

# KIOSK ITC SUPPORT

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

1

## Submit a KIOSK Support Request

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

Most ITCs will select Serviced by **ITC** and the service of **ITC.Fiscal** (i.e. TCCSA.Fiscal)

The screenshot shows a ticket record for ID 482798. On the left sidebar, under 'Record Actions', the 'Route to KIOSK' link is circled in red. In the main content area, the 'Classification / Ownership' section is also circled in red, showing 'Serviced By' set to 'ITC' and 'Service' set to 'TCCSA.Fiscal'. Other fields include Customer Information (Terry Noel), Summary/Description (Testing KIOSK Support), and Outcome (test resolution).

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

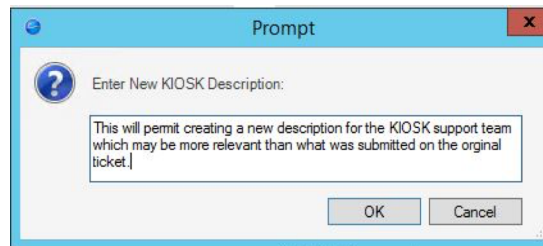
The dialog box titled 'Modify Description if Needed' presents three options: 'Append to Current Description', 'Keep Current Description', and 'Enter New Description'. The current description text is visible at the top: 'Creating KIOSK Support Request From NEONET Support Request# 5966 PLEASE DO NOT CLOSE - TERRY NOEL'.

**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.

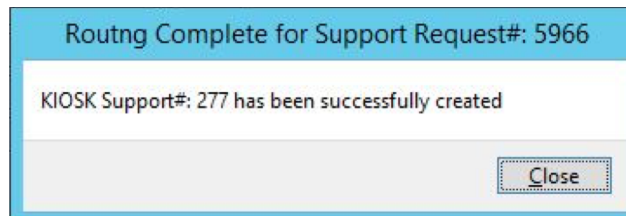
The 'Prompt' dialog box shows a text input field labeled 'Appended Description:' with the text 'Appended Description' entered. It includes 'OK' and 'Cancel' buttons at the bottom.

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

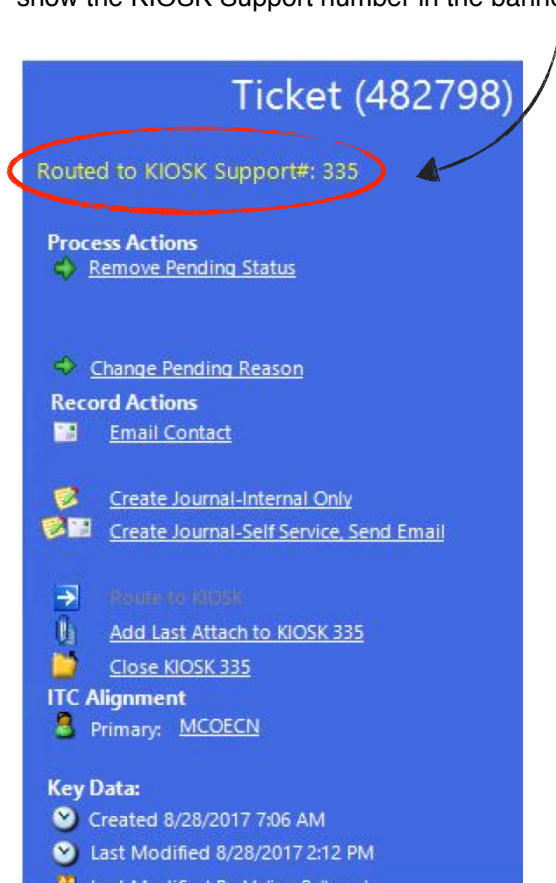
**Enter New Description** will allow you to enter an entirely new description. The KIOSK Support team will only receive the description that is entered in the prompt when this option is selected.



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



A ticket which has been routed to KIOSK Support will be placed in **Pending status** and will show the KIOSK Support number in the banner for your reference.



When the status of the ticket is set to Pending, the Pending Status tab will be auto populated with the Reason of *Routed to KIOSK Support*.

Pending

Pending Details

Pending Review: 9/4/2017

Reason Code: Routed to KIOSK Support

Times Set to Pending: 0

Pending Notes: Routed to KIOSK Support

Set to Pending 8/28/2017 2:12 PM

Set by Melissa Balbaugh

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.

ROUTED TO KIOSK SUPPORT

KIOSK Support#: 361

KIOSK Support Status: New

KIOSK Support Description:

Do not delete this ticket.

This will be added to the current ticket description?

