

# ITM IT ASSET MANAGEMENT

Efficient Way to Asset Maintenance

ITM software for customer relationship management is available for sale, so you can get more information to take advantage of your exclusive concierge.



## Sign In

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1200 Visitors

15000 Views

1500\$ Sales



Administrator - Admin  
@ithelpdesk

# Devices

All Status

Show **10** 25 50 100 Entries



Add Device



Expand All

Home > Devices

User	Device Tag	Device Info	Location	Status	Actions	Out Date
Russell Freedman	Telecommute	Dell Not to use Dell Latitude 3450 Laptop with Charger and Backpack	No to Use	Ready to Deploy		25 May 2017 03:16 PM
Nageswara Macherla	MUMNC1000	Dell Latitude E7270 Dell	Andheri	Ready to Deploy		
Vivienne Lobo	New	Logitech Wired Keyboard Logitech	Andheri	Ready to Deploy		15 Jun 2016 11:17 AM
Don Vaz	MON/AN/076	Monitor 15 inch Samsung	Andheri	Ready to Deploy		
Amit Nerurkar	MON/AN/070	Monitor 15 inch Samsung	Andheri	Ready to Deploy		
Prashant Sahu	MON/AN/068	Monitor 15 inch Samsung	Andheri	Ready to Deploy		

Showing 1 to 10 of 2,200 entries

Previous **1** 2 3 4 5 ... 220 Next

- Dashboard
- Devices
- Device Maintenance
- Accessories
- Consumables
- Licenses
- Users
- Reports
- Status Board
- Service Tickets

1200 Visitors

15000 Views

1500\$ Sales



Administrator - Admin  
@ithelpdesk

# Devices

All Status

Show **10** 25 50 100 Entries



Home > Devices



Collapse All

User	Device Tag	Device Info	Location	Status	Actions	Out Date
Russell Freedman	Telecommute	Dell Not to use Dell Latitude 3450 Laptop with Charger and Bagpack COM00373 Dell Latitude UUID:gdfgdfg sfdg dfgdg CACTUS COMMUNICATIONS PVT LTD	No to Use	Ready to Deploy		25 May 2017 03:16 PM
Nageswara Macherla	MUMN1000	Dell Latitude E7270 Dell FPFBRC2 Laptops CACTUS COMMUNICATIONS PVT LTD	Andheri	Ready to Deploy		
Vivienne Lobo	New	Logitech Wired Keyboard Logitech 1531SC505159 Wired Keyboard CACTUS COMMUNICATIONS PVT LTD	Andheri	Ready to Deploy		15 Jun 2016 11:17 AM
Don Vaz	MON/AN/076	Monitor 15 inch Samsung Monitors CACTUS COMMUNICATIONS PVT LTD	Andheri	Ready to Deploy		15 Jun 2016 11:17 AM

Showing 1 to 10 of 2,200 entries



Administrator - Admin  
@ithelpdesk

# Device Maintenance Report

Home > Device Maintenance Report



## NAVIGATION

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- Consumables
- Licenses
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- Status Board
- Board
- Items
- Groups
- Open Incidents
- Fixed Incidents
- Archived Incidents
- Service Tickets

## Device Maintenance Report

Show 10 Entries

Press enter with search text

+ Add Maintenance

Actions	Company	Device Tag	Device Name	Model	Model No.	Serial	Supplier	Maintenance Type
	Green IT Co. Technologies	ITM000101	Device Good Name	Dell Not to use	GN22Y32	COM00373	Dell India	Repair
	Green IT Co. Technologies	La/Va/Ni/Jun/13/JYX1	Dell Laptop	Latitude 6330	6330	BS3JYX1	Dell India	Upgrade
	Green IT Co. Technologies	ITM000101	Device Good Name	Dell Not to use	GN22Y32	COM00373	Sketch Team	Repair

Showing 1 to 3 of 3 entries

Previous 1 Next

## TIMELINE ONLINE

- 3 seconds ago  
Lance Bogrol logged in the system  
Feb 9, 2018 10:37:51 PM
- 10 minutes ago  
Lance Bogrol logged in the system  
Feb 9, 2018 10:37:51 PM
- 30 minutes ago  
Lance Bogrol logged in the system  
Feb 9, 2018 10:37:51 PM

