

- HƯỚNG DẪN SỬ DỤNG  
HELPDESK TICKET APP

- GUIDE TO USE THE  
HELPDESK TICKET APP



## I. Đăng nhập và sử dụng HelpDesk Tickets dành cho User / Login and using IT Helpdesk tickets for User

1. Truy cập ứng dụng Ai+Di - Helpdesk Ticket cho user/ Access the Ai+Di - Helpdesk Ticket application for User

2. Tạo mới ticket/ Create a new ticket

3. Sửa và xóa ticket/Edit and delete the ticket

4. Cập nhật thông tin Ticket/ Update the ticket information

5. Xác nhận trạng thái Tickets/ Tickets Status Evaluation

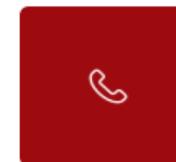
6. Xem toàn bộ ticket/ View all the tickets

7. Xem các tài khoản phục vụ công việc/ View accounts services

## II. Đăng nhập và sử dụng HelpDesk Tickets dành cho Admin (IT) / Login and using IT Helpdesk tickets for Admin (IT)

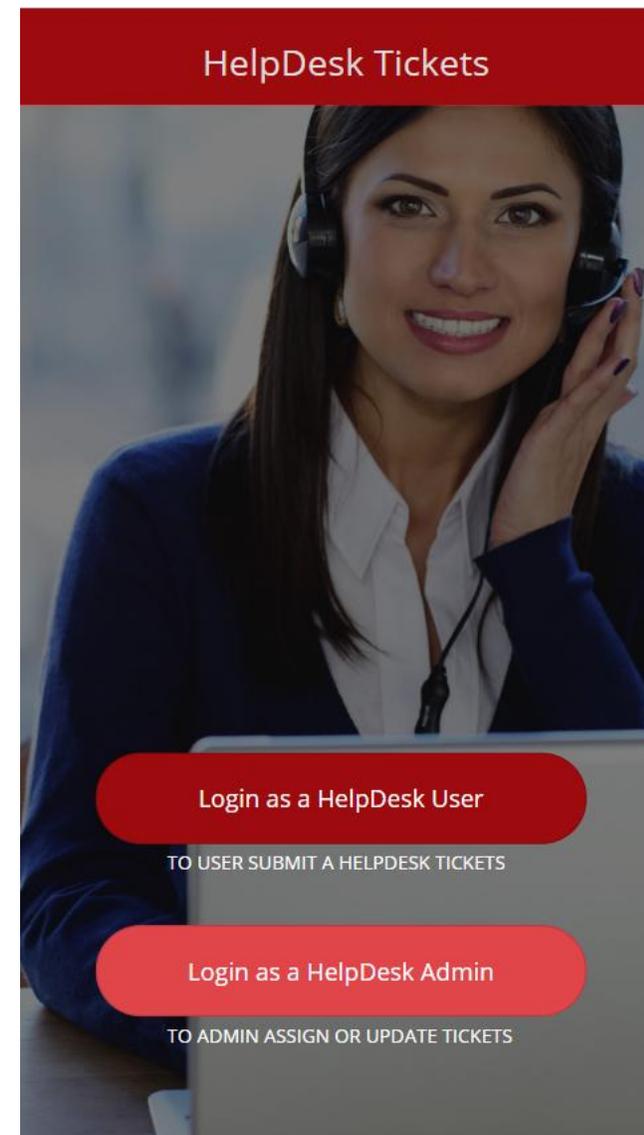
1. Tiếp nhận và xử lý ticket/ Receive and process ticket

