The new KIOSK Support process is based on the ITC having a current ticket for KIOSK Support in Cherwell. The ITC will see the ticket only as their own Service Request and not be able to view the KIOSK Support ticket. When a Service Request has been routed to KIOSK Support, there will be a KIOSK Support tab which will appear as part of the existing request.

## Submit a KIOSK Support Request

1

Based on the service that is selected, a link will appear under Record Actions if the ticket is eligible to be routed to state KIOSK support.

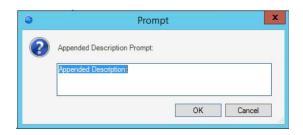
From an existing Service Request, click on Route to KIOSK Support

Service Request (6797)				1		
Acknowledged	Customer Identifie	cation		Summary an	d Description	
Last Modified by Cherwell Admin		c Hopkins (085571) vork Systems Manager		Summary: KIOSK Support Re	auest	
Process Actions Active Information Required Cancel	Customer Email: balba Customer Phone: 513.	augh@mcoecn.org 867.1028.ett, 4751 hwest Ohio Computer Association C	ouncil of R		cal Support request for KIOSK	€
Record Actions  Email Customer  Internal Note	Source: Emai			Record Type:	Service Request	~
New Change     Route to KIOSK Support	Service areap:	Applications		Service Reso	olution	<b>Q</b>
Ownership Comparison Compari	Service Request: USA Module: Kiosi		>			
Key Dates         Created 9/5/2017 3:48 PM         Modified 9/5/2017 4:24 PM						

After clicking the Route to KIOSK link, you will be prompted with three options:



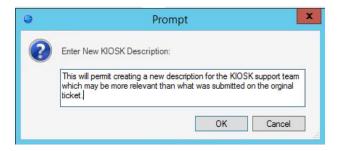
**Append to Current Description** will send the description field from the ticket and allow you to add information to be part of the KIOSK Support Request.





Keep Current Description will send the description field in its current status.

**Enter New Description** will allow you to enter an entirely new description. The KIOSK Support team will only receive the description that is entered in the prompt when this option is selected.



After the ticket has been routed, you will receive a confirmation pop up which will provide the **KIOSK Support ticket number**.

Routng Complete for Support Request#: 5966
KIOSK Support#: 277 has been successfully created
Close

A Service Request which has been routed to KIOSK Support will be placed **On Hold** and will show the KIOSK Support number in the banner for your reference.

	On Hold IOSK Support#: 36 I by Missy Balbaugi	7
ocess Actions		
Active		
ecord Actions		
ecord Actions		
Email Customer		
<ul> <li><u>Email Customer</u></li> <li><u>Internal Note</u></li> </ul>	upport	
<ul> <li>Email Customer</li> <li>Internal Note</li> <li>New Change</li> </ul>		



When the status of the Support Request is set to **On Hold**, the On Hold tab will be auto populated with the Reason of *Routed to KIOSK Support*.

III III III III III III III III III II							
🥝 Journals 🕞 Emails 🗦 Tasks (0) 😫	In The Know 😼 Initial Support 🚫 SLA Breach Reason 🔽 On Hold	🎒 On Ho	ld History (2)	Recent Support (0)	🚯 System Changes	💡 Post Knowled	ge 🖪 Administration
On Hold	1						
	Reason:		On Hold	Notes:		Send Email	
Set on 1/1/0001	Routed to KIOSK Support	~	Routed to	KIOSK Support			
Set by	Follow Up Date: External:						
	10/2/2017 Yes 🗸						
	Waiting On:						
	mail, test (063495)	5 2					
	On Hold Start: On Hold End:						

The KIOSK Support Tab will appear after the KIOSK support has been created. This will show the **KIOSK ticket number**, the **ticket status** and the **description** that was submitted for the KIOSK support.

🥝 Journals 🗔 Emails 🗄	Ξ Tasks (0)   🔩 In the Know (0)   у Service Request   💈 On Hold   📑 Source Email   👀 Recent Support (29)   🚳 Sy	stem Changes 🛛 💡 Post Knowledge 🛛 👜 Admir	nistration 🍧 KIOSK
	KIOSK SUPPORT		
KIOSK Support#:	367		
KIOSK Support Status:	New		
Description:			
Email to create Fiscal St	upport request for KIOSK		

# 2

#### Send/Receive a Journal Note to a KIOSK Support Request

Because the Ticket is owned by the ITC, journal notes can be added at any time. These notes are <u>not</u> visible to the KIOSK Support team. If you need to **send a journal note to the KIOSK Support team**, click the link Send this Journal – Note to KIOSK Support. This will allow the KIOSK Support team to receive the journal note on the KIOSK Support Request.

