

BOSS

CITY OF MENASHA USER MANUAL

User Guide for BOSS

Last updated on 1/24/2013



BOSS is a trouble shooting guide with real-time user generated work orders tool

Welcome to BOSS Support Central

For the sake of clarity and ease, all future references to BOSS Support Central, will be referred to as just “BOSS”.

This manual will show you how to use BOSS for navigating and using the new Help Desk portal for the City Of Menasha.

BOSS features

BOSS gives users the ability to quickly address issues they are having and also have the ability to see the status of their issues. Requests to issues are going to be referred to as “Tickets” with the BOSS web interface you will be able to keep track of your Tickets and check the progress of them.

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How to access BOSS

The first thing you need to do is open your Browser by clicking an icon that looks something like **Fig 1.1**.



Fig 1.1

You should now see something similar to **Fig 1.2**.

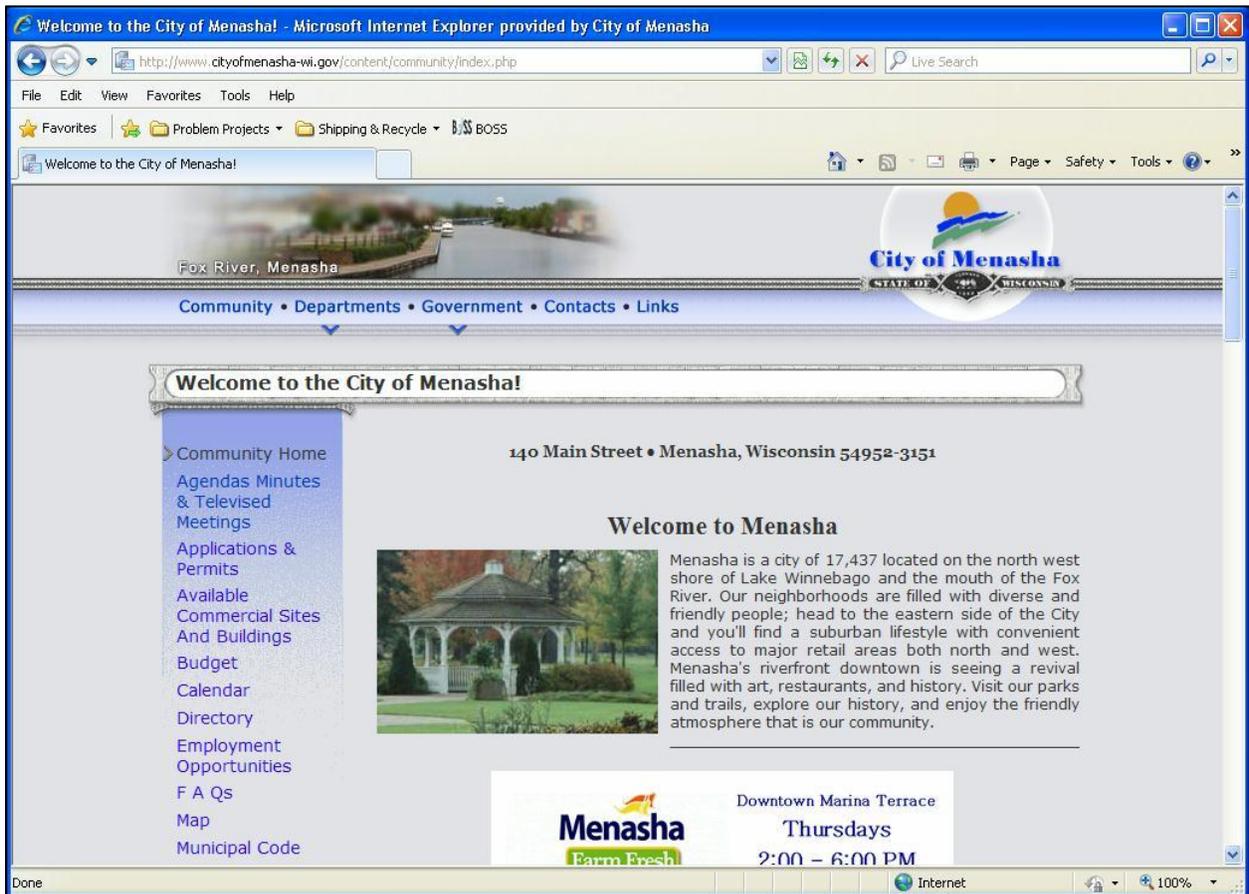


Fig 1.2

You now need to locate the BOSS link that will take you to the User Portal of this application.

The link to the BOSS application is to the right of Favorites as seen in **Fig 1.3**.



Fig 1.3

After clicking the  icon the browser will look like **Fig 1.4**.

Note: The image **Fig 1.4** does not have any active tickets or if this is your first time using the application you will not see any tickets displayed.

