# Request Tracker User’s Guide

<table>
<thead>
<tr>
<th>Abstract</th>
<th>Describes the User Interface and usage of Request Tracker V3.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue</td>
<td>05</td>
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<tr>
<td>Date</td>
<td>08/27/2007</td>
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</tbody>
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# Document History

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<tr>
<th>Issue</th>
<th>Author(s)</th>
<th>Date</th>
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<tbody>
<tr>
<td>1</td>
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<td>01/16/2006</td>
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<td>Added section on Request Tracker V3.6.3</td>
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1. **Introduction**

1.1. **The Scope of this Document**

The scope of this document is to provide additional information about Request Tracker. It is not intended to be a substitute to RT Essentials or the installation documents noted below.

1.2. **What is Request Tracker?**

From the Best Practical Web Site:

*RT is an enterprise-grade ticketing system which enables a group of people to intelligently and efficiently manage tasks, issues, and requests submitted by a community of users.*

*The RT platform has been under development since 1996, and is used by systems administrators, customer support staffs, IT managers, developers and marketing departments at thousands of sites around the world.*

*Written in object-oriented Perl, RT is a high-level, portable, platform independent system that eases collaboration within organizations and makes it easy for them to take care of their customers.*

*RT manages key tasks such as the identification, prioritization, assignment, resolution and notification required by enterprise-critical applications including project management, help desk, NOC ticketing, CRM and software development.*

1.3. **Information about Request Tracker**

Information about Request Tracker can be found in the following sources:

*RT Essentials* (ISBN 0596006683) by Jesse Vincent, Robert Spier, Dave Rolsky, Darren Chamberlain & Richard Foley is the definitive printed work on RT, the world's most popular open source issue tracking system from Best Practical Solutions.

Also, DigitalGlobe has documents concerning the installation, maintenance and customization of Request Tracker which are located at:

\cofs1\BU\OPS\IS\Documentntaion\Request Tracker - Asset Tracker (Helpdesk)

*Installation of Request Tracker.doc*

*Request Tracker System User's Guide.doc*

Finally, Best Practical maintains a very active mailing list *(rt-users)*. Subscription information is available at:

http://lists.bestpractical.com/
1.4. Request Tracker V3 Features

While there are not major differences between Request Tracker V2 and Request Tracker V3 from a user functionality perspective, there were major improvements internally. The new features include:

1. Replacing MyISAM with InnoDB technology, to improve performance. MySQL is the database engine.
2. Uses mod_perl V2 and Apache V2 web server.
3. A cleaner and more professional looking interface.
4. Improved search engine capability, with the ability to save search criteria.
5. Improvements in the privilege matrix.
6. Introduction of Custom Fields to improve Ticket tracking and management.
7. Ability to export the results of searches to spreadsheets.
8. A standardized API framework which provides the ability for expanding Request Tracker's capabilities.

Information about Request Tracker's API is discussed on pages 140 – 151, Request Tracker Development is discussed pages 152 -162 and Request Tracker Architecture is discussed on pages 115 – 139 in the RT Essentials book.
2. **General Setup Information**

2.1. **Introduction**

This section will provide some basic information about the set up of Request Tracker at DigitalGlobe. Additional details are provided in *RT Essentials* and the locally written documents mentioned in the previous section.

2.2. **User Accounts**

In regards to DigitalGlobe, there are two types of user accounts in use.

The first type is for the general user community; these accounts are known as *Unprivileged*. This type of account gives the user the capability of submitting tickets, and in some cases, the capability of viewing ticket activity. It is possible to set up Request Tracker to allow a user to log in using their e-mail address and a password. At the time of the writing of this document, this feature is not active.

The other type of accounts, are called *Privileged*. This type of account is generally assigned to technical staff. The *Privileged* account provides technical staff with the required permissions to process Tickets effectively. These users are given a unique user name and password, and the privileges necessary to perform their functions. In addition, there is an account called *dgroot*, which provides a full spectrum of privileges to maintain and customize the Request Tracker environment.

User Account Maintenance is discussed in the Request *Tracker System User’s Guide* in the User Maintenance section.

