



TLIS HELPDESK & TICKETING SYSTEM

OPERATIONAL DOCUMENTATION

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KEY TERMS

Agents: These are the personnel of TLIS who use the helpdesk platform (ticketing system) to respond to user requests.

Agent Portal: This is a specific webpage of the helpdesk platform which agents can navigate to and login to the platform and attend to submitted support requests.

osTicket: This is the name of the ticketing software (web platform).

Users: These are the clients of TLIS who utilize the helpdesk platform.

User Portal: This is a specific webpage of the helpdesk platform which users can navigate to and submit a request for support.

OVERVIEW

The Teaching, Learning and Instructional Support (TLIS) unit – formerly The Learning Centre (TLC) – is an academic support unit. We are charged with supporting all matters as it relates to the Teaching and Learning experience at the University of Trinidad and Tobago. As an extension of our mission to support students, faculty, academic support units and administrative stakeholders, we at TLIS provide a number of services. Consequently, to serve this wide range of stakeholders we have leveraged the power of a ticketing system upon which TLIS’s faculty support platform is built upon.