



KIX Pro

KIX 17 User Manual - EN

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1 General Notes on Using this Manual

In the course of transparency and efficient handling, this manual only deals with the additional functions of KIX Pro 17. For a description of all basic functions, please refer to the manual for KIX Start 17.

 This edition of the manual refers to the KIX 17.22 release.

The manual for administrators can be found at <https://docs.kixdesk.com/>, as well as all other documentation on KIX 18.

We cordially invite you to become part of our KIX community and to support us with helpful tips in the further development of KIX and user information.

To comprehension

In these instructions, the masculine form according to the grammar is used in a neutral sense. It always appeals to all male, female and diverse readers. Gender variants are not used for reasons of legibility and understanding of the text. We ask all readers for their understanding for this simplification in the text.

2 Adjustments to the User Interface

The following chapters describe the changes to the user interface in KIX Pro compared to KIX Start.

2.1 KIX Pro Customer Frontend

The KIX customer frontend is the graphical user interface (GUI) for contacts.

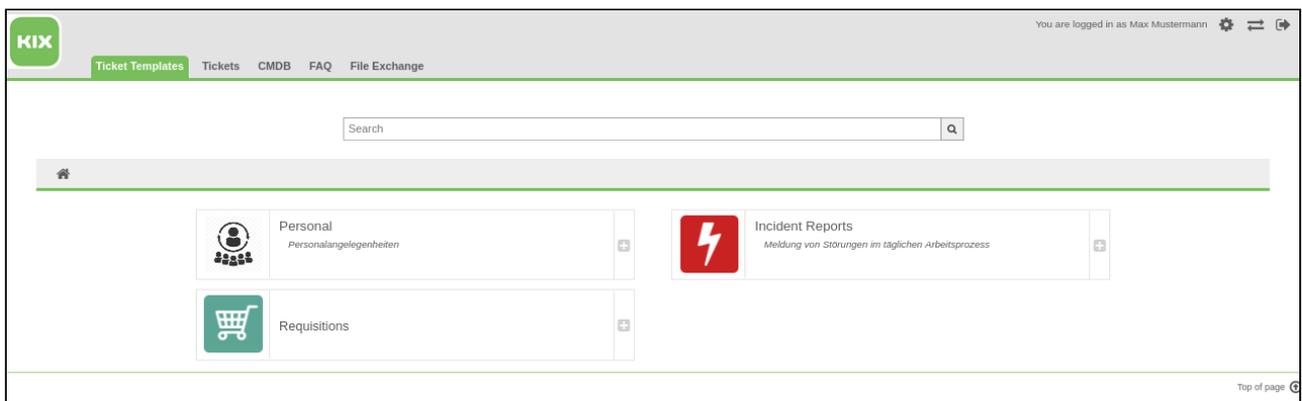


Figure: Customer Frontend Graphical User Interface

The contact can use the graphical user interface to:

- Create new tickets
- Display tickets which have already been created
- Search according to created tickets
- Search and read FAQ articles
- Create tickets based on ticket templates
- Start defined processes

Note

- To work with the graphical user interface, it is assumed that the contact has been created in the KIX system.
- Ticket templates, template workflows, and process definitions can only be defined in the Admin area



2.2 KIX Pro Agent Frontend

The agent frontend is the graphical user interface (GUI) for agents.

The screenshot shows the KIX Pro Agent Frontend Dashboard. At the top, there is a navigation bar with the KIX logo and a menu with items: Dashboard, Tickets, Services, Field Service, FAQ, CMDB, Reports, Customer Management, File exchange, Event Calendar, and Admin. A search bar is located to the right of the menu. Below the navigation bar, there is a dashboard area with several sections:

- Reminder Tickets:** A table with columns TICKET#, AGE, and TITLE. It shows two tickets: 201903201000037 (677 d 23 h, new computer needed) and 2017013017000012 (1456 d 22 h, Telefon funktioniert nicht).
- Escalated Tickets:** A table with columns TICKET#, AGE, and TITLE. It shows three tickets: 2018070510000015 (936 d 0 h, Mein Telefon ist kaputt), 2018062710000011 (943 d 22 h, Smartphone ist kaputt), and 2017112310000047 (1159 d 18 h, Gerätewartung Computer).
- New Tickets:** A table with columns TICKET#, AGE, and TITLE. It shows ten tickets, including 2020083117000046 (148 d 1 h, Wasserrohrbruch im Keller) and 2020082517000067 (153 d 20 h, Teilaufgabe 1).

On the right side of the dashboard, there are three panels:

- Settings:** A dropdown menu for 7 Day Stats.
- Stats:** A line graph showing Created (red) and Closed (green) tickets over a 7-day period. The y-axis ranges from -1 to 1, and the x-axis shows days from Wed to Mon.
- Upcoming Events:** A section with the text "none".

Figure: Agent Frontend Start Page



Agents can use it to:

- Search, display, create, and edit tickets
- Search, display, create, and edit FAQ articles
- Define and edit ConfigItems (CIs)
- Display, create reports
- Search, display, create, and edit customers and contacts
- Display services and SLAs
- Edit settings for KIX system

New elements in toolbar

In KIX Pro the symbols for quick access to checklists are supplemented.

2.3 Toolbar Icons

Additional symbols in toolbar

Symbol		Explanation
	Tickets with unfinished checklist entries, total	Shows all tickets with unfinished checklist entries within an agent's remit
	Tickets with unfinished checklist entries, pending time reached	Shows all tickets with unfinished checklist entries within an agent's remit and which have reached the pending time.
	New articles for tickets with unfinished checklist entries	Shows all tickets with unfinished checklist entries within an agent's remit and which have unread articles.



3 Adjustments for KIX Modules

KIX Pro is made up of different modules.

In the following chapters you will find information on the individual KIX modules.

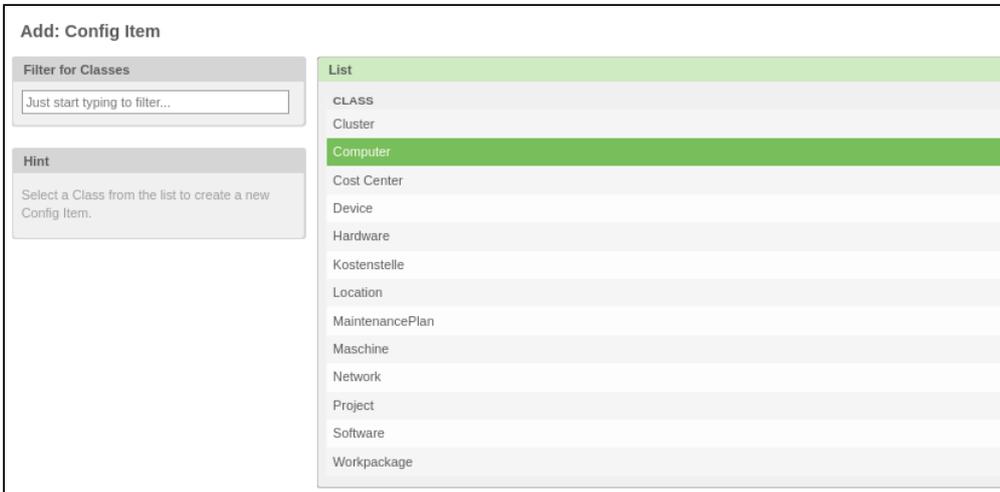
3.1 Adjustments for CMDB Module

3.1.1 CI version comparison with standard configurations

With the function "CI version comparison with standard configuration" it is possible to compare created CIs with a CI that is defined as the standard configuration. A CI with the usage status "Standard configuration" is created for this.

