

Help Desk and FAQs

Help Desk covers support tickets and a company FAQ. The screens below are shown as an HR Head sees them on the demo workspace.

<https://www.youtube-nocookie.com/embed/iLkMu5mgA14>

[Report a problem: raise a support ticket](#)

The pieces

Screen	What it is for
Tickets	Support tickets, on one page in up to three sections: My Tickets , Suggested Tickets and All Tickets (described below). Filterable by title, priority, status, and more, and can be grouped by owner, ticket type, status, priority, tags, assigner or company.
Raise Ticket	A form: Title, Owner, Description, Ticket Type, Priority, Deadline, Status, Tags, Attachments, and Forward To , where the ticket goes: a department, a job position or a named person.
FAQs	FAQ categories, each holding individual FAQ entries — the company's own knowledge base.

Free trial. Your workspace is fully available.

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Help Desk

Integrations

Settings

Admin viewEmployee view

Signed in as Ananya Iyer · HR Head

55

Ananya

Dashboard / My Tickets / Tickets

Tickets

+ Raise Ticket

FAQsTickets

Title ContainsAll prioritiesAll statusesGroup byMore filters

My Tickets · 0

None selectedArchiveRestoreDelete

TICKET	TYPE	STATUS	PRIORITY	OWNER	FORWARDED TO	DEADLINE	ACTIONS
No tickets yet							

Suggested Tickets · 0

None selectedArchiveRestoreDelete

TICKET	TYPE	STATUS	PRIORITY	OWNER	FORWARDED TO	DEADLINE	ACTIONS
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Admin viewEmployee view

Signed in as Ananya Iyer · HR Head

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Ananya

Dashboard / My Tickets / Tickets / Raise Ticket

Raise Ticket

TITLE *OWNER *

TitleAnanya Iyer (BOHR0006)

DESCRIPTION *

TICKET TYPE *PRIORITY *DEADLINE

---Choose Ticket Type---Low13/09/2026

STATUS *

New

TAGS

ATTACHEMENTS

Choose FilesNo file chosen

FORWARD TO *

Select a department or job position

Who this ticket gets escalated to (real Ticket.assigned_type / Ticket.raised_on fields).

Raise Ticket

Raise a ticket

An employee raises a ticket from the **Tickets** page: select **+ Raise Ticket** at the top right.

1. **Title** (required): a short, clear summary. **Owner** is required too; for an employee it offers only their own name.
2. **Description** (required): a text editor with formatting buttons. Write what is wrong.
3. **Ticket Type** (required): choose from the list. The test workspace used for this page offered only **IT Support**.
4. **Priority: Low, Medium or High**. It starts on **Low**.
5. **Deadline** starts on today's date. **Status** starts on **New**. **Tags** and **Attachments** are optional.
6. **Forward To** (required): a department, a job position or a person. Then select **Raise Ticket**.

BlueOneHR opens the new ticket's own page with the message "The Ticket created successfully." The ticket then appears in **My Tickets** with the status **New**. The ticket page has a **Status** selector with **New, In Progress, On Hold, Resolved** and **Canceled**, plus **Edit, Archive** and **Delete** buttons, an attachments box and a comments box.

The three ticket sections

The **Tickets** page lists tickets in up to three sections one below the other, each with its own count in its heading and the same columns: **Ticket, Type, Status, Priority, Owner, Forwarded to, Deadline** and **Actions** (a **View** button per row).

Section	What it lists
My Tickets	Tickets you own or raised yourself.
Suggested Tickets	Tickets forwarded to your department, to your job position, or to you personally.
All Tickets	Every active ticket in the workspace. It appears only for accounts that are allowed to view all tickets.

Signed in as the HR Head on the demo workspace, **My Tickets** and **Suggested Tickets** were both empty and **All Tickets** held 12. Signed in as the demo manager, only **My Tickets** and **Suggested Tickets** were shown and there was no **All Tickets** section.