## LOREM IPSUM

Barcode Image

## AMAZON PRICE

\$350.00

## PRODUCT



## DOCUMENT UPLOADED



# Device Maintenance Report

Home > Device Maintenance Report

1200 Visitors

15000 Views

1500\$ Sales



Administrator - Admin  
@ithelpdesk

NAVIGATION

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## Device Maintenance Report

Show 10 Entries  + Add Maintenance

### Add New Maintenance

**Device\***

**Supplier\*/Service Provider**

**Service Type\***

**Service Title\***

**Service Start Date\***

**Service End Date\***

**Covered Under Warrenty**  Yes

**Service Cost**

**Notes**

Save Cancel

Actions	Company	Device Tag	Device Name	Model	Model No.	Serial	Supplier	Maintenance Type
	Green IT Co. Technologies	ITM000101	Device Good Name	Dell Not to use	GN22Y32	COM00373	Dell India	Repair
	Green IT Co. Technologies	La/Va/Ni/Jun/13/JYX1	Dell Laptop	Latitude 6330	6330	BS3JYX1	Dell India	Upgrade
	Green IT Co. Technologies	ITM000101	Device Good Name	Dell Not to use	GN22Y32	COM00373	Sketch Team	Repair

Showing 1 to 3 of 3 entries

Previous **1** Next

TIMELINE ONLINE

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LOREM IPSUM

Barcode Image

AMAZON PRICE

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PRODUCT



DOCUMENT UPLOADED



Administrator - Admin @lthelpdesk

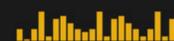
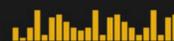
# License Info

Home > Licenses > License Info

1200 Visitors

15000 Views

1500\$ Sales



Basic Information License Seats Documents Checkout History



## Edit License - License Details

Company	Green IT C Technologies
Software Name*	WINEDIT 9
Serial	Name: Cactus Communications (5-user Site License) Code: 7349098942079003136
Licensed to Name	Licensed to Name
Licensed to Email	Licensed to Email
Seats*	5 <span>Serials</span>
Reassignable	<input checked="" type="checkbox"/> Yes
Supplier	Select Supplier
Order No.	Order No.
Purchase Date	02-02-2016
Purchase Cost	0.00
Purchase Order No.	Purchase Order No.
Expiration Date	Expiration Date
Depreciation	Laptop
Maintained	<input type="checkbox"/> Yes
Termination Date	Termination Date
Notes	Hint: use copy and paste.... Press OK to complete registration. 1 Seat assigned to Gaurav Singh
Support	Support Description

## Edit License - Seat Serials



Edit Close

Name	WINEDIT9
Category	Green IT Co Technologies
Licensed to Email	
Seats	5
Available Seats	5
Serial	Cactus Communications (5-user Site License) Code: 7349098942079003136
Supplier	
Purchase Order No.	
Depreciation	Lapt
Purchase Date	02 Feb 2016
Expiration Date	
Order No.	
Reassignable	Yes
Support	

**Edit License** ONLINE

- 3 seconds ago  
Lance Bogrol logged in the system  
Feb 9, 2018 10:37:51 PM
- 10 minutes ago  
Lance Bogrol logged in the system  
Feb 9, 2018 10:37:51 PM
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### LOREM IPSUM

Barcode Image

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# Status Board

Home > Status Board



Administrator - Admin @ithelpdesk

## Status Board

### Item Status



### NOTICE GROUP 1

### SERVICES

Email	Partial Outage
Internet	Operational
Lync	Operational
Sharepoint	Operational

### HARDWARE + SERVICES

Printers	Performance Issues
----------	--------------------

### Past Incidents

16th Feb 2018 - No incident reported.

