm	5 days ago
705166	My vorpal blade is rusty (demo)	new	Nobody	teh2 (Hollister, Troy)	5 days ago	ktm	5 days ago
705165	My burble is acting up. (demo)	new	ktm	agrazie (Grazie, Al)	5 days ago	ktm	5 days ago
704741	Help Creating a resource in Google Calendar	open	sandmant	Calvi, Martin <mcalvi@rice.edu>	5 days ago	sandmant	7 days ago
705162	Need to renew SSL cert on ricealumni.org	new	Nobody	diane (Butler, Diane)	5 days ago	diane	5 days ago
704967	2 new Linux VMs	open	sandmant	mlucas (Lucas, Mike)	5 days ago	mlucas	6 days ago
704774	a project queue for me	open	sandmant	bursett (Bursett, Kari)	6 days ago	sandmant	7 days ago

https://rt2.rice.edu/Prefix/Other.html

New ticket in IT: Infrastru Search...

RT for rice.edu

IT: Infrastru

Queue

#	Subject	Queue	Created	Status
705169	My office is too loud. (demo)	General	5 days ago	new
705167	My speaker is dead. (demo)	IT: Infrastructure UNIX	5 days ago	new
705166	My vorpal blade is rusty (demo)	IT: Infrastructure UNIX	5 days ago	new
705162	Need to renew SSL cert on ricealumni.org	IT: Infrastructure UNIX	5 days ago	new
705161	Password problem (Attn: Juan)	Administration	5 days ago	new
705159	access to ctpb-anuclib, ctpb-common queues at NOTS and DAVinCI	Research Computing	5 days ago	new
705157	Token keys are not working for castillo and BE5	Administration	5 days ago	new
705151	Token not working	Off: Identity & Access Management	5 days ago	open
705149	[HelpDesk] Drobo Alert: Low on free space	SC: Repair Center	5 days ago	new
705147	FW: [Eresources] Important Information Regarding Fondren Library, Rice University IEEE Subscription	Off: Identity & Access Management	5 days ago	new
705146	cleaning up ipables entries for sakai systems ...	ATS Course Management Triage	5 days ago	open
705144	Canvas Support Update: canvasCLI error Case 02497427 ref_00DA0bak_500ADvgZmqjref	ATS Canvas	5 days ago	new

Queue list

Queue	new	open	stalled
Administration	12	98	1

## RT User Preferences Settings

Below are preference sections for users to check or change to best suit their needs. New options or new defaults are in **Blue**

### User Preferences - General View

- new Theme = rudder (more ADA compliant, easier on the eyes)
- Rice Logo added
- preferred Username format, privileged users = usernames (netid)
- Search results refresh interval
- setting Theme and username format

Preferences

Secure | https://rt2.rice.edu/Prefs/Other.html

Home Search Reports Articles Assets Tools Admin Logged in as ktm RT for rice.edu RICE

Preferences New ticket in General Search...

Service Updates: • TECHSERV: matt • IMAGE: lori • DivRep OUT: megan • UNIX: ace • WIN: sam • NET: kara  
create

**General**

Default queue: General

Remember default queue: ☐ Yes ☐ No ☒ Use default (No)

Username format: Use system default (Privileged: usernames; Unprivileged: names and email addresses)

Use autocomplete to find owners?: ☐ Yes ☐ No ☒ Use default (No)  
*Replaces the owner dropdowns with textboxes*

Use autocomplete to find queues?: ☐ Yes ☐ No ☒ Use default (No)  
*Replaces the queue dropdowns with textboxes*

Theme: Use system default (rudder) | aileron | ballard | rudder | web2

Include time in iCal feed events?: ☐ Yes ☐ No ☒ Use default (No)  
*Include date and time*

Search results refresh interval: Use system default (Don't refresh search results.)

**Locale**

Date format: Use system default (Fri, Oct 6, 2017 3:33:15 PM)

**Mail**

Outgoing mail: ☐ Yes ☐ No ☒ Use default (No)  
*Should RT send you mail for ticket updates you make?*

Email delivery: Use system default (Individual messages)

**RT at a glance**

Home page refresh interval: Use system default (Don't refresh home page.)

**Ticket composition**

Use a two column layout for create and update forms?: ☐ Yes ☐ No ☒ Use default (Yes)

WYSIWYG message composer: ☒ Yes ☐ No ☐ Use default (Yes)

WYSIWYG use browser rich text: ☐ Yes ☐ No ☒ Use default (Yes)

**Annotations:**

- username format = netid
- rudder is new default theme  
web2 similar to old RT theme  
ballard is non-java theme

- General - Refresh search results Interval

Preferences

Secure | https://rt2.rice.edu/Prefs/Other.html

Home Search Reports Articles Assets Tools Admin Logged in as ktm RT for rice.edu RICE

**Preferences** New ticket in General Search...

Service Updates: • TECHSERV: matt • IMAGE: lori • DivRep OUT: megan • UNIX: ace • WIN: sam • NET: kara create

**General**

Default queue **General**

Remember default queue ☐ Yes ☐ No ☒ Use default (No)

Username format **Use system default (Privileged: usernames; Unprivileged: names and email addresses)**

Use autocomplete to find owners? ☐ Yes ☐ No ☒ Use default (No)  
*Replaces the owner dropdowns with textboxes*

