



# OneVizion .....

# Support Ticket Tracker Training

Updated 7/28/20

# Introduction

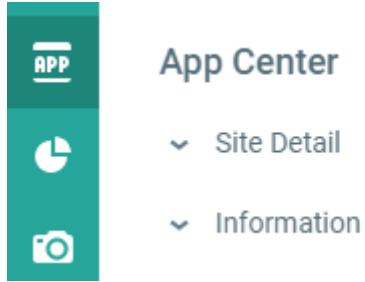
- The Support Ticket Tracker (abbr “SUPT”) is designed for OneVizion system admins to receive requests from regular users asking for assistance with the system.
- Support Tickets use Tracker Mail so that users can open tickets simply by sending an email to a designated email address. Users can also open tickets directly in the OneVizion User Interface (UI).
- Users can interact with system admins over email or in the UI. Notification email are sent when comments are added to the ticket or when the ticket is resolved.
- An unlimited number of users can subscribe to tickets for updates.
- An unlimited number of attachments can be added to the ticket.

# Configuration Notes

- Many configurations are set up as part of the Support Tickets VizionPackage, but these are the key configurations to know for troubleshooting purposes:
  - The TrackorMail config is set up on the Support\_Tickets tracker
  - The authless use must be support\_ticket\_user
  - The user support\_ticket\_user must have the email address of the Support Ticket email inbox
  - No other TrackorMail config can use the same email address as the Support Ticket TrackorMail config.

# Navigation

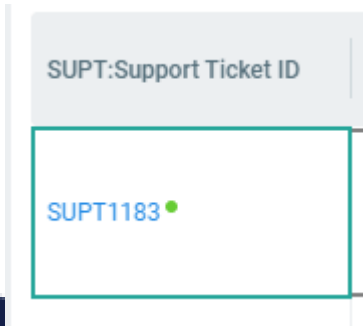
- Users and admins can access Support Tickets in the App Center -> Information menu



- The default filter is G:My Subscribed Tickets. Here you will see all the tickets that you are subscribed to.



- Click into the SUPTxxxx link to access the ticket information and interact with the ticket



# Opening a Ticket By Email

- Send an email to **[support email address]**
- You can include up to 3 attachments per email.
- The subject line becomes the Ticket Title. The email body becomes the Ticket Details

From: gttiffany@onevizion.com

To: ticketemail@onevizion.com

Cc:

Subject: Please help with this system issue

Send

Here are the details of my request.

OneVizion

WELCOME TO THE ONEVIZION APPLICATION PLATFORM

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Information to OneVizion and its affiliated companies that shall not be used, disclosed, or reproduced in any format by any means without the prior written consent of OneVizion, Inc. All rights reserved.

Thanks,  
Greg

**SUPPORT TICKET INFORMATION**

SUPT:Support Ticket ID: SUPT1192

SUPT:Support Ticket Type \* : Assign a Type

SUPT:Ticket Status: Unassigned

SUPT:Title \* : Please help with this system issue

SUPT:Details: Here are the details of my request.

SUPT:Ticker Requester: Greg Tiffany

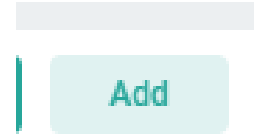
SUPT:Requester Email: Greg Tiffany<gttiffany@onevizion.com>

SUPT:Creation Date/Time (ET): 06/25/2020 10:04

SUPT:General Info	SUPT:Admin	SPTA:Support Attachment ID	SPTA:Attachment File	SPTA:Attachment Size
SUPT1192	SPTA:Support Attachment 1	SPTA10142	image001.png	26.07 KB

# Opening a Ticket in the UI

- Click “Add” in the Support Ticket tracker.
- Add up to 3 attachments.
- Fill in the Title and the Details. Press OK to submit the ticket.



**SUPPORT TICKET INFORMATION**

SUPT:Support Ticket ID

SUPT:Support Ticket Type \*

SUPT:Ticket Status

**SUPT>Title \***

**SUPT:Details**

# New Ticket Notification

- The user who opened the ticket will receive a notification email that the ticket has been received. If opened by email, everyone CC'd on the email is automatically **subscribed** to the ticket and receive a New Ticket Notification
- If any subscriber is not a OneVizion user, they will receive a different email that does not include a link to the ticket.