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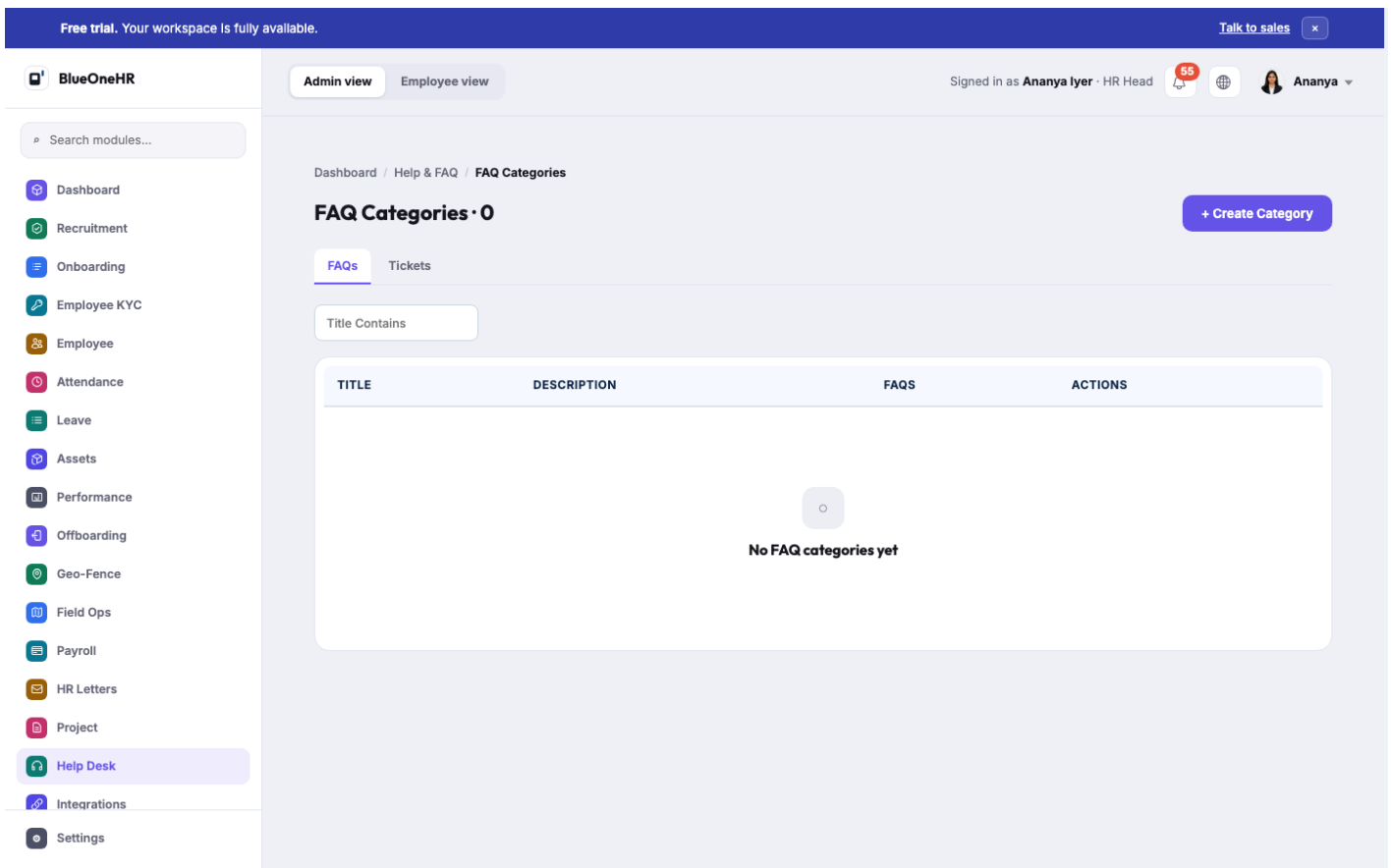
Settings

All Tickets - 12

None selectedArchiveRestoreDelete

☐	TICKET	TYPE	STATUS	PRIORITY	OWNER	FORWARDED TO	DEADLINE	ACTIONS
☐	No compliance run: August 2026	IT Support	New	High	Jayendra Mestry (BOHR0018)	Individual	Not set	View
☐	Assets outstanding: Neha Agarwal	IT Support	New	High	Neha Agarwal (BOHR0019)	Individual	Not set	View
☐	Assets outstanding: Karan Singh	IT Support	New	High	Karan Singh (BOHR0014)	Individual	Not set	View
☐	No active contract: Super Admin	IT Support	New	High	Super Admin	Individual	Not set	View
☐	No active contract: Demo User	IT Support	New	High	Demo User (DEMO001)	Individual	Not set	View
☐	No active contract: Test 1432	IT Support	New	High	Test 1432 (BOHR0021)	Individual	Not set	View
☐	Incomplete employee record: Test 1432	IT Support	New	High	Test 1432 (BOHR0021)	Individual	Not set	View
☐	Asset request undecided: Arjun Mehta · Laptop	IT Support	New	High	Arjun Mehta (BOHR0004)	Individual	Not set	View
☐	No active contract: Demo Admin	IT Support	New	High	Demo Admin (DEMOADMIN)	Individual	Not set	View
☐	Incomplete employee record: Super Admin	IT Support	New	High	Super Admin	Individual	Not set	View
☐	Request for new monitor at desk	IT Support	In Progress	High	Aarav Sharma (BOHR0001)	Individual	July 18, 2026	View

Some of the tickets in **All Tickets** were **raised automatically rather than by a person**, for example "No compliance run: August 2026", "No active contract: ..." and "Assets outstanding: ...", alongside ordinary human-raised tickets such as "Request for new monitor at desk". This confirms that Mitra writes real tickets into Help Desk (see [What Mitra is](#)); a ticket Mitra raises is an ordinary ticket like any other in these lists.



No FAQ categories had been configured on the demo workspace at the time of capture — the FAQ side of this module exists but had no content to show.

Related

- [What Mitra is](#) — for how automated Help Desk tickets get raised, and the 9 scopes Mitra can observe.

Not confirmed

- Who is notified when a ticket is raised, and how a ticket is assigned after **Forward To** is chosen.
- What **Forward To** does for each kind of choice (department, job position, person) beyond what the **Forwarded to** column shows.
- Uploading an attachment, adding tags, and posting a comment were not tried.
- Which ticket types other workspaces offer.
- Which accounts may change a ticket's status, and what each status does.