Use autocomplete to find queues? ☐ Yes ☐ No ☒ Use default (No)  
*Replaces the queue dropdowns with textboxes*

Theme **Use system default (rudder)**

Include time in iCal feed events? ☐ Yes ☐ No ☒ Use default (No)  
*Formats iCal feed events with date and time*

Search results refresh interval **Use system default (Don't refresh search results.)**

**Locale**

Date format **Refresh search results every 5 minutes.**

**Mail**

Outgoing mail ☐ Yes ☐ No ☒ Use default (No)  
*Should RT send you mail for ticket updates you make?*

Email delivery **Use system default (Individual messages)**

**RT at a glance**

Home page refresh interval **Use system default (Don't refresh home page.)**

**Ticket composition**

Use a two column layout for create and update forms? ☐ Yes ☐ No ☒ Use default (Yes)

WYSIWYG message composer ☒ Yes ☐ No ☐ Use default (Yes)

MVSIMVC use browser right ☐ Yes ☐ No ☒ Use default (Yes)

**set refresh interval for search results**

## Preferences - RT at a Glance View

Use for your defined "RT at a Glance" home page

- Set a refresh interval in preferences if you sit on an RT dashboard all day
- This is a different refresh interval than for your "Search Results" in General View
- **RT At a Glance refresh interval**

The screenshot shows the 'Prefs/Other.html' page for 'rt2.rice.edu'. It contains various settings for the application. A red arrow points to the 'Search results refresh interval' dropdown, which is set to 'Use system default (Don't refresh search results.)'. Another red arrow points to the 'Home page refresh interval' dropdown, which is also set to 'Use system default (Don't refresh home page.)'. A blue callout box with the text 'RT at a Glance refresh interval is separate from search results refresh' points to these two dropdowns. The 'Ticket composition' section is expanded, showing options for 'Use a two column layout for create and update forms?' (set to 'Use default (Yes)'), 'WYSIWYG message composer' (set to 'Use default (Yes)'), and 'WYSIWYG use browser right-click menu' (set to 'Use default (No)'). The 'Ticket display' section is also expanded, showing options for 'Display messages in rich text if available' (set to 'Use default (Yes)'), 'Maximum inline message length' (set to '100000'), and 'Show oldest history first' (set to 'Use default (Yes)').

## Preferences -Ticket Composition

- Now have Different settings for Composition vs Display
- 2- column layout for easier create and update
- WYSIWYG Composition default allows Rich Text formatting

### Ticket Composition Preferences

The screenshot shows the 'Ticket Composition Preferences' page. The 'RT at a glance' section is collapsed. The 'Ticket composition' section is expanded, showing options for 'Use a two column layout for create and update forms?' (set to 'Use default (Yes)'), 'WYSIWYG message composer' (set to 'Use default (Yes)'), and 'WYSIWYG use browser right-click menu' (set to 'Use default (No)'). A blue callout box with the text 'WYSIWYG message composer includes Rich Text Formatting by default' points to the 'WYSIWYG message composer' dropdown. The 'Ticket display' section is also expanded, showing options for 'Display messages in rich text if available' (set to 'Use default (Yes)'), 'Maximum inline message length' (set to '100000'), and 'Show oldest history first' (set to 'Use default (Yes)').

- **Resulting Ticket composition when Rich Text is set –**

Service Updates: • TECHSERV: zjp1 • NET: rgo1, dtj1 • WIN: mharris • IMAGE: fg2, jramos • UNIX: smcclure, ktm • DivRep OUT: create

**Message**

One-time Cc:

One-time Bcc:

Sign ☐ using Queue's key Encrypt ☐

Subject: Constant Contact exemption for Proof Point

Message: Search for Articles matching

Include Article:

Select an Article to include -

**Ticket and Transaction**

Update Type:   
Status:   
Owner:   
Worked:

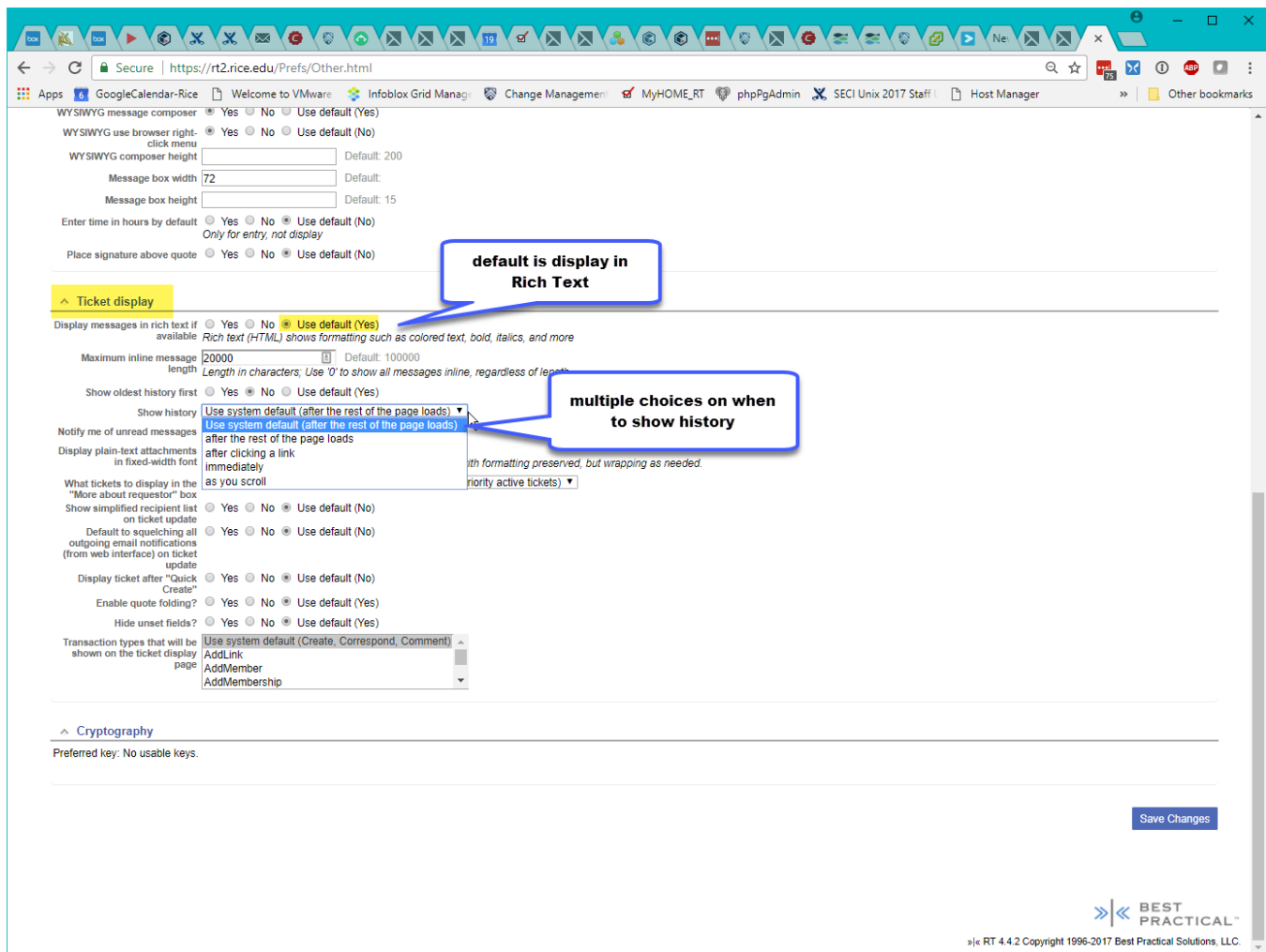
**Rich Text Editor:**

Click arrow to select rich text formatting

--  
Susan K. McClure  
713.348.4852  
[smcclure@rice.edu](mailto:smcclure@rice.edu)

## Preferences - Ticket Display

- **Display tickets in rich text** (YES is default )
- Show ticket updates by oldest history first - or select **NO** to see latest updates first (descending date order)
- **History info now shows after the rest of the page** loads.... or you can do it-
  - after clicking a link
  - immediately
  - as your scroll the ticket



## User Search Preferences

Allow user to select **how** you wish to see the results of any search.

- Order items in *Descending* or Ascending order
- Sort by multiple item types:
  - id (ticket number )
  - LastUpdated
  - Created
  - Status
  - DueDate
  - etc....
- Return xx number of Rows per page
- Chose what Columns to display in search results listing





The screenshot shows the 'Search Preferences' page in the RT (Request Tracker) interface. The page is titled 'Search Preferences' and includes a 'New ticket in' button and a search bar. The main content area is divided into sections for 'Sorting' and 'Display Columns'.

**Sorting Section:**

- Order by:** A dropdown menu with options: [none], [none], [none].
- Rows per page:** A dropdown menu with options: 100, Unlimited, 10, 25, 50.

**Display Columns Section:**

- Add Column:** A dropdown menu with options: 100.
- Format:** A dropdown menu with options: Link, Title, Size, Style.
- Show Columns:** A list of columns to display, including: id, Subject, Status, QueueName, OwnerName, Priority, NEWLINE, <blank>.

Two blue callout boxes with arrows point to specific elements:

- One callout points to the 'Rows per page' dropdown, with the text: **how many rows per page for search results**.
- Another callout points to the 'Show Columns' list, with the text: **what columns to display on each item returned for search query**.

At the bottom right, there is a 'Save Changes' button and a footer for 'BEST PRACTICAL' with copyright information: 'RT 4.4.2 Copyright 1996-2017 Best Practical Solutions, LLC'.

## RT Ticket Timers

- New in rt 4.4.
- Timers can be started, paused, and saved (with comments) to RT tickets.
- Users can have 5 concurrent tickets running
- Tickets accumulate timed worked, and give breakdown of all users time on same ticket
- Users can also update time-worked on tickets under Tools => "My Day" tickets listing

Ticket Timers - using 3 here

What I did today - Mozilla Firefox

RT\_Screens (13) Mail MediaAggr Using Ansi Kindle Clo Preference #702895 F Attachme Getting Hi Keyboard My LastPass V RT at a gl What I X

https://rt2.rice.edu/Tools/MyDay.html

Home Search Reports Articles Assets Tools Admin Logged in as smcclure

RT for rice.edu

New ticket in IT: Infrastru Search...

