

iNeed Ticket Closing Procedure

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iNeed Ticket Closing Procedure

iNeed is UNICC's official ticketing platform (web-based).

Standard Closing Checklist

For every completed task that has an iNeed WO or SR:

1. Find or create the iNeed ticket (WO or SR)
2. Add activity record with time spent
3. Add asset number (from context — see asset name table in README)
4. Close the ticket
5. Send required emails (if applicable)

Asset Number

The asset name = `contexts.asset_number` in Support Tracker for the relevant application.

See README.md for full mapping table.

Radius WOs → asset name: **Missions Radius Service** (context: Mission Pin Code)

Daily Missing Asset Report

Carlos receives a daily report showing WOs with missing assets (team-wide).

He fills only his own WOs.

ST query to find WOs with missing assets:

```
SELECT i.description, sr.sr_number, wo.wo_number, sr.asset_added
FROM work_orders wo
JOIN service_requests sr ON wo.sr_id = sr.id
JOIN items i ON sr.item_id = i.id
WHERE sr.asset_added = false OR sr.asset_added IS NULL;
```

Future Automation

Goal: automate via Playwright (iNeed is web-based, already tested with Comet browser).

POC tracked in Mission Control tracker.

WO Breach Rules

- WOs must be updated at least **every 14 days**
- WOs must be closed within **60 days** of opening
- WOs are in breach when status = **in progress**
- Best practice: set WO to **pending** as soon as you pick it up — stops breach clock
 - Always do for self-created tickets; optional for tickets created by others
- **WO Breach Report** = weekly recurring task (Thursday) — review breach report, update at-risk WOs

iNeed Activity Format

Each activity: description of work done + hours + minutes worked.