Creating Baseline Configuration for CI

- In "CMDB" menu, click menu item "New".
- Select class for default CI from list.



Filter for Classes	List
Just start typing to filter...	CLASS
	Cluster
	Computer
	Cost Center
	Device
	Hardware
	Kostenstelle
	Location
	MaintenancePlan
	Maschine
	Network
	Project
	Software
	Workpackage

Figure: CI Class Selection

Pop-up for editing class attributes opens:

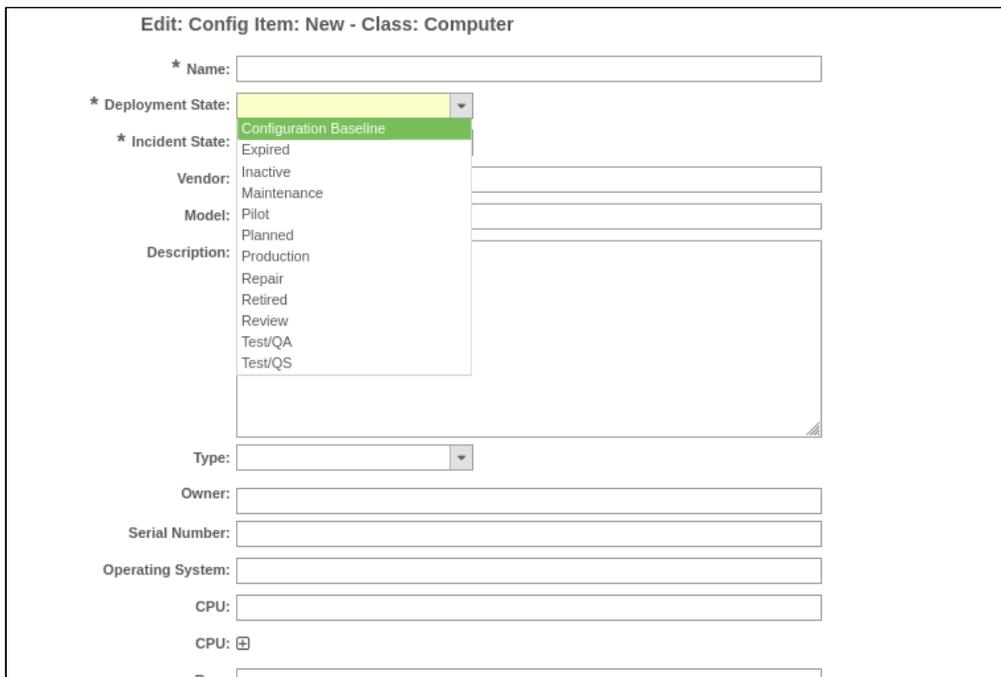


Figure: Edit Class Attributes Pop-Up

- Specify default attributes.
- In doing so, for "Deployment State" attribute, select: "Configuration Baseline".
- Finally, click the "Submit" button.

Comparing ConfigItem with Default ConfigItem

- In the "CMDB" menu, select the "Overview" menu item. The ConfigItem overview opens.
- In the list, click on the ConfigItem that you want to compare with the standard configuration. The ConfigItem detail view opens:

Configuration Item: 1022000006 — Prometheus

[Back](#)
[History](#)
[Edit](#)
[Print](#)
[Link](#)
[Duplicate](#)
[Compare Versions](#)
[Delete](#)
[Generate Computer logbook](#)
[Compare with Baseline](#)
[New ticket](#)

[Config Item Data](#)
[Linked Objects](#)
[Link Graph](#)
[CI Admin Modules](#)
[Images](#)

VERSION INCIDENT STATE	VERSION DEPLOYMENT STATE	VERSION NUMBER	NAME	CREATED BY	CHANGED
■	■	1.	Prometheus (Production)	hmueller (Hans Müller)	10/19/2017 09:53:37

Configuration Item Version Details

PROPERTY	VALUE
Name:	Prometheus
Deployment State:	Production
Incident State:	Incident
Vendor:	
Model:	Computer Typ: xyz
Description:	
Type:	Desktop
Owner:	"Stefan Diederich" <sdiederich@beispiel.de>
Serial Number:	12123423
Operating System:	Standardbetriebssystem V1.0
CPU:	Prozessor abc
Ram:	16GB
Hard Disk:	Festplatte Typ 1212
Capacity:	2TB
EODN:	

Configuration Item Information

Class: Computer
 Name: Prometheus
 Current Deployment State: ■ Production
 Current Incident State: ■ Incident
 Created: 10/19/2017 09:53:37
 Created by: hmueller (Hans Müller)
 Last changed: 10/19/2017 09:53:37
 Last changed by: hmueller (Hans Müller)

Available Tours

	NAME	PLANNED START
<input type="checkbox"/>	Auslieferung	11/16/2020 08:00
<input type="checkbox"/>	Tour4	04/21/2017 08:00
<input type="checkbox"/>	Tour5	05/01/2017 08:00

Figure: ConfigItem detail view with action "Compare with standard configuration"

- Click ConfigItem in list which you wish to compare with baseline configuration.

ConfigItem zoom view opens:

Compare with Baseline: #1022000006 - Prometheus
Cancel & close

Select Baseline Config Item
Standardkonfiguration Office

Select two versions to compare

#	CREATED BY	CHANGED BY
<input checked="" type="checkbox"/> 1.	hmueller (Hans Müller)	10/19/2017 09:53:37
<input checked="" type="checkbox"/> 1.	hmueller (Hans Müller)	03/23/2017 13:43:25

Compare

Compare of ConfigItem with Baseline ConfigItem

ConfigItem Version 1		Baseline ConfigItem Version 1	
PROPERTY	VALUE	PROPERTY	VALUE
Name:	Prometheus	<input type="checkbox"/> Name:	Standardkonfiguration Office
DeplState:	Production	<input type="checkbox"/> DeplState:	Configuration Baseline
InciState:	Incident	<input type="checkbox"/> InciState:	Operational
Vendor:		<input type="checkbox"/> Vendor:	
Model:	Computer Typ: xyz	<input type="checkbox"/> Model:	Computer Typ: xyz
Description:		<input type="checkbox"/> Description:	
Type:	Desktop	<input type="checkbox"/> Type:	Desktop
Owner:	"Stefan Diederich" <sdiederich@beispiel.de>	<input type="checkbox"/> Owner:	
Serial Number:	12123423	<input type="checkbox"/> Serial Number:	N.A.
Operating System:	Standardbetriebssystem V1.0	<input type="checkbox"/> Operating System:	Standardbetriebssystem V1.0
CPU:	Prozessor abc	<input type="checkbox"/> CPU:	Prozessor abc
Ram:	16GB	<input type="checkbox"/> Ram:	8GB
Hard Disk:	Festplatte Typ 1212	<input type="checkbox"/> Hard Disk:	Festplatte Typ 1010
Capacity:	2TB	<input type="checkbox"/> Capacity:	1TB
FQDN:		<input type="checkbox"/> FQDN:	
Network Adapter:	Netzwerk Adapter xyz	<input type="checkbox"/> Network Adapter:	Netzwerk Adapter xyz
IP over DHCP:	Yes	<input type="checkbox"/> IP over DHCP:	Yes
Graphic Adapter:		<input type="checkbox"/> Graphic Adapter:	
Warranty Expiration Date:	02/27/2017	<input type="checkbox"/> Warranty Expiration Date:	03/23/2017
Assigned Cost Center:			
CI location:			
Responsible user:			
Maintenance:	Gerätewartung Computerfestplatte (10228000002)		

« Apply values

In the upper widget, select a standard configuration from the dropdown menu.