15th Feb 2018

14th Feb 2018

13th Feb 2018

12th Feb 2018

11th Feb 2018 2

**6 Days ago** - Outage Issue reported from Reliance

**6 Days ago** - Issue with server. Details will be provided soon

10th Feb 2018

9th Feb 2018

### INCIDENT HISTORY

### LOREM IPSUM

Barcode Image



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# Status Board

Home > Status Board

1200 Visitors 15000 Views 1500\$ Sales



Administrator - Admin @lthelpdesk

## Status Board

### Item Status



NOTICE GROUP 1

**SERVICES**

HARDWARE + SERVICES

### SERVICES

Email	Partial Outage
Internet	Operational
Lync	Operational
Sharepoint	Operational

### Past Incidents

16th Feb 2018	-
No incident reported.	
15th Feb 2018	+
14th Feb 2018	+
13th Feb 2018	+
12th Feb 2018	+
11th Feb 2018	2 -
<ul style="list-style-type: none"> <li>6 Days ago: Outage Issue reported from Reliance</li> <li>6 Days ago: Issue with server. Details will be provided soon</li> </ul>	
10th Feb 2018	+
9th Feb 2018	+

### INCIDENT HISTORY

#### LOREM IPSUM

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# Assigned Tickets

Home > Service Tickets > Assigned Tickets

Administrator - Admin @ithelpdesk

## Assigned Tickets

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- Spam Tickets
- Service Types
- Problem Types

All

+ Create

New Ticket ✕

**Department\***

**User (Ticket Raiser)\***

**Service Type\***

**Problem Type\***

**Priority\***

**TAT (Hrs)\***

**Subject\***

**Content\***

Drag & Drop the file here

Note: To upload attachments, Drag & Drop the file here

Create
Close

**Ticket Raiser Info**

administrator admin: @ ithelpdesk

Emp. Code:

Designation:

Location: Andheri

Mobile:

Email: ragaventest@gmail.com

TICKET HISTORY

LOREM IPSUM

Barcode Image

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PRODUCT

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		Ticket ID	Status	Priority	Assigned To	TAT
<input type="checkbox"/>		#146	Open	Critical	administrator admin @ ithelpdesk	2 Hrs
	S5 as asd fsd bg 1	Company		Department		Service Type
		Green IT Co Technologies		PHP		xampp installation
	<span style="background-color: #34495e; color: white; padding: 2px 5px; border-radius: 3px;">Expand</span>					
<input type="checkbox"/>		#140	Resolved	Critical	administrator admin @ ithelpdesk	2 Hrs
	S5 Vikas Ticket 1	Company		Department		Service Type
		Green IT Co Technologies		PHP		xampp installation
	<input type="checkbox"/>	#139	Open	Critical	administrator admin @ ithelpdesk	2 Hrs
	S5 Ticket 1	Company		Department		Service Type
		Green IT Co Technologies		PHP		xampp installation
	<input type="checkbox"/>	#135	Open	Critical	administrator admin @ ithelpdesk	2 Hrs
	S5 sd asdf sd	Company		Department		Service Type
		Green IT Co Technologies		PHP		xampp installation



Administrator - Admin  
@ithelpdesk

# Assigned Tickets

Home > Service Tickets > Assigned Tickets



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- Problem Types

## Assigned Tickets

All

Press enter with search text

+ Create
▼
▲
☰

<input type="checkbox"/> <p style="margin: 0;">S5 as asd fsd bg 1</p>	<b>Ticket ID</b>	<b>Status</b>	<b>Priority</b>	<b>Assigned To</b>	<b>TAT</b>
	#146	Open	Critical	administrator admin @ ithelpdesk	2 Hrs
	<b>Company</b>	<b>Department</b>		<b>Service Type</b>	
	Green IT Co Technologies	PHP		xampp installation	
<b>Ticket Creator</b>		<b>Created By</b>	<b>Created On</b>	<b>Updated On</b>	<b>Expire At</b>
BG G @bgcg		administrator admin @ithelpdesk	26 Feb 2018 03:38 PM	26 Feb 2018 03:38 PM	Overdue

Collapse

<b>Ticket ID</b>	<b>Status</b>	<b>Priority</b>	<b>Assigned To</b>	<b>TAT</b>	
#140	Resolved	Critical	administrator admin @ ithelpdesk	2 Hrs	
<b>Company</b>	<b>Department</b>		<b>Service Type</b>		
Green IT Co Technologies	PHP		xampp installation		
<b>Ticket Creator</b>		<b>Created By</b>	<b>Created On</b>	<b>Updated On</b>	<b>Resolved At</b>
BG G @bgcg		Vikas Bhadvalkar @ vikasb	26 Feb 2018 03:20 PM	26 Feb 2018 03:27 PM	Null