Service Updates: • TECHSERV: matt • IMAGE: lori • DivRep OUT: megan • UNIX: ace • WIN: sam • NET: kara create

**Active tickets for smcclure**

**705036: Owlmanac Email Address**

Worked:  minutes

Status: open (Unchanged)

Comments:

**631515: upgrade cyrus-imapd on ediscovery-n1**

Worked: 11 minutes

Status: open (Unchanged)

Comments: Testing adding work time via: Tools ==> "My Day"

**619608: Zabbix Linux monitoring of filesystems**

Worked:  minutes

Status: open (Unchanged)

Comments:

**666507: Request DNS Entries for ISE 2.1 Nodes**

Worked:  minutes

Status: stalled (Unchanged)

Comments:

**662221: Mailman list administration**

Worked:  minutes

Comments:

up to 5 timers

plus add time worked on any "My Day" tickets

Timer for #705024: Certificate request for insightiq.rice.edu

0:14:28

Comments for the ticket

Started at 2017-10-10 17:10:19

Timer for #702778: diversity Change from mailing list to org e...

0:12:00

Comments for the ticket

Started at 2017-10-10 17:12:46

Timer for #631515: upgrade cyrus-imapd on ediscovery-n1

0:01:36

Comments for the ticket

Started at 2017-10-10 17:23:10

**Ticket Timers - 2 methods to update time worked**

#631515: upgrade cyrus-imapd on ediscovery-n1 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://rt2.nice.edu/Ticket/Display.html?id=631515

#631515: upgrade cyrus-imapd on ediscovery-n1

Display History Basics People Dates Links Jumbo Reminders Actions

Service Updates: • TECHSERV: matt • IMAGE: lori • DivRep OUT: megan • UNIX: ace • WIN: sam • NET: kara create

**Ticket metadata** Show unset fields

**The Basics**

Id: 631515  
Status: open  
Worked: 16 minutes  
Users: smcclure: 16 minutes  
Priority: 21/60  
Queue: IT: Infrastructure UNIX

**Quick Update**

**Reminders**

**Dates**

**Links**

**Custom Fields**

**People**

2 time worked updates, 1 by timer, 1 by "My Day" update

**History** Show all quoted text — Show full headers

2017-10-10 17:28:21	smcclure (McClure, Susan) - Comments added	5 minutes	Reply Comment Forward
update time worked via TIMER 5:04 min			Download (untitled) with headers text/plain 39B
2017-10-10 17:27:19	smcclure (McClure, Susan) - Comments added	11 minutes	Reply Comment Forward
Testing adding work time via: Tools ==> "My Day"			Download (untitled) with headers text/plain 50B
2016-12-19 09:42:23	smcclure (McClure, Susan) - Correspondence added		Reply Comment Forward

## RT Keyboard shortcuts

- New in rt 4.4
- 1) Global keyboard shortcuts on Dashboards or on "RT at a glance" pages
  - enter: ? to see shortcuts
- 2) quick keyboard shortcuts for navigating within a search results listing of tickets
- enter: ? to see shortcuts
- Follow your cursor with blue bar on side of tickets

RT at a glance

Secure | https://rt2.rice.edu

HomeSearchReportsArticlesAssetsToolsAdminLogged in as ktm

RT for rice.edu

RT at a glance

New ticket inGeneralSearch...

Edit

Service Updates: • TECHSERV: matt • IMAGE: lori • DivRep OUT: megan • UNIX: ace • WIN: sam • NET: kara create

^ 10 highest priority tickets I ownEdit

#	Subject	Priority	Queue	Status
705168	The slithy toves cannot find the wabe. (demo)	40	IT: Infrastructure UNIX	new
705165	My burble is acting up. (demo)	21	IT: Infrastructure UNIX	new

^ 10 newest unowned ticketsEdit

#	Subject
705169	My office is too loud. (demo)
705167	My speaker is dead. (demo)
705166	My vorpal blade is rusty (demo)

^ Quick ticket creation

Subject:

Queue: General

Owner: Me

Requestors:

Content:

Create

^ My reminders

^ Queue listEdit

Queue	new	open	stalled
General	10	1	1
IT: Infrastructure UNIX	9	26	8
Tools: RequestTracker	11	4	-

^ Refresh

Don't refresh this page.

Go!

Keyboard Shortcuts

Global

/

Quick search

gh

Return home

gb / gf

Go back / forward

>><< BEST PRACTICAL

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Found 2 tickets

Found 2 tickets

RT for rice.edu

HomeSearchReportsArticlesAssetsToolsAdminLogged in as ktm

Found 2 tickets

New ticket inGeneralSearch...

Edit SearchAdvancedShow ResultsBulk UpdateChartCalendarFeedsGantt Chart

Service Updates: • TECHSERV: matt • IMAGE: lori • DivRep.OUT: megan • UNIX: ace • WIN: sam • NET: kara create

#	Subject	Priority	Queue	Status
705168	The slithy toves cannot find the wabe. (demo)	40	IT: Infrastructure UNIX	new
705165	My burble is acting up. (demo)	21	IT: Infrastructure UNIX	new

Don't refresh this page. Change

Press ? to view keyboard shortcuts.

