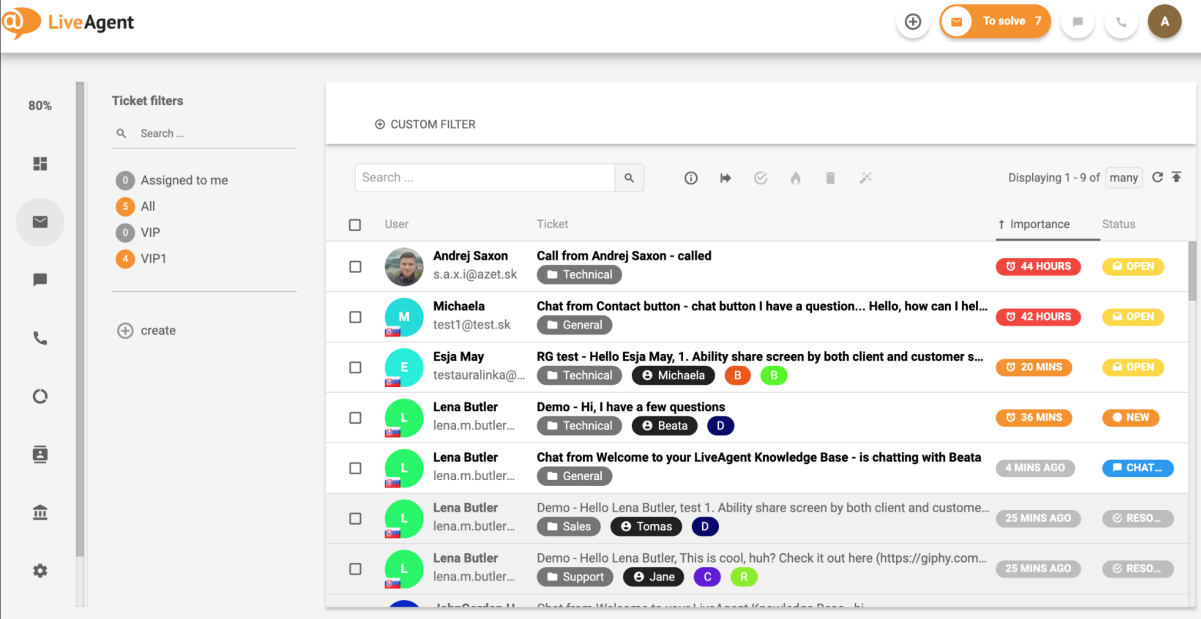


►Collecter, suivre et orienter des demandes

Lors de mon semestre à suivre des cours de SISR, j'ai pu m'adonner à une présentation du ticketing et de son utilisation. J'ai pu prendre en main le logiciel. Je recevais des tickets de la part des autres étudiants de ma promotion et je devais trouver une solution pour les aider et les accompagner dans les domaines de gestion de parc informatique.



The screenshot displays the LiveAgent interface. On the left, there is a sidebar with a 'Ticket filters' section containing options like 'Assigned to me', 'All', 'VIP', and 'VIP1'. The main area shows a list of tickets under a 'CUSTOM FILTER' header. The tickets are sorted by importance and status. The visible tickets are:

User	Ticket	Importance	Status
Andrej Saxon (s.a.x.i@azet.sk)	Call from Andrej Saxon - called (Technical)	44 HOURS	OPEN
Michaela (test1@test.sk)	Chat from Contact button - chat button I have a question... Hello, how can I hel... (General)	42 HOURS	OPEN
Esja May (testauralinka@...)	RG test - Hello Esja May, 1. Ability share screen by both client and customer s... (Technical)	20 MINS	OPEN
Lena Butler (lena.m.butler...)	Demo - Hi, I have a few questions (Technical)	36 MINS	NEW
Lena Butler (lena.m.butler...)	Chat from Welcome to your LiveAgent Knowledge Base - is chatting with Beata (General)	4 MINS AGO	CHAT...
Lena Butler (lena.m.butler...)	Demo - Hello Lena Butler, test 1. Ability share screen by both client and custome... (Sales)	25 MINS AGO	RESO...
Lena Butler (lena.m.butler...)	Demo - Hello Lena Butler, This is cool, huh? Check it out here (https://giphy.com... (Support)	25 MINS AGO	RESO...