<input type="checkbox"/> <p style="margin: 0;">S5 Ticket 1</p>	<b>Ticket ID</b>	<b>Status</b>	<b>Priority</b>	<b>Assigned To</b>	<b>TAT</b>
	#139	Open	Critical	administrator admin @ ithelpdesk	2 Hrs
	<b>Company</b>	<b>Department</b>		<b>Service Type</b>	
	Green IT Co Technologies	PHP		xampp installation	
<b>Ticket Creator</b>		<b>Created By</b>	<b>Created On</b>	<b>Updated On</b>	<b>Expire At</b>
administrator admin @ithelpdesk		administrator admin @ithelpdesk	26 Feb 2018 03:12 PM	26 Feb 2018 03:13 PM	Overdue

<input type="checkbox"/> <p style="margin: 0;">S5 sdf asdf sd</p>	<b>Ticket ID</b>	<b>Status</b>	<b>Priority</b>	<b>Assigned To</b>	<b>TAT</b>
	#135	Open	Critical	administrator admin @ ithelpdesk	2 Hrs
	<b>Company</b>	<b>Department</b>		<b>Service Type</b>	
	Green IT Co Technologies	PHP		xampp installation	
<b>Ticket Creator</b>		<b>Created By</b>	<b>Created On</b>	<b>Updated On</b>	<b>Expire At</b>
administrator admin @ithelpdesk		administrator admin @ithelpdesk	26 Feb 2018 12:46 PM	26 Feb 2018 12:46 PM	Overdue

### TICKET HISTORY

### LOREM IPSUM

Barcode Image



### AMAZON PRICE

\$350.00

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Administrator - Admin @ithelpdesk

# Assigned Tickets

Home > Service Tickets > Assigned Tickets

1200 Visitors



15000 Views



1500\$ Sales



## Ticket Details - #135

- Add Star
- Transfer
- Assigned To
- Delete
- Spam

S5 - sdf asdf sd

asd asdf

Attachments: 4.png

Company	Green IT Co Technologies
Department	PHP
Created At	26/02/2018 12:46 05
Created By	ithelpdesk
Service Type	xampp installation
Problem Type	S5
Updated AT	26/02/2018 12:46 27
Assigned To	ithelpdesk

### Creator Info



administrator admin  
 @ ithelpdesk  
 Emp. Code:  
 Designation:  
 Location: Andheri  
 Mobile:  
 Email: ragaventest@gmail.com

First Feedback Awaited

OVERDUE

### Update Details

Status\*

Priority\*

TAT (Hrs)\*  Hrs

Update

### Assigned To



administrator admin  
 @ ithelpdesk  
 Emp. Code:  
 Designation:  
 Email: ragaventest@gmail.com

Show / Hide Comments

26 Feb 2018 12:46 PM

Commented By administrator admin @ ithelpdesk

as asdf sd

Attachments: 2.png

Share your comment

Note: To upload attachments, Drag & Drop the file here

Make it note for internal purpose.

Comment

### TICKET HISTORY

### LOREM IPSUM

Barcode Image



### AMAZON PRICE

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### PRODUCT



### DOCUMENT UPLOADED



Administrator - Admin @ithelpdesk

# Assigned Tickets

Home > Service Tickets > Assigned Tickets



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- Close Tickets
- Spam Tickets
- Service Types
- Problem Types

## Ticket Details - #140

Add Star   
  Transfer   
  Assigned To   
  Delete   
  Spam

**S5 - Vikas Tkt 1**

lasdkj faksj fladsjf lksf

Company	Green IT Co Technologies
Department	PHP
Created At	26/02/2018 03:20 43
Created By	vikasb
Service Type	xampp installation
Problem Type	S5
Updated AT	26/02/2018 03:27 28
Assigned To	ithelpdesk

**Creator Info**



Vikas Bhadvalkar  
 @ vikasb  
 Emp. Code: CIC00630  
 Designation: Sr. System Engineer  
 Location: Andheri  
 Mobile: 67147039  
 Email: vikasb@cactusglobal.com