Keyboard Shortcuts

Global

/

Quick search

gh

Return home

gb / gf

Go back / forward

Search

k / j

Move up / down the list of results

o or <Enter>

View highlighted ticket

r

Reply to ticket

c

Comment on ticket

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Found 3 tickets

Service Updates: • TE create

negan • UNIX: ace • WIN: sam • NET: kara

	Queue	Status	Created	
705169 My office is too loud. (demo)	General	new	25 hours ago	Take
705167 My speaker is dead. (demo)	IT: Infrastructure UNIX	new	26 hours ago	Take
705166 My vorpal blade is rusty (demo)	IT: Infrastructure UNIX	new	26 hours ago	Take

Don't refresh this page. [Change](#)

Press ? to view keyboard shortcuts.

RT for rice.edu

## RT Dashboards

RT Dashboards are a customized RT web page, with 1 or more sections defined; for displaying desired groupings of RT data and functions. Dashboards typically include sections such as :

- Quick Ticket Creation box
- Ticket listings, *defined by a saved search query*
- A queue's current tickets listing, chosen by relevance to user
- RT report and chart of key information (*defined by a saved search query*)

Users can create custom personal Dashboards, and Departments can create and share Departmental Dashboards to provide easy access to their users.

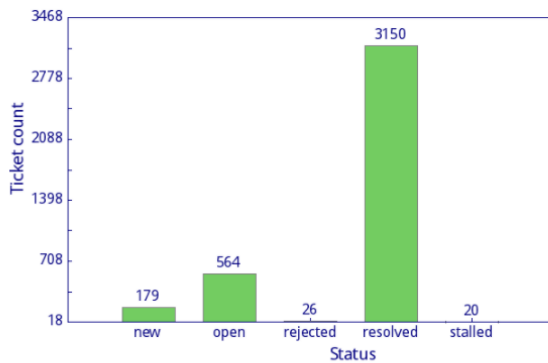
A defined Dashboard can also be "subscribed" to. Then, you can define when you want to receive an email containing that Dashboard's current view.

### Sample RT Dashboard with 4 sections of data

Service Updates Section -  
Who is On Call this week

Service Updates: • TECHSERV: zjp1 • NET: rgo1, dtj1 • WIN: mharris • IMAGE: fg2, jramos • UNIX: smcclure, ktm • DivRep: ...  
create

## Status: IT queue tickets - past month



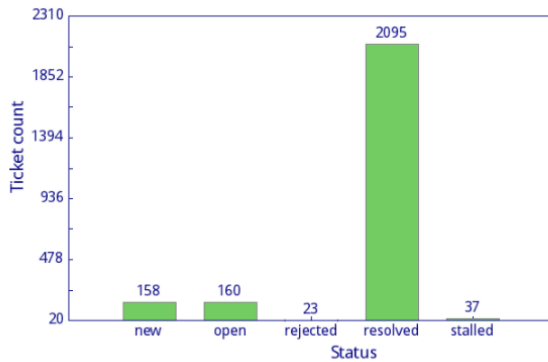
Status	Ticket count
new	179
open	564
rejected	26
resolved	3150
stalled	20
Total	3939

Report and Bar  
Graph of IT tickets -  
past month

The actual saved search query  
that was used to create this  
data

Query: Created > '-1 month' AND ( Queue = 'Central Procurement' AND Queue != 'Central Procurement: EPA' AND Queue != 'Central Procurement: PT' AND Queue != 'Concur' AND Queue != 'Continuing Studies' AND Queue != 'CSWeb' AND Queue != 'FARIS' AND Queue != 'HR: Benefits' AND Queue != 'HR: General' AND Queue != 'JGSB Procurement' AND Queue != 'Jones Business School' AND Queue != 'OTR Catalog and Schedule' AND Queue != 'OTR Classrooms' AND Queue != 'OTR Data Requests' AND Queue != 'OTR Degree Audits / Degree Works' AND Queue != 'OTR Diploma Reorders and Facsimiles' AND Queue != 'OTR Fees' AND Queue != 'OTR FERPA Certificates' AND Queue != 'OTR General' AND Queue != 'OTR Grades' AND Queue != 'OTR Graduation' AND Queue != 'OTR Majors, Minors & Certificates' AND Queue != 'OTR Overloads' AND Queue != 'OTR Registration' AND Queue != 'OTR Security Agreements' AND Queue != 'OTR Transcripts and Verifications' AND Queue != 'OTR Transfer/AP Credit' AND Queue != 'OTR Visiting Students' AND Queue != 'Payroll General' AND Queue != 'Research & Graduate Studies' )

## Status: non-IT queue tickets - past month

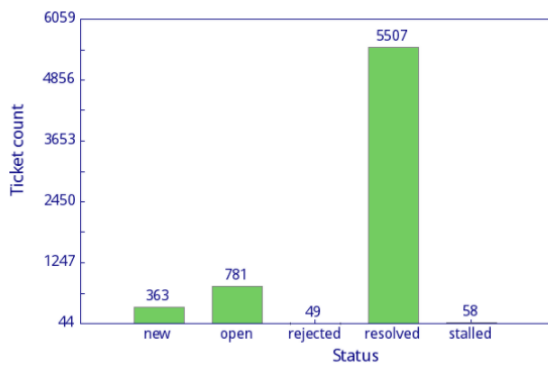


Status	Ticket count
new	158
open	160
rejected	23
resolved	2095
stalled	37
Total	2473