The comparison is then displayed in the lower widget, the deviations from the standard configuration are highlighted in color.

In the right-hand table you can select the values of the standard configuration which are to be adopted in the CI. Click the "Apply values" button.

The values are adopted according to the selection and the tables are updated.

Note

You will also see undefined values compared to two CIs. For comparison with the standard configuration, this means:

- If an attribute is undefined in one version and empty in the other (independent of direction), this is displayed as equal / unchanged. (black font)
- If the left attribute is undefined and the right attribute is set with a value, it is displayed as added. (green font)
- If the left attribute is set with a value and the right attribute is undefined, it is displayed as removed. (Red font)

The same applies when looking at different versions.

3.1.2 Extended ConfigItem Bulk Action

With "ITSM ConfigItem Bulk" extended function, you have the option to change attributes of multiple ConfigItems of a class. This is useful, for example, if operating system was updated for multiple computers, etc.

i When changing a class attribute, the old attribute is not supplemented, but rather overwritten.

Executing ConfigItem Bulk Action

In "CMDB" main menu, select "Overview".
ConfigItem overview is shown:

Overview: ITSM ConfigItem: Computer

All 51 Cluster 0 Computer 13 Cost Center 0 Device 0 Hardware 4 Kostenstelle 0 Location 10 MaintenancePlan 4 Maschine 3 Network 1 Project 7 Software 0 Workpackage 9

Bulk Assign Tour 1-13 of 13

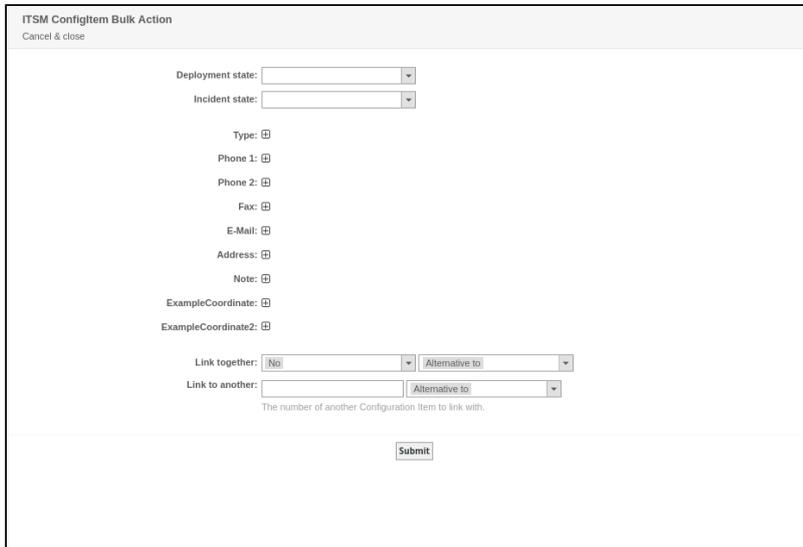
<input type="checkbox"/>	INCIDENT STATE	DEPLOYMENT STATE	▲ CONFIGITEM#	NAME	DEPLOYMENT STATE	CURRENT INCIDENT STATE	LAST CHANGED
<input type="checkbox"/>	■	■	1722000013	Server mit Standort	Production	Operational	11/26/2019 12:06:37
<input type="checkbox"/>	■	■	1722000002	Hermes	Production	Incident	02/27/2019 14:23:23
<input type="checkbox"/>	■	■	1722000001	Achilles	Production	Incident	11/26/2019 12:07:06
<input type="checkbox"/>	■	■	1022000012	Poseidon	Production	Operational	09/26/2018 11:10:26
<input type="checkbox"/>	■	■	1022000011	Poseidon	Production	Incident	10/27/2017 11:06:17
<input type="checkbox"/>	■	■	1022000010	Mars	Production	Incident	10/27/2017 11:05:44
<input type="checkbox"/>	■	■	1022000009	Isis	Production	Incident	05/03/2018 11:35:04
<input type="checkbox"/>	■	■	1022000008	Osiris	Production	Incident	10/27/2017 11:04:34
<input type="checkbox"/>	■	■	1022000007	Ikarus	Production	Incident	10/19/2017 09:54:00
<input type="checkbox"/>	■	■	1022000006	Prometheus	Production	Incident	10/19/2017 09:53:37
<input type="checkbox"/>	■	■	1022000005	Zeus	Production	Incident	10/19/2017 09:53:19
<input type="checkbox"/>	■	■	1022000004	MOD1	Production	Operational	04/27/2020 14:16:59
<input type="checkbox"/>	■	■	1022000003	Standardkonfiguration Office	Configuration Baseline	Operational	03/23/2017 13:43:25

KIX Pro 17.14.0-0 Top of page

Figure: ConfigItem Overview

Mark the ConfigItems for which you wish to change attributes .
Click "Bulk" button.

"ITSM ConfigItem Bulk Action" pop-up opens:



The screenshot shows a web form titled "ITSM ConfigItem Bulk Action" with a "Cancel & close" link. The form contains the following fields and controls:

- Deployment state:
- Incident state:
- Type:
- Phone 1:
- Phone 2:
- Fax:
- E-Mail:
- Address:
- Note:
- ExampleCoordinate:
- ExampleCoordinate2:
- Link together:
- Link to another:
- The number of another Configuration item to link with.
-

Figure: ITSM ConfigItem Bulk Action

Change or edit attributes.

Finally, click "Submit" button.

3.1.3 Device Logbook

The KIX Professional "Device Logbook" function offers the option to output information about ConfigItems as a PDF. In doing so, PDF will be divided into chapters.