 Last Feedback **4**  
 Overall **4**

**Update Details**

Status\*

Priority\*

TAT (Hrs)\*  Hrs

**Update**

**Assigned To**



administrator admin  
 @ ithelpdesk  
 Emp. Code:  
 Designation:  
 Email: vikasb@cactusglobal.com

## TICKET HISTORY

## LOREM IPSUM

Barcode Image



## AMAZON PRICE

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## DOCUMENT UPLOADED



Administrator - Admin @ithelpdesk

# Assigned Tickets

Home > Service Tickets > Assigned Tickets



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## Ticket Details - #146

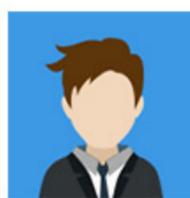
Add Star   
  Transfer   
  Assigned To   
  Delete   
  Spam

**S5 - as asd fsd bg 1**

a dfadsf asd

Company	Green IT Co Technologies
Department	PHP
Created At	26/02/2018 03:48 59
Created By	bgcg
Service Type	xampp installation
Problem Type	S5
Updated AT	26/02/2018 03:48 59
Assigned To	ithelpdesk

**Creator Info**



Bg g  
 @ bgcg  
 Emp. Code: 123  
 Designation: Manager  
 Location: Mumbai  
 Mobile: 123213213  
 Email: onenlife1@gmail.com

First Feedback Awaited

**OVERDUE**

**Update Details**

Status\*

Priority\*

TAT (Hrs)\*  Hrs

**Update**

**Assigned To**



administrator admin  
 @ ithelpdesk  
 Emp. Code:  
 Designation:  
 Location: Mumbai  
 Email: ragaventest@gmail.com

Share your comment

---

Note: To upload attachments, Drag & Drop the file here

Make it note for internal purpose.

**Comment**

## TICKET HISTORY

LOREM IPSUM

Barcode Image



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## DOCUMENT UPLOADED



Administrator - Admin @ithelpdesk

# Assigned Tickets

Home > Service Tickets > Assigned Tickets



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## Ticket Details - #146

Add Star   
  Transfer   
  Assigned To   
 Delete   
 Spam

S5 - as asd fsd bg 1  
 a dfadsf asd

Are you sure to delete the ticket?

OK    CANCEL

Company	
Department	
Created At	
Created By	bgcg
Service Type	xampp installation
Problem Type	S5
Updated AT	26/02/2018 03:48 59
Assigned To	ithelpdesk

Designation: Manager  
 Location: Mumbai  
 Mobile: 123213213  
 Email: onenlife1@gmail.com

First Feedback Awaited    OVERDUE

Update Details

Status\* Open

Priority\* Critical

TAT (Hrs)\* 2 Hrs

Update

Assigned To

administrator admin @ithelpdesk  
 Emp. Code:  
 Designation:  
 Location: Mumbai  
 Email: ragaventest@gmail.com

Share your comment

Note: To upload attachments, Drag & Drop the file here

Make it note for internal purpose.

Comment

## TICKET HISTORY

## LOREM IPSUM

Barcode Image

## AMAZON PRICE

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# Close Tickets

Home > Service Tickets > Close Tickets

Administrator - Admin  
@ithelpdesk

## NAVIGATION

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- Close Tickets**
- Spam Tickets
- Service Types
- Problem Types

## Close Tickets

All

New Ticket ✕

**Department\***

**User (Ticket Raiser)\***

**Service Type\***

**Problem Type\***

**Priority\***

**TAT (Hrs)\***

**Subject\***

**Content\***

Drag & Drop the file here

Note: To upload attachments, Drag & Drop the file here

No Tickets Found

**Ticket Raiser Info**

administrator admin:   
 @ ithelpdesk

Emp. Code:

Designation:

Location: Andheri

Mobile:

Email: ragaventest@gmail.com

## TICKET HISTORY

LOREM IPSUM

Barcode Image

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# Not Assigned Tickets

Home > Service Tickets > Not Assigned Tickets



## NAVIGATION

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- Not Assigned Tickets**
- Close Tickets
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## Not Assigned Tickets