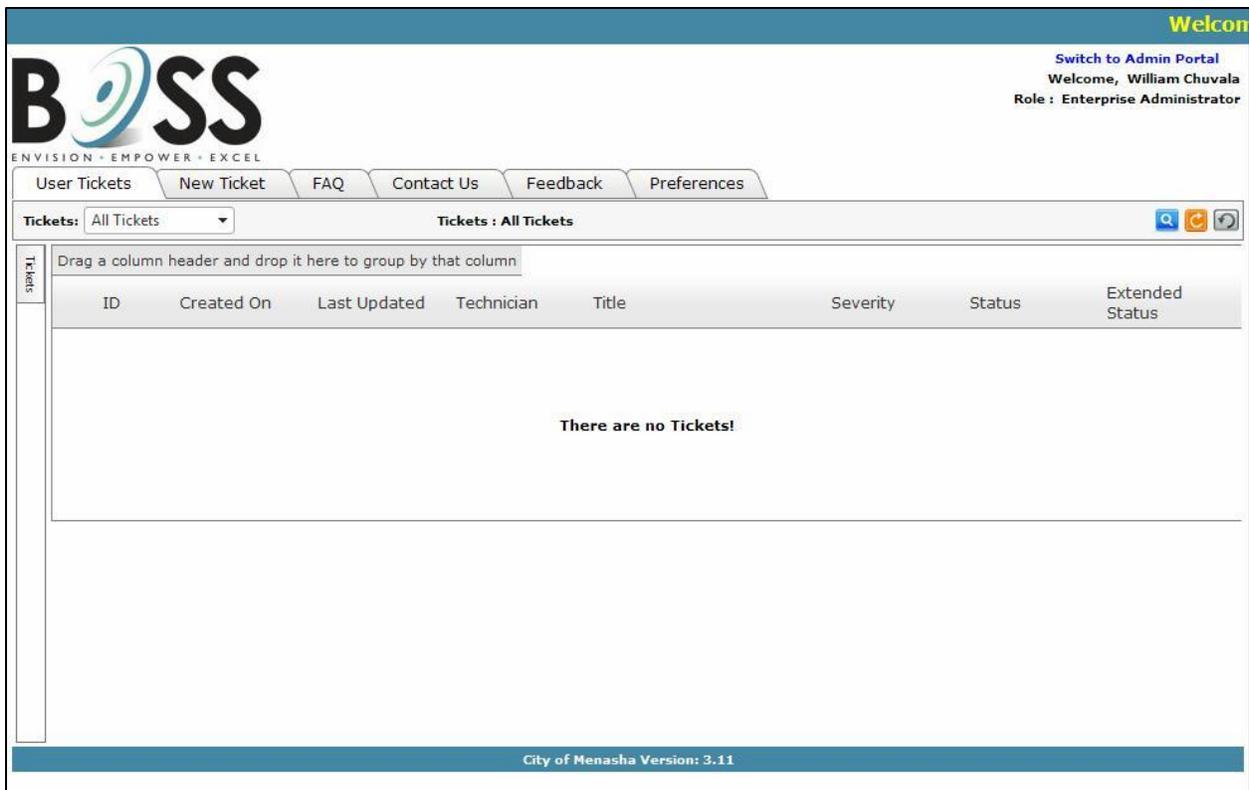


Fig 1.4

Congratulations you can now access the BOSS User Portal.

Next we will explain what you're looking at in **Fig 1.4**.

What you will first see

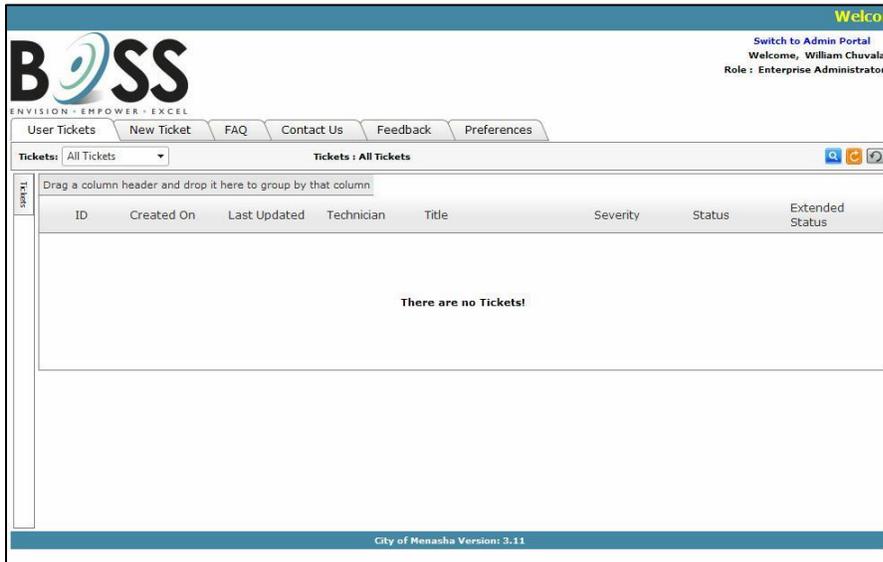


Fig 2.1

Fig 2.1 is an example of a typical BOSS User Portal interface. This is how you will be able to interact with Information Technologies (IT) staff at the City of Menasha.

Next the various tabs you are currently looking at will be given a brief explanation; we will go into further detail of these tabs later on.

The 1st tab is **User Tickets (Fig 2.2)**, for first time users this will be blank. This is where you will get information on the status of your current open Tickets; similar to the image below. This will be explained in more detail later on.

