

Spiceworks Help Desk



IT Service Support Challenges

- ❑ Support Teams in all organizations face Challenges
 - ❖ How to improve the efficiency of IT support?
 - ❖ How to troubleshoot issues faster?
 - ❖ How to get rid of the complexity of manual service management?
 - ❖ How to streamline help desk tasks and automate them?
- ❑ Growing volume of service tickets
- ❑ Resource-constrained Support Teams
- ❑ IT limitations

Spiceworks Cloud Help Desk - highlights



» Easy-to-use IT help desk software to simplify, centralize, and automate help desk management tasks



» Provides flexibility to automate ticket assignment



» Routing, escalation, and SLA alerting

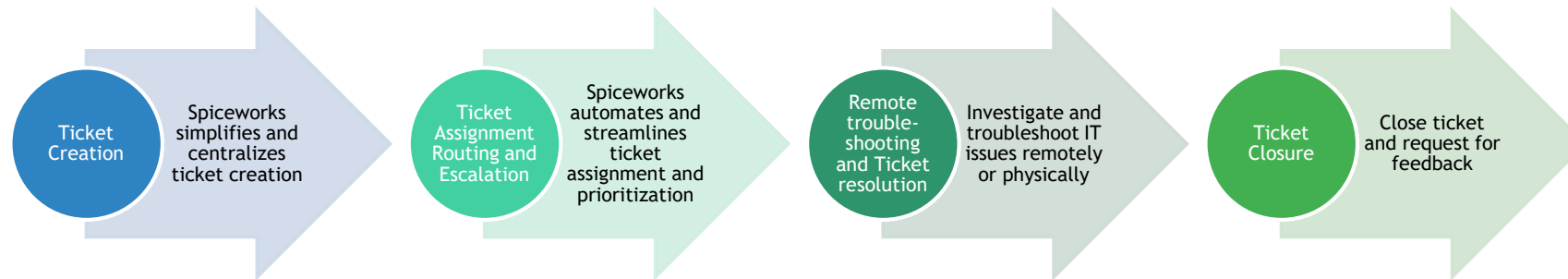


» Offers customizable dashboards for help desk performance monitoring & reporting



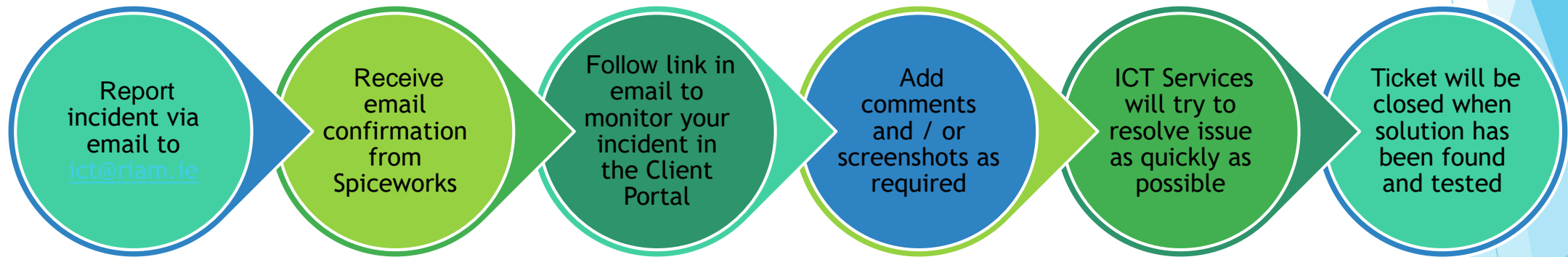
» Built-in knowledge base helps with technician knowledge management and provides self-service guidance for end-users

Support Ticket Process



Raise Ticket via Email

ict@riam.ie



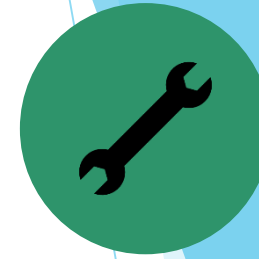
Report Incident via Email ict@riam.ie



GIVE AS MUCH DETAIL
AROUND THE ISSUE AS
POSSIBLE IN YOUR EMAIL



WHAT ERROR MESSAGE IS
DISPLAYED ON THE SCREEN
(IF ANY)



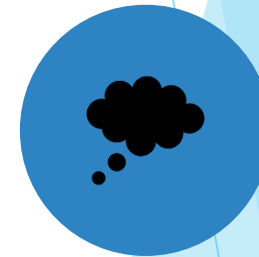
WHAT TROUBLESHOOTING
STEPS HAVE YOU CARRIED
OUT?