All

+ Create

**New Ticket**

Department*	<input type="text" value="Enter the Department Name starting letters"/>
User (Ticket Raiser)*	<input type="text" value="administrator admin (ithelpdesk)"/>
Service Type*	<input type="text" value="Select the Service Type"/>
Problem Type*	<input type="text" value="Critical"/>
Priority*	<input type="text" value="Select Priority"/>
TAT (Hrs)*	<input type="text" value="0"/>
Subject*	<input type="text" value="Enter Subject"/>
Content*	<input type="text" value="Enter Content"/>

Drag & Drop the file here

Note: To upload attachments, Drag & Drop the file here

Create
Close

**Ticket Raiser Info**

administrator admin: @ithelpdesk

Emp. Code:

Designation:

Location: Andheri

Mobile:

Email: ragaventest@gmail.com

<input type="checkbox"/>	<p style="font-size: small; margin: 0;">S1 John Doe</p>	<b>Ticket ID</b>	<b>Status</b>	<b>Priority</b>	<b>Assigned To</b>	<b>TAT</b>
		#149	Open	Critical	sfsfsfs	2 Hrs
		<b>Company</b>	<b>Department</b>		<b>Service Type</b>	
		Green IT Co Technologies	System Admin (IT)		Hardware Support	

Expand

Previous 1 Next

## TICKET HISTORY

## LOREM IPSUM

Barcode Image

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Administrator - Admin @ithelpdesk

# Not Assigned Tickets

Home > Service Tickets > Not Assigned Tickets



## NAVIGATION

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- Problem Types

## Ticket Details - #149

Starred   
  Transfer   
 **Assigned To**   
 Delete   
 Spam

Assign Ticket To ...

Assign To:

**Assign**    **Close**

**S1 - asd adf sd**

as fsdfsasf

<b>Company</b>	Green IT Co Technologies
<b>Department</b>	System Admin (IT)
<b>Created At</b>	26/02/2018 03:48 27
<b>Created By</b>	bgcg
<b>Service Type</b>	HardWare Support
<b>Problem Type</b>	S1
<b>Updated AT</b>	26/02/2018 05:06 38
<b>Assigned To</b>	

**Creator Info**



Bg g  
 @ bgcg  
 Emp. Code: 123  
 Designation: Manager  
 Location: Mumbai  
 Mobile: 123213213  
 Email: onenlife1@gmail.com

First Feedback Awaited

**OVERDUE**

Assigned To

No Assigned User Found.

## TICKET HISTORY

LOREM IPSUM

Barcode Image



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Administrator - Admin  
@lthelpdesk

# Ticket Problem Types

Home > Service Tickets > Problem Types

1200 Visitors

15000 Views

1500\$ Sales



## NAVIGATION

- Dashboard
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- Consumables
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- Service Tickets
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- Assigned Tickets
- Close Tickets
- Service Types
- Problem Types

## Ticket Problem Types

Show  Entries

Actions	Problem Type	Service Type	Department	Company	Priority	TAT (Hrs)	Updated On
	S8	Graphics Driver Support	iOS Team	Green IT Co Technologies	Low	2	23 Feb 2018 12:25 PM
 	S7	Graphics Driver Support	iOS Team	Green IT Co Technologies	Medium	2	23 Feb 2018 12:24 PM
	S15	HardWare Support	HR Operations	Green IT Co Technologies	Medium	2	19 Feb 2018 04:04 PM
	S6	xampp installation	Andorid	Green IT Co Technologies	High	2	19 Feb 2018 04:04 PM
	S14	MAC Book Service	HR Operations	Green IT Co Technologies	High	2	19 Feb 2018 04:03 PM
	S5	xampp installation	Andorid	Green IT Co Technologies	Critical	2	13 Dec 2017 01:01 PM
	S13	MAC Book Service	HR Operations	Green IT Co Technologies	Critical	2	27 Nov 2017 05:05 AM
	S4	iPad Service	Graphics	Green IT Co Technologies	Low	2	16 Nov 2017 12:22 PM
	S12	Salary Related Issue	Testing	Green IT Co Technologies	Low	2	24 Oct 2017 02:39 AM
	S3	iPad Service	Graphics	Green IT Co Technologies	Medium	2	24 Oct 2017 02:39 AM

Showing 1 to 10 of 15 entries

## TICKET HISTORY

## LOREM IPSUM

Barcode Image



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