

# BIZeBEARS – Track Ticket

## SLAE Services Center

### TRACK TICKET

To check the status of a ticket, click on the “History” tab. This allows you to view the complete history of the ticket, including its current status. Everything (e.g., notes, status changes, and workflow) will be listed:

The screenshot shows the 'Edit Ticket 3540 in BIZeBEARS' interface. The top section contains form fields for Subject, Priority, Status, Submitter Name, Email Address, and CalNetID. Below this is a navigation bar with tabs: Contact Information, Action Information\*, Note, Attachments, Assigned Personnel and Notifications, Time Spent, and History. The 'History' tab is selected, and a green arrow points to it. The history table shows two entries:

Date	Time	User	Action
02/24/2012	11:37 AM	Hanna Ashcraft	Created: (TEST) Hire Bear, Oski Initial Priority: Medium Initial Action Type: Hire Student Employee Initial Requested Start Date of Action: 20120224 Initial Supervisor: Hanna Ashcraft Initial Candidate Name (Last, First): Bear, Oski Initial Requesting Department: SL - Business Operations Service Center Initial CHSTR1 -Bus Unit: 1 Initial CHSTR2 -Bus Unit: 1 Initial Working Title: Office Spirit Initial Student ID # 0123456 Initial Student Job Code and Title: 4922U - Assistant I Initial End Date of Student Appointment: 20120501 Initial Pay Rate: 10.00 Initial Pay Type: Reg/Hourly Initial Location and/or Address of Employment: 2515 Channing Initial Supervisor Employee ID: 20660184 Initial Work Study: Yes Initial Student's UCB Work Experience: Currently Employed Initial Be Sure All Required (Red) Fields are completed.: Off Initial Mass Transaction Request?: No Initial Email Address: h.ashcraft@berkeley.edu Initial Phone: +1 510 643-5001 Initial Name (Last, First): Ashcraft, Hanna;Ashcraft, Hanna D.;Ashcraft, Hanna Dale Initial CalNetID: h.ashcraft Initial Address: 2515 Channing Way Initial Job Title: Business Operations Assistant Initial Department: SLAE Services Center Added Assignee : SL BusOps Approver Hanna Ashcraft Added Assignee : Emily Karakashian Liane Ko Millie Calingo Susan Roach Notification mail sent: Assigned Personnel: Millie Calingo Emily Karakashian Susan Roach Hanna Ashcraft
02/24/2012	11:45 AM	Hanna Ashcraft	Deleted Assigned Personnel: SL BusOps Approver Emily Karakashian Liane Ko Millie Calingo Susan Roach Notification mail sent: Assigned Personnel: Hanna Ashcraft

Diagram 1

Please feel free to call your Services Center staff if you have any questions regarding the status of your ticket.