ITC SERVICE SOLUTION KIOSK SUPPORT

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.

1 Submit a KIOSK Support Request

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**

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.
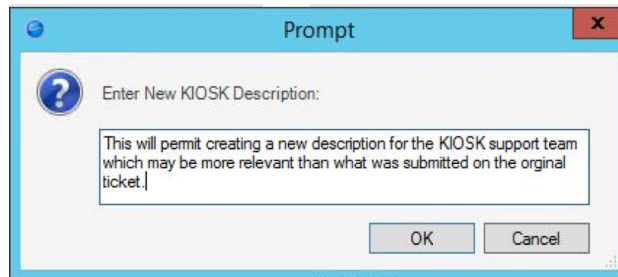
After the ticket has been routed, you will receive a confirmation pop up which will provide the **KIOSK Support ticket number**.
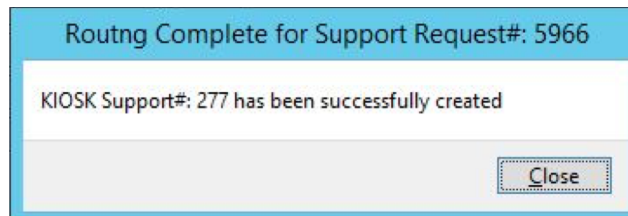
A Service Request which has been routed to KIOSK Support will be placed **On Hold** and will show the KIOSK Support number in the banner for your reference.