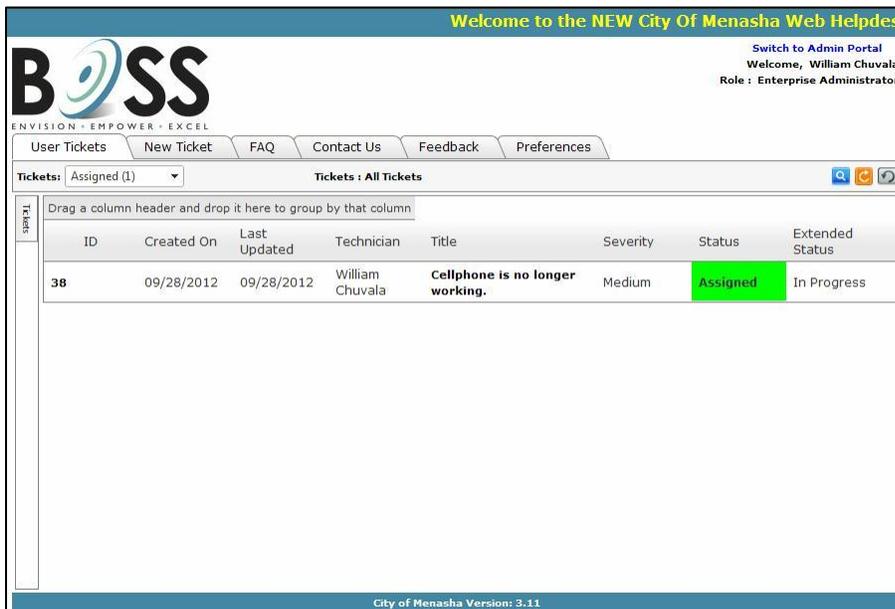


Fig 2.2

The 2nd tab is the **New Ticket** tab, as shown in **Fig 2.3**. This is where you will enter the current issue you are having with a particular device, piece of software, printer, or fax.

Welcome to the NI

Switch to Admin Portal
Welcome, William Chuvala
Role : Enterprise Administrator

BOSS
ENVISION • EMPOWER • EXCEL

User Tickets | **New Ticket** | FAQ | Contact Us | Feedback | Preferences

Ticket Details

Ticket Template: --Select Template--

Groups: HelpDesk

Category: --Select One--

Subcategory: --Select One--

Asset: --Select One--

Options: Email status updates

Title:

Description:

Additional Information

Telephone: 920-967-3607
Department: Information Technology

Attachment(s)

Choose File:

Description:

City of Menasha Version: 3.11

Fig 2.3

The 3rd tab is **Frequently Asked Questions (FAQ)** (**Fig 2.4**) this is where you can find help on some of the most common questions as well as suggestions on how to resolve the issue by yourself and of course, if you are still unable to solve your problem you can always create a Ticket. This is where you should look at the FAQ tab first before creating a new Ticket since some common issues and solutions can be found here.