2.3. **Groups**

When users are set up they are normally assigned to a Group for permission purposes. At DigitalGlobe the names of Groups and Queues are the same for easier maintenance. The purpose of Groups allows the capability of a set of users to monitor and maintain a particular Queue.

Group Maintenance is discussed in the Request *Tracker System User’s Guide* in the Group Maintenance section.

2.4. **Queues**

When Tickets are submitted to Request Tracker, they are sent to Queues for processing. The Queues are a means to categorize Tickets by departmental and functional areas. In addition, Custom Fields have been employed at DigitalGlobe, to further categorize the Tickets.

At DigitalGlobe, when a user sends in a Ticket, the Ticket will be sent to a Queue within a particular function area. As mentioned earlier, when a technician processes the Ticket, they will assign additional custom field values to categorize the Ticket for tracking purposes.
Queue Names at DigitalGlobe will follow the adopted DigitalGlobe Standards and Naming Conventions. The following table lists the Queues currently in use at DigitalGlobe:

<table>
<thead>
<tr>
<th>Queue Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPS IS Architecture</td>
<td>IS Architecture</td>
</tr>
<tr>
<td>OPS IS Datacenter</td>
<td>Datacenter related requests</td>
</tr>
<tr>
<td>OPS IS Hardware</td>
<td>Hardware Support</td>
</tr>
<tr>
<td>OPS IS Licensing</td>
<td>Software Licensing</td>
</tr>
<tr>
<td>OPS IS Network</td>
<td>Network Administration</td>
</tr>
<tr>
<td>OPS IS Storage</td>
<td>Storage</td>
</tr>
<tr>
<td>OPS IS SupportSystems</td>
<td>IS Software Support</td>
</tr>
<tr>
<td>OPS IS Telecom</td>
<td>Telecom</td>
</tr>
<tr>
<td>OPS IS UNIX</td>
<td>UNIX Administration</td>
</tr>
<tr>
<td>OPS IS Windows</td>
<td>Windows Administration</td>
</tr>
<tr>
<td>OPS IS_SMTapeRequests</td>
<td>Tape Mount Requests</td>
</tr>
<tr>
<td>OPS IS_RequestTrackerTest</td>
<td>Request Tracker Test Queue</td>
</tr>
<tr>
<td>SAS_SYS_Database</td>
<td>Database Administration</td>
</tr>
<tr>
<td>CML CS_CommTechSupp</td>
<td>Commercial Technical Support</td>
</tr>
<tr>
<td>DEF CS_DefTechSupp</td>
<td>Defense Technical Support</td>
</tr>
<tr>
<td>DEF NSP_ProgramSecurity</td>
<td>Program Security</td>
</tr>
<tr>
<td>OPS BS_BusinessSystems</td>
<td>Business Systems</td>
</tr>
<tr>
<td>OPS FS_Facilities</td>
<td>Facilities</td>
</tr>
<tr>
<td>OPS_GO_GeoOps_ProdSvc</td>
<td>Geospatial Operations Production Services</td>
</tr>
<tr>
<td>OPS_GO_GeoOps_SPG</td>
<td>Geospatial Operations Standard Product Generation</td>
</tr>
<tr>
<td>OPS_GO_GeoOps_GIS</td>
<td>Geospatial Operations GIS Products</td>
</tr>
</tbody>
</table>

Notice: The above Queues are those which were defined at the time of this document’s creation. There is a possibility that additional Queues have been added.

Queue Maintenance is discussed in the Request Tracker System User’s Guide in the Queue Maintenance section.
2.5. Custom Fields

An important new feature in Request Tracker V3 was the introduction of Custom Fields. Custom Fields, as mentioned earlier, provides the capability of categorizing Tickets further, within a Queue.