2. Hỗ trợ user tạo ticket/ Create the IT Helpdesk ticket for user

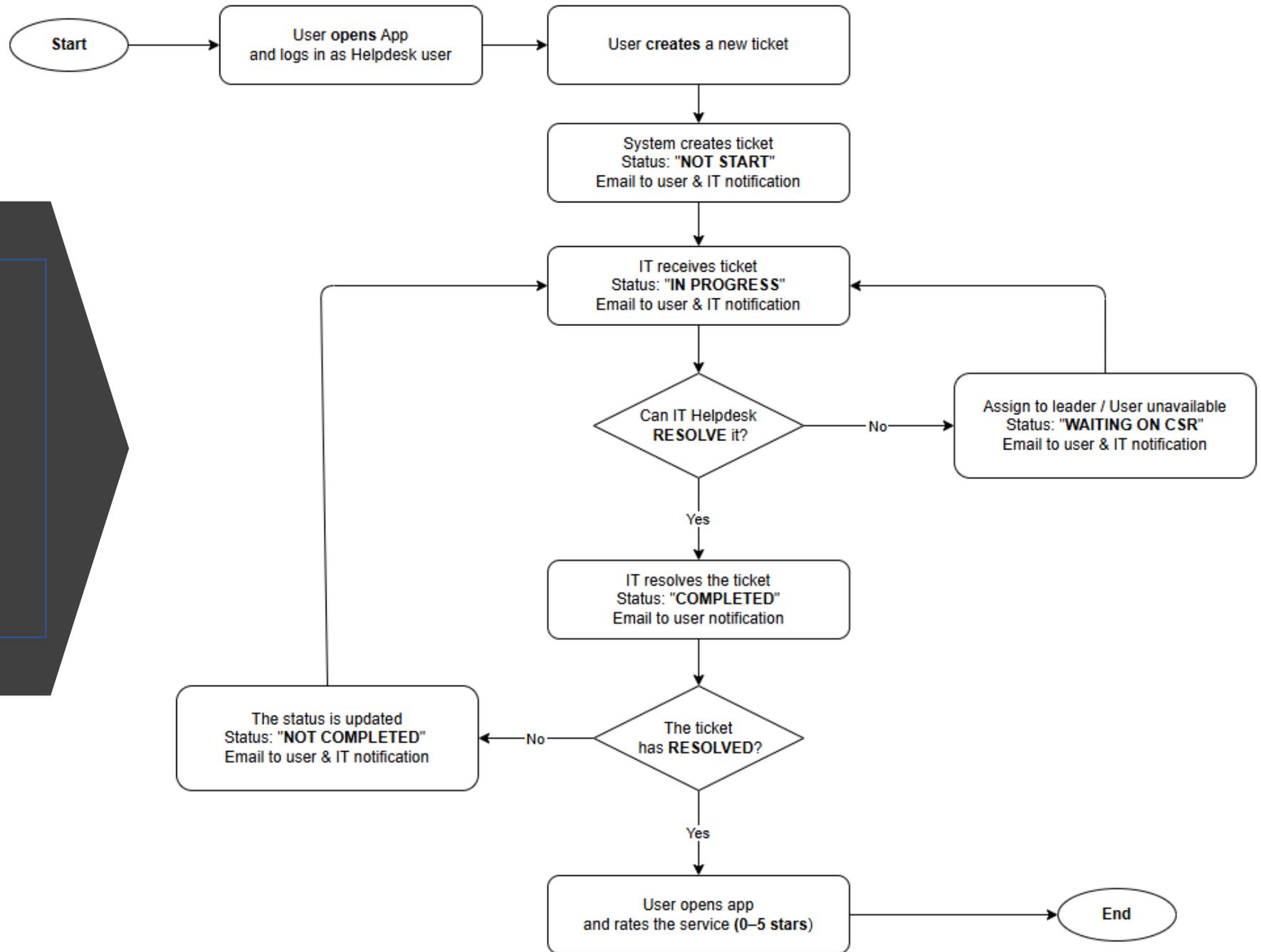


### **Ai+Di - HelpDesk Tickets**

Help Desk provides a user-friendly experience to connect end users with support



# HelpDesk Workflow

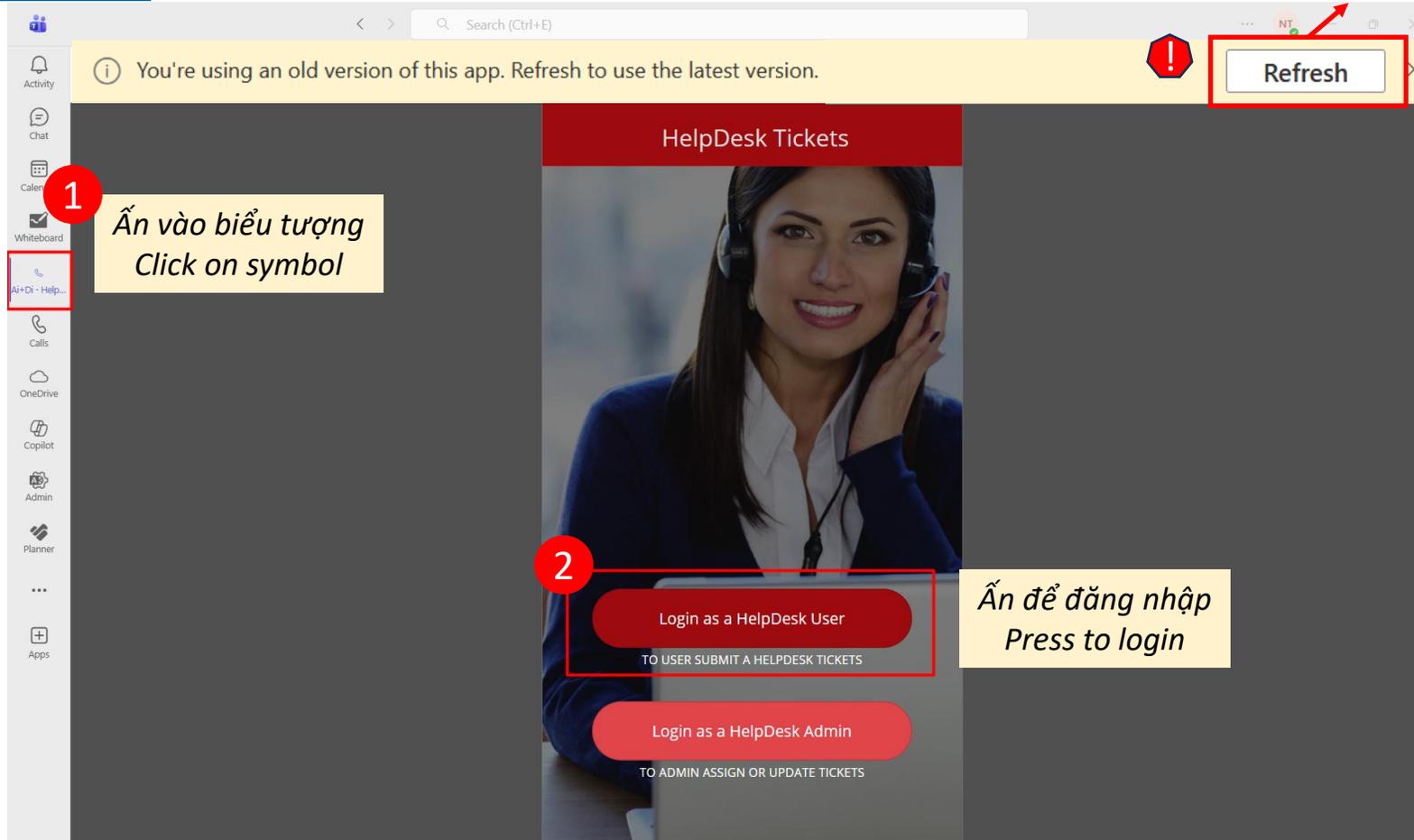


# 1. Truy cập ứng dụng Ai+Di - Helpdesk Ticket dành cho user/ Access the Ai+Di - Helpdesk Ticket application for user

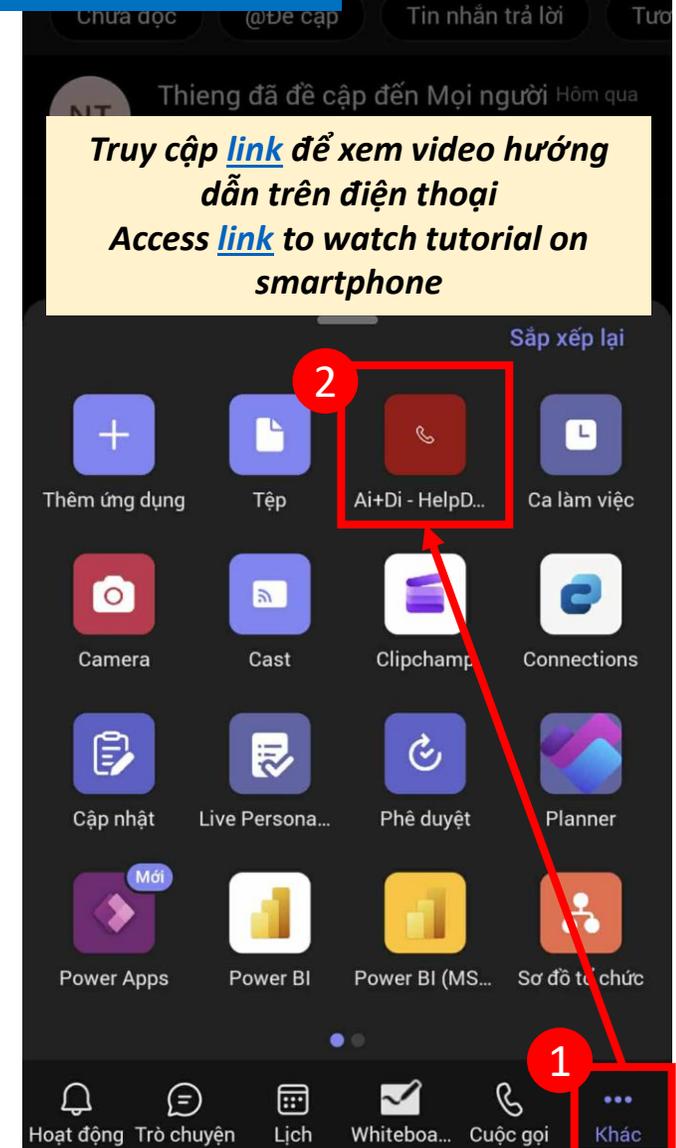
- Mở ứng dụng MS Teams và truy cập ứng dụng **Ai+Di – Helpdesk Tickets**/ *Open MS Teams and access to Ai+Di – Helpdesk Tickets*
- Đăng nhập với phân quyền user / *Login as a HelpDesk User*

Bấm Refresh để cập nhật phiên bản mới nhất/ Click Refresh to update to the latest version