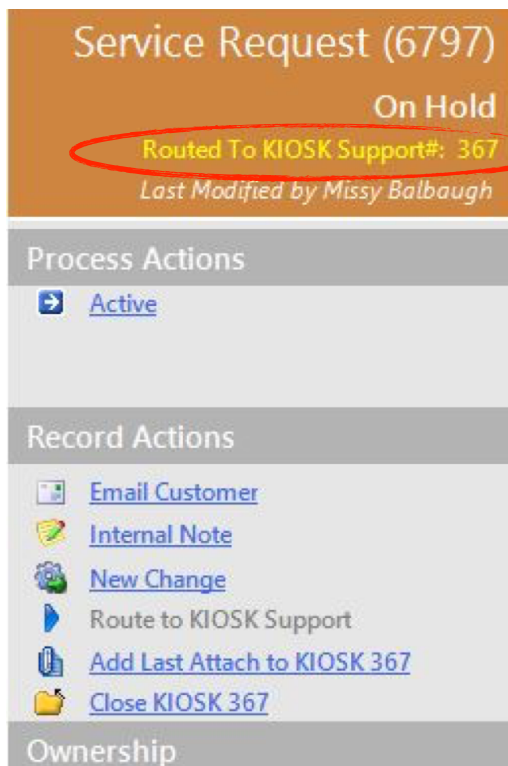
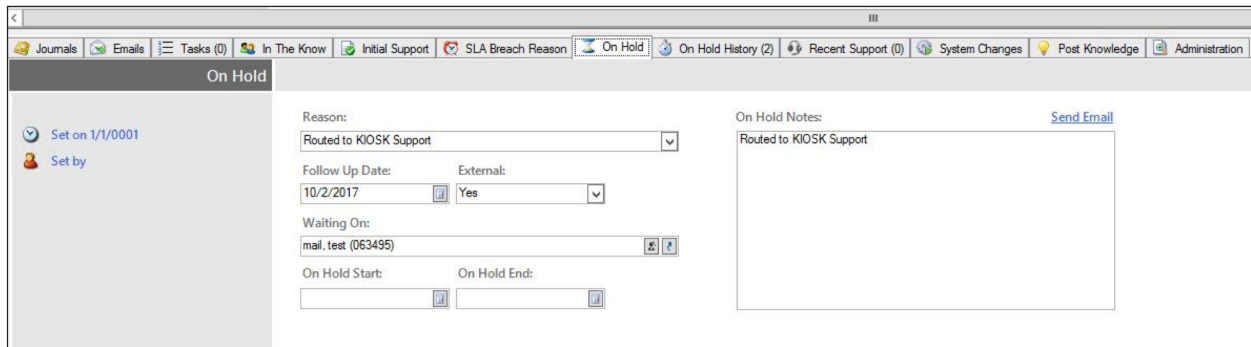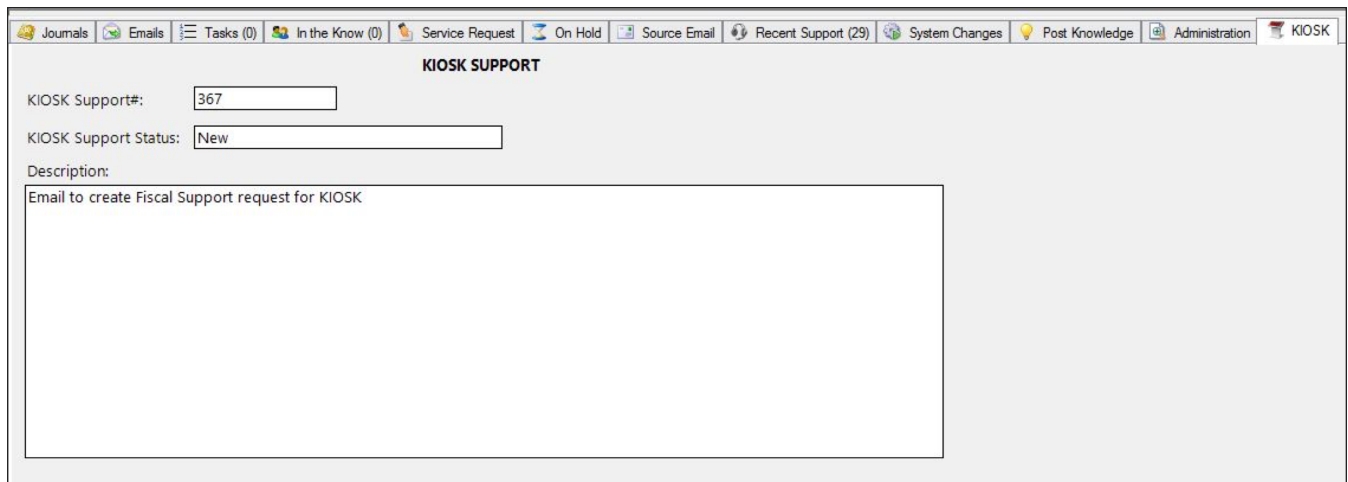When the status of the Support Request is set to **On Hold**, the On Hold tab will be auto populated with the Reason of *Routed to KIOSK Support.*
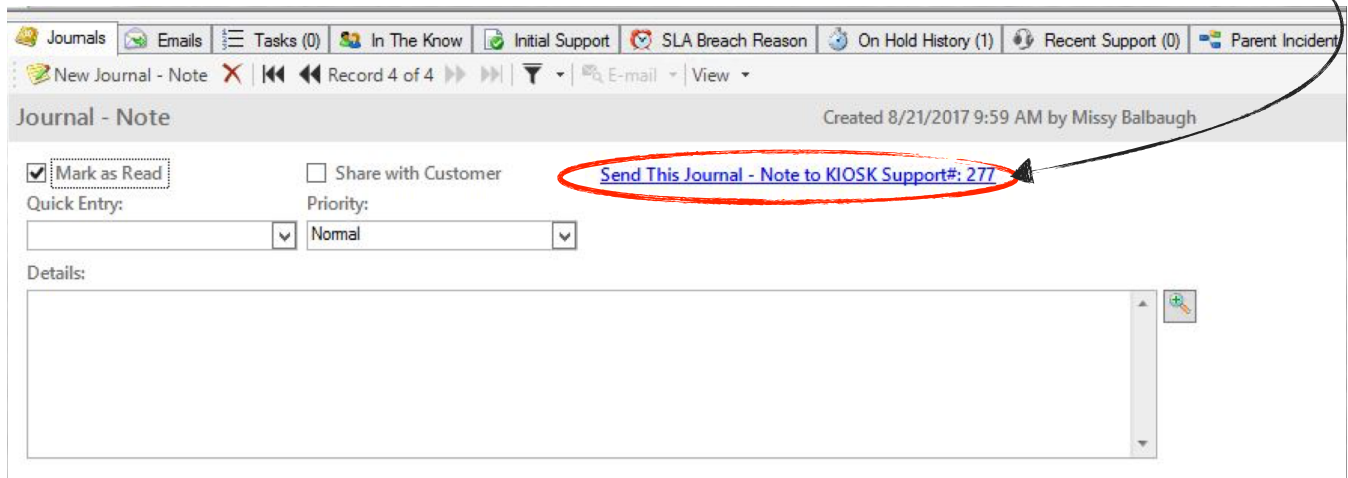
The KIOSK Support Tab will appear after the KIOSK support has been created. This will show the **KIOSK ticket number**, the **ticket status** and the **description** that was submitted for the KIOSK support.