Request Tracker provides several types of Custom Fields, the types are as follows:

<table>
<thead>
<tr>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter one value</td>
</tr>
<tr>
<td>Enter multiple values</td>
</tr>
<tr>
<td>Fill in wikitext area</td>
</tr>
<tr>
<td>Fill in multiple wikitext areas</td>
</tr>
<tr>
<td>Upload one image</td>
</tr>
<tr>
<td>Upload multiple images</td>
</tr>
<tr>
<td>Select one value</td>
</tr>
<tr>
<td>Select multiple values</td>
</tr>
<tr>
<td>Upload one file</td>
</tr>
<tr>
<td>Upload multiple files</td>
</tr>
<tr>
<td>Fill in one text area</td>
</tr>
</tbody>
</table>

The following is a list of Custom Fields now defined for Information Systems in Request Tracker V3:

<table>
<thead>
<tr>
<th>Custom Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Location of Requestor.</td>
</tr>
<tr>
<td>Department</td>
<td>Name of User’s Department submitting the Ticket.</td>
</tr>
<tr>
<td>IS Support Area</td>
<td>IS support areas for Ticket Processing and Tracking</td>
</tr>
<tr>
<td>Reason For Stalled Ticket</td>
<td>Reasons for why a Ticket is being delayed in being processed</td>
</tr>
<tr>
<td>User Defined Priority</td>
<td>User input to the urgency of the Ticket Request</td>
</tr>
<tr>
<td>Target Date</td>
<td>The date which the user would like to see a resolution of the Ticket</td>
</tr>
<tr>
<td>Follow Up Date</td>
<td>A date set by the Technician to get back with a party concerning a Ticket</td>
</tr>
<tr>
<td>Waiting On</td>
<td>The party defined by the Technician to get back to on the Follow Up Date.</td>
</tr>
<tr>
<td>Asset</td>
<td>Asset to associate with a Ticket.</td>
</tr>
<tr>
<td>DG Phone</td>
<td>Phone Number of Requestor.</td>
</tr>
</tbody>
</table>

**Notice:** Some queues have additional Custom Fields for their specific needs.

Custom Field Maintenance is discussed in the Request Tracker System User’s Guide in the Custom Field Maintenance section.
3. **Trouble Ticket Handling**

3.1. **Introduction**

Tickets are submitted into Request Tracker by one of two possible methods, via e-mail or by using the Request Tracker Web interface. The ticket entry procedure is outlined in the document *Introduction to Information Systems at DigitalGlobe User's Guide*, please refer to this guide for additional information. This section only provides brief information about the procedures.

3.2. **E-mailing Tickets**

Those desiring to send a Ticket request via e-mail can do so, by constructing a detailed e-mail and sending in their Ticket request like any other type of e-mail. It is possible to transmit the Ticket request using e-mail aliases set up in MS Exchange or by sending an e-mail directly to the desired Queue. The e-mail method is best utilized when a user is not at DigitalGlobe to submit a Ticket or does not have VPN access to the DigitalGlobe intranet.

Once a Ticket request is sent via email, the user requesting service will receive a confirmation message. The user will be able to communicate with the technician via replying to e-mails sent to the user, from the technician.

The e-mail interface is discussed on pages 48 – 49 in the *RT Essentials* book.

3.3. **Entering Tickets via the Web Interface**

Another method for the user to submit Ticket requests is to use the web or self-service interface. An account was set up, within Request Tracker, to provide a means for the user to submit a Ticket. This method is best utilized when the user is on site or has access via VPN to the DigitalGlobe intranet. The web interface is available at [http://colorado.digitalglobe.com](http://colorado.digitalglobe.com) by clicking on the Help Desk Home link.

Once a Ticket request is sent via the web interface, the user requesting service will receive a confirmation message. The user will be able to communicate with the technician via replying to e-mails sent to the user, from the technician.
3.4. Working with Tickets

Once the user has submitted a Ticket, a technician in the Ticket support area, will start working on the Ticket Request. The technician needs to login to Request Tracker which is accessible at:

http://helpdesk.digitalglobe.com

The following is the login screen for Request Tracker:

The technician needs to type in their user name and password. Request Tracker will not log the technician in without a valid user name and password. If they forget their password, they should either submit a Ticket request to ask for a password reset or contact the System Administrator responsible for Request Tracker.
Upon a successful login, the next screen the technician will see is the RT at a glance Screen:

The RT at a glance screen provides the technician with a quick view of the status of the various Tickets and Queues within Request Tracker. Also, the technician will notice the various menu items available along the left side of the screen.

The technician can get a status of the top 25 tickets they own, just below the RT at a glance title. Just below that, they will see tickets, which just came in, that need to be acted upon or taken. To the right are ticket counts for the various queues. Finally, this screen gives the technician the capability of creating a new ticket, if they so desire.