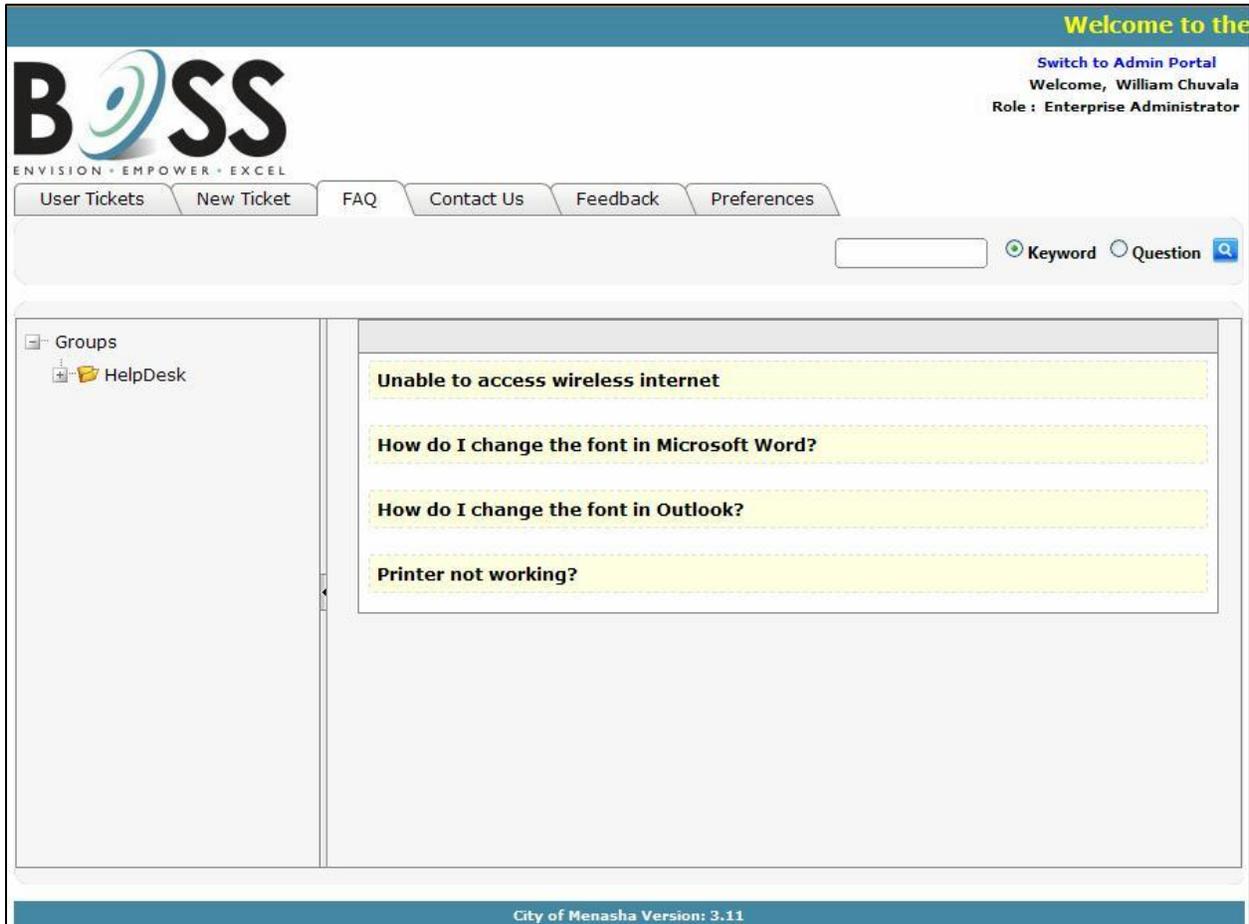


Fig 2.4

The 4th tab **Contact Us (Fig 2.5)**, is a quick reference for the names of the IT Staff as well as their contact information.

Welcome to the NEW City Of Menasha Web Helpdesk Portal!

BOSS
ENVISION • EMPOWER • EXCEL

Switch to Admin Portal
Welcome, William Chuvala
Role : Enterprise Administrator

User Tickets | New Ticket | FAQ | **Contact Us** | Feedback | Preferences

First Name	Last Name	Phone Number	Email Address
Jeff	Lacey	920-967-3637	jlacey@ci.menasha.wi.us
Patrick	James	920-967-3636	pjames@ci.menasha.wi.us
William	Chuvala	920-967-3607	wchuvala@ci.menasha.wi.us

City of Menasha Version: 3.11

Fig 2.5

The 5th tab is **Feedback (Fig 2.6)**. This is where you can contact the IT Supervisor on the quality of service you received, be it good or bad.

Switch to Admin Portal
Welcome, William Chuvala
Role : Enterprise Administrator

User Tickets | New Ticket | FAQ | Contact Us | **Feedback** | Preferences

Tell us what you think!!

Your opinions and comments are very important to us and we read every message that we receive. Due to a high volume of mail, we're not always able to provide a personal response, but we do appreciate you taking the time to fill out our feedback form below.

Message Type: [select one]

Comment Suggestion Complaint Request

Your Message: [complete all fields below]

Full Name:

Email Address:

Message:

Clear Submit

City of Menasha Version: 3.11

Fig 2.6

The 6th tab is **Preferences** (*Fig 2.7*). This is where you can change the type of information shown on the first tab called **User Tickets**.

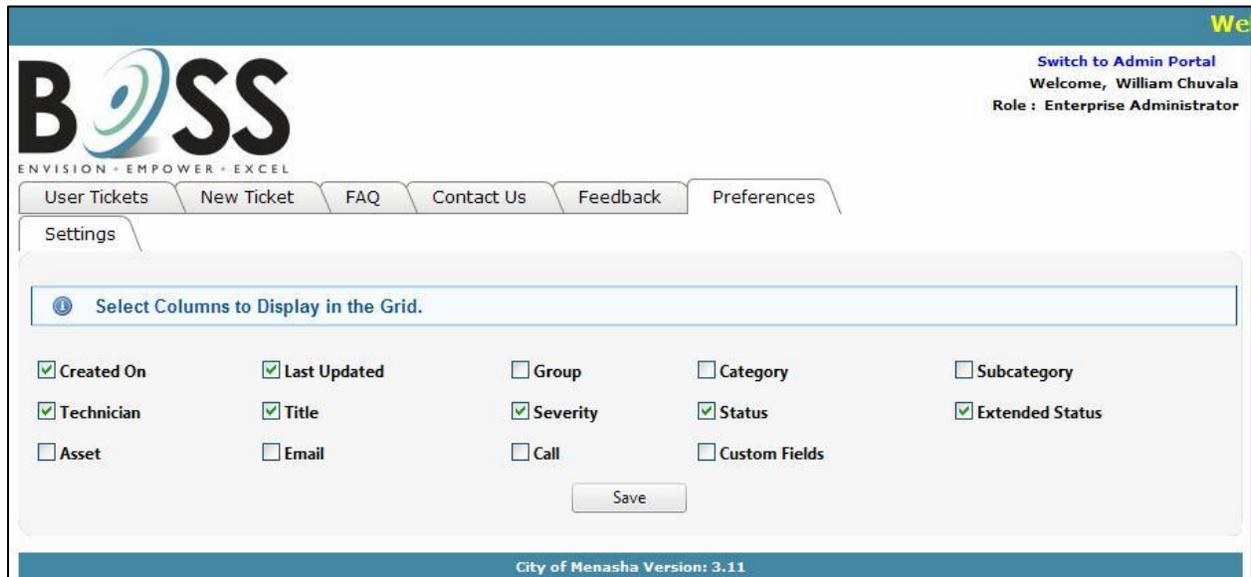


Fig 2.7

Understanding User Tickets

The screenshot shows the BOSS (Business Office Support System) interface. At the top, there is a navigation menu with options: User Tickets, New Ticket, FAQ, Contact Us, Feedback, and Preferences. Below the menu, there is a dropdown menu for 'Tickets' showing 'Assigned (2)'. The main content area displays a table of tickets with the following columns: ID, Created On, Last Updated, Technician, Title, Severity, Status, and Extended Status. Two tickets are listed:

ID	Created On	Last Updated	Technician	Title	Severity	Status	Extended Status
45	09/28/2012	09/28/2012	William Chuvala	Cellphone	Medium	Assigned	In Progress
44	09/28/2012	09/28/2012	William Chuvala	Outlook Issues	Medium	Assigned	In Progress

At the bottom of the interface, it says 'City of Menasha Version: 3.11'.