ATTACH A SCREENSHOT TO
YOUR MESSAGE IF POSSIBLE



LET US KNOW IF THIS ISSUE
IS STOPPING YOU FROM
MEETING A DEADLINE



ADD COMMENTS TO THE
INCIDENT RECORD IN THE
CLIENT PORTAL IF YOU
THINK OF SOMETHING LATER

Spiceworks Portal

<https://riam.on.spiceworks.com/portal>

← → ↻ 📄 riam.on.spiceworks.com/portal/registrations

RIAM
Royal Irish Academy of Music

Welcome to the Help Desk.

Log in to submit tickets

Log in

Verify your Identity using personalized link



Royal Irish Academy of Music Help Desk <help@riam.on.spiceworks.com>

To: Treasa Ni Dhubhghaill



Sun 07/01/2024 11:53

[WARNING] - This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]



Hello, Treasa!

You've been given access to log in to the portal of "Royal Irish Academy of Music" help desk.

Log in to the portal

(The above invitation link is only valid for a short period of time, so please log in quickly.)

Why did you receive this email?

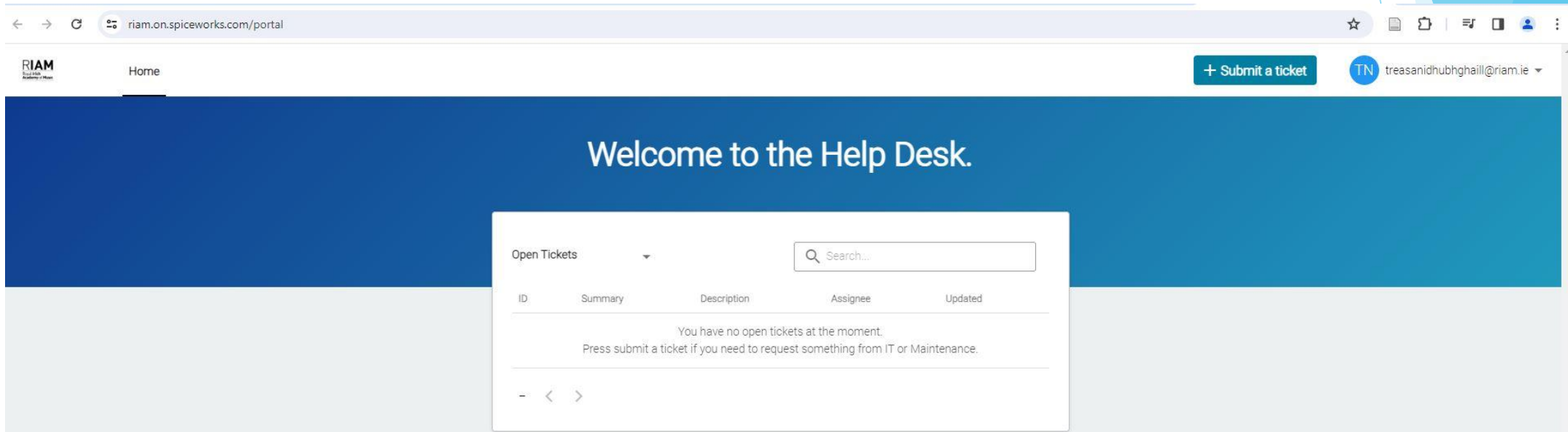
Glad you asked! We're using the Spiceworks Cloud Help Desk to track issues and get all your requests sorted in a snap. Have a concern? Just reply to this email, and we'll be in touch. Thanks!