If a technician sees a new ticket they are responsible for, they just need to click on Take next to the ticket in question. Once the technician “Takes” a ticket, they should change the Ticket Status from new to open.

If a technician knows a ticket number, they can enter the ticket number in the Search box at the upper right portion of the screen.
The following is the default view when displaying a Ticket, using the methods noted above. The screen provides a quick view of the Ticket. Also, note at the bottom of the Ticket display, a running history of all activity related to the Ticket is displayed:

The technician can select from the several menu options shown on the left side of the screen, under the Ticket number requested.

**Display** – Displays the screen shown above  
**History** – Displays the history area of the Ticket  
**Basics** – Displays the Basics and Custom Fields; allows data entry.  
**Dates** – Displays the Dates area of the Ticket; allows data entry  
**People** - Displays individuals associated with the Ticket; allows data entry.  
**Links** – Displays links associated with the Ticket; allows data entry.  
**Jumbo** – Displays all data entry portions of the Ticket and allows for entering comments.

The following two pages show the full ticket information, via the **Jumbo** menu option:
The technician should first take ownership of the Ticket by selecting their user name under Owner. Next, the technician should fill in the appropriate fields, e.g. IS Categories, if this is an IS Ticket. If the user did not select a Department, the technician should select that as well. The other fields can be used at various times during the Ticket’s lifecycle.

Note: The section related to Custom Fields provides information on the usage of the various Custom Fields on this page.

If the technician has a note for the user, they can enter their comments in the box at the bottom of the screen. If the technician desires to send a message to the user, they should select Reply to Requestors in the Update Type menu item, located just below Update ticket. If the technician just wants to insert a comment in the Ticket, they should select Comments (Not sent to requestors) instead.

Also, if the ticket has some commonality with another ticket, the technician can link the ticket they are working on with another Ticket. They can do so by entering the Ticket number in the New Links area, under the appropriate category, e.g. Merge into, Depends on, Depended on by.

Ticket Handling is discussed on pages 33 – 49, 47 in the RT Essentials book.
3.5. **Query System**

Request Tracker provides a powerful ticket search engine called Query Builder. The Query Builder allows the technician to select various parameters in the Add Criteria area of the screen and “build” a query in Query window.

To start a new Query, click on **New Query**. To continue using the same query, click on **Query Builder**. To edit a query, click on **Advanced**.

The following screen is displayed, when the technician clicks on **Tickets** in the menu:

**Notice**: The technician needs to select a **Queue** from the drop down menu and click on **Add**, so they can see the custom fields related to a Ticket. Because Ticket Custom Fields are set up by **Queue**, the custom fields only display when a **Queue** is selected.
IMPORTANT: Before going on, the reader must be made aware of some issues with Query Builder. The screen does not function as intended and there are some known bugs in the software. The authors are working to correct the problems associated with this screen. Some of these issues are:

1. Cannot mix AND and OR using the Query Builder. The work around is to select Advanced, on the menu, and construct the query desired.
2. Parenthesis, think High School Algebra and sets. For Advanced to work properly, the technician needs to do a construct like:

   \(( x = 'y' \text{ OR } y = 'z' \text{ OR } z = 'a') \text{ AND } ( a = '1' \text{ OR } b = '2') \text{ AND } ( c = '10')\)

3. Once the proper search criteria have been set up, than it can be saved or executed accordingly.
4. There is a bug with a saved search similar to the one noted above; it causes an errors from Mason. The work around is to click on New Query and load the saved query, it usually clears the problem. Somewhere in the Query Builder code, as it is written in perl, the authors are not escaping parenthesis properly.

The bottom line, the technician needs to be aware that Query Builder is more beta than production and the authors will hopefully have improvements in the near future.

