

# Enter Tickets

## Quick Ticket - Favorite devices

Select the Favorite device.

The screenshot shows the 'Quick Tickets' interface. At the top right is a blue button with a star icon and the text 'ADD FAVORITE'. Below this are two device cards. The first card is for a 'Dell Chromebook 3100...' with a yellow star icon, a location pin icon, and the text '#CB Bullpen Education...' and '300128352'. The second card is for a 'Dell OptiPlex 3050' with a green star icon, a location pin icon, and the text 'Educational Support C...' and 'HWGP0Q2'. At the bottom of the interface, there is a text prompt: 'Click a linked / favorited asset above to start a new ticket'.

As a favorite, the device is already selected. The user now selects the issue category and continues until the description/submit ticket screen.

The screenshot shows the 'Select an issue category' screen. At the top, there is a search bar with the text 'Search for an issue ...'. Below the search bar, it says 'Chromebook 3100 2in1 categories:'. There are nine category buttons arranged in a 3x3 grid: 'Application / Operating System', 'Connectivity', 'Display', 'Hardware Damage', 'Keyboard / Trackpad / Mouse', 'Missing Device / Peripheral', 'Power', 'Sound', 'Startup', 'Student transfer / withdrawal', and 'Issue not listed'. At the bottom right, there are two buttons: '< GO BACK' and 'X CANCEL'.

The screenshot shows the 'Describe your issue' form. It has a large text area for the issue description. Below that are several sections: 'Room \*' with a dropdown menu showing 'CB Bullpen' and a checkbox for 'My room is not listed'; 'Location/Room Details' with a text input field; 'Is this ticket urgent?' with radio buttons for 'Yes' and 'No'; 'Screen Recording' with a 'Recording Name (optional)' field, dropdowns for 'Video source' (Record Screen) and 'Audio source' (Default - Microphone (Live Streamer CAM313 Microp)), and buttons for 'START RECORDING' and 'TAKE SCREENSHOT'; 'Type of Damage' with a dropdown menu; 'Does this ticket contain protected student information? \*' with radio buttons for 'Yes' and 'No'; 'Notify additional users?' with a dropdown menu; and 'Attach file(s)' with a dashed box for file uploads and a 'Select files to attach' button.