

CORE/CATS Documentation

(On Line Docs (below) plus training video)

CORE - Mozilla (Build ID: 2002052316)

CORE: Welcome

Main Departments Reports Account # GO

rackspace
MANAGED HOSTING

114,020 Source Lines of Code
91,949 Domains
6,957 Servers
4,450 Customers
257 Employees
3 Datacenters
1 Window.

CORE. Rackspace™ on Your Desktop.

Welcome to CORE, Tom Weeks.
Number of active users: 54/257

Supported Browsers:
At this time CORE only supports Gecko browsers with JavaScript 1.5 (or greater) support (Mozilla 1.0, Mozilla 1.1 and Galeon) and Internet Explorer 6.0.
If you have IE 5.5, please upgrade.
[more info about browsers...](#)

New Features:

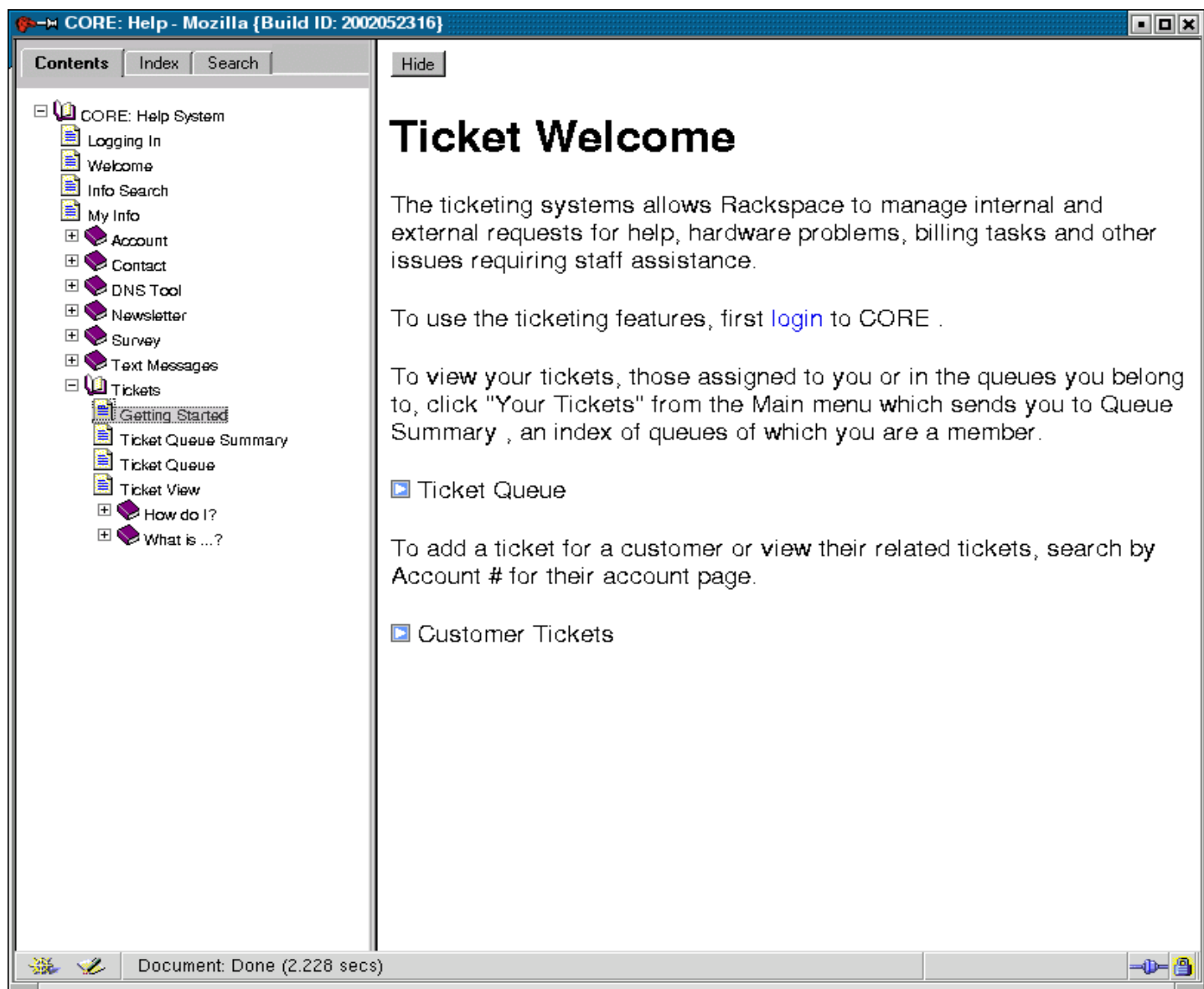
- 2002-12-10: Added Notes field to all servers to hold arbitrary encrypted data.
- 2002-12-05: New Migrating Servers list with filtering by Support Team
- 2002-11-21: A sorting workaround for Internet Explorer
- 2002-11-20: You can now log work after adding a private comment
- 2002-11-15: Added Assign to Me button to Change Ticket Assignee