Fig 3.1

By default you will see the following information on a user Ticket shown in **Fig 3.1**:

- **ID**
- **Created On**
- **Last Updated**
- **Technician**
- **Title**
- **Severity**
- **Status**
- **Extended Status**

Each of these are, by default, set in the **Preferences** tab. You can add more, but that will be discussed on **Page 35**.

The default headers for the columns are:

ID: The number that is assigned to your Ticket and may be referred to when multiple Tickets are shown.

Created On: This shows the date of when the Ticket was created.

Last Updated: The last time the Ticket has seen any changes since the date it was created.

Technician: Name of the City of Menasha IT staff member that is assigned to your Ticket.

Title: The type of issue you are having when you filled out a new Ticket. This will be explained in further detail later on.

Severity: The issue level of importance. The issue severity can be changed by the Technician if need be.

Status: The current status of your Ticket in real time.

Extended Status: This will tell you the progress toward the resolution of your Ticket. Below is the list of possible Status messages:

In Progress

BackOrdered

Waiting on End User

Waiting on Manager Approval

Closed

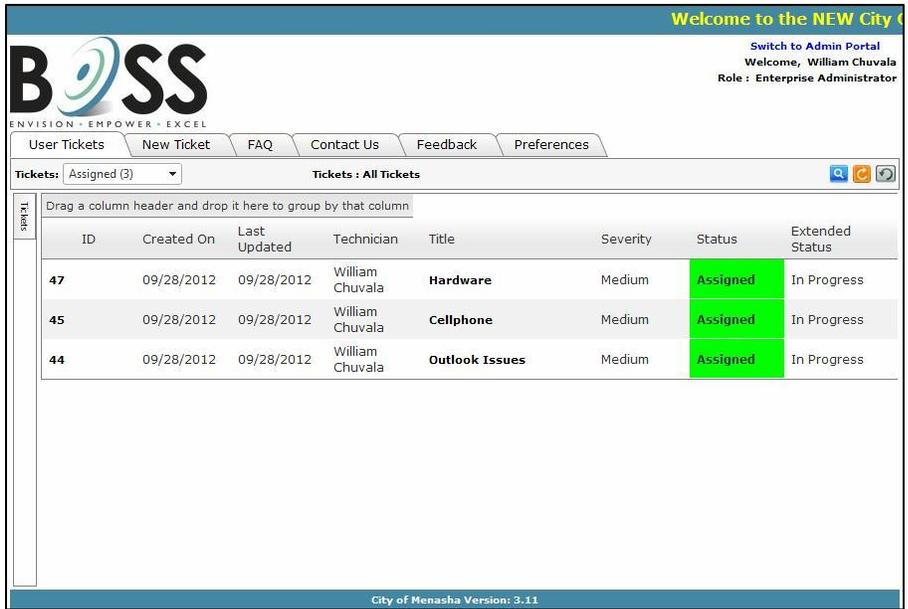


Fig 3.2

On the **User Tickets** tab (**Fig 3.2**) you see your current tickets and their status, a Technician may ask you to add additional information to it. The technician will ask you to select the current Ticket they are working on, in this example #47. Hover your mouse over ticket you wanted until it looks similar to **Fig 3.4**.



Fig 3.4

Once it is highlighted, double click the Ticket and you should see **Fig 3.5**.

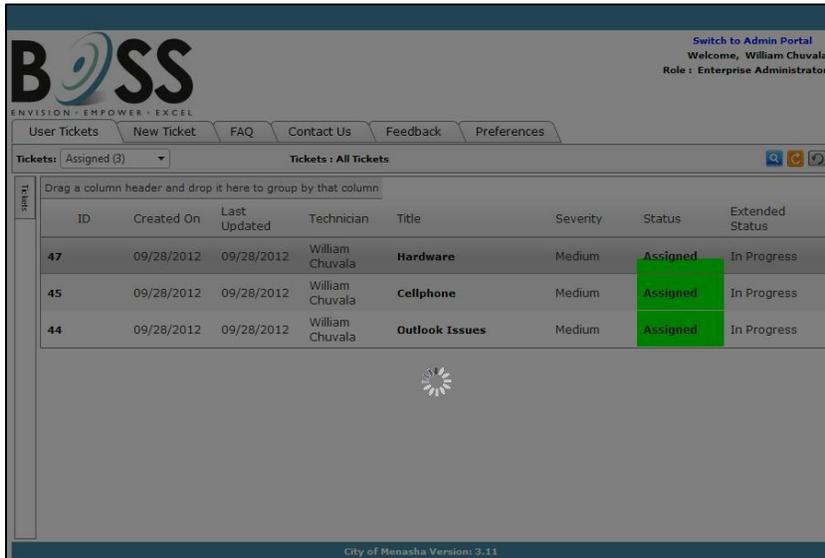


Fig 3.5

This should flash very quickly and move on to the screen **Fig 3.6**. (If you cannot progress pass **Fig 3.5** screen, contact IT.)