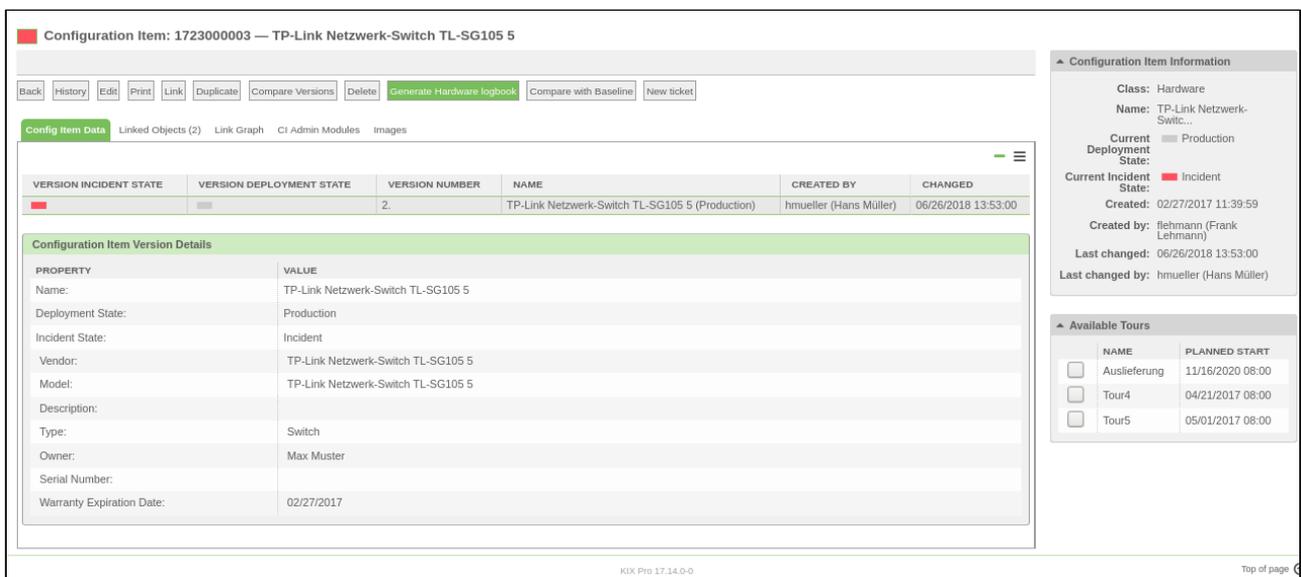
Function is useful, for example, if information about ConfigItems is to be shared outside of KIX. The following are examples of information which can be depicted in chapter format:

- Attributes of a ConfigItem
- Tickets, including articles and ticket lists, which are linked to the ConfigItem (e.g. incident tickets)
- Information about customer contact, contact person

Information which is to be output in the PDF is specified in Admin area of KIX. In KIX Professional factory settings, logbooks have already been defined in Admin area for the following ConfigItem classes:

- ConfigItem class "Computer"
- ConfigItem class "Hardware"
- ConfigItem class "Location"
- ConfigItem class "Network"
- ConfigItem class "Software"

Button for creating a device logbook is located in the zoom view of a ConfigItem. Depending on ConfigItem class in which ConfigItem is located, button is called "Generate_{class name} logbook"({_}). E.g. "_Generate_Hardware logbook"



VERSION INCIDENT STATE	VERSION DEPLOYMENT STATE	VERSION NUMBER	NAME	CREATED BY	CHANGED
■	■	2.	TP-Link Netzwerk-Switch TL-SG105 5 (Production)	hmueller (Hans Müller)	06/26/2018 13:53:00

PROPERTY	VALUE
Name:	TP-Link Netzwerk-Switch TL-SG105 5
Deployment State:	Production
Incident State:	Incident
Vendor:	TP-Link Netzwerk-Switch TL-SG105 5
Model:	TP-Link Netzwerk-Switch TL-SG105 5
Description:	
Type:	Switch
Owner:	Max Muster
Serial Number:	
Warranty Expiration Date:	02/27/2017

NAME	PLANNED START
<input type="checkbox"/> Auslieferung	11/16/2020 08:00
<input type="checkbox"/> Tour4	04/21/2017 08:00
<input type="checkbox"/> Tour5	05/01/2017 08:00

Figure: Zoom View of ConfigItem with "Generate Hardware logbook" Button

After clicking button, a pop-up appears on screen. Here, use to select which chapters are to be included in PDF.

Hardware logbook: #1723000003 - TP-Link Netzwerk-Switch TL-SG105 5
[Cancel & close](#)

Select chapters to be used

	CHAPTER	DESCRIPTION
<input checked="" type="checkbox"/>	1 General Information	Lists current general attributes.
<input checked="" type="checkbox"/>	2 Service Tickets	Lists related service requests.
<input checked="" type="checkbox"/>	3 Incident Tickets	Lists related incidents.
<input type="checkbox"/>	User	Shows detail information for assigned user.
<input type="checkbox"/>	Hardware Information	Overview of general hardware informations.

[Create](#)

Figure: Chapter Selection Pop-Up

Click "Create" button after selection to create PDF output.

3.1.4 Inventory Sync

In the "CMDB" main menu, click on "Inventory Sync".

- Select the source of the data from the "Source Selection" drop-down menu.
- If necessary, enter a value in the "Filter" field. The filter restricts the list given by the source system.
- In the drop-down menu "Preselection CI class", select a CI class of the target system KIX with which the data should be synchronized.
- Click the "Start Synchronization" button.

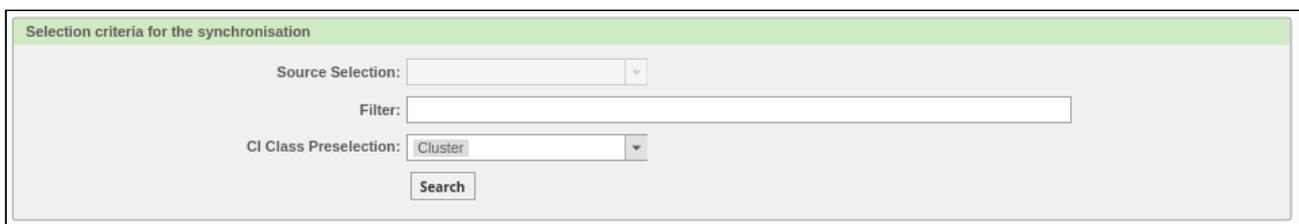


Figure: Search criteria for synchronization

- Found objects are displayed in the Found Objects widget.
- Select the objects that you want to synchronize.
- Click the "Start Synchronization" button.
- The "Result of synchronization" widget shows the results of the synchronization and any error messages.

3.1.5 Inventory Import

- Select the source of the data from the "Source selection" drop-down menu.
- If necessary, enter a value in the "Filter" field. The filter restricts the list given by the source system.
- In the drop-down menu "Preselection CI class", select a CI class of the target system KIX into which the data to be imported is to be written.
- Click the Search button.

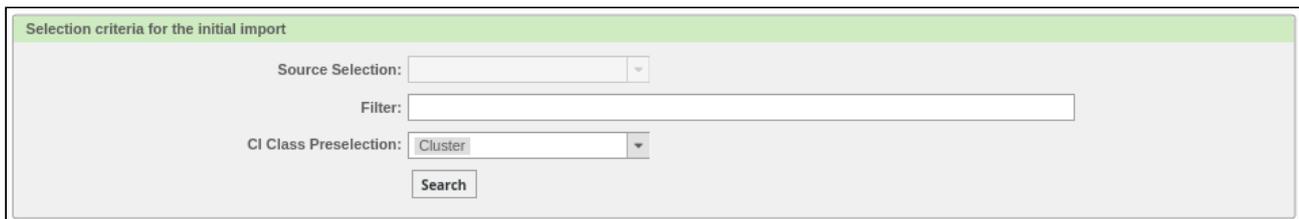


Figure: Selection Criteria Widget

Found objects are displayed in the Found Objects widget. Here you can use the dropdown menu to select the target class in KIX for each object found. This makes it possible to assign found objects to different classes if necessary.

- Finally click on the "Start import" button.
- The import is carried out and the results are displayed in the "Results of the import" widget. Here you can also have the results output as a text file.

3.1.6 CMDB Explorer

This function offers you a clear display of all CIs in a tree structure as well as the possibility of creating links and calling up the detailed view of individual CIs.

