



GOO® IT Service Manager Freemium Version End User Guide

Version 1.1

This is the End User Guide Manual for GOO® IT Service Manager Freemium Version 1.1.

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GOO® IT Service Manager Freemium Version

End User Guide

GOO® IT Service Manager provides effective platform that is user oriented, integrated with all business departments and capable for supporting of corporate business processes. In organizations, high service quality and reliable corporate support are targeted, that enable you to operate all technical and business processes easily.

INSTALLATION

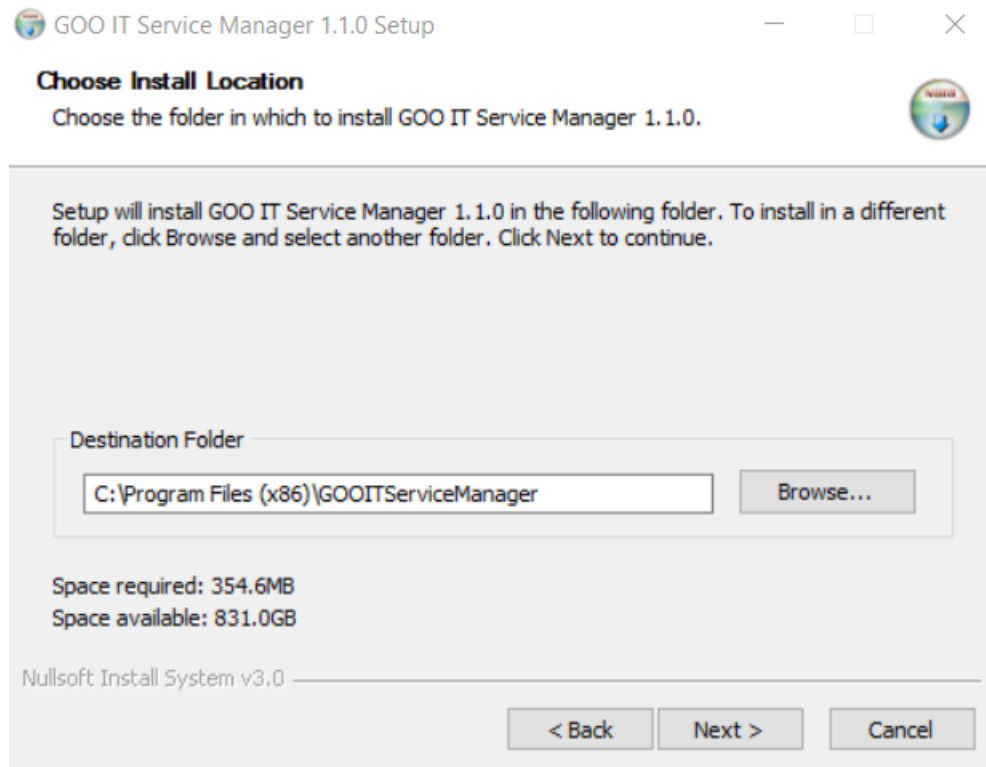
First register and login to the website “<http://www.goosm.com/>” to download the GOO IT Service Manager Free Version.

After downloading the .exe file of the GOO® IT Service Manager Free Version and allow your operating system to install it, there will be a license agreement page that shows you the license terms. Before installation starts, you must accept the agreement to install GOO® IT Service Manager 1.1.

After clicking ‘I agree’ button, installation setup lets you to choose an installation location. Installation location –destination folder- is arranged as ‘Program Files(x86)’ as default in a Windows 10 operating system.