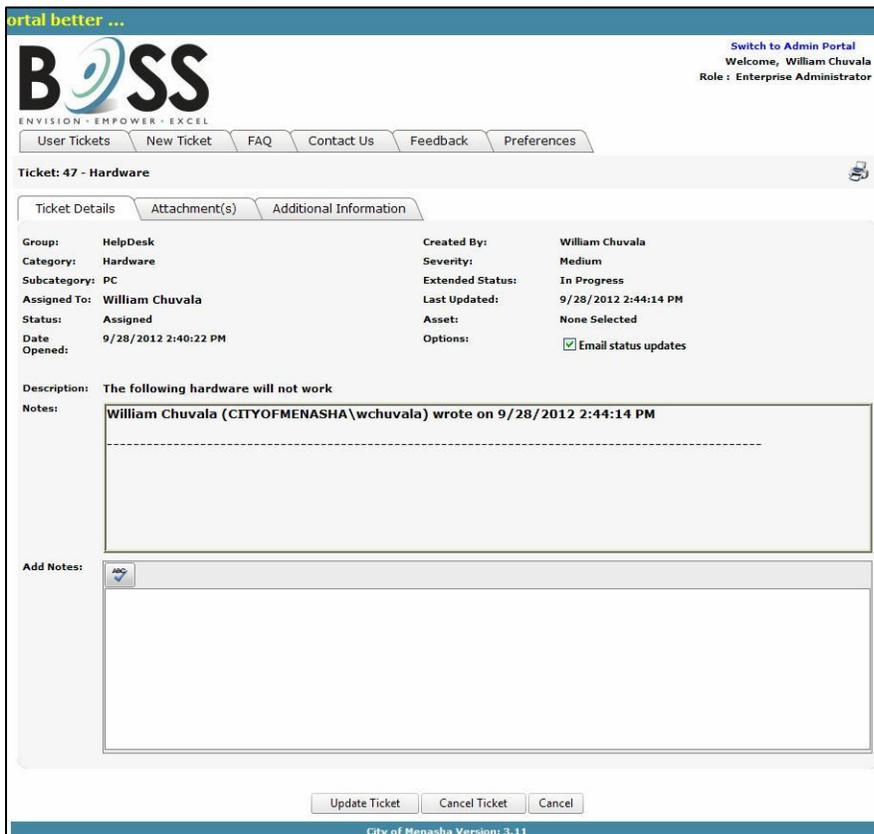


Fig 3.6

There are three Tabs. Each does a different task.

First we will talk about **Ticket Details (Fig 3.7)**. This Tab contains information about your current Ticket. There are several things you can do on this Tab.

Ticket Details		Attachment(s)		Additional Information	
Group:	HelpDesk	Created By:	William Chuvala	Severity:	Medium
Category:	Hardware	Extended Status:	In Progress	Last Updated:	9/28/2012 2:44:14 PM
Subcategory:	PC	Asset:	None Selected	Options:	<input checked="" type="checkbox"/> Email status updates
Assigned To:	William Chuvala				
Status:	Assigned				
Date Opened:	9/28/2012 2:40:22 PM				

Fig 3.7

The 1st one is the ability to stop or start receiving email updates about your Ticket by clicking on the check box to the left of **Email status updates**.

The 2nd is where you can add any additional notes in case you might have forgotten something see **Fig 3.8**.

Description: The following hardware will not work

Notes: William Chuvala (CITYOFMENASHA\wchuvala) wrote on 9/28/2012 2:44:14 PM

Add Notes: I forgot to add something about the Hardware issues everytime I start it up I hear 3 beeps.

Update Ticket Cancel Ticket Cancel

City of Menasha Version: 3.11

Fig 3.8

At the bottom of the **Fig 3.8** you see the following buttons:

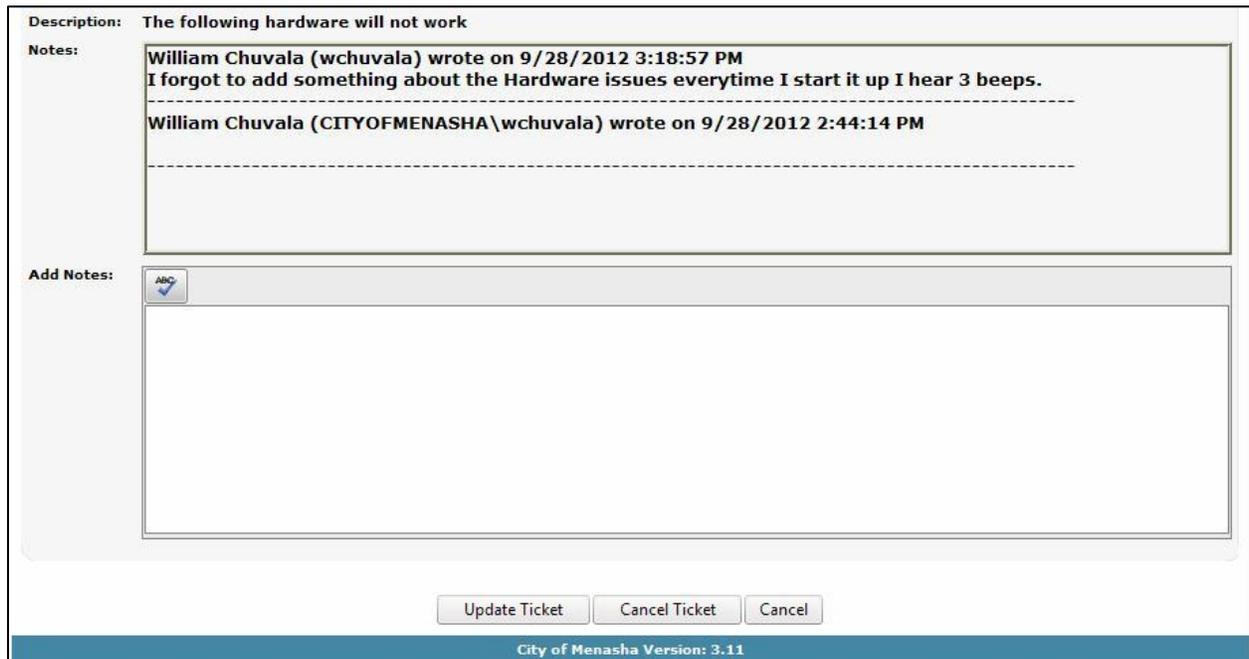
Update Ticket Cancel Ticket Cancel

“**Update Ticket**”: will send any information you added in the text box.

The text box “**Add Notes**:” similar to how **Fig 3.8** looks to appear prior to submission.

Once you have selected **Update Ticket** the information will be updated in the “**Notes**:” text box shown in **Fig 3.9** on the next page.

Notice how the text from the image on the previous page has now disappeared and has moved up to the **Notes** text box (**Fig 3.9**).



The screenshot shows a web-based interface for managing tickets. At the top, there is a 'Description' field containing the text 'The following hardware will not work'. Below this is a 'Notes' section with two entries. The first entry is 'William Chuvala (wchuvala) wrote on 9/28/2012 3:18:57 PM' followed by the text 'I forgot to add something about the Hardware issues everytime I start it up I hear 3 beeps.'. The second entry is 'William Chuvala (CITYOFMENASHA\wchuvala) wrote on 9/28/2012 2:44:14 PM'. Below the notes is an 'Add Notes' section with a small 'ABC' icon and a large empty text area. At the bottom of the interface are three buttons: 'Update Ticket', 'Cancel Ticket', and 'Cancel'. The footer of the page reads 'City of Menasha Version: 3.11'.

Fig 3.9

The “**Notes:**” field generates a Time Stamp, so you know when you last updated any information. You do not need to worry about spelling, but know there is no spell check in version 3.11. If you do add something or if you want something removed, you can make an additional note for the Technician to ignore it or add additional information.

Next there is the button and it will cancel the newly created Ticket and remove it. You will see the message shown in **Fig 3.10** display asking you to confirm the cancelation of the Ticket.

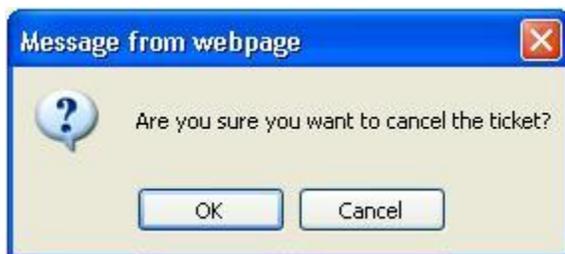


Fig 3.10

Finally there is the button and this will simply place you back where you were before you selected this Ticket, in case you selected the wrong one or decided you do not wish to add an additional ticket or cancel the current ticket entry.