The Explorer is divided into three columns:

column	content	example
Tree structure of the CIs	All CIs stored in the system are mapped in their structures.	Computer → Name of the individual device
Contents of the tree structure	If you click on the generic term in the tree structure, you can see all the CIs it contains.	List of all devices in the "Computer" class
Link graph	If a specific CI is clicked, the link graph is displayed. This shows the links stored in the system between the current config item (in the orange frame) and other config items, ticket (s), services or other linked objects. Here you can see at a glance which devices are connected to which and who, for example, is still affected by a failure.	Figure CMDB Explorer - link graph
Statistics	A statistical analysis of the CI class is shown here.	Config items per incident status
Detail view	Here you can see the detailed view of the selected config item including the option to edit it.	Details on computer "Hermes"

3.2 Adjustments for Customer Management Module

The module has been renamed "Customers – Services – SLAs" and also has a function to assign an SLA (Service Level Agreement) to the customer, in addition to a service.

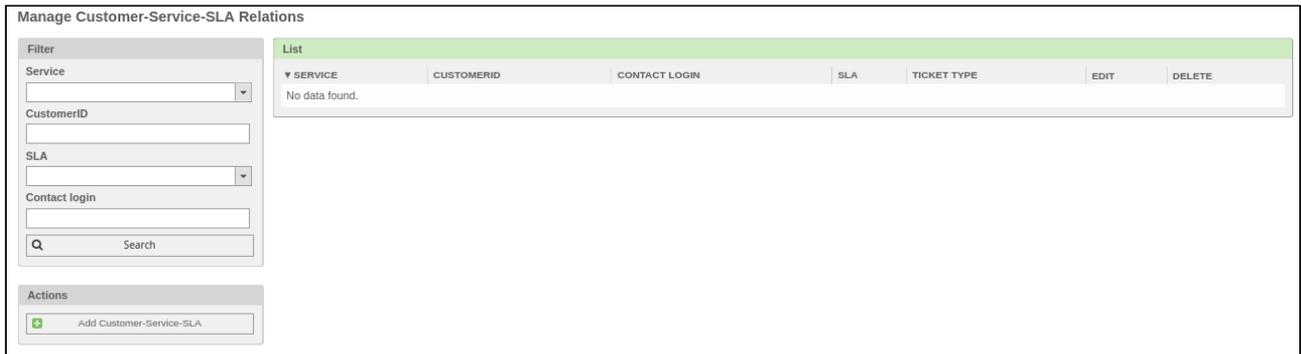


Figure: "Customer Management :: Customers-Services-SLAs" Module

A search can be performed in the list using the filter based on the following criteria:

- Service
- CustomerID
- SLA
- Contact login

Linking customers with services SLA

Click "Add Customer-Service-SLA" and the applicable dialog opens.

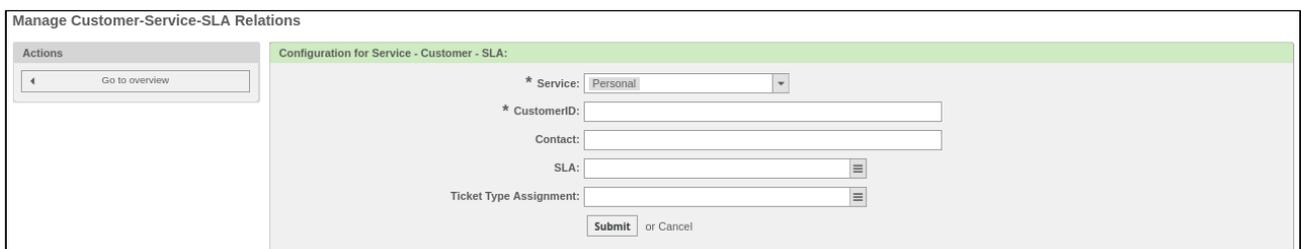


Figure: Add Customer-Service-SLA

In one step, you can now link both the service (mandatory information) as well as SLA to the customer (CustomerID – mandatory field) using the applicable drop-down menu.

To finish the process, click button "Submit".

3.3 Adjustments for Tickets Module

Attachment search

Ticket search – navigation item "Tickets" – Search – contains two fields to be able to search specifically for attachments: Attachment Name and Attachment Content.

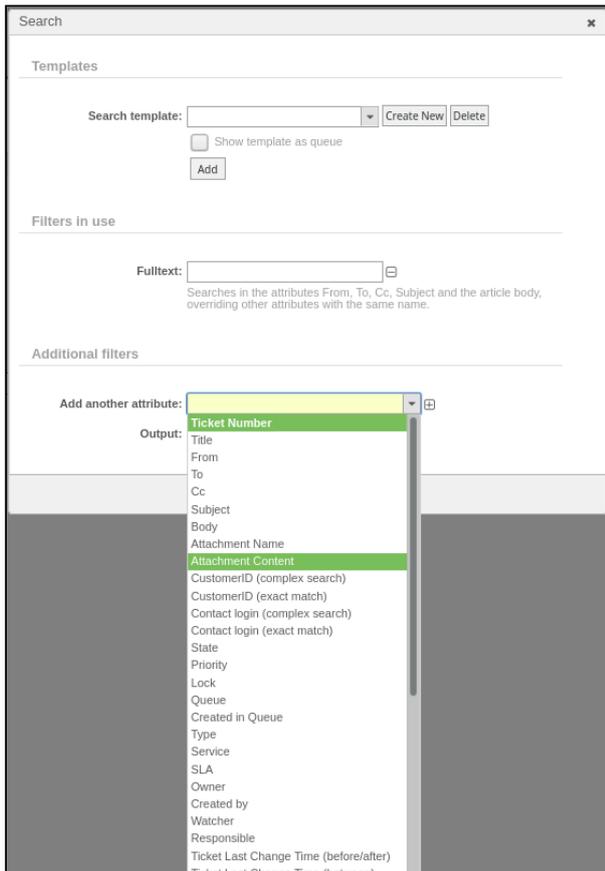


Figure: Dialog Ticket search - Attachment search

Duplicate display

When creating a new ticket, when entering the subject line, a dropdown with similar, already existing titles appears.

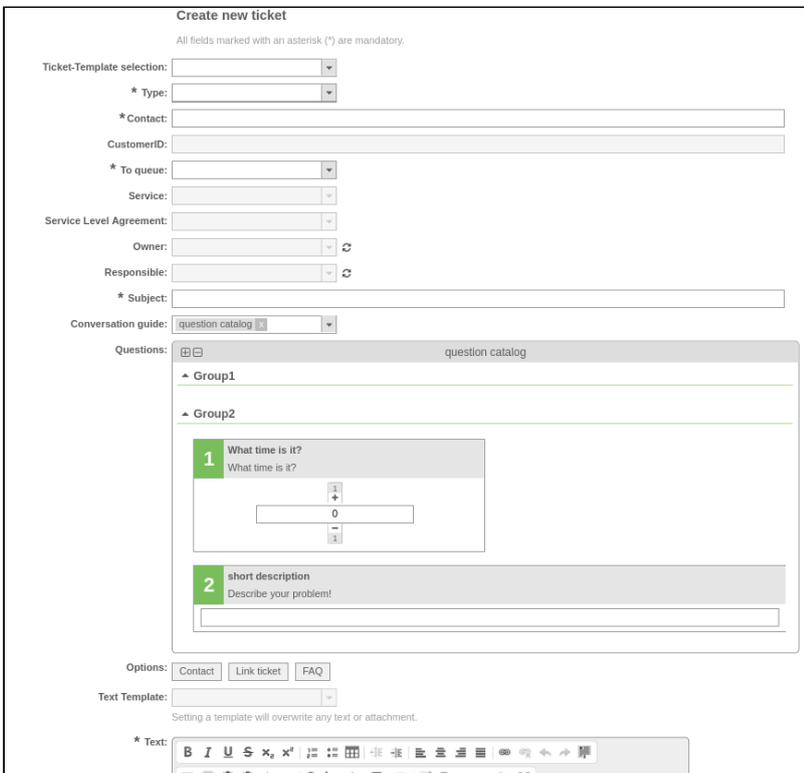
3.3.1 Conversation Guide

"*Conversation guide*" function offers option to insert defined questions with defined answer options into ticket during ticket creation. This function is useful, for example, if a contact flags a known technical problem for which there are known solutions.