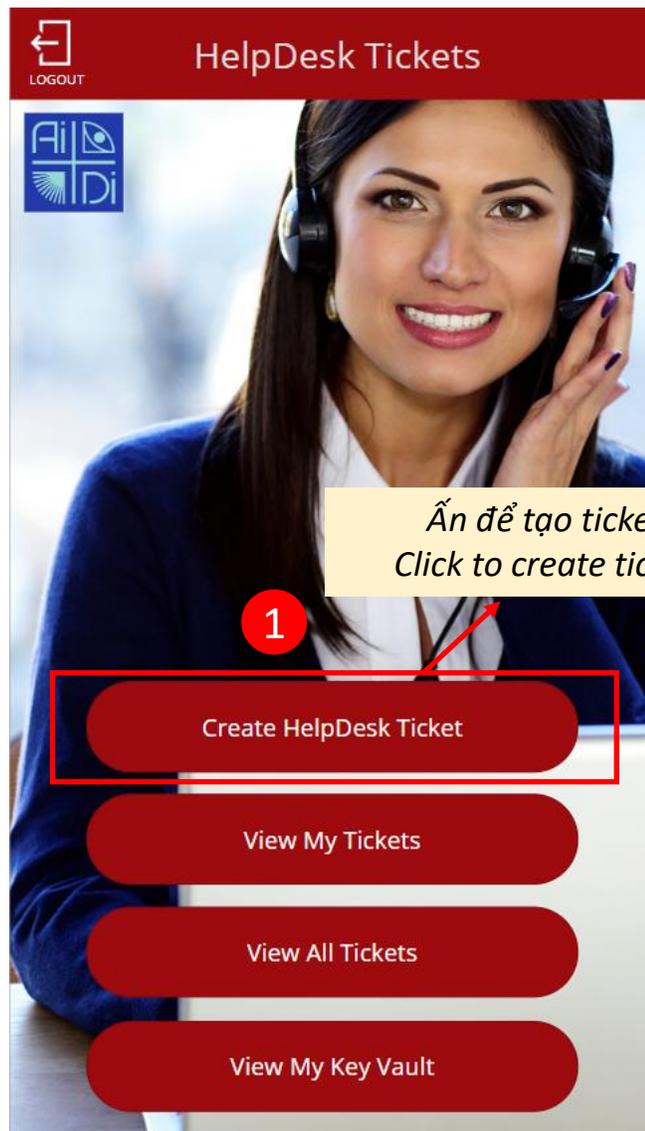
## On Laptop, PC



## On Smartphone



## 2. Tạo mới ticket/ Create a new ticket



Ấn để tạo ticket  
Click to create ticket

1

Create HelpDesk Ticket

View My Tickets

View All Tickets

View My Key Vault

2

TITLE\*

Ổ cứng hư

ISSUE CATEGORY\*

Laptop / PC Equipment Issue

PRIORITY\*

MEDIUM

REQUESTER

IT Demo

DESCRIPTION\*

Ổ cứng hư

ATTACHMENTS

dbCDW1.JPG Unsaved

Attach file

CANCEL

SUBMIT

3

Nhập Tiếng Anh hay Việt đều được  
Type English or Vietnamese

Nhập tiêu đề/ Enter the title

Chọn loại vấn đề/ Choose type of issue

Chọn độ ưu tiên/ choose your priority

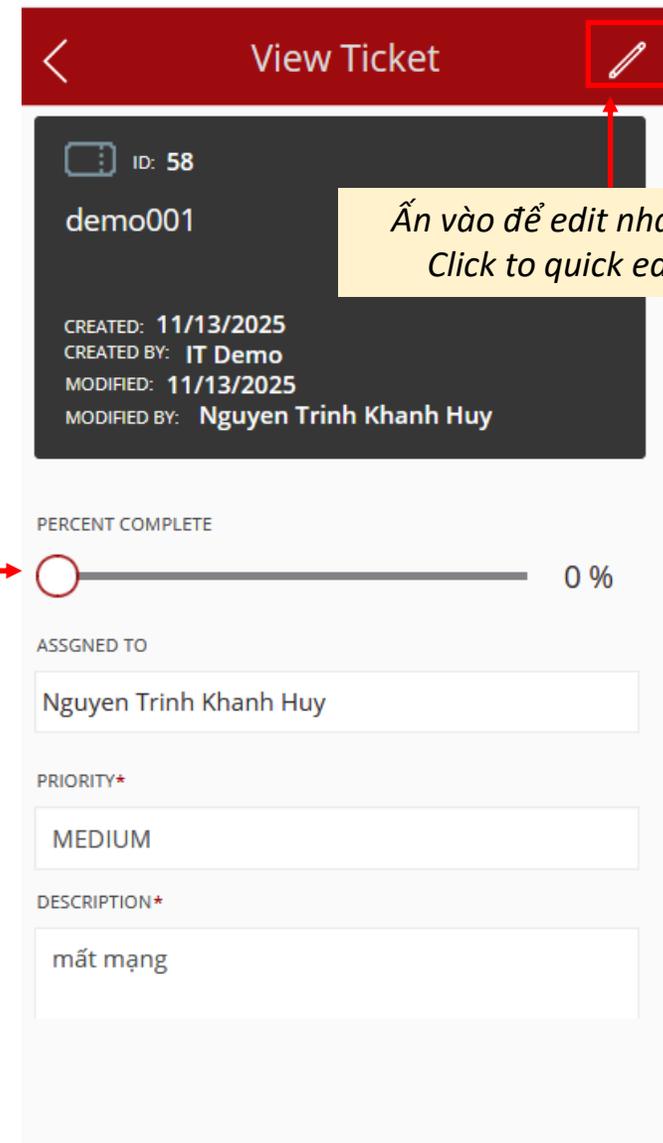
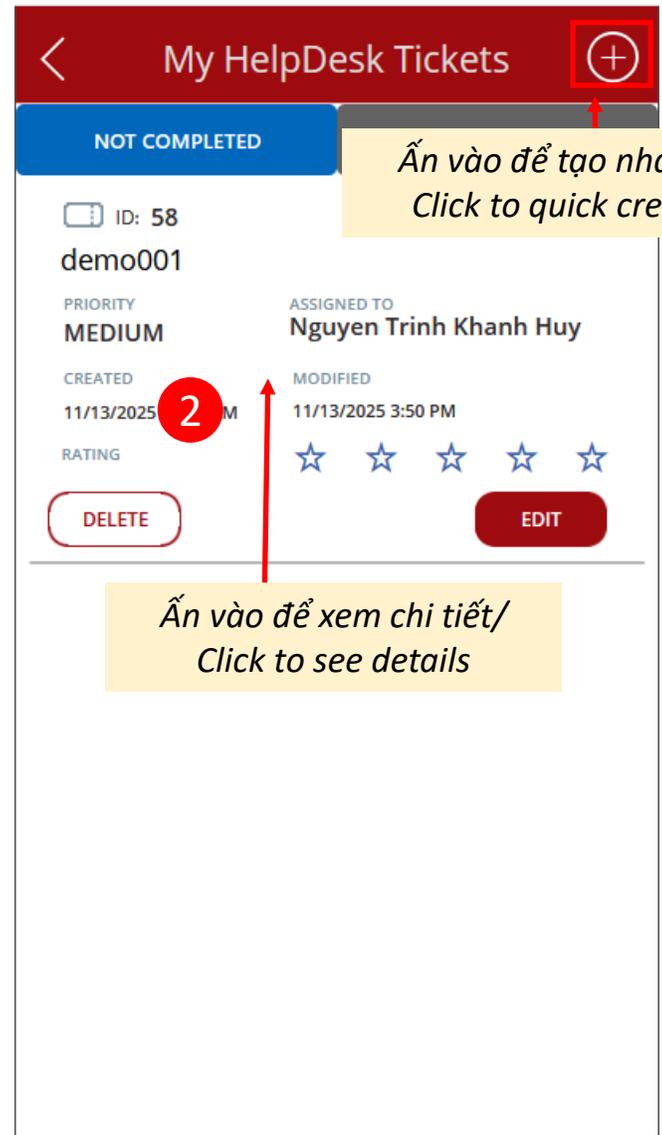
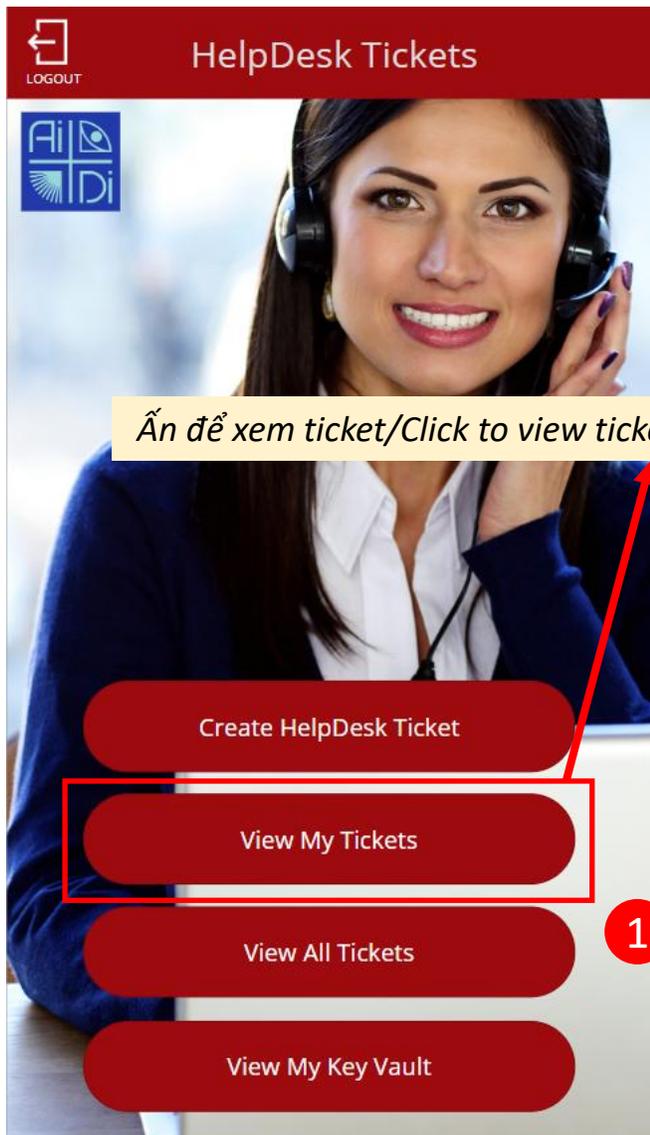
Nhập mô tả/ enter description

Nhập file/ enter file

Ấn để tạo ticket/ Click to submit

Email to user & IT notification

### 3. Xem chi tiết tickets/View the detail of tickets



#### 4. Xem và sửa, xóa tickets/View, edit and delete the tickets

**1** **My HelpDesk Tickets** (+)

NOT COMPLETED | COMPLETED

ID: 58  
demo001

PRIORITY: MEDIUM | ASSIGNED TO: Nguyen Trinh Khanh Huy

IN PROGRESS

CREATED: 11/13/2025 11:20 AM | MODIFIED: 11/13/2025 3:50 PM

RATING: ☆☆☆☆

DELETE | EDIT

**2**

*Chỉ sửa, xóa ticket ở trạng thái NOT COMPLETED /Only can edit,delete ticket at NOT COMPLETED tab*

*Ấn để edit/ Click to edit*

*Ấn để xóa/Click to delete*

**Edit Ticket**

ID: 58  
demo001

CREATED: 11/13/2025  
CREATED BY: IT Demo  
MODIFIED: 11/13/2025  
MODIFIED BY: Nguyen Trinh Khanh Huy