The following screen depicts the correct syntax of a mixed AND and OR search.
The following screen depicts the Advanced Query search creation area, which generated the search criteria seen on the previous page:
The following screen depicts the results of the search:

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>Status</th>
<th>Owner</th>
<th>Last Updated</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>211</td>
<td>unknown</td>
<td>resolved</td>
<td>U_General</td>
<td>24 hours ago</td>
<td>0</td>
</tr>
<tr>
<td>676</td>
<td>problem</td>
<td>opened</td>
<td>U_General</td>
<td>12 hours ago</td>
<td>0</td>
</tr>
<tr>
<td>488</td>
<td>issue</td>
<td>resolved</td>
<td>U_General</td>
<td>24 hours ago</td>
<td>0</td>
</tr>
<tr>
<td>1801</td>
<td>connection</td>
<td>open</td>
<td>U_General</td>
<td>4 days ago</td>
<td>0</td>
</tr>
<tr>
<td>11772</td>
<td>request</td>
<td>resolved</td>
<td>U_General</td>
<td>24 hours ago</td>
<td>0</td>
</tr>
</tbody>
</table>

Note: The screen output is displayed in ascending Ticket Number order. By clicking on the various columns, one can change the order to what they desire. By the way, by clicking on the Ticket Number column or the Created column, the Tickets will be displayed in descending order.
Another feature of doing a search or looking at a Queue, the output can be exported to a spreadsheet.

At the bottom of the above screen, there are two spreadsheet output types, spreadsheet (Excel) and spreadsheet (OpenOffice).

The Query System is discussed on pages 43 – 46 in the RT Essentials book.
4. Request Tracker V3.6.3

4.1. Introduction

Request Tracker V3.6.3 is more of a maintenance release than a major release of the Request Tracker software. If a user is familiar with the usage of Request Tracker V3.4.4, which is introduced in the document, then they will not see any major differences in usage and functionality between the releases. It is advisable to become familiar with the functionality of Request Tracker V3.4.4 before reading this chapter.

With that said, there are some new features which will interest the Request Tracker user and this chapter will explain the new features and provide screen shots as example of the changes.

4.2. New Features

As mentioned above, the Request Tracker will not notice any major differences between Request Tracker V3.4.4 and Request Tracker V3.6.3, but there are changes they should be made aware of; these changes include:

1. Customization of the “RT at a glance” screen. The user can change the look and field of this screen by clicking on Edit at the top of the “RT at a glance” screen or on Edit on each of the subsections of this screen.
2. One nice feature, as part of number 1 above, is the user can select only the queues they want to see in the QuickSearch box on the “RT at a glance” screen.
3. Each user can save their customizations independent of what is provided by Request Tracker.
4. When a user searches for Tickets or clicks on a queue and the list of tickets are displayed, the user can actually generate Graphic reports in Bar chart or Pie chart format. This feature is provided at the bottom of the page, right below the Export to spreadsheet capability.

There are additional new features which the user should be aware about, but are more internal to the software. These new features include:

1. Improvements in the database interface to eliminate some run time errors and improve access time.
2. Numerous bug fixes from Request Tracker V3.4.4, including Query Builder and ticket adds/changes made to the database.
3. The addition of several language localization modules.
4. Improvement for supporting of various web browsers, including better support for Microsoft Explorer.
5. User can add reminders to their tickets and are displayed on the “RT at a glance” page.
6. Bulk update of tickets can now be done on custom fields.
7. Custom Fields can be set up to be mandatory. There is a capability to also add value checking to custom fields.
8. Additional basic reporting as provided under the Tools menu item.
9. Support of two different user interfaces: Classic and Modern. Note: at DigitalGlobe we chose to maintain the Classic interface, because of the customizations made to the Request Tracker menu (display of Queues for quick access). In the Modern interface the modifications are displayed in a rather unappealing manner.
4.3. Screen Shots of Request Tracker V3.6.3

The following depicts the “RT at glance” page.

NOTICE: Since the creation of this manual, the “RT at a glance” page was changed to include Queues in the Menu area of the screen. This change is reflected on this page.

The user will notice that they have the capability of editing the various displays on the screen, by clicking on Edit. The Edit shown just above Reminders allows the user to add or remove various components from this screen. The Edit on each of the components allows the user to customize each of the components.
The user can pick and choose the desired components from the left column and place them in the right column. They do so by selecting the components and clicking on the arrow. The user can also select the number of rows which are displayed in the component boxes, e.g. **Unowned Tickets** by changing the number in **Rows per box** under options.