Report and Bar  
Graph of NON IT  
tickets- past month

Query: Created > '-1 month' AND ( Queue = 'Concur' OR Queue = 'ERA' OR Queue = 'HR: Benefits' OR Queue = 'HR: General' OR Queue = 'JGSB OwlSpace' OR Queue = 'JGSB Procurement' OR Queue = 'Jones Business School' OR Queue = 'OTR Catalog and Schedule' OR Queue = 'OTR Classrooms' OR Queue = 'OTR Data Requests' OR Queue = 'OTR Degree Audits / Degree Works' OR Queue = 'OTR FERPA Certificates' OR Queue = 'OTR General' OR Queue = 'OTR Grades' OR Queue = 'OTR Graduation and Diplomas' OR Queue = 'OTR Majors, Minors & Certificates' OR Queue = 'OTR Overloads' OR Queue = 'OTR Registration' OR Queue = 'OTR Transcripts and Verifications' OR Queue = 'OTR Transfer/AP Credit' OR Queue = 'OTR Visiting Students' OR Queue = 'Payroll General' OR Queue = 'Research & Graduate Studies' )

## Status: All queue tickets - past month



Status	Ticket count
new	363
open	781
rejected	49
resolved	5507
stalled	58
Total	6758

4

Status of All tickets - past  
month

Query: Created > '-1 month'

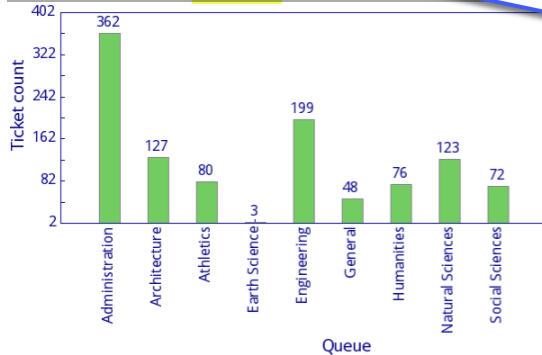




Service Updates: • TECHSERV: zip1 • NET: rgo1, dtj1 • WIN: mharris • IMAGE: fg2, jramos • UNIX: smcclure, ktm • DivRep OUT: create

**IT Managers - Monthly logs for Customer queues and for Help Desk. Yearly logs for same.**

Customer facing queues - Month Log

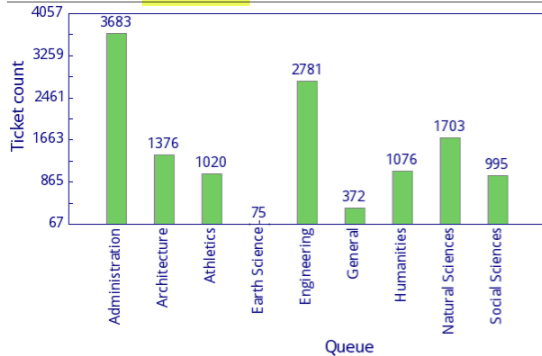


Queue	Ticket count
Administration	362
Architecture	127
Athletics	80
Earth Science	3
Engineering	199
General	48
Humanities	76
Natural Sciences	123
Social Sciences	72
Total	1090

**Saved search query used to create this chart**

Query: Status = 'resolved' AND Created > '-1 month' AND ( Queue = 'Administration' OR Queue = 'Architecture' OR Queue = 'Athletics' OR Queue = 'BRC (Biomed Research Collab)' OR Queue = 'Engineering' OR Queue = 'General' OR Queue = 'Humanities' OR Queue = 'Mathematics' OR Queue = 'Earth Science' OR Queue = 'Natural Sciences' OR Queue = 'Social Sciences' )

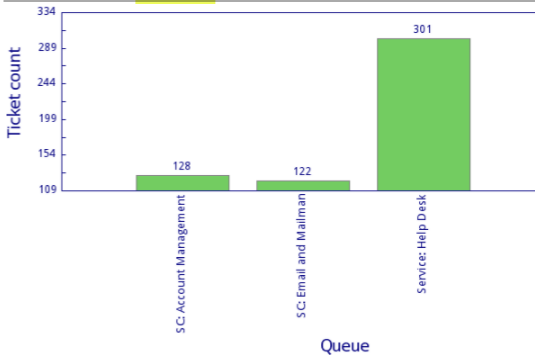
Customer facing -Year long chart



Queue	Ticket count
Administration	3683
Architecture	1376
Athletics	1020
Earth Science	75
Engineering	2781
General	372
Humanities	1076
Natural Sciences	1703
Social Sciences	995
Total	13081

Query: Status = 'resolved' AND Created > '-1 year' AND ( Queue = 'Administration' OR Queue = 'Architecture' OR Queue = 'Athletics' OR Queue = 'BRC (Biomed Research Collab)' OR Queue = 'Engineering' OR Queue = 'General' OR Queue = 'Humanities' OR Queue = 'Mathematics' OR Queue = 'Earth Science' OR Queue = 'Natural Sciences' OR Queue = 'Social Sciences' )