MEDIUM

DESCRIPTION\*  
mất mạng

ATTACHMENTS  
There is nothing attached.  
Attach file

CANCEL | UPDATE

*Sửa độ ưu tiên/ change your priority*

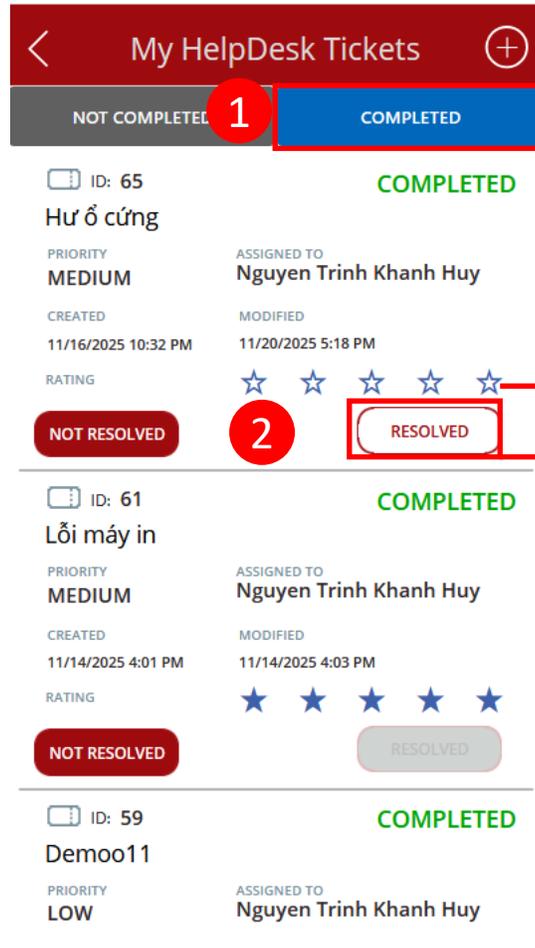
*Sửa mô tả/ Change your descripton*

*Sửa file đính kèm/ Change your attachment file*

*Ấn để hủy/Click to cancel* | *Ấn để update/ Click to update*

# 5. Xác nhận trạng thái Tickets/ Tickets Status Evaluation

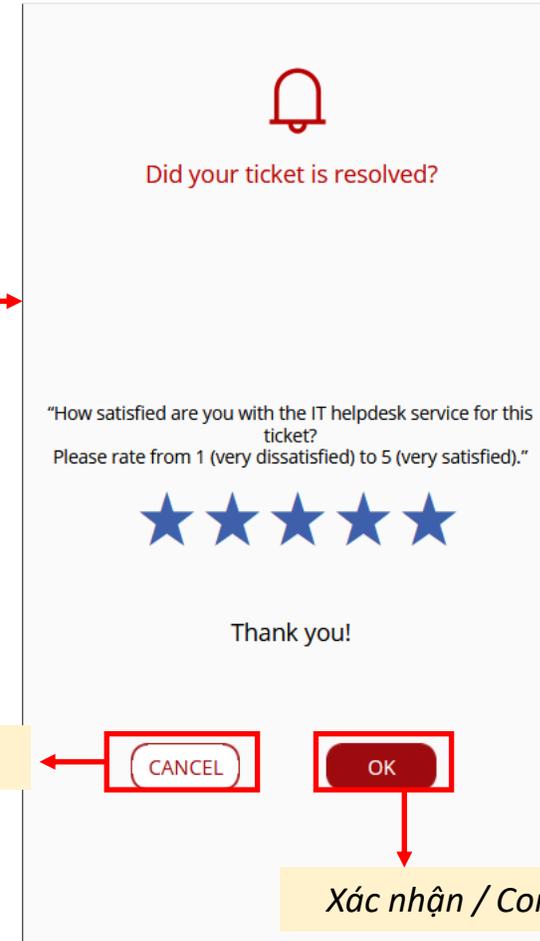
Trường hợp bạn thấy vấn đề đã được giải quyết/  
If you see the problem has been solved



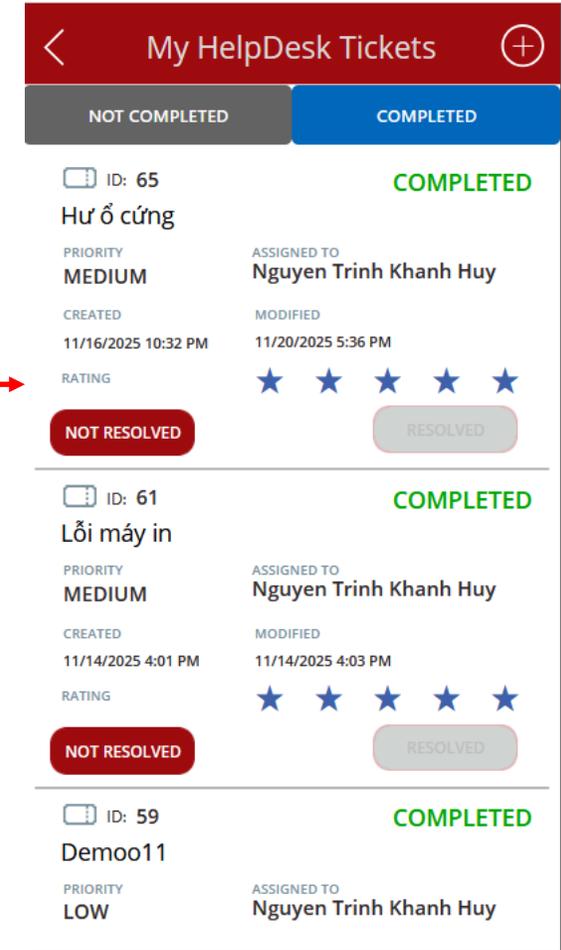
Chỉ xác nhận trạng thái ở COMPLETED /Only can change status value at COMPLETED tab