2

## Add/Receive Journal Notes on a KIOSK Support Request

Because the Ticket is owned by the ITC, journal notes can be added at any time. These notes are not 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.

Journal - Note

Created 8/21/2017 9:59 AM by Missy Balbaugh

Mark as Read

Share with Customer

Quick Entry:

Priority: Normal

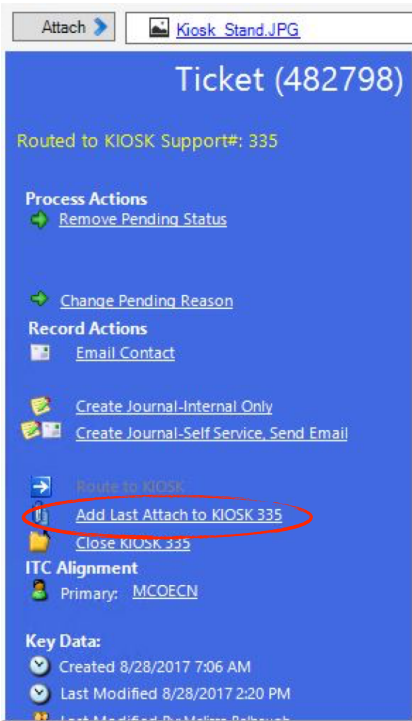
[Send This Journal - Note to KIOSK Support#: 277](#)

When the KIOSK Support team sends a journal note, it will appear on the journal tab as an unread journal entry.

3

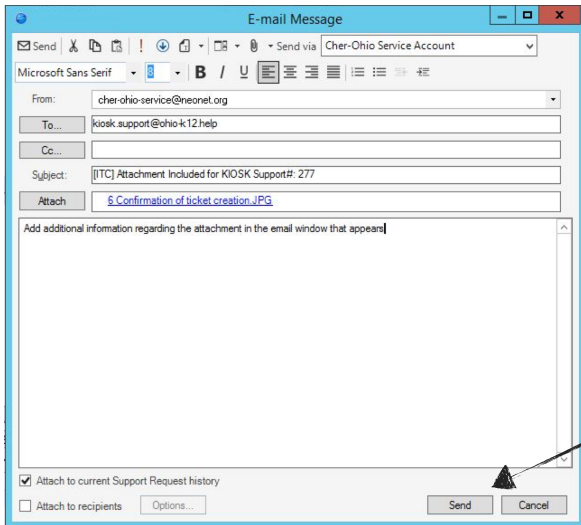
### Send/Receive an Attachment on a KIOSK Support Request

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**.



**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**.



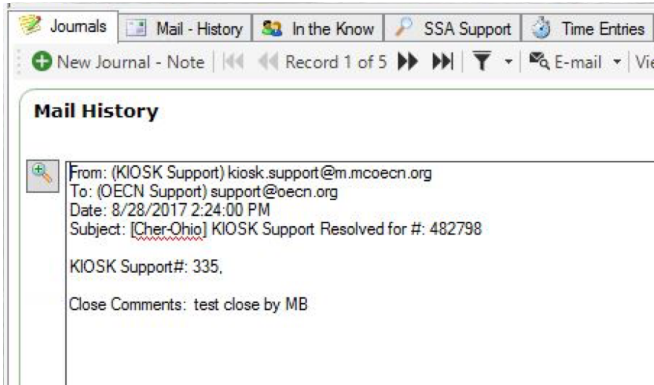
File attachments from KIOSK Support will be added to the local ticket in the attachment bar.



4

### 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 and a journal entry will be made on the ticket.. A journal entry will be made on the ticket. 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.

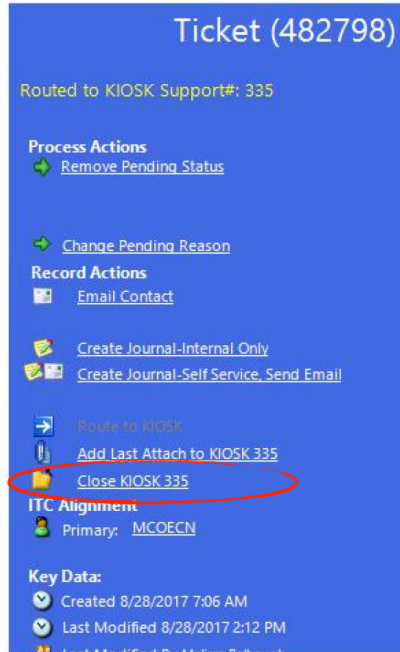


5

### 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 close the KIOSK Support request only.

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



## 6

### 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 **Route to KIOSK Support** can be used to create a new KIOSK Support Request.