CALCULATE CONTRACTOR OF CONTRA		al Support 🛛 🐯 SLA Breach Reason 🛛 🍪 On Hold History (1) 🛛 🐠 Recent Support (0) 🛛 📲 Parent Incident
🛛 🦻 New Journal - Note 🗙 🛛	📢 📢 Record 4 of 4 🍉 👀 🛛 🍸	▼   <sup>®</sup> o E-mail ▼   View ▼
Journal - Note		Created 8/21/2017 9:59 AM by Missy Balbaugh
Mark as Read Quick Entry:	Share with Customer Priority:  Normal	Send This Journal - Note to KIOSK Support#: 277
Details:		• ®,
		•



#### Add an Attachment to a KIOSK Support Request

To send a file (attachment) to the KIOSK Support team, you must first attach the file to the ticket. After the file has been attached to the ticket, click the link under Record Actions, **Add Last Attach to KIOSK.** 



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**NOTE**: The link will only add the last attachment from the attachment bar. It will not add multiple attachments. If you need to send multiple attachments, you will need to repeat this process for each attachment.

This will open an email window that will have the last file attached and will allow you to add additional information to be sent to KIOSK Support. When you are finished, click **Send**.

9	E-mail Message	_ □	x	F \
🖾 Send 🛛 👗	🗈 🖹 ! 🕢 🗗 🕶 📴 🕶 🕲 🔹 Send via Cher-Ohio Service Account	~		
Microsoft San	s Serif • 📴 •   B / U 📰 Ξ 🗐 🗏 🖂 🕬 🕮			
From:	cher-ohio-service@neonet.org		-	
To	kiosk.support@ohio-k12.help			
Cc				
Subject:	[ITC] Attachment Included for KIOSK Support#: 277			
Attach	6 Confirmation of ticket creation.JPG			
			[*]	
Attach to c	urrent Support Request history ecipients Options Send	Canc	el	

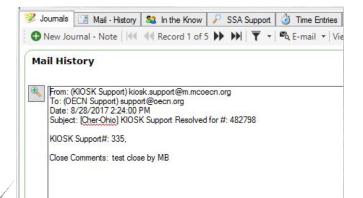
File attachments from KIOSK Support will be added to the local ticket in the attachment bar.





## KIOSK Support Request closed by the KIOSK Support Team

When the KIOSK Support team closes a ticket, the ITC analyst will receive an email notification. A journal entry will be made on the Service Request. The ITC analyst will need to then complete work on the ticket and resolve the ticket. This allows the ITC analyst to keep the ticket open until they have finished with the customer on the issue.



# 5

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#### KIOSK Support Request closed by the ITC Analyst

If the ITC analyst or the customer no longer needs support from the KIOSK Support team, the ITC analyst can close the ticket with the KIOSK Support Team. Under Record Actions, click **Close KIOSK nnn**. This will only close the KIOSK Support request.

The Close KIOSK link is available as long as the local ticket is routed to a kiosk support record.

		Incident (5966) On Hold Routed to KIOSK Support#: 277 Last Modified by Missy Balbaugh
	Pro	cess Actions
	Ð	Active
	Rec	ord Actions
		Email Customer
	2	Internal Note
		New Change
		Route to KIOSK Support
2	0h	Add Last Attach to KIOSK 277
<		Close KIOSK 277
	Owi	nership
	83	Admin
	2	Martin, James
	Key	Dates
	$\odot$	Created 8/1/2017 10:48 AM
	$\odot$	Modified 8/21/2017 9:35 AM
	0	woulled 8/21/2017 9:35 AW



## Creating a new KIOSK Support Request when previous Support Request was closed

KIOSK Support requests **cannot be re-opened**. If a support request is closed by the KIOSK Support team and the issue is not resolved, the Incident **must be closed and then re-opened**. At that time, the **Route to KIOSK Support** can be used to create a new KIOSK Support Request.



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