Xác nhận IT đã hoàn thành/ Confirm that IT has completed

Hủy/ Cancel

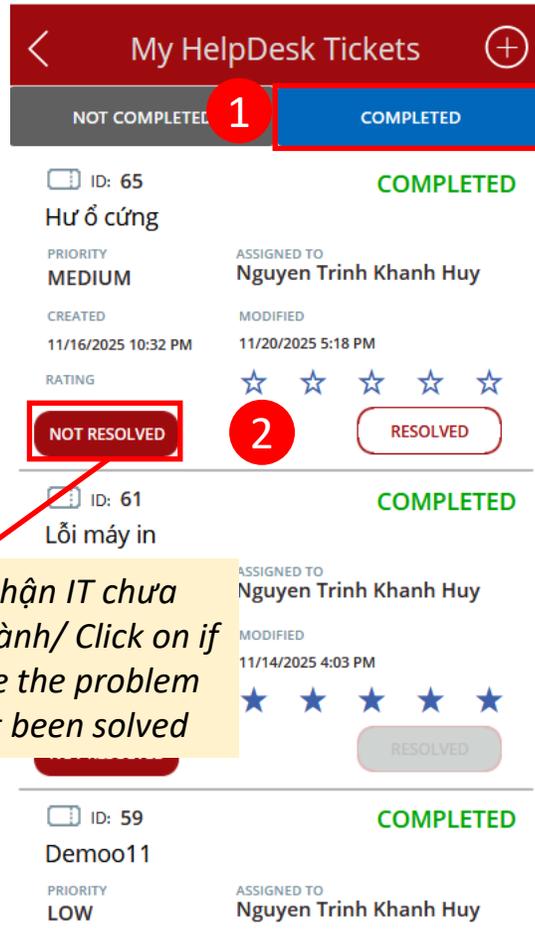


Xác nhận / Confirm



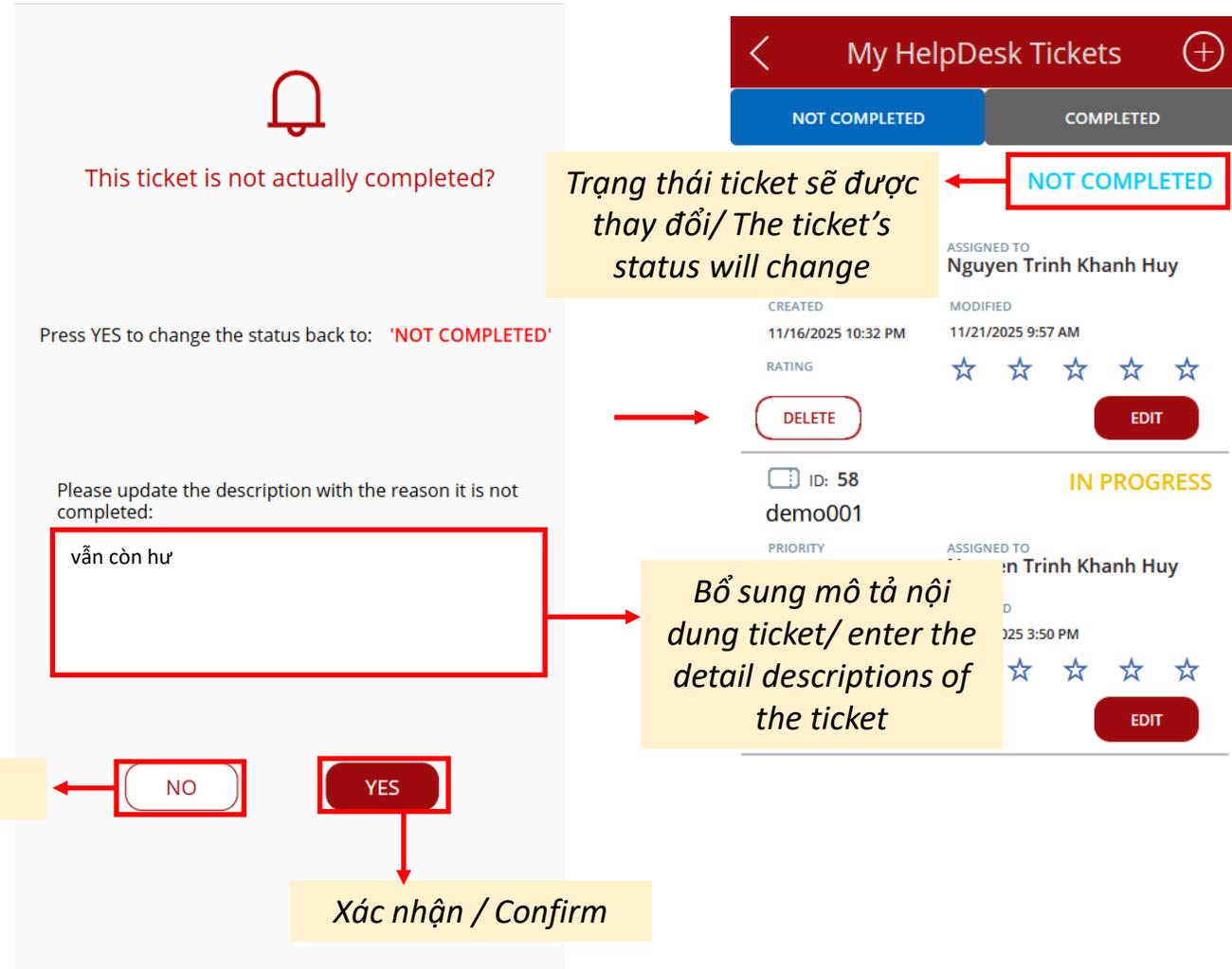
## 5. Xác nhận trạng thái Tickets/ Tickets Status Evaluation

Trường hợp bạn thấy vấn đề chưa được giải quyết/  
If you see the problem has NOT been solved



Xác nhận IT chưa hoàn thành/ Click on if you see the problem hasn't been solved

Chỉ xác nhận trạng thái ở COMPLETED /Only can change status value at COMPLETED tab

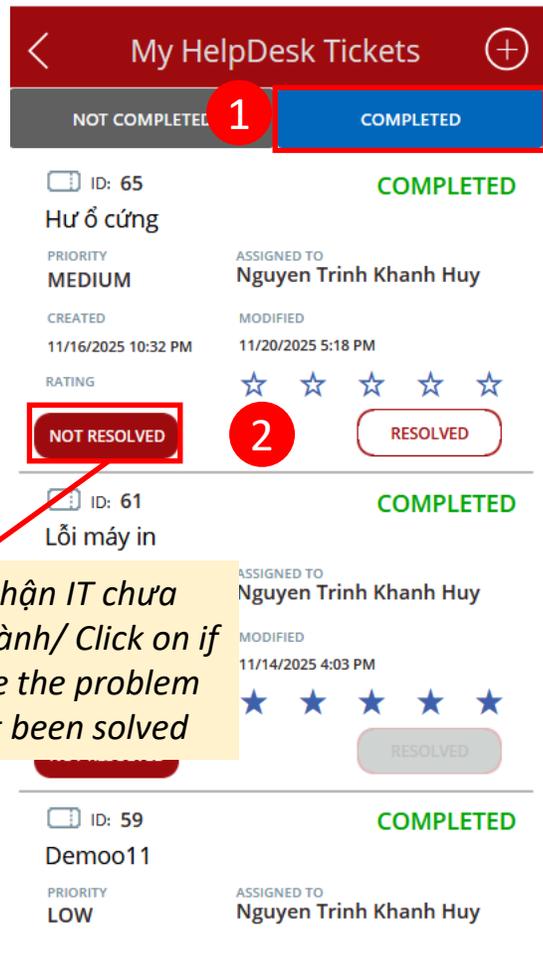


Trạng thái ticket sẽ được thay đổi/ The ticket's status will change

Bổ sung mô tả nội dung ticket/ enter the detail descriptions of the ticket

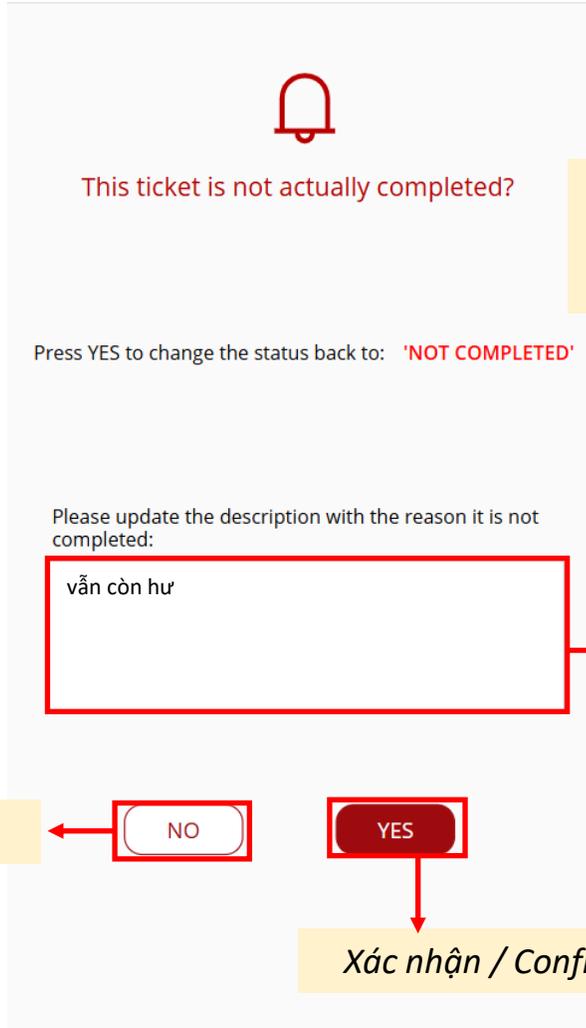
# 5. Xác nhận trạng thái Tickets/ Tickets Status Evaluation

Trường hợp bạn thấy vấn đề chưa được giải quyết/  
If you see the problem has NOT been solved

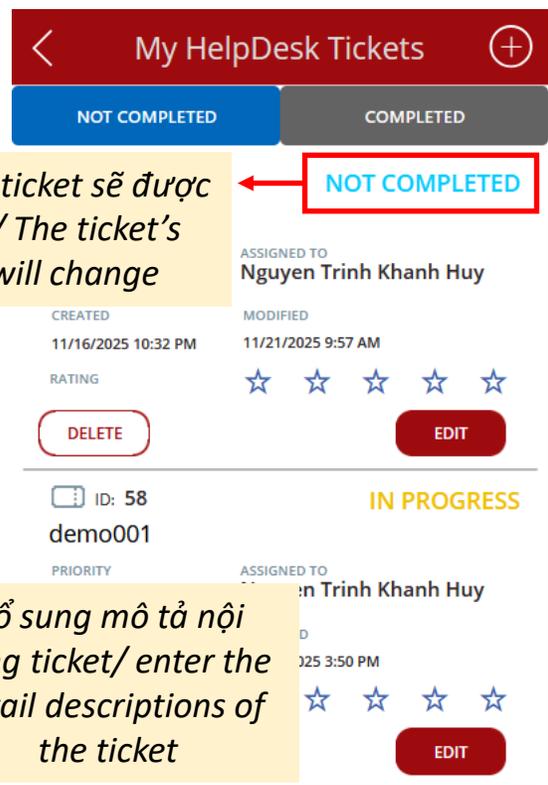


Chỉ xác nhận trạng thái ở COMPLETED /Only can change status value at COMPLETED tab