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 **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.

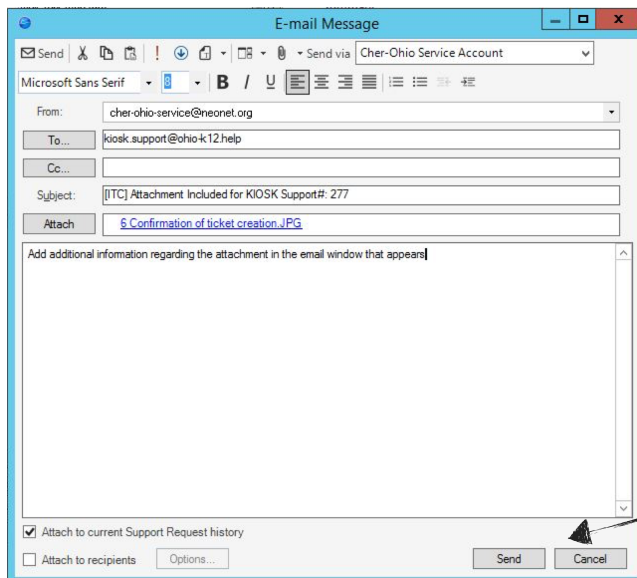③ **Add an Attachment to a KIOSK Support Request**

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.**

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. 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.
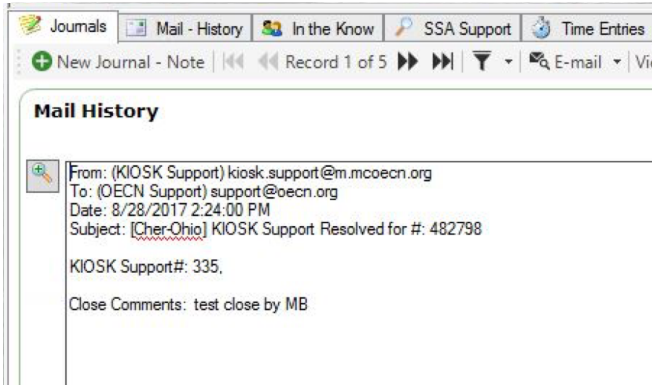

5

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.
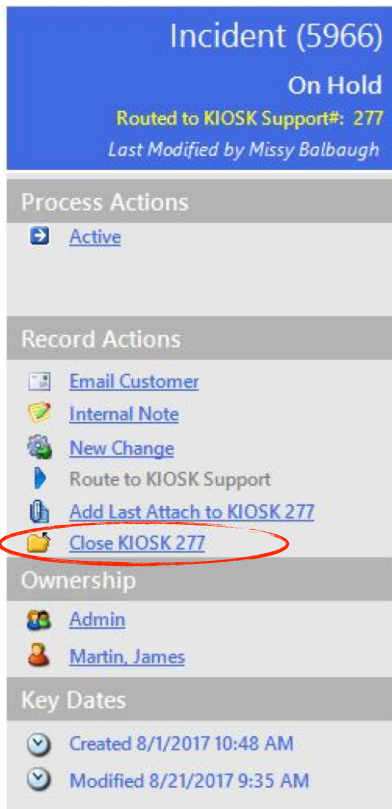
6   **Creating a new KIOSK Support Request when previous Support Request was closed**

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 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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