Completed CRFs now online!

Having a problem after hours? Here's [what to do...](#)

javascript:makePopUpWin('/help/core.htm?#tckt_start.htm',600,800,'',4)

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The screenshot shows a Mozilla browser window titled "CORE: Help - Mozilla [Build ID: 2002052316]". The browser is displaying a help page for the "Ticket" section. On the left, a "Contents" sidebar lists various help topics, with "Getting Started" under the "Tickets" folder selected. The main content area is titled "Ticket Welcome" and contains the following text:

Hide

Ticket Welcome

The ticketing systems allows Rackspace to manage internal and external requests for help, hardware problems, billing tasks and other issues requiring staff assistance.

To use the ticketing features, first [login](#) to CORE .

To view your tickets, those assigned to you or in the queues you belong to, click "Your Tickets" from the Main menu which sends you to Queue Summary , an index of queues of which you are a member.

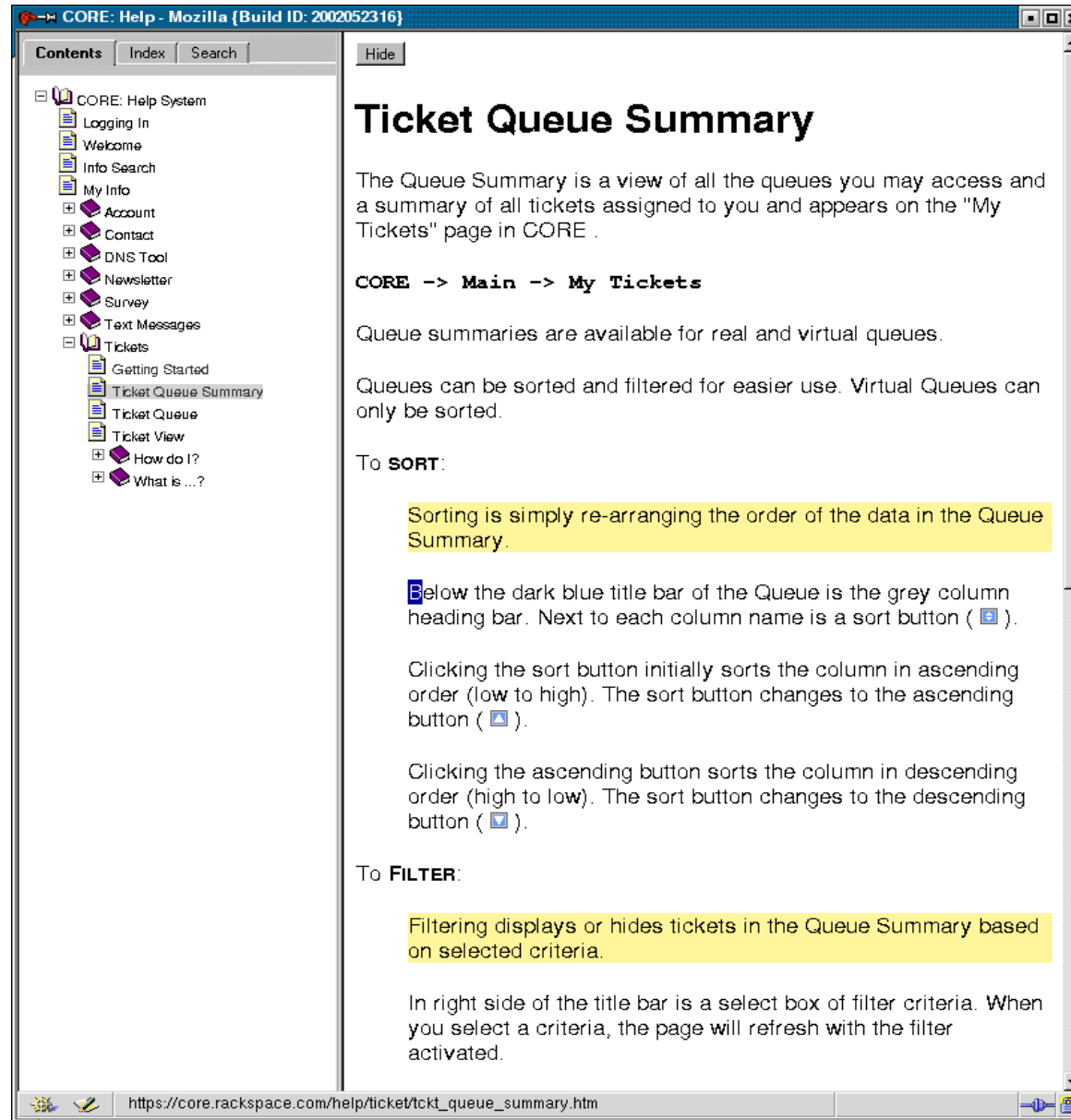
- ▶ Ticket Queue

To add a ticket for a customer or view their related tickets, search by Account # for their account page.

- ▶ Customer Tickets

At the bottom of the browser window, the status bar shows "Document: Done (2.228 secs)".

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The screenshot shows a Mozilla browser window titled "CORE: Help - Mozilla (Build ID: 2002052316)". The address bar displays "https://core.rackspace.com/help/ticket/tckt_queue_summary.htm". The page content is as follows:

Contents | Index | Search | Hide

- CORE: Help System
 - Logging In
 - Welcome
 - Info Search
 - My Info
 - Account
 - Contact
 - DNS Tool
 - Newsletter
 - Survey
 - Text Messages
 - Tickets
 - Getting Started
 - Ticket Queue Summary**
 - Ticket Queue
 - Ticket View
 - How do I?
 - What is ...?

Ticket Queue Summary

The Queue Summary is a view of all the queues you may access and a summary of all tickets assigned to you and appears on the "My Tickets" page in CORE .


CORE -> Main -> My Tickets


Queue summaries are available for real and virtual queues.


Queues can be sorted and filtered for easier use. Virtual Queues can only be sorted.

To **Sort**:

Sorting is simply re-arranging the order of the data in the Queue Summary .

Below the dark blue title bar of the Queue is the grey column heading bar. Next to each column name is a sort button ().

Clicking the sort button initially sorts the column in ascending order (low to high). The sort button changes to the ascending button ().