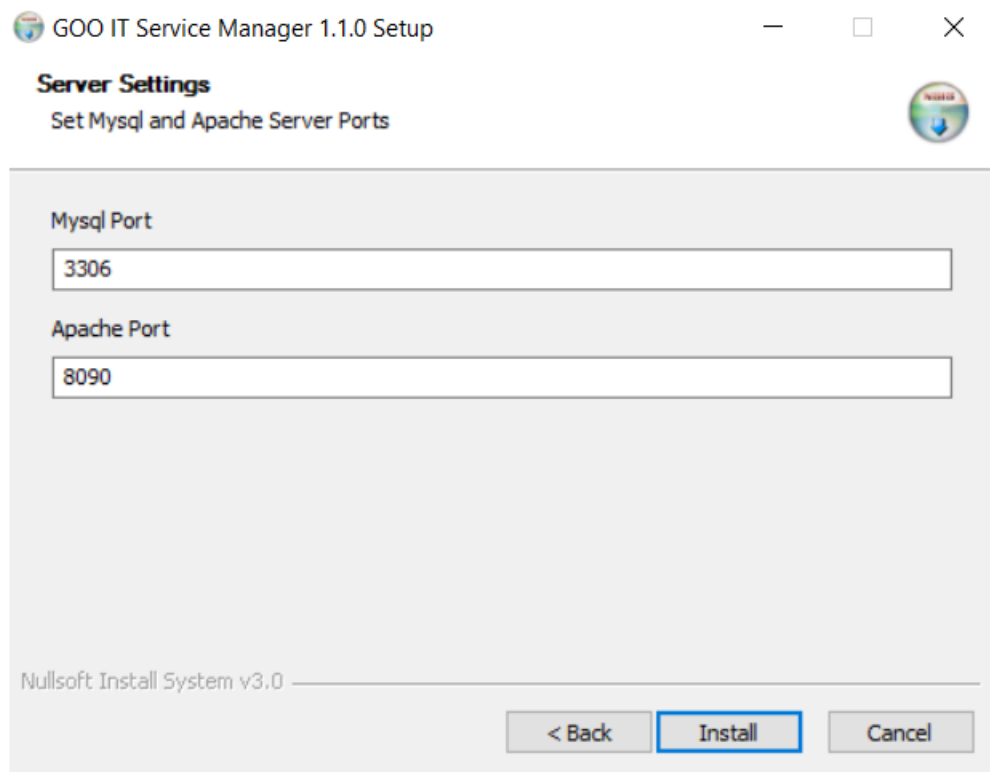
C:\Program Files(x86)\GOOITServiceManager

You can change the destination folder by clicking [Browse...] button and selecting the location.



Choose Installation Location

After clicking the [Next] button, set MySQL and Apache Server Ports in the server settings frame. MySQL Server port is defined as '3306' as default and Apache Server port is defined as '8090' as default. If you want to change the ports, be sure that chosen ports are not in use.



Server Settings

After clicking the [Install] button, installation process of GOO® IT Service Manager starts, wait while GOO® IT Service Manager 1.1 is being installed.

After installation process finished, GOODB Server and GOOWEB Server will be installed automatically and will start and GOO® IT Service Manager 1.1 starts working on your local host on the port specified before as 8090.

At the end, installer will pop your default explorer and navigate to GOO® IT Service Manager 1.1 login page. (i.e. <http://localhost:8090>)

After downloading and installing GOO IT Service Manager Free Version, you need to create a license from the license management section from downloads page.

Note that the license will be expired after one year from getting the license, you can create new license after one year.

In the license management section, you can get the license key that is generated for your profile. In order to login to the GOO IT Service Manager Free Version, you need to use this license key. [Get License] button allows you to get the license key.

Press [Get License] button and copy the license key code.

Then, go to the "license.key" file under "\${GOO-INSTALL-DIR}/www/", open the "license.key" file and paste the license key code into the file. You can open the "license.key" file with 'notepad' or other plain text editors. Saving the "licence.key" file activates your profile and then you can use GOO IT Service Manager.

PREDEFINED PROFILES

There are 3 predefined profiles in GOO IT Service Manager Free Version such as 'System Admin',

User for System Admin Profile - username: "admin" - password: "12345678"

User for Technician Profile - username: "technician" - password: "12345678"

User for End User Profile - username: "enduser" - password: "12345678"

'Technician' and 'End User'. The dashboard of GOO IT Service Manager Free Version changes from one to another profile.

Admin

Admin profile can reach and manage the 'Incident Management', 'Platform Applications', 'System Management' and 'Knowledge Base'.