In Admin area, you have the option to define questions and answer options. The conversation guides created this way can be used during ticket creation, both in agent as well as customer frontend.

Creating New Ticket with Conversation Guide

- In "*Tickets*" menu click "*New ticket*" menu item OR  symbol in toolbar.
- "*Create new ticket*" pop-up will appear:



- In "*Conversation guide*" selection field, select pre-defined conversation guide.
- Answer questions which were defined in selected conversation guide.
- Carry out rest of steps for ticket creation.

"Conversation guide" Tab in Ticket Zoom View

- "Conversation guide" tab shows answers given by contact in question layout.

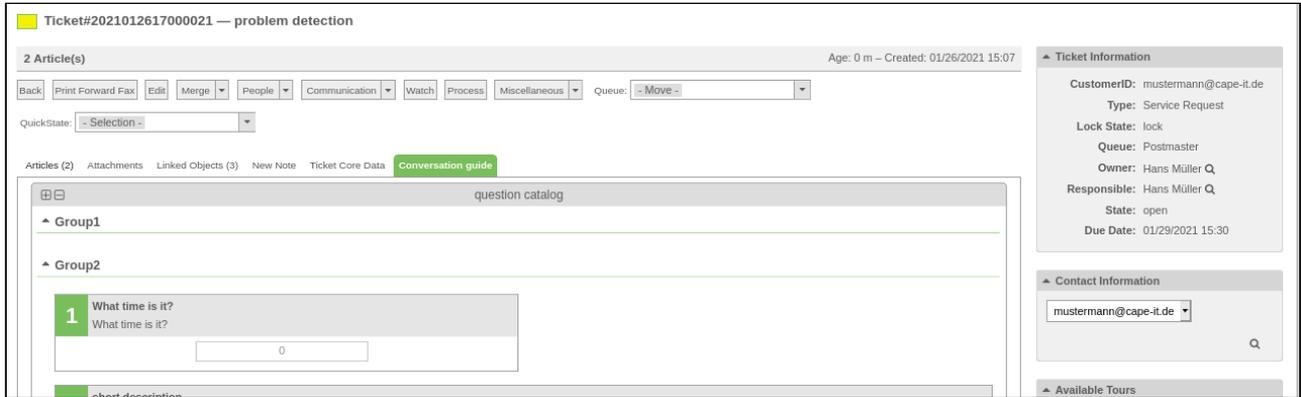


Figure: Conversation guides Tab in Ticket Zoom View

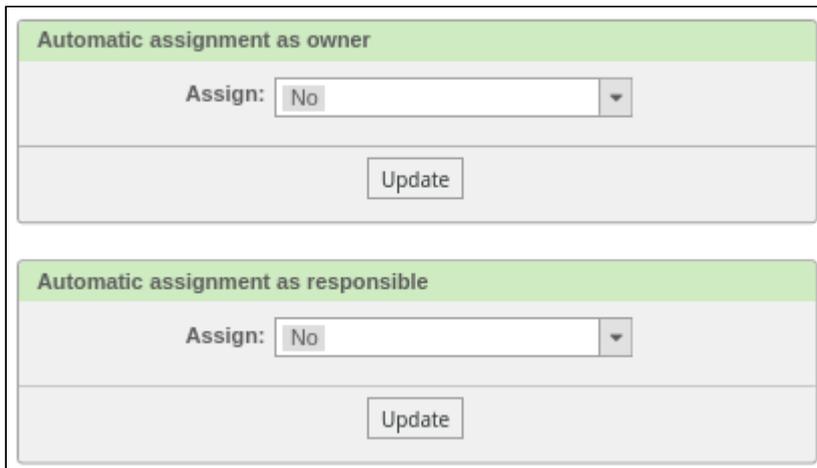
📘 Hint

When sending an article that includes an interview guide, it is always included at the bottom of the email. This is due to the fact that the system combines the individual components of a message (content, signature, discussion guide). The order cannot be influenced by the admin.

3.3.2 Automatic Assignment of Owner / Responsible

Agents frequently forward on emails to KIX. If a new ticket is created from an email, the system can check whether an agent exists for the sender who is authorized for the applicable queue. If so, this agent is to be automatically set as the owner and/or responsible person. A ticket lock is not necessary here.

If you would like to activate this setting yourself, open personal settings (cog wheel at top right) and select the following item:

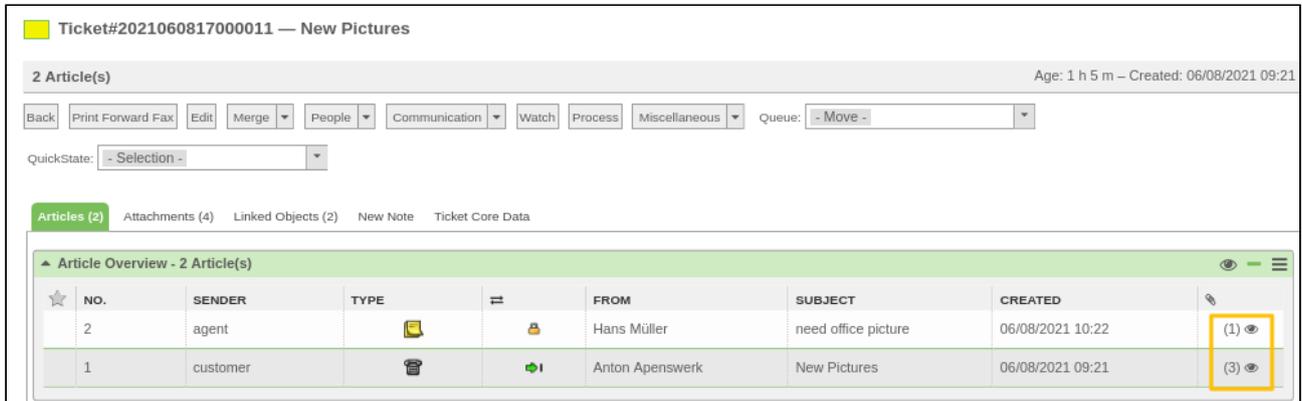


The screenshot shows two sections of a settings form. The first section is titled "Automatic assignment as owner" and contains a dropdown menu labeled "Assign:" with the value "No" selected, and an "Update" button below it. The second section is titled "Automatic assignment as responsible" and also contains a dropdown menu labeled "Assign:" with the value "No" selected, and an "Update" button below it.

Figure: Personal Settings for Automatic Assignment

3.3.3 Preview for Article Attachments

The eye icon in article attachments column can be used to preview image files.