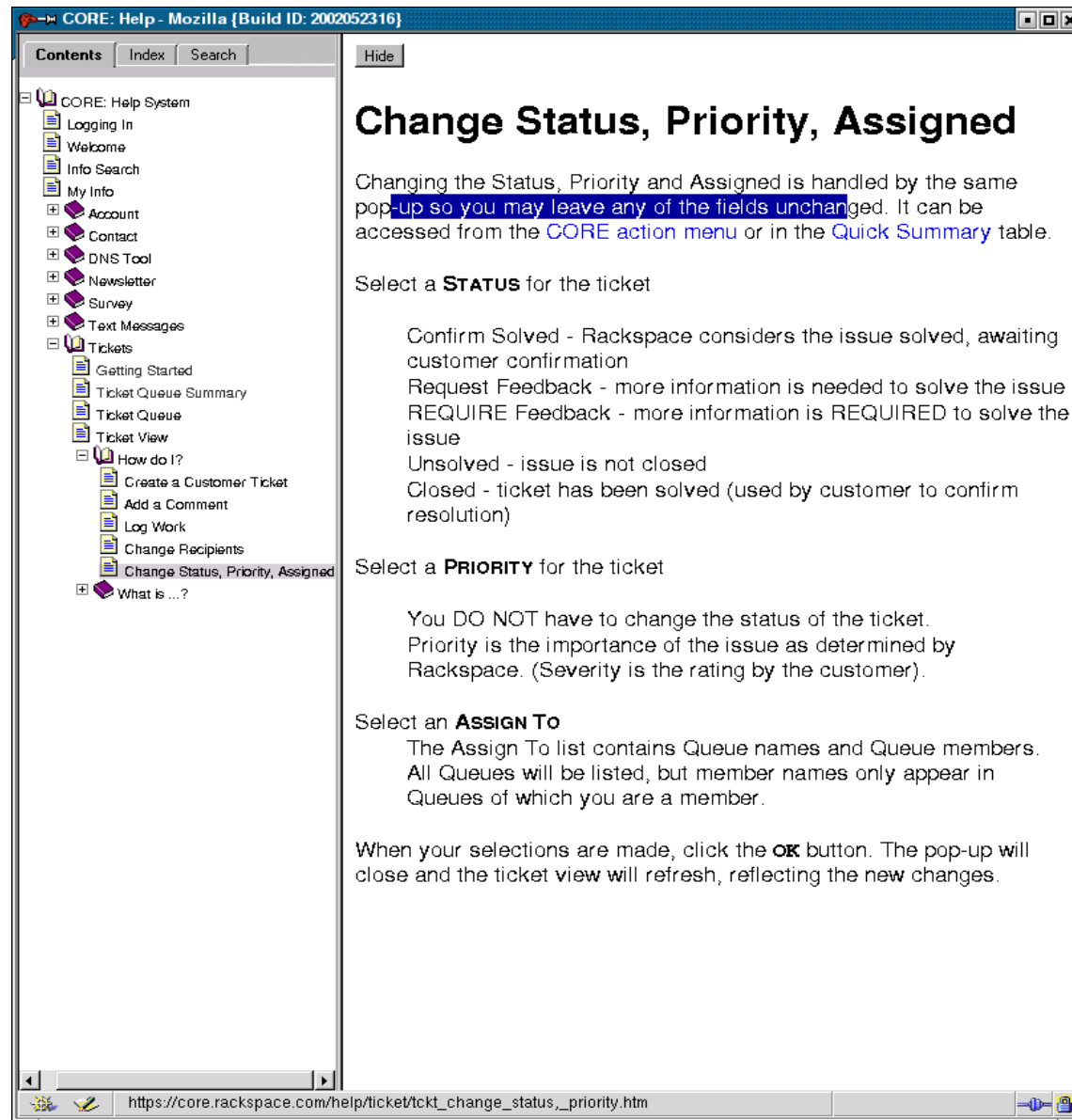
Clicking the ascending button sorts the column in descending order (high to low). The sort button changes to the descending button ().

To **Filter**:

Filtering displays or hides tickets in the Queue Summary based on selected criteria.

In right side of the title bar is a select box of filter criteria. When you select a criteria, the page will refresh with the filter activated.

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The screenshot shows a Mozilla browser window titled "CORE: Help - Mozilla (Build ID: 2002052316)". The address bar displays the URL "https://core.rackspace.com/help/ticket/tckt_change_status,_priority.htm". The browser window is divided into two main sections: a left-hand navigation pane and a right-hand content area.

Navigation Pane (Left): This pane contains a tree view of the help system. The "Tickets" folder is expanded, showing sub-items like "Getting Started", "Ticket Queue Summary", "Ticket Queue", "Ticket View", "How do I?", "Create a Customer Ticket", "Add a Comment", "Log Work", "Change Recipients", "Change Status, Priority, Assigned" (which is highlighted), and "What is ...?".

Content Area (Right): The main content area is titled "Change Status, Priority, Assigned". It contains the following text:

Change Status, Priority, Assigned

Changing the Status, Priority and Assigned is handled by the same pop-up so you may leave any of the fields unchanged. It can be accessed from the [CORE action menu](#) or in the [Quick Summary](#) table.

Select a **STATUS** for the ticket

- Confirm Solved - Rackspace considers the issue solved, awaiting customer confirmation
- Request Feedback - more information is needed to solve the issue
- REQUIRE Feedback - more information is REQUIRED to solve the issue
- Unsolved - issue is not closed
- Closed - ticket has been solved (used by customer to confirm resolution)

Select a **PRIORITY** for the ticket

You DO NOT have to change the status of the ticket. Priority is the importance of the issue as determined by Rackspace. (Severity is the rating by the customer).

Select an **ASSIGN TO**

The Assign To list contains Queue names and Queue members. All Queues will be listed, but member names only appear in Queues of which you are a member.

When your selections are made, click the **OK** button. The pop-up will close and the ticket view will refresh, reflecting the new changes.