Incident Management allows admin to create incident, redirect it to the other profiles, monitor incidents on him or on his group, do category assignment relations and see frequently asked questions known as FAQ.

Knowledge Base is the section that allows admin to list frequently asked questions, add new record to the base, and categorize the FAQ records.

Platform Applications allows admin to manage Location Management, Contact Management, Company Management, Organization Management, E-Mails, Announcements, and Structured Data Management.

System Management allows admin to manage User Management, Profile Management, Authorization Management, Module Management, Menu Management, Data Class Management, and License Management.

Technician

Technician profile can reach and manage the 'Incident Management' and search in knowledge base.

Incident Management allows technician to create incident, redirect it to the other profiles, monitor incidents on him or on his group.

Search in knowledge base section allows technician to see the information about the Incident management.

End User

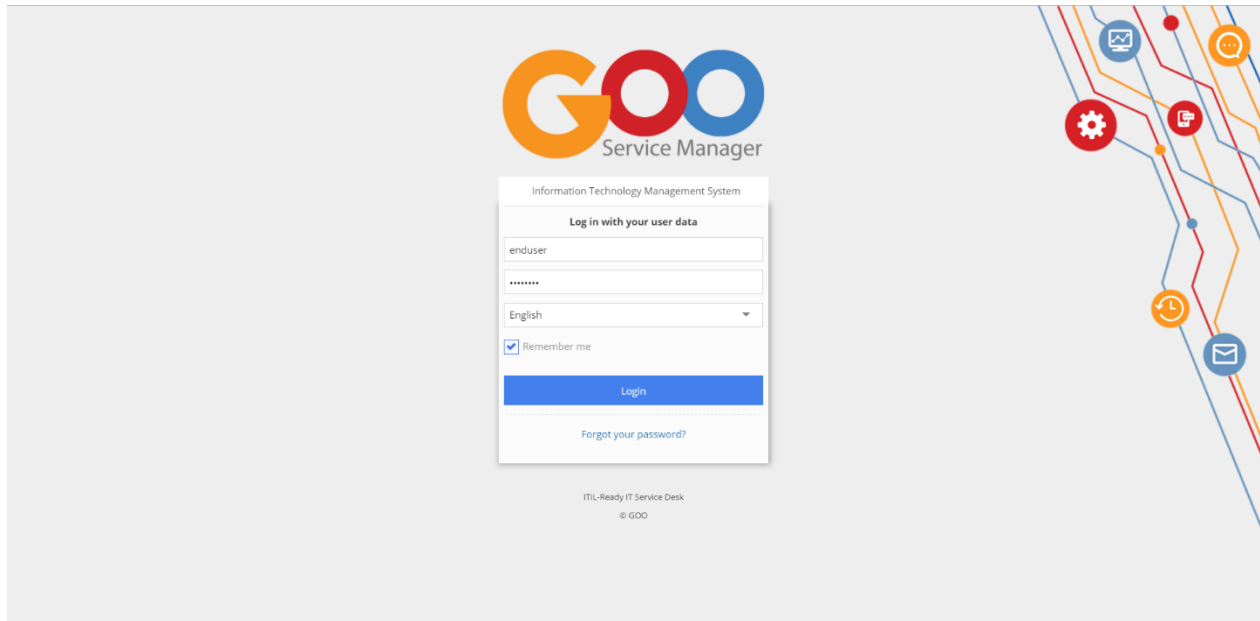
End user profile can reach and manage the 'Incident Management' and search in knowledge base.

Incident Management allows end user to create incident, monitor incidents on him.

Incident Reporting section on the 'Board' allows end user to report the incident by providing starting and ending date of the incident. End User can select the export type of the incident among 'pdf' and 'excel' types.