The screenshot shows a ticket interface for 'Ticket#2021060817000011 — New Pictures'. It displays a table of article attachments. The table has columns for NO., SENDER, TYPE, FROM, SUBJECT, and CREATED. Two rows are visible: one from an agent and one from a customer. In the rightmost column of each row, there is an eye icon. The eye icon for the second row (customer) is highlighted with a yellow box and labeled '(3)'. The eye icon for the first row (agent) is labeled '(1)'. Above the table, there are navigation buttons like 'Back', 'Print Forward Fax', 'Edit', 'Merge', 'People', 'Communication', 'Watch', 'Process', 'Miscellaneous', and a 'Queue' dropdown menu.

NO.	SENDER	TYPE	FROM	SUBJECT	CREATED	Preview
2	agent		Hans Müller	need office picture	06/08/2021 10:22	(1) 
1	customer		Anton Apenswerk	New Pictures	06/08/2021 09:21	(3) 

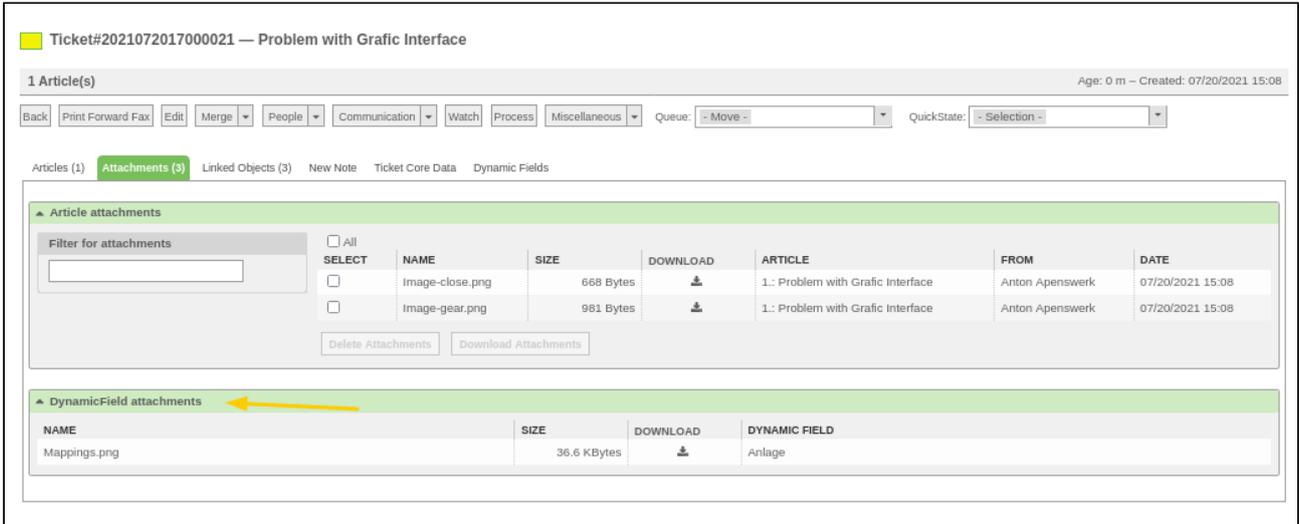
An overlay opens which shows the available images as a gallery. Left and right arrows can be used to navigate to the previous or next image. The dialog can be closed using the cross in the top right corner. If image downloading is active, this is enabled via an icon.

This is also possible for PDFs. Your admin must make settings for this.

Note: If Internet Explorer is used, an external PDF viewer that has browser support must be installed (e.g. Adobe).

3.3.4 Ticket detail view - show attachments from dynamic fields

In the ticket detail view behind the "Attachments" tab, there are attachments that have been attached to articles as well as attachments that have been attached to the ticket via a dynamic field.



The screenshot shows a ticket detail view for "Ticket#2021072017000021 — Problem with Grafic Interface". The "Attachments (3)" tab is active, displaying two sections of attachments:

- Article attachments:** A table with columns: SELECT, NAME, SIZE, DOWNLOAD, ARTICLE, FROM, DATE. It lists two attachments: "Image-close.png" (668 Bytes) and "Image-gear.png" (981 Bytes), both from article "1.: Problem with Grafic Interface" by "Anton Apenswerk" on "07/20/2021 15:08".
- DynamicField attachments:** A table with columns: NAME, SIZE, DOWNLOAD, DYNAMIC FIELD. It lists one attachment: "Mappings.png" (36.6 KBytes) from dynamic field "Anlage". A yellow arrow points to this section.

Fig .: Example ticket with attachments from an article and from a dynamic field.

3.4 File Exchange

In the "File Exchange" module you can exchange files in your KIX Pro.

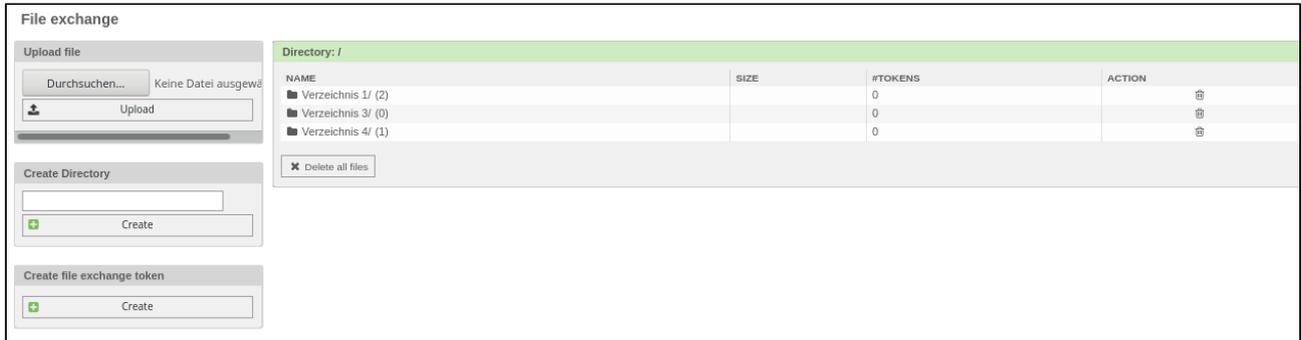
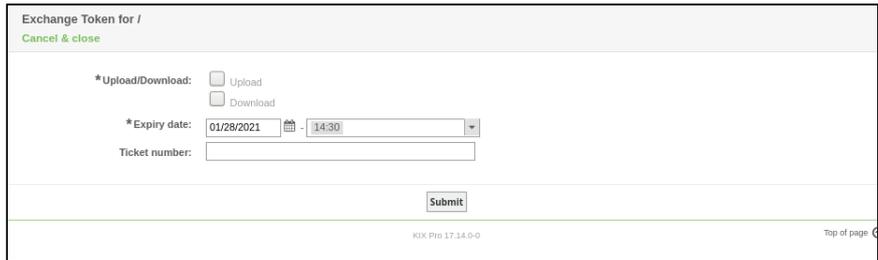


Figure: "File exchange" module

On the left margin you will find the actions that are available to you in this module. To the right of this is the list of all existing directories.

action	application
Upload file	Here you can upload your file (s) to KIX Pro.
Create directory	Enter a name and click on "Create" to create a new directory.
Create token for file exchange	<p>When you click on this action, a pop-up opens:</p> <div data-bbox="555 1330 1433 1590" data-label="Image">  </div> <ul style="list-style-type: none"> • Select whether it is an upload of data or a download. • Enter the validity period of the token. • Link the process to a ticket by entering the ticket number. • Click on "Submit" to complete the process.