**Notice:** The changes made on this screen or any of the component screens are unique to each user. It is suggested that the user should keep changes to a minimum until they become familiar with this feature.
This screen depicts the customization criteria for the highest priority tickets I own component. The selection criteria for newest unowned tickets is virtually identical:

As with the “RT at a glance” customization, the user can select or deselect fields from under Add Columns or remove fields from Show Columns.

**NOTICE:** The changes made on this screen or any of the component screens are unique to each user. It is suggested that the user should keep changes to a minimum until they become familiar with this feature.
One of the new features is the ability of Request Tracker to support mandatory custom fields. The following screen depicts a ticket which uses a mandatory custom field.

The reader should notice that a mandatory field is indicated in red just below the affected custom field. The text reads *Input must match [Mandatory]*.

If a user is entering a new ticket or updating an existing ticket, and they attempt to save their changes without entering a value or selecting a value for a mandatory custom field, they will receive a warning to enter data in the particular field.

**NOTICE:** Mandatory fields are required no matter the selection by the user of the ticket status. Therefore, if the user desires to reject a ticket, they still need to fill in all mandatory values. This is an unfortunate side effect of the way this feature is implemented in Request Tracker.
The following depicts a ticket search screen:

This screen is displayed anytime one searches for a list of tickets. In this example, this screen was generated by clicking on a **Queue** in **QuickSearch**. The user will notice a new field called **chart grouped by**. This new field allows the user to generate charts based upon the field they select.
The following is a chart generated:

While this feature does not produce reports per se, it does provide a quick and easy way to view metrics about a queue, depending on the tickets selected. The user can use Query Builder to produce a list of tickets and then use this feature to get a chart and ticket counts. The user will notice that their query is displayed at the top of the page, which will provide documentation of the data selected.
4.4. Request Tracker 3.6.3 Reporting

In addition to the reporting feature described on the previous page, Request Tracker 3.6.3 also provides three reports via the Tools menu item user the Reports subsection. These three reports are rather rudimentary, as they were intended as samples. Therefore, this section’s purpose is to mention that this capability exists, and to encourage the reader to use RTx::Statistics as a more comprehensive choice.

The first of these reports, Resolved by owner, provides a historical listing of all tickets resolved by user since Request Tracker was installed for a particular queue. This may be the least useful of the reports available, because of a lack of data range selection.

The second report, Resolved in date range, provides the capability of selecting a queue and data range. This could be very useful for monthly reporting. This report can also be obtained from RTx::Statistics which provides better detailed information.

The last report, Created in date range, provides the number tickets, by status type, for a particular queue. This report is provided in RTx::Statistics, which provides more information.

The following is a sample generated from the Resolved in data range report:
5. Additional Features

5.1. Request Tracker Statistics (RTx::Statistics)

A great extension to Request Tracker is the RTx::Statistics package. This package takes advantage of the Request Tracker API, in regards to extending the capabilities of Request Tracker.

To use RTx::Statistics, click on RTx::Statistics on the main menu. The following screen will be displayed:
RTX::Statistics provides five functions, as follows:

1. **Tickets per day per queue** - View the number of tickets created, resolved or deleted in a specific Queue, over the requested period of days
2. **Ticket Status by Queue** - View numbers of new, open and stalled tickets in a selected Queue
3. **Tickets per day in Multiple Queues** - View tickets created, resolved or deleted on in one or more Queues over a specified time period
4. **Tickets per day of Work (absolute)** - View trends showing when tickets are created, resolved or deleted
5. **Time to Resolve (scatter graph)** - View a detailed scatter graph of time to resolve tickets by Queue
On the next few pages are sample outputs of the various Statistics functions:

**Tickets per day per Queue:**

**User Selects:** Queue; Date Range; Skip Weekends.

At the bottom of the above screen, there are two spreadsheet output types, spreadsheet (Excel) and spreadsheet (OpenOffice).
Tickets status by Queue

User Selects: Queue.