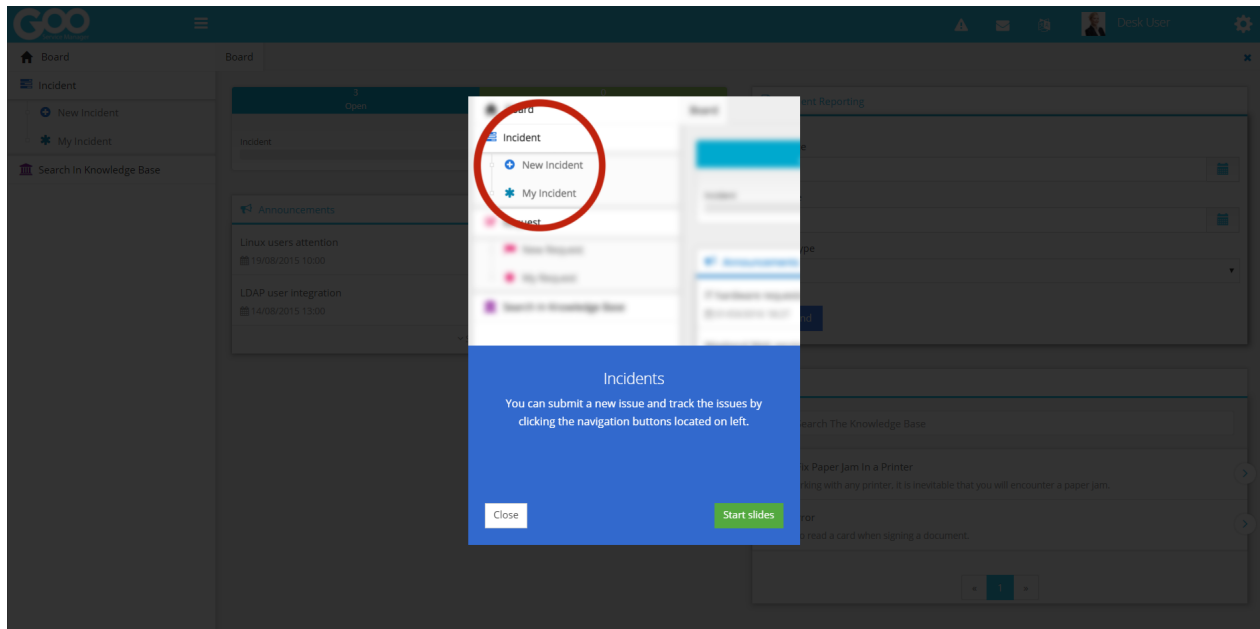
CASE SCENARIO

Login to GOO IT Service Manager Free Version as 'enduser'.



Login Screen

After login, you will see a slider that shows you some aspects of the GOO IT Service Manager Free Version.



Slides

[Start slides] button starts showing slides, [Next] button shows the next slide, [Prev] button shows the previous slide and [End this tour] button ends the slider and redirects you to the board of GOO IT Service Manager Free Version.

In order to create an incident record, click Incident and 'New Incident' and fill the Category 1, Category 2, Subcategory, Subject, Detail parts. You can view the FAQ by clicking the 'ON' button.

The screenshot shows the 'New Incident' form in the Goo Service Manager interface. The form is titled 'Submit Issue' and is located within a 'Board' tab. The left sidebar contains navigation links: 'Board', 'Incident', 'New Incident', 'My Incident', and 'Search In Knowledge Base'. The form fields include: 'Category 1' (Information Technology), 'Category' (Software), 'Subcategory' (Web Portal), 'Subject' (Web Portal Connection Error), and 'Detail' (An error occurred while authenticating to the web portal). There are also 'View FAQ' and 'Upload File' buttons. At the bottom, there are '+ Send' and 'Clear Form' buttons. The user 'Desk User' is logged in.

New Incident

You can upload file related to the new incident record. Maximum 3 files that are in image, word, excel, pdf and powerpoint format.

Clicking [Send] button creates the incident.

After “enduser” creates an incident, it is created for the first level support (i.e. Service Desk) unit from the admin side. Admin can take over the incident by clicking [Takes Over] button and solve it, or redirect the incident to a group or a user.

Login to GOO IT Service Manager Free Version as 'admin'. You can see the “Open” incidents on the Ticket Board.