[Terms of Use](#) | [Privacy Policy](#) | [Cookie Policy](#) | [Security Details](#)

← Reply

→ Forward

Submit Ticket via Spiceworks Portal



The screenshot shows a web browser window with the URL `riam.on.spiceworks.com/portal`. The page features a dark blue header with the RIAM logo and a 'Home' link. A '+ Submit a ticket' button is visible in the top right corner. The main content area displays 'Welcome to the Help Desk.' Below this, a white box titled 'Open Tickets' contains a search bar and a table with columns: ID, Summary, Description, Assignee, and Updated. The table is currently empty, displaying the message: 'You have no open tickets at the moment. Press submit a ticket if you need to request something from IT or Maintenance.'

Complete Form

← → ↻ riam.on.spiceworks.com/portal/ticket ☆ 📄 🗑️ 📧 📺 👤 ⋮

RIAM **Home** + Submit a ticket TN treasanidhubghaill@riam.ie

Welcome to the Help Desk.

Submit a help desk ticket

Simply create a ticket below. A technician will respond promptly to your issue. You may also send tickets directly to help@riam.on.spiceworks.com

Summary (required) 23 / 255
Test Ticket 07012024 01

Description (required) 82 / 2000
Outline of Problem Experienced with troubleshooting steps already taken (if any).|

Department ▾

📎 Attach a file

Submit

Response from Spiceworks

[Ticket #12] Test Ticket 07012024 01



Royal Irish Academy of Music Help Desk <help@riam.on.spiceworks.com>

To: Treasa Ní Dhubhghaill

☺️ ↶ ↷ ↲ ↳ ⋮
Sun 07/01/2024 12:03

[WARNING - This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]



Hi Treasa Ní Dhubhghaill,

The IT team has received your request and will get back to you. Meanwhile, you can reply to this email if you have any additional questions or details.

Sincerely,
IT Team

You opened a new ticket.

#12 Test Ticket 07012024 01

Treasa Ní Dhubhghaill wrote:

Outline of Problem Experienced with troubleshooting steps already taken (if any).

Ticket Attributes

Creator Treasa Ní Dhubhghaill

Assignee

Why did you receive this email?

Glad you asked! We're using the Spiceworks Cloud Help Desk to track issues and get all your requests sorted in a snap. Have a concern? Just reply to this email, and we'll be in touch. Thanks!

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Spiceworks Admin Portal

The screenshot displays the Spiceworks Admin Portal interface. At the top, there's a navigation bar with links like 'News & Insights', 'Community', 'Reviews', 'Online Events', and 'State of IT'. A search bar is also present. Below the navigation bar, a sidebar on the left contains icons for various functions. The main content area shows a list of tickets under the 'Open' filter. The table below represents the data shown in the ticket list:

ID	Summary	Assignee	Creator	Organization	Priority	Category	Status	Created	Updated	Due Date	Response Time	Close
5	Incident #51 Test	Theresa Doyle	ict@riam.ie	Royal Irish Academy of Music	Medium		open	22/12/2023	22/12/2023			
1	Welcome to the Spiceworks Cloud Help Desk!	Theresa Doyle	Theresa Doyle	Royal Irish Academy of Music	Medium		open	16/12/2023	21/12/2023		5 days	
12	Test Ticket 07012024 01	Theresa Doyle	Treasa Ni Dhubhghaill	Royal Irish Academy of Music	Medium		open	21m ago	0s ago		24 minutes	

Below the table, the details for 'Incident #51 Test' are shown. It includes a message from 'ict@riam.ie' dated 22/12/2023 10:30 AM, with a warning about external email. On the right, there's a 'Mute email notifications' section with fields for Organization (Royal Irish Academy of Music), Contact (ict@riam.ie), Assignee (Theresa Doyle), Status (Open), and Priority (Medium).

Summary - Spiceworks Help Desk

- ▶ Email ict@riam.ie or help@riam.on.spiceworks.com to report issues
- ▶ Log into Spiceworks End User Portal at URL: <https://riam.on.spiceworks.com/portal> to register and raise support tickets
- ▶ Further details are available at URL: <https://www.youtube.com/@spiceworks>
- ▶ Contact tech@riam.ie for assistance using this facility