OneVizion: New Support Ticket - SUPT1192 [Please help with this system issue]



no-reply@onevizion.com  
To ● Greg Tiffany



Thu 6/25/2020 9:10 AM

Your Support Ticket request has been received. Your Support Ticket ID is **SUPT1192**

A technician will be with you shortly. Please reply back to this email if there are additional details or attachments to share, or update the ticket directly in OneVizion at the link below.

[SUPT1192](#)


Sent from Dev-Apps. Powered by OneVizion.



# Receiving Questions

- Support Ticket admins may have a question about the request. When a value is added to the Public Comments field, a notification email is sent to all subscribers notifying them of activity on the ticket. These comments are logged in the Communication Log field.

SUPT:Comments Last Updated

06/25/2020 

Can you please provide additional information?

SUPT:Public Comments


Greg Tiffany <gtiffany@onevizion.com> 06/25/2020 10:20 ET:  
Can you please provide additional information?



SUPT:Communication Log

OneVizion: New Comment - SUPT1192 [Please help with this system issue]



no-reply@onevizion.com

To  Greg Tiffany

 Reply 

Support Ticket [SUPT1192](#) has a new comment.

### Communication Log

Greg Tiffany 06/25/2020 10:20 ET:

Can you please provide additional information?

Sent from Dev-Apps. Powered by OneVizion.

# Sending Info

- Additional comments and attachments can be added to the ticket over email or in the UI. Simply reply to the New Ticket or New Comment email, or navigate to the ticket record in the UI.
- Replying to the email means that the ticket ID is in the subject line. The ticket ID in the subject line will ensure that the original ticket is updated.

The screenshot illustrates the process of sending an email to update a ticket. The email composition window shows the following details:

- From:** gtiffany@onevizion.com
- To:** ticketemail@onevizion.com
- Subject:** RE: OneVizion: New Comment - SUPT1192 [Please help with this system issue]
- Attachment:** Sample Attachment.xlsx (8 KB)

The message history pane shows the following message:

SUPT:Comments Last Updated 06/25/2020  
[Attachment(s) included]  
Here is the additional info.  
Greg Tiffany  
Sr. Customer Success Engineer  
m: 312-637-0274 <>

The message body contains the text: "Here is the additional info." This text is highlighted in a red box, and an arrow points from this box to the subject line of the email composition window, specifically to the ticket ID "SUPT1192".

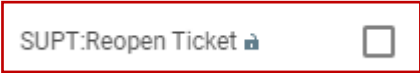
SUPT:Admin	SUPT:Support Ticket ID	SPTA:Support Attachm ID	SPTA:Attachment File	unication Log
SPTE:Support Email 2	SUPT1192	SPTA10143	Sample Attachment.xlsx 8.03 KB	
SPTA:Support Attachment 2				

Greg Tiffany <gtiffany@onevizion.com> 06/25/2020 10:41 ET:  
[Attachment(s) included]  
Here is the additional info.

Greg Tiffany  
Sr. Customer Success Engineer  
m: 312-637-0274 <>

Greg Tiffany <gtiffany@onevizion.com> 06/25/2020 10:20 ET:  
Can you please provide additional information?

# Ticket Resolution

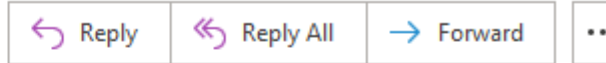
- When the Support Ticket admin marks the ticket as Resolved, a notification email is sent which also includes the resolution notes. If the user feels the issue is not resolved, they have 3 days to access the ticket in the UI and click the Reopen Ticket checkbox. Tickets cannot be reopened over email. 
- After 3 days, the ticket is closed and cannot be reopened. A new ticket needs to be opened.

OneVizion: Support Ticket Resolved - SUPT1192 [Please help with this system issue]



no-reply@onevizion.com

To ● Greg Tiffany



Thu 6/25/2020 9:50 A

Support Ticket SUPT1192 has been marked as Resolved.

## Resolution Notes

This is resolved.

## Resolution Technician

Greg Tiffany

If you need further assistance, please click the ticket link below and click "SUPT:Reopen Ticket" within 3 days. After 3 days, please open a new Support Ticket.

[SUPT1192](#)

Sent from Dev-Apps. Powered by OneVizion.



# Add/Remove Self from Ticket

- Users have the ability to Subscribe or Unsubscribe themselves from tickets.
- The field Subscribed to Ticket? indicates whether or not you are subscribed on this particular ticket.
- To change your subscription status, simply check the appropriate box and press Apply

SUPT:Subscribe to Ticket

SUPT:Unsubscribe from Ticket

SUPT:Subscribed to Ticket?