Hi, Developer System Admin
Last Login Time/IP : 2017/05/10 15:08 / :1

75% NEW INCIDENT

100% NEW MESSAGE

Ticket Board

Open (3) My Creations My Assigned My Group All

Search in Incidents

#4 Web Portal Connection Error	Desk User	not assigned	2017-05-10 15:04:40	OPEN
#3 Internet Restriction	Desk User	not assigned	2017-05-03 18:27:30	OPEN
#2 New Project Announcement	Desk User	not assigned	2017-05-03 18:26:39	OPEN

10 DAY

2017/05/10 Wednesday

Real-Time Server Request

Visits

Online Users

Announcements

Weekend Web services update
20/08/2015 10:00

LDAP user integration
14/08/2015 13:00

Show All

Dashboard of the Admin Profile

Double clicking to an incident record redirects you to the 'Incident Detail' of the related incident.

The screenshot displays the 'Update Form' for incident #44. The form is organized into several sections:

- Contact:** Includes a search bar with 'Desk User', a text field with 'enduser', and an 'Assigned Group' dropdown set to 'Service Desk'.
- Firm:** A text field containing 'Inosas'.
- Categories:** Four dropdown menus for 'Category 1' through 'Category 4', with values 'Information Technology', 'Software', 'Web Portal', and 'Category 4' respectively.
- Header:** A text field with 'Web Portal Connection Error' and a green checkmark icon.
- Description:** A text area with 'Connection Error while linking to the Web Portal' and a green checkmark icon.
- Resolution:** A text area with 'Resolution' and a green checkmark icon.
- Assigned User:** A dropdown menu set to 'Choose User'.
- Inbound Type:** A dropdown menu set to 'Web'.
- Work Effect:** A dropdown menu set to 'Choose'.
- Impact:** A dropdown menu set to 'Medium'.
- Urgency:** A dropdown menu set to 'Medium'.
- Priority:** A dropdown menu set to '3'.
- Due Date:** A date picker field.
- Status:** A dropdown menu set to 'Open'.
- Actions:** A checkbox labeled 'Send e-mail to contact about solution' which is checked.

At the bottom of the form, there is a 'PDF Download' button on the left and 'Save', 'Delete', and 'Takes over' buttons on the right.

Incident Detail

Admin Profile can take over the incident by clicking to the [Takes Over] button. After taking over the incident, the Admin Profile can start working on incident by clicking [Start working] button. After clicking [Start working] button, the Admin Profile can redirect the incident to a Technician Profile by clicking [Redirect] button, or can make the incident pending by clicking [Pending] button, or resolve the incident by clicking [Resolve] button.

Assigned Group

Software

Assigned User

Technician Person

Note

Solve the Web Portal Connection Problem Immediately

Cancel

Redirect

Redirecting the Incident

Login to GOO IT Service Manager Free Version as 'technician'. Technician Profile can see the incidents assigned to him in 'Incidents On Me'.

GOO

Service Manager

Dashboard

Incident Management

Incidents On Me

Incidents On My Group

Search In Knowledge Base

Incident Management

Incident Records / List

Records List

ID	Record Date	Contact	Header	Assigned Group	Category 1	Arrival Type	Status
4	2017-05-10 15:04:40	Desk User	Web Portal Connection Error	Software	Information Technology	Web	Assigned
1	2017-05-03 18:11:56	Desk User	Printer Error	Technical Support	Information Technology	Web	Work In Progress

Search

Search Contact

Search Header

Choose

Search Category 1

Choose

Choose

1 - 2 Showing records between Total: 2

First Prev Next Last

Incidents on the Technician Profile

Double clicking to an incident record redirects the Technician Profile to the incident details. The Technician Profile can redirect the incident to another Technician Profile or the Admin Profile by clicking [Redirect] button, or start working by clicking [Start Working] button. After clicking [Start Working] button, the Technician profile can redirect the incident by clicking [Redirect] button, or can make the incident pending by clicking [Pending] button, or can resolve the problem by [Resolve] button by providing the resolution.

Assigned Group

Service Desk

Assigned User

System Admin

Note

Cancel

Redirect

Redirecting the Incident



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