Xác nhận IT chưa hoàn thành/ Click on if you see the problem hasn't been solved



Trạng thái ticket sẽ được thay đổi/ The ticket's status will change

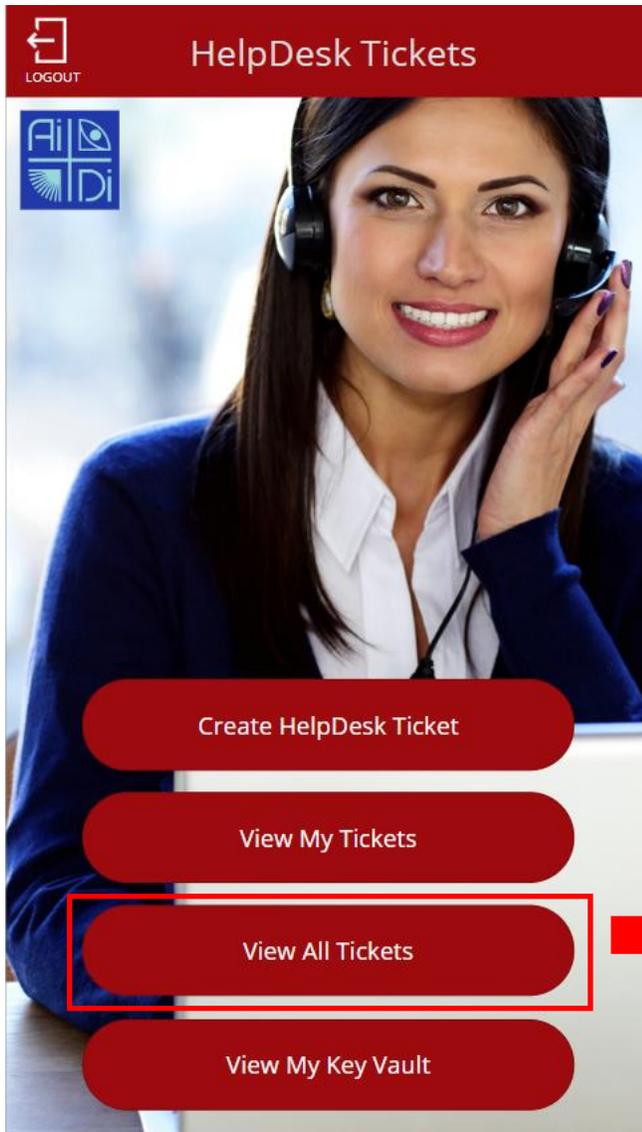


Bổ sung mô tả nội dung ticket/ enter the detail descriptions of the ticket

Hủy/ Cancel

Xác nhận / Confirm

## 6. Xem toàn bộ ticket/ View all the tickets

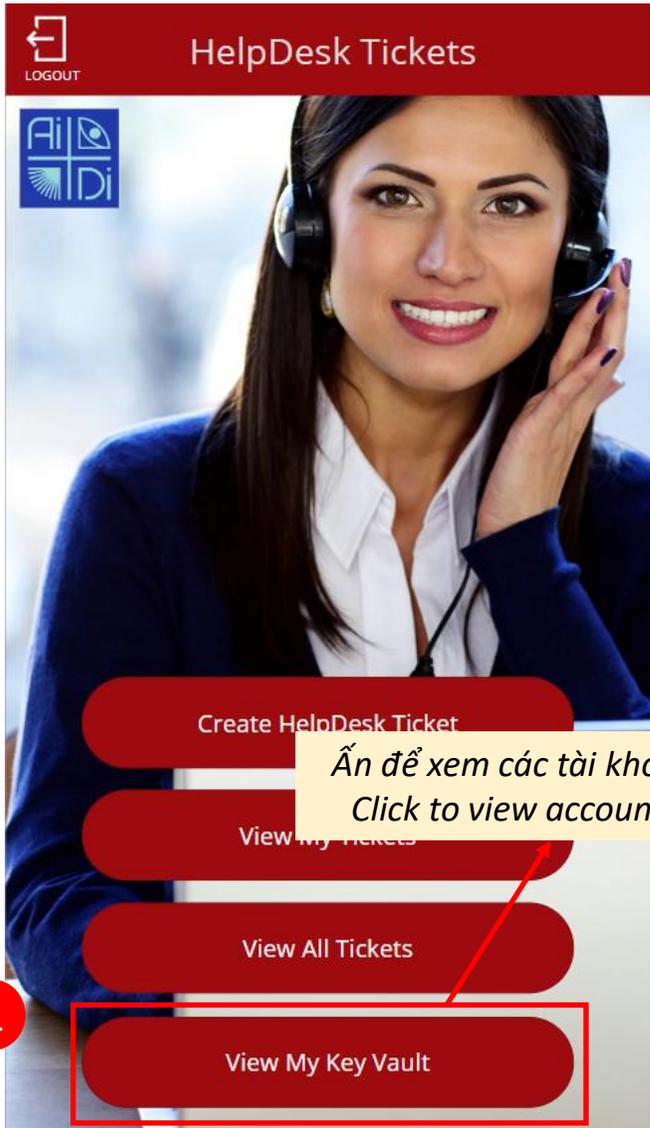


*Tìm theo tên hoặc bất kì thông tin/  
Search by name or any information*

The screenshot shows the 'All HelpDesk Tickets' table. At the top, there is a search bar with the text 'Search' and a red box around it. Above the search bar, there is a yellow box with the text 'Tìm theo tên hoặc bất kì thông tin/ Search by name or any information' and a red arrow pointing to the search bar. The table has the following columns: ID, Tickets title, Status, Requester, Assigned, Created, Modified, and Rating. The table contains 10 rows of data.

ID	Tickets title	Status	Requester	Assigned	Created	Modified	Rating
74	Thích cái ticket đẹp hơn	IN PROGRESS	Phan Thi Lan Phuong	Nguyen Trinh Khanh Huy	11/21/2025 9:38 AM	11/21/2025 9:53 AM	☆☆☆☆☆
73	Phát triển tính năng đánh giá dịch vụ	COMPLETED	Phan Thi Lan Phuong	Nguyen Son Thieng	11/20/2025 3:28 PM	11/20/2025 3:31 PM	☆☆☆☆☆
72	Phát triển tính năng "NOT RESOLVED"	COMPLETED	Phan Thi Lan Phuong	Nguyen Son Thieng	11/20/2025 3:20 PM	11/20/2025 3:30 PM	☆☆☆☆☆
70	Ticket 04	NOT STARTED	Nguyen Son Thieng	—	11/20/2025 2:53 PM	11/20/2025 2:53 PM	☆☆☆☆☆
69	Ticket 03	COMPLETED	Nguyen Son Thieng	Nguyen Son Thieng	11/18/2025 10:59 PM	11/20/2025 3:26 PM	★★★★☆
68	Hello	COMPLETED	Pham Duc Hau	Nguyen Son Thieng	11/18/2025 2:28 PM	11/19/2025 4:35 PM	★★★★★
67	Test cái ticket nha	COMPLETED	Phan Thi Lan Phuong	Nguyen Trinh Khanh Huy	11/18/2025 1:49 PM	11/18/2025 3:00 PM	★★★★★
66	Super ticket	COMPLETED	Nguyen Duc Anh	Nguyen Son Thieng	11/17/2025 1:18 PM	11/17/2025 3:00 PM	★★★★★
65	Hư ổ cứng	NOT COMPLETED	IT Demo	Nguyen Trinh Khanh Huy	11/16/2025 10:32 PM	11/21/2025 9:57 AM	☆☆☆☆☆
64	Ticket 02	COMPLETED	Nguyen Son Thieng	Nguyen Son Thieng	11/15/2025 5:08 PM	11/20/2025 2:54 PM	★★★★☆