At the bottom of the above screen, there are two spreadsheet output types, spreadsheet (Excel) and spreadsheet (OpenOffice).
Tickets per Day in multiple Queues

User Selects: Queues, Date Range; Skip Weekends

<table>
<thead>
<tr>
<th>Date</th>
<th>OPS_IL_UNIX</th>
<th>OPS_IL_Windows</th>
<th>Total</th>
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<td>0</td>
</tr>
<tr>
<td>Wed Dec 17 2006</td>
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<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Thu Dec 18 2006</td>
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</tr>
<tr>
<td>Fri Dec 19 2006</td>
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<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Sat Dec 20 2006</td>
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<td>0</td>
</tr>
<tr>
<td>Sun Dec 21 2006</td>
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<td>0</td>
</tr>
<tr>
<td>Mon Dec 22 2006</td>
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</tr>
</tbody>
</table>

This chart shows details of tickets per day by their status. You can select multiple queues to display at the same time, but only one status value. There is also the option to display all available queues at the same time. The default display shows tickets received in your default queue (normal unless altered locally). The line chart below shows the same information in a graphical form.
Tickets per Day of Week Absolute

User Selects: Queue
Time to resolve (scatter graph)

User Selects: Queue
5.2. Rights Matrix (RTx::RightsMatrix)

The final extension implemented at DigitalGlobe is RTx::RightsMatrix. This tool is designed to enable the technician to view Rights on Queues, Ticket Custom Fields, Groups, Asset Types and Asset Custom Fields. It is available in the Configuration menu item under Tools. This tool is still in beta, and it is best used for viewing rights at the present time; so explains the author. While the tool seems to function without any problems, it is best to follow the author’s advice; therefore all rights changes should be done via the Request Tracker Configuration menu. A production release is expected sometime in early 2006.

The following is the main screen to RTx::RightsMatrix:
When a technician clicks on any of the above menu items, they will receive a screen similar to the following:

At this point, the technician can select a user, a role area, system group, or groups specific to DigitalGlobe. There is an option available called **Edit mode**, which can be clicked on and this will provide the technician the capability to edit rights; caution should be used when using this option.
The following screen shows the Queue Rights screen for a particular user:

Though not shown, the last column shows the Global Rights for a queue, the rights should all be set to Y for Yes.

At this point, the technician can select a user, a role area, system group, or groups specific to DigitalGlobe. There is an option available called **Edit mode**, which can be clicked on and this will provide the technician the capability to edit rights; caution should be used when using this option.
The following screen shows the Rights for Ticket Custom Fields for a particular user:

Though not shown, the last column shows the Global Rights for the Ticket Custom Fields, the rights should all be set to Y for Yes.

At this point, the technician can select a user, a role area, system group, or groups specific to DigitalGlobe. There are options available called: **Edit mode** and **Edit custom field assignments**, which can be clicked on and this will provide the technician the capability to edit rights; caution should be used when using these options.
The following screen shows Group rights for a particular user:

At this point, the technician can select a user, a role area, system group, or groups specific to DigitalGlobe. There is an option available called **Edit mode**, which can be clicked on and this will provide the technician the capability to edit rights; caution should be used when using this option.
The following screen shows Asset Type rights for a particular user:

At this point, the technician can select a user, a role area, system group, or groups specific to DigitalGlobe. There are options available called: **Edit mode** and **Edit custom field assignments**, which can be clicked on and this will provide the technician the capability to edit rights; caution should be used when using these options.
The following screen shows Asset Custom Field rights for a particular user:

At this point, the technician can select a user, a role area, system group, or groups specific to DigitalGlobe. There are options available called: **Edit mode** and **Edit custom field assignments**, which can be clicked on and this will provide the technician the capability to edit rights; caution should be used when using these options.
5.3. **Asset Tracker (RTx::AssetTracker)**

Another extension to Request Tracker is the RTx::AssetTracker module. This module allows for placing a complete inventory within a database structure. AssetTracker is fully customizable, as it provides very few fields with the default installation. In addition, AssetTracker allows for linking between Assets, as well as linking between Tickets and Assets.

As mentioned before there was an **Asset** field for Tickets, its purpose is to allow for linking an Asset to a Ticket. A separate document has been written which describes the features of AssetTracker; therefore, this information is provided for reference purposes only.

6. **Conclusion**

This document tried to highlight the features of Request Tracker V3, especially those features that were not available in Request Tracker V2. This document only supplements material that is available at [http://www.bestpractical.com](http://www.bestpractical.com), *RT Essentials*, and the local installation material discussed earlier. Please refer to these sources for more extensive information.