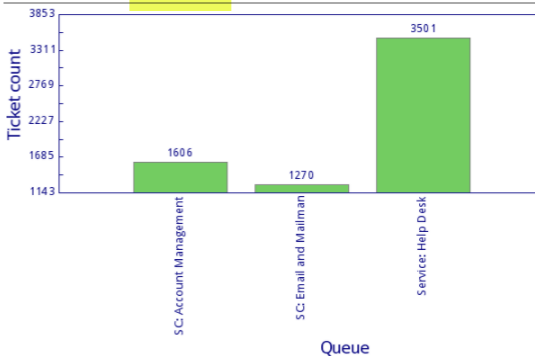
Service Center - Month Log



Queue	Ticket count
SC: Account Management	128
SC: Email and Mailman	122
Service: Help Desk	301
Total	551

Query: Status = 'resolved' AND Created > '-1 month' AND ( Queue = 'SC: Account Management' OR Queue = 'SC: Calendar' OR Queue = 'SC: Classroom Support' OR Queue = 'SC: Collaboration' OR Queue = 'SC: Connect to Network' OR Queue = 'SC: Email and Mailman' OR Queue = 'SC: IT Tutorials Maintenance' OR Queue = 'SC: Printing' OR Queue = 'SC: Smart phones' OR Queue = 'SC: Storage requests' OR Queue = 'SC: Websites and services' OR Queue = 'SC: SW Applications Support' OR Queue = 'SC: Software Requests' OR Queue = 'SC: Repair Shop' OR Queue = 'Service: Course Mgmt Old OwlNet' OR Queue = 'Service: Course Mgmt CLEAR' OR Queue = 'Service: Help Desk' OR Queue = 'Service: Kiosk North' OR Queue = 'Service: Kiosk South' )

Service Center -Year Log



Queue	Ticket count
SC: Account Management	1606
SC: Email and Mailman	1270
Service: Help Desk	3501
Total	6377

Query: Status = 'resolved' AND Created > '-1 year' AND ( Queue = 'SC: Account Management' OR Queue = 'SC: Calendar' OR Queue = 'SC: Classroom Support' OR Queue = 'SC: Collaboration' OR Queue = 'SC: Connect to Network' OR Queue = 'SC: Email and Mailman' OR Queue = 'SC: IT Tutorials Maintenance' OR Queue = 'SC: Printing' OR Queue = 'SC: Smart phones' OR Queue = 'SC: Storage requests' OR Queue = 'SC: Websites and services' OR Queue = 'SC: SW Applications Support' OR Queue = 'SC: Software Requests' OR Queue = 'SC: Repair Shop' OR Queue = 'Service: Course Mgmt Old OwlNet' OR Queue = 'Service: Course Mgmt CLEAR' OR Queue = 'Service: Help Desk' OR Queue = 'Service: Kiosk North' OR Queue = 'Service: Kiosk South' )

Personal Dashboard - with just the sections of data I want using my personal Saved Searches:

**SKM\_dashboard Dashboard** [New ticket in] IT Infrastruc Search...

Service Updates: • TECHSERV: zjp1 • NET: rgo1, dtj1 • WIN: mharris • IMAGE: fg2, jramos • UNIX: smcclure, ktm • DivRep OUT: create

**My personal Dashboard, with 4 sections I want to see and work from**

**My reminders**

Reminder	Due	Ticket
see dns prop	1 year ago	#614321: I
	12 months ago	#629257: f
	11 months ago	#633598: f
google org and apps	9 months ago	#646029: C
check images	7 months ago	#663411: M
ck status	7 months ago	#663500: r
ck for update	40 hours ago	#707358: f

**ActiveUNIXQ\_desc**

#	Subject	Status	Owner	Requestor	Last Updated By	Last Updated	Queue
708452	C	n	sandmant	mdewey (Dewey, Michael)	RT_System	2017-10-19 12:47:55	IT: Infrastructure UNIX
708485	C	n	smcclure	arnold (Chee, Arnold)	smcclure	2017-10-19 12:46:51	IT: Infrastructure UNIX
708186	C	n	smcclure	sindahl (Gonzales, Sarah)	smcclure	2017-10-19 12:09:04	IT: Infrastructure UNIX
603769	n	n	Nobody	bribbeck (Ribbeck, Barry)	bribbeck	2017-10-17 22:36:33	IT: Infrastructure UNIX
707413	L	n	smcclure	vr16 (Remishevsky, Victor)	vr16	2017-10-17 14:13:52	IT: Infrastructure UNIX
706119	F	n	sandmant	Poon, Margaret <poon@rice.edu>	sandmant	2017-10-17 11:25:43	IT: Infrastructure UNIX
703785	F	n	ktm	Curtis, Aidan <acurtis@rice.edu>	ktm	2017-10-16 16:00:16	IT: Infrastructure UNIX
707401	L	n	smcclure	mhyder (Mir, Hyder)	smcclure	2017-10-16 15:22:11	IT: Infrastructure UNIX
707185	T	n	ktm	Gettiff, Hope <hg4@rice.edu>	ktm	2017-10-16 08:56:17	IT: Infrastructure UNIX
704628	C	n	ktm	mhyder (Mir, Hyder)	ktm	2017-10-13 14:58:11	IT: Infrastructure UNIX
695077	L	open	Nobody	alball (Ball, Albert)	ktm	2017-10-11	IT: Infrastructure UNIX