Yes

# Appendix

Admin Info

# Admin Page

- Support Ticket admins have an Admin tab that is not visible to regular users.
- This tab has the fields necessary for driving the ticket status.

1. Indicate what type of ticket this is
2. Automated field that shows days between Creation Date and today
3. Assign the ticket technician
4. Resolve the ticket
5. Skip the ticket and close it if a resolution isn't required
6. Automated field showing the number of times a ticket was reopened
7. Username of the person who last reopened the ticket
8. Add additional users as subscribers to the ticket in bulk
9. Make notes here that the subscribers will not see
10. Type the resolution notes here that subscribers will see when the ticket is resolved

SUPT:Support Ticket ID: SUPT1192

SUPT:Support Ticket Type \* **1**: Assign a Type

SUPT:Ticket Age **2**: [Field]

SUPT:Assigned Technician **3**: Greg Tiffany

SUPT:Ticket Resolved **4**:

SUPT:Skip and Close **5**:

SUPT:Times Reopened **6**: [Field]

SUPT:Last Reopened By **7**: [Field]

SUPT:Add New Subscriber(s) **8**: [Field]

SUPT:Ticket Status: Resolved

SUPT:Creation Date: 06/25/2020

SUPT:Technician Assignment Date: 06/25/2020

SUPT:Resolved Date: 06/25/2020

SUPT:Closed Date: [Field]

SUPT:Reopened Date: [Field]

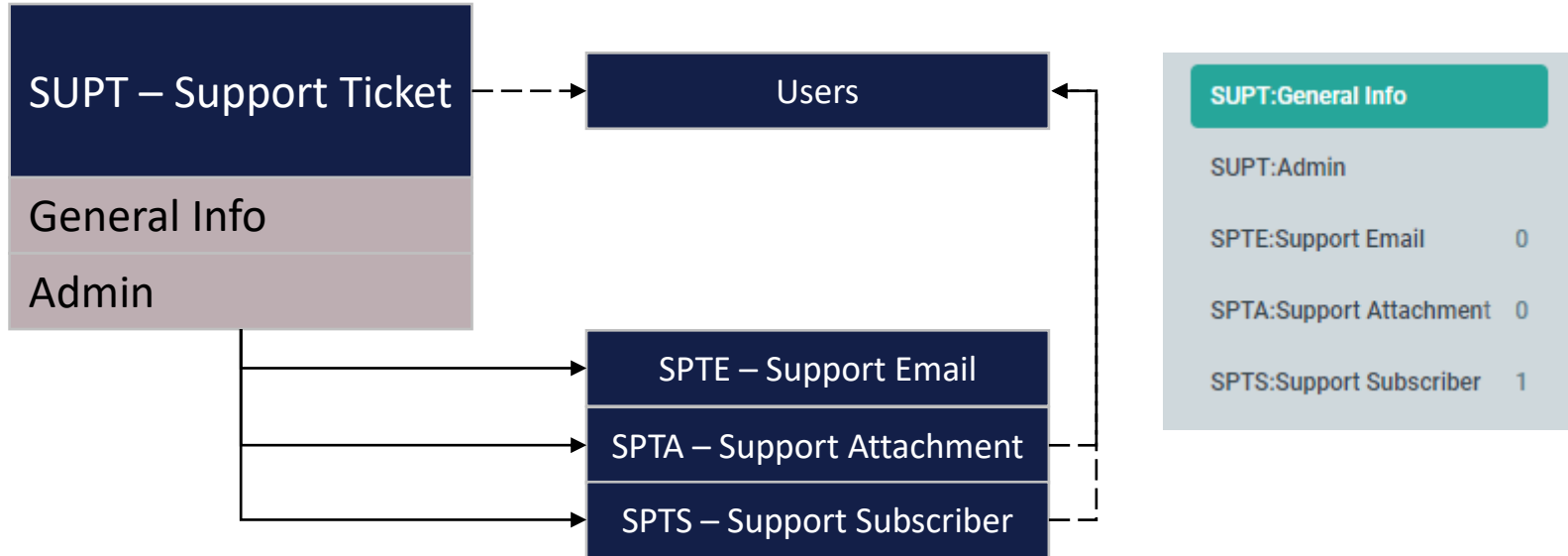
Work Notes are not visible to the ticket requester.

SUPT:Work Notes **9**: [Text Area]

Resolution Notes are required when resolving the ticket. The ticket requester will receive these notes in an email.

SUPT:Resolution Notes **10**: [Text Area]

# Architecture



# Process Flow