List of directories

- Click on a directory to get to the subdirectory with the data packages.
- By clicking on the top line "parent directory" you get back to the overview of all directories.
- By clicking the "Delete all files" button, you delete all data packets in the directory.

3.5 Calendar Module

In the "Event Calendar" module there is a calendar available for the agent which displays both event-based tickets, as well as private events.

Events from tickets

Planned maintenance start/Planned maintenance end fields are available when you create a ticket. If you complete these fields, and are also the "owner" or "responsible" person for this ticket, it will be shown in your calendar.

Create new ticket
All fields marked with an asterisk (*) are mandatory.

Ticket-Template selection: [dropdown]
* Type: [dropdown]
* Contact: [text field]
CustomerID: [text field]
* To queue: [dropdown]
Service: [dropdown]
Service Level Agreement: [dropdown]
Owner: [dropdown]
Responsible: [dropdown]
* Subject: [text field]
Conversation guide: [dropdown]
Options:
Text Template: [dropdown]
* Text: [rich text editor]
Attachment: Keine Dateien ausgewählt.
* Next ticket state: [dropdown]
Pending date: 01/27/2021 12:00
For all pending states:
Impact: [dropdown]
* Priority: 3 normal
Due Date: 01/29/2021 12:00
Affected Location: [text field]
Planned maintenance start: 01/26/2021 12:00
Planned maintenance end: 01/26/2021 12:00
Affected Configitem: [text field]
Time units (work units): [text field]

Figure: Start and End Time in a New Ticket Setting

Private event

You can also use the calendar to manage your private events. Click "Private Event" in the module. This opens a pop-up.

Create Private Event
All fields marked with an asterisk (*) are mandatory.

Private Event Settings

* Title:

Text:

* Event type:

* Start:
Event start date/time.

* End:
Event end date/time.

Location:

Reminder:
Number of minutes before event start.

Private Events

Filter for events...

TITLE	START	END
Zahnarztbesuch	04/24/2020 08:00:00	04/24/2020 08:30:00
Abgabe Reisekosten 04/2020	04/29/2020 13:00:00	04/29/2020 13:30:00

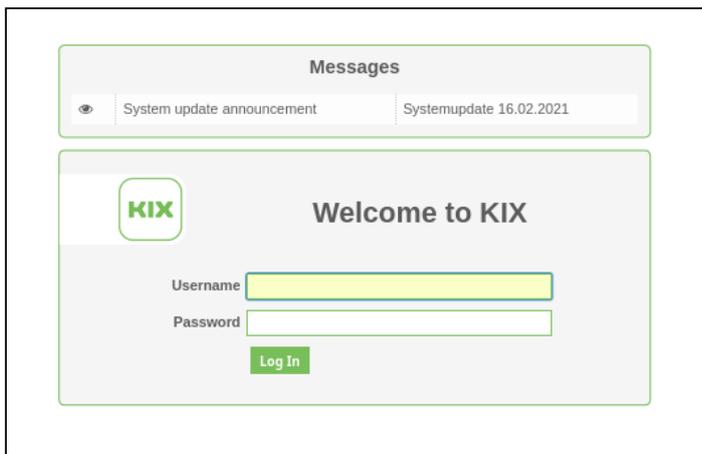
Figure: Creating a Private Event

3.6 Common changes

3.6.1 Showing Updates

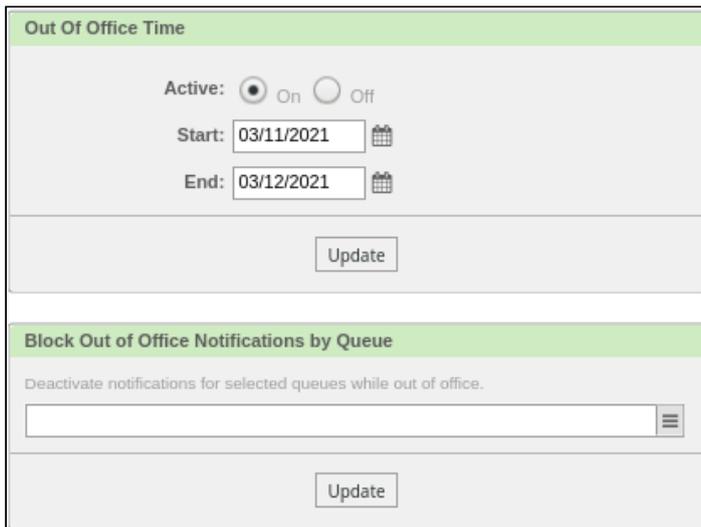
The system allows your administrator to share central news or updates both in the customer frontend, as well as in the agent frontend.

Example of an update in the login area:



3.6.2 Out of Office - set queues without notification

You have the option of setting an "Out of Office Time" via "Personal Settings". If this "Out of Office Time" is set active, another form field opens with the title "Block Out of Office Notifications by Queue". This includes a queue selection (analogous to the selection for "My queues") which you can use to deactivate notifications during your absence.



The screenshot shows two sections of a settings form. The top section, titled "Out Of Office Time", has a green header. It contains an "Active:" label with two radio buttons, "On" (selected) and "Off". Below are "Start:" and "End:" labels, each followed by a date input field (03/11/2021 and 03/12/2021 respectively) and a calendar icon. An "Update" button is at the bottom of this section. The bottom section, titled "Block Out of Office Notifications by Queue", also has a green header. It contains the text "Deactivate notifications for selected queues while out of office." followed by a dropdown menu with a hamburger icon. An "Update" button is at the bottom of this section.

If a notification is sent to you during your absence and the ticket is in one of the queues that have been deactivated by selection, you will NOT receive a notification. However, if you have hired a substitute for the period of absence (form field "Out Of Office Substitute"), the substitute receives the notification. This process can be traced via the ticket history.

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In a medical context, KIX Pro is exclusively intended for carrying out administration and database-related tasks. If the above restrictions are complied with, KIX Pro is suitable for use in a medical environment

- purely for documentation purposes, such as:
 - the general management of equipment in the form of managing and cataloging device data (device meta data) such as names, IP addresses, series numbers, persons responsible, guarantee periods, service providers, operating documents, license information, cost centers, as well as the management/organisation of users, device instructions;
 - the central documentation of all activities and changes in the IT such as due to executed maintenance activities or other service activities (e.g. medical device log book);
 - for compiling a knowledge database.
- for automating and simplifying general management processes, such as:
 - in service and technical customer service, for example in IT service (errors, changes, maintenance);
 - in building services (errors, changes, cleaning) or medical device technology.
- for monitoring purposes and calendar functions, such as:
 - for central IT services (network, email, data servers, SAP,...);
 - and for error and requirement notifications for the IT team, building services, medical device technology;
 - for the planning of regular maintenance works and reminders for replacing wear parts;
 - for the organisation of regular orders and planning the deployment of service technicians.

KIX Pro is not designed for enabling or guaranteeing the functioning of medical devices and must therefore not be used for these purposes. If in the context of the aforementioned functions KIX Pro also allows data exchange via an interface, please note that KIX Pro must not be used for data modification or for any type of data control for medical or therapeutic purposes.

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