**MyOPEN\_Tix**

#	Subject	Requestor	Status	Last Updated By	Last Updated	Created
708485			open	smcclure	3 hours ago	4 hours ago
708186			open	smcclure	3 hours ago	28 hours ago
707413			open	vr16	2 days ago	3 days ago
707401			open	smcclure	3 days ago	3 days ago
702778			open	smcclure	2 weeks ago	3 weeks ago
701603			open	RT_System	3 weeks ago	4 weeks ago
697733			open	smcclure	5 weeks ago	6 weeks ago
697851			open	smcclure	6 weeks ago	6 weeks ago
691272			open	arnold	6 weeks ago	2 months ago
662221			stalled	RT_System	6 months ago	7 months ago
663515			stalled	smcclure	6 months ago	7 months ago
666507			stalled	smcclure	6 months ago	6 months ago
631515			open	smcclure	10 months ago	12 months ago
619608			open	ktm	1 year ago	1 year ago

**Quick ticket creation**

Subject: [ ] Queue: IT: Infrastructure UNIX Owner: Me Requestors: smcclure@rice.edu Content: [ ] Create

**my default queue - set in preferences**

## RT fulltext ticket searching and Simple Search

This option of searching has existed prior to RT 4.4, but it now indexes and returns your [results faster](#).

Once you have made a simple search, you may also then *edit* that search in the full RT query builder, to refine the search with other attributes (Subject, owner, Queue, status etc) or add a date range. Once you have a search query you like, you can save that search for reuse later or for inserting into a Dashboard.

To Select Simple Search Page -

to get to a simple search screen for fulltext searching

Found 2

Search

Simple Search

Search...

#	Subject	Priority	Queue	Status
695758	zabbix has gone crazy	40	IT: Infrastructure UNIX	open
472412	RT Queue for Concur	21	Tools: RequestTracker	open
705333	It appears I need to be added to the ncs-network@rice.edu alias	21	IT: Infrastructure UNIX	open
706494	Action Needed: WageWorks Email Enhancements	21	IT: Infrastructure UNIX	open
706545	Restore mail please	21	IT: Infrastructure UNIX	stalled
707185	Two Requests - auto response for departing staff	21	IT: Infrastructure UNIX	open
608016	Set Up Ticket System	21	Tools: RequestTracker	open
631306	Sympa	21	IT: Infrastructure UNIX	stalled
628840	Add additional network connections to PDC Netscaler HA pair	21	IT: Infrastructure UNIX	stalled
638541	Option to disconnect edgar and RT tickets?	21	Tools: RequestTracker	open
652998	T-mobile SMS failing from pager.rice.edu	21	IT: Infrastructure UNIX	open
667349	Netscaler VLAN Configuration for vSphere	21	IT: Infrastructure UNIX	open
678405	Firewall rules in place for SMU-DR	21	IT: Infrastructure UNIX	open
661156	Allow TSIG updates to PDNS slaves for DR modifications	21	IT: Infrastructure UNIX	new
691146	RT Workflow for closing tickets	21	Tools: RequestTracker	open
698846	netscaler request - owconnectcrm.rice.edu	21	IT: Infrastructure UNIX	open
692406	Confluence nfs export on mas	21	IT: Infrastructure UNIX	open
698986	Netscaler request - riceconnect.rice.edu	21	IT: Infrastructure UNIX	open
703785	Requesting a domain name	21	IT: Infrastructure UNIX	open
703984	Mail restored from September 15 - 29, 2017	21	IT: Infrastructure UNIX	open
704628	OS Security Patches on Wyoming and EA22	21	IT: Infrastructure UNIX	new
632375	New RT - strip large attachments from email	0	Tools: RequestTracker	stalled
680988	PDNS needs security updates [quarantine] 128.42.178.32 128.42.178.32 Scanning or Flooding Activity [splunk]	0	IT: Infrastructure UNIX	open
550689	Installation of a web proxy server for the Regulation Network	0	IT: Infrastructure UNIX	open
563917	Security Assessment I-10 LLMNR and NBT-NS Enabled - DHCP modifications	0	IT: Infrastructure UNIX	open

Don't refresh this page. Change

Press ? to view keyboard shortcuts.

RT for rice.edu

RT 4.4.2 Copyright 1996-2017 Best Practical Solutions, LLC.

## The Simple Search Entry Screen -

Search for tickets

Brings you to this search screen...

Service Updates: • TECHSERV: zjp1 • NET: rgo1, dtj1 • WIN: mharris • IMAGE: fg2, jramos • UNIX: smclore, k...

create

fulltext:demo Search

Search for tickets by entering id numbers, subject words "in quotes", queues by name, Owners by username, Requestors by email address, and ticket statuses. Searching for @domainname.com will return tickets with requestors from that domain.

Any word not recognized by RT is searched for in ticket subjects.

You can search for any word in full ticket history by typing fulltext:word

Entering initial, active, inactive, or any limits results to tickets with one of the respective types of statuses. Any individual status name limits results to just the statuses named. Unless you specify a specific status, only tickets with active statuses (new, open, stalled) are searched.

Start the search term with the name of a supported field followed by a colon, as in queue:"Example Queue" and owner:email@example.com, to explicitly specify the search type.

CFs may be searched using a similar syntax as above with cf.Name:value.

For the full power of RT's searches, please visit the search builder interface.

RT for rice.edu

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For Simple Search Examples see [RT 4.4 Request Tracker Simple Searches](#)