## 7. Xem các tài khoản phục vụ công việc/ View all the accounts services



HelpDesk Tickets

LOGOUT

AI | IDI

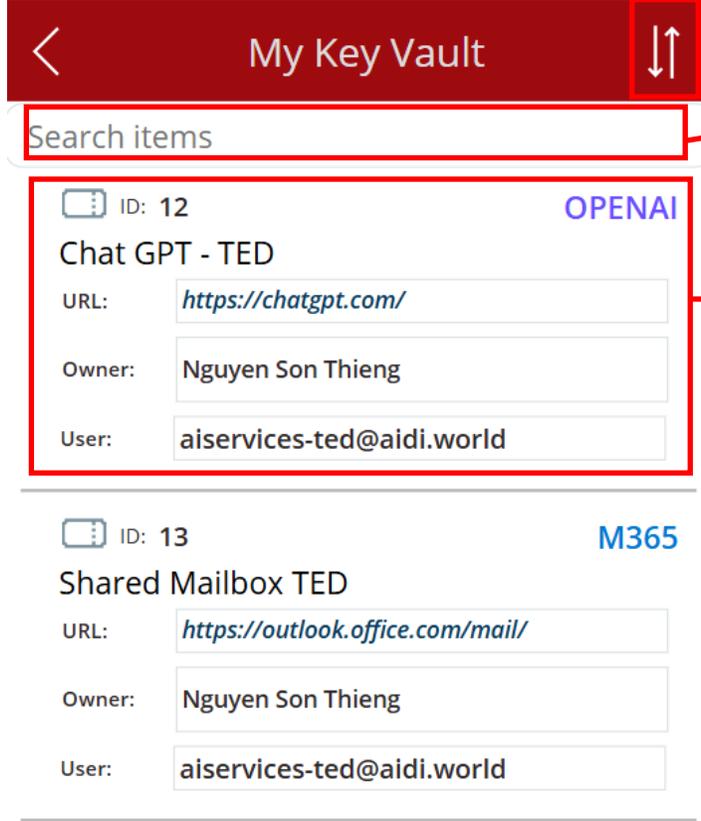
Create HelpDesk Ticket

View My Tickets

View All Tickets

View My Key Vault

Ấn để xem các tài khoản  
Click to view accounts



My Key Vault

Search items

ID: 12 OPENAI

Chat GPT - TED

URL: <https://chatgpt.com/>

Owner: Nguyen Son Thieng

User: aiservices-ted@aidi.world

ID: 13 M365

Shared Mailbox TED

URL: <https://outlook.office.com/mail/>

Owner: Nguyen Son Thieng

User: aiservices-ted@aidi.world

Lọc theo thứ tự/ sort

Tìm kiếm theo tên TK/  
Search by name

Ấn để xem chi tiết/  
Click to view details

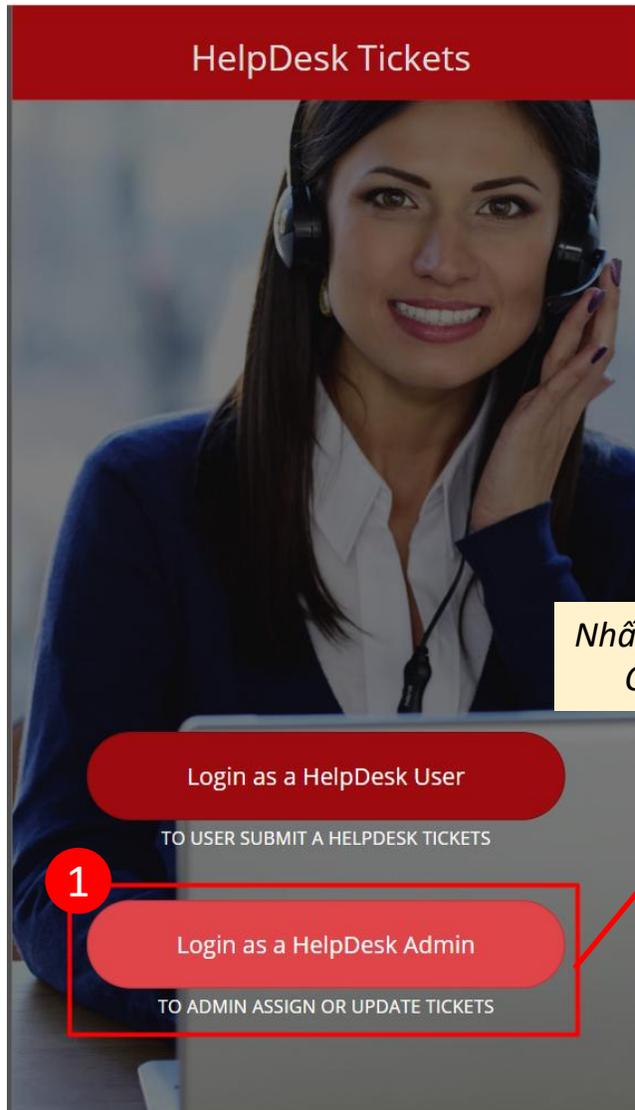
1

2

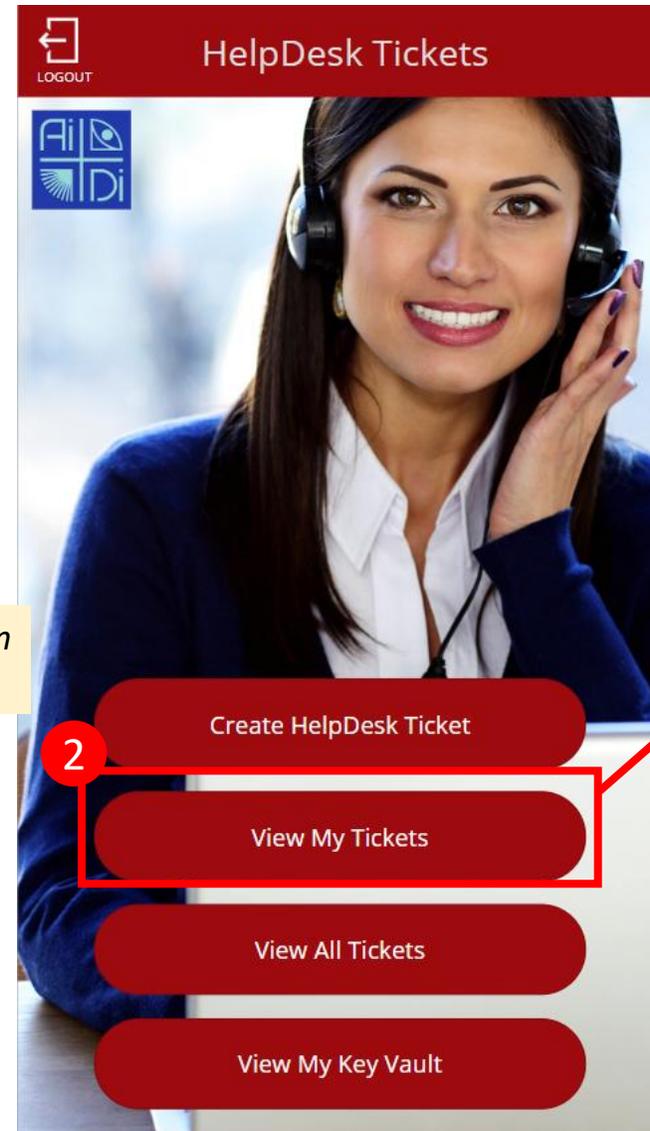


## II. Truy cập ứng dụng Ai+Di - Helpdesk Ticket dành cho admin (IT)/ Access the Ai+Di - Helpdesk Ticket application for Admin (IT)

*Giao diện dành cho admin (IT) / Interface of the admin tickets (IT)*

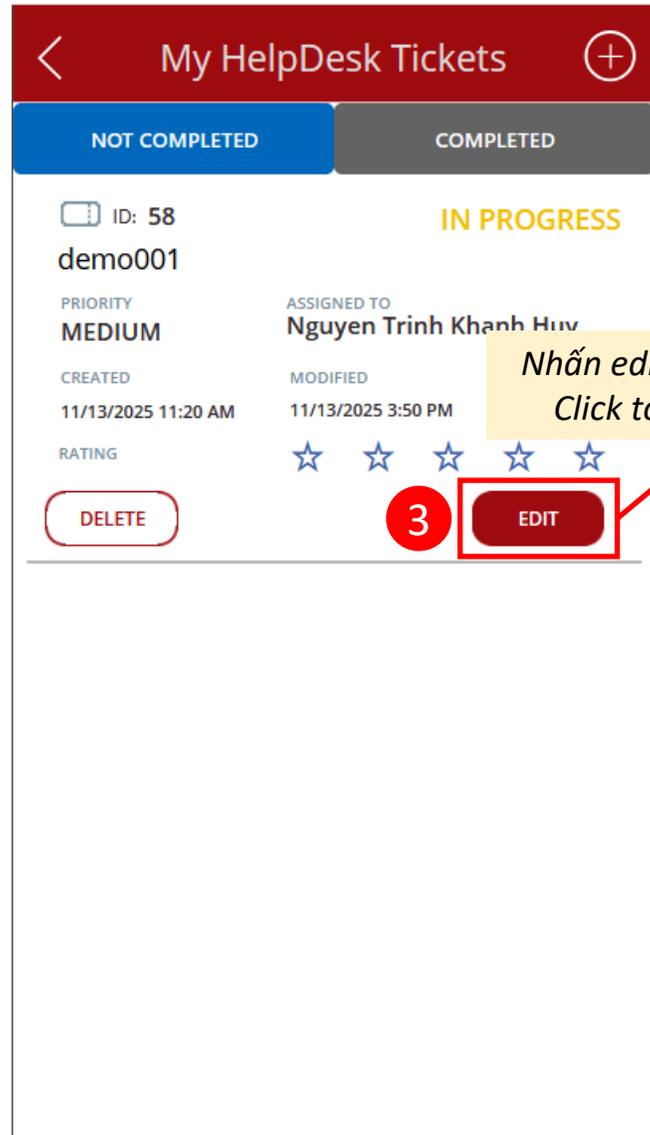


*Nhấn để login tài khoản Admin  
Click to login as a Admin*

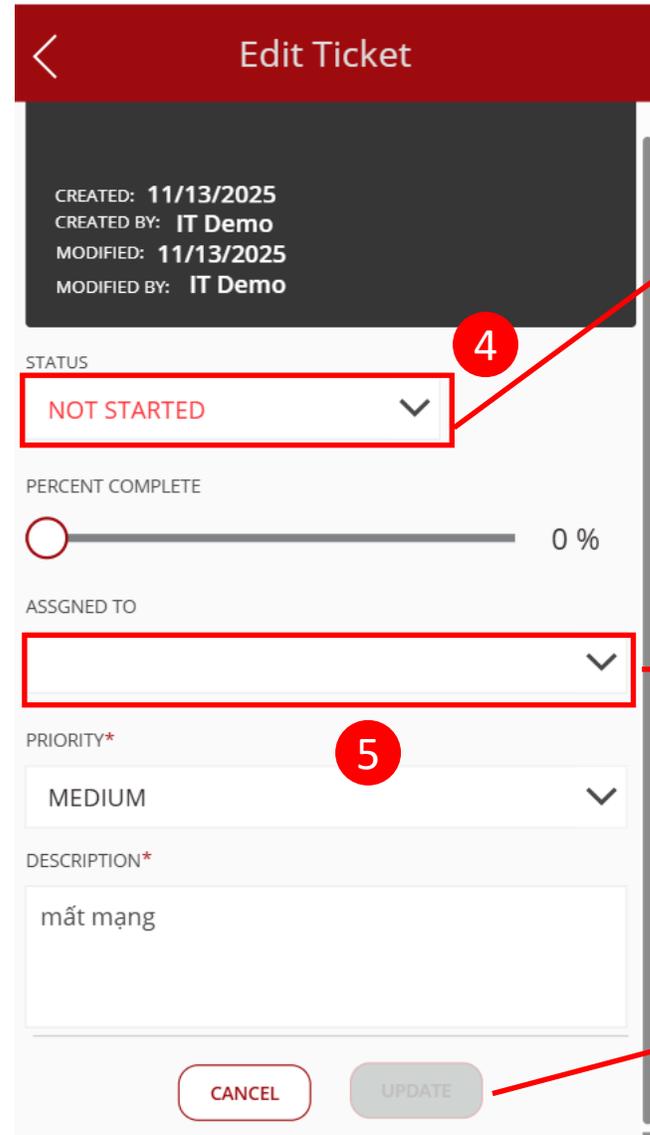


*Nhấn để xem ticket/  
Click to view the tickets*

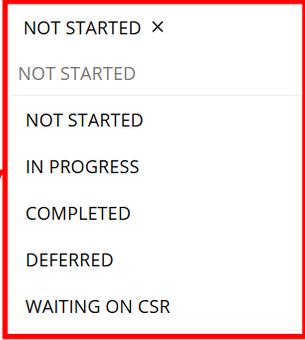
# 1. Tiếp nhận và xử lý ticket/ Receive and process ticket



Nhấn edit tickets của user/  
Click to edit the tickets



Chọn trạng thái hợp lý/  
Choose the right status



Nhập người được giao  
tickets/  
Enter the assigner of the  
tickets

Không thể update nếu ko có  
assigner/  
Cannot update if the assigner  
is empty

# 1. Tiếp nhận và xử lý ticket/ Receive and process ticket

*Hệ thống sẽ gửi mail đến assigner và requester/  
The system will send you an email to assigner and requester*

*assigner*

Your ticket is being worked on

 Nguyen Trinh Khanh Huy  
To: IT Demo  
Cc: Nguyen Trinh Khanh Huy  
This message was sent with Low importance.

Dear IT Demo,  
Your ticket is being worked on.  
There's a ticket info:  
ID: 58  
Title: demo001  
Description: mất mạng  
Requester: IT Demo  
Thank you!

This is a MEDIUM priority item, help desk personnel must begin working on this ticket in 4 hours or less to meet the SLA.

*requester*



Nguyen Trinh Khanh Huy



To: IT Demo

Thu 11/13/2025 3:51 PM

Cc: Nguyen Trinh Khanh Huy

↓ Low importance

Dear IT Demo,  
Your ticket is being worked on.  
There's a ticket info:  
ID: 58  
Title: demo001  
Description: mất mạng  
Requester: IT Demo  
Thank you!

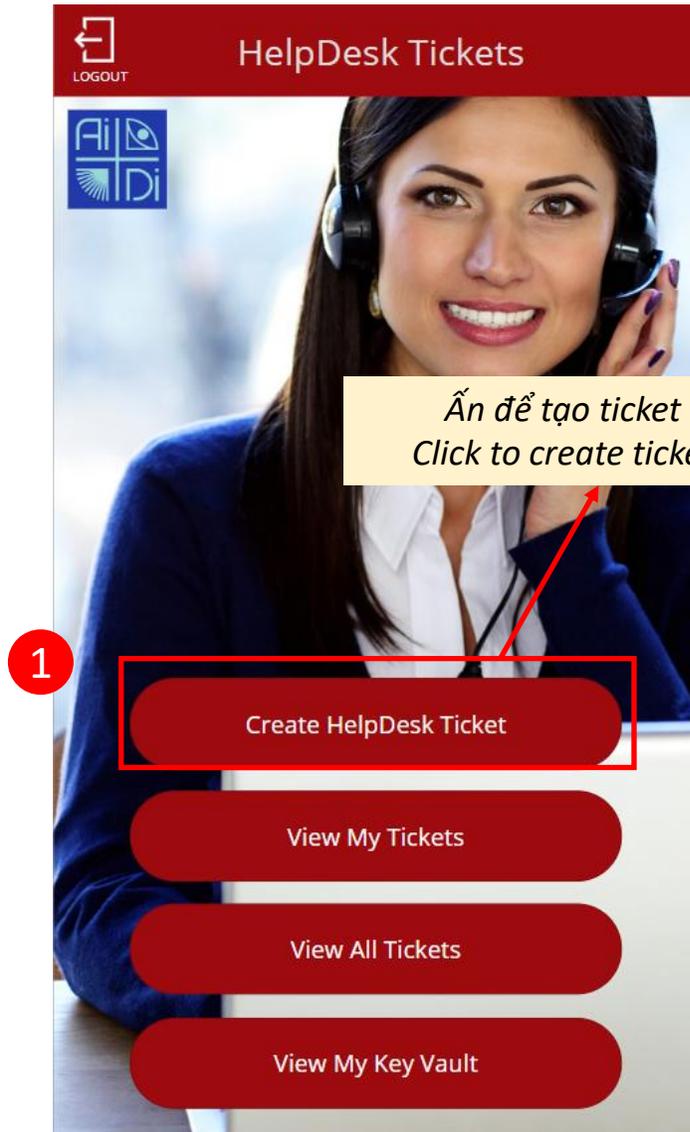
This is a MEDIUM priority item, help desk personnel must begin working on this ticket in 4 hours or less to meet the SLA.

Thank you!

What is the status?

What is the message?

## 2. Hỗ trợ user tạo ticket/ Create the IT Helpdesk ticket for user



The screenshot shows the 'Create HelpDesk Ticket' form. At the top, there is a back arrow and the title 'Create HelpDesk Ticket'. Below the title, the status is 'STATUS: NOT STARTED'. The form contains several fields: 'ISSUE CATEGORY\*' with a dropdown menu showing 'Internet & VPN Client'; 'PRIORITY\*' with a dropdown menu showing 'MEDIUM'; 'REQUESTER' with a dropdown menu showing 'Tran Huynh Duy Thuc'; and 'DESCRIPTION\*' with a text input field containing 'Connect VPN Client on mobile'. Below the description field is an 'ATTACHMENTS' section with the text 'There is nothing attached.' and an 'Attach file' button. At the bottom of the form, there are two buttons: 'CANCEL' and 'SUBMIT'. A red box highlights the 'SUBMIT' button, with a red circle containing the number '3' next to it. A yellow callout box with the text 'Ấn để tạo ticket/ Click to submit' has an arrow pointing to the highlighted button.

**Nhập đầy đủ thông tin**  
**Enter complete information**

**Nhập email người yêu cầu /**  
**Enter requester's email**

2

**Ấn để tạo ticket/ Click to submit**

3

THANK YOU!