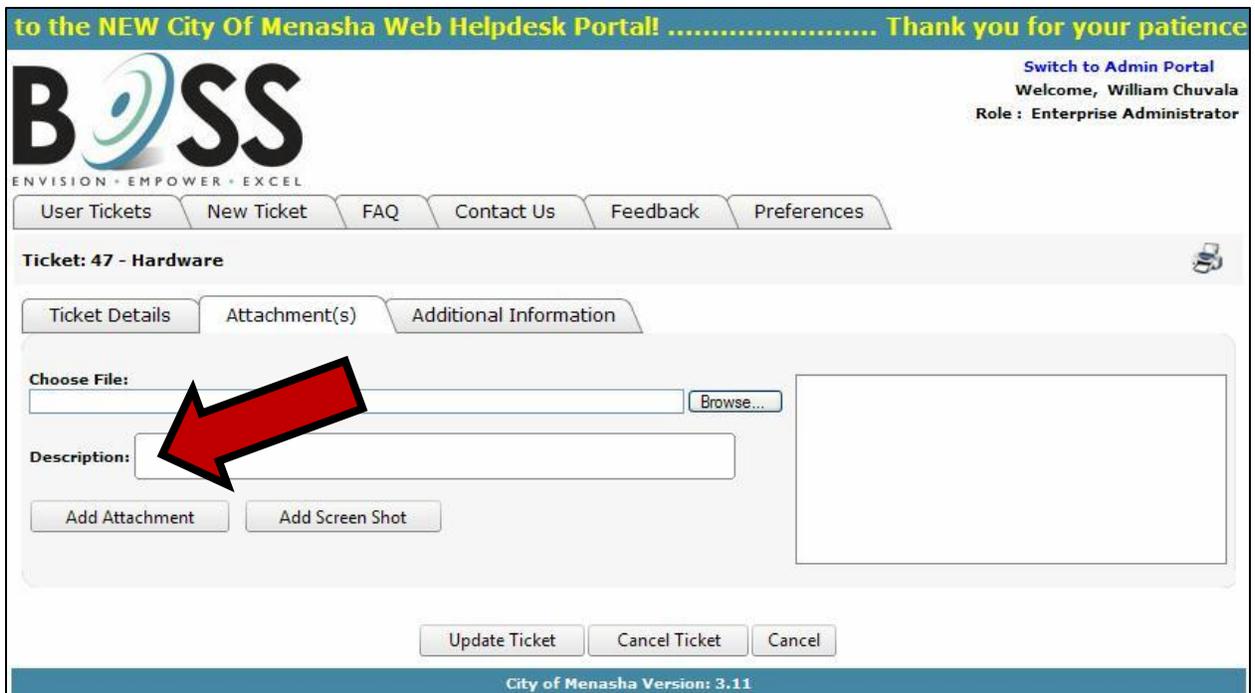


Fig 3.11

The next Tab is **Attachments** see **Fig 3.11**. In addition to the buttons previously discussed, there are an additional 3 buttons and a **Description** (see Arrow in **Fig 3.11**) text box in this Tab.

We will start with the button **Browse...**. If you are familiar with Microsoft Windows, you may have seen something like this before. When the **Browse...** button is pressed a window will pop up similar to image **Fig 3.12**.

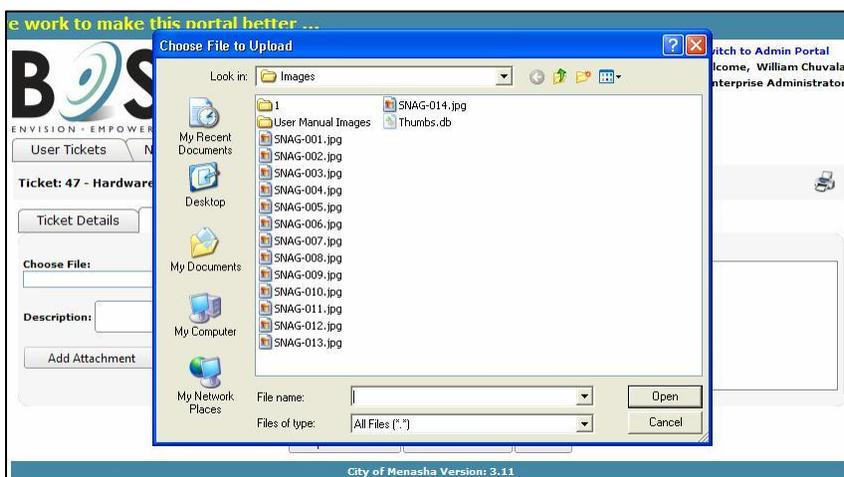


Fig 3.12

Select the file you want to attach as demonstrated in the image **Fig 3.13**.

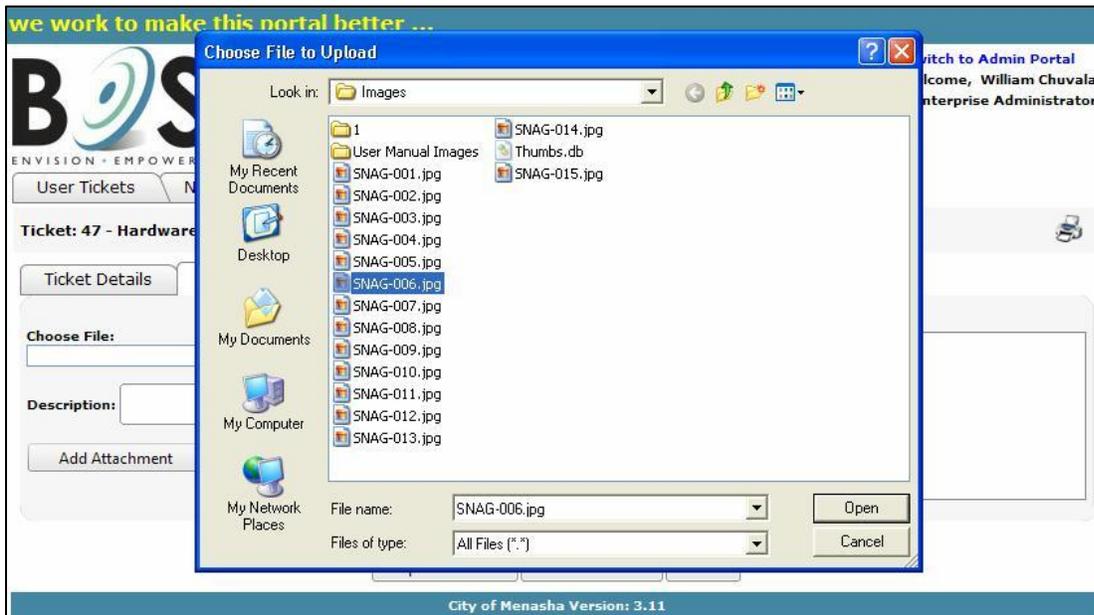


Fig 3.13

Next click the button labeled . This will select and add your file; your screen should look similar to image **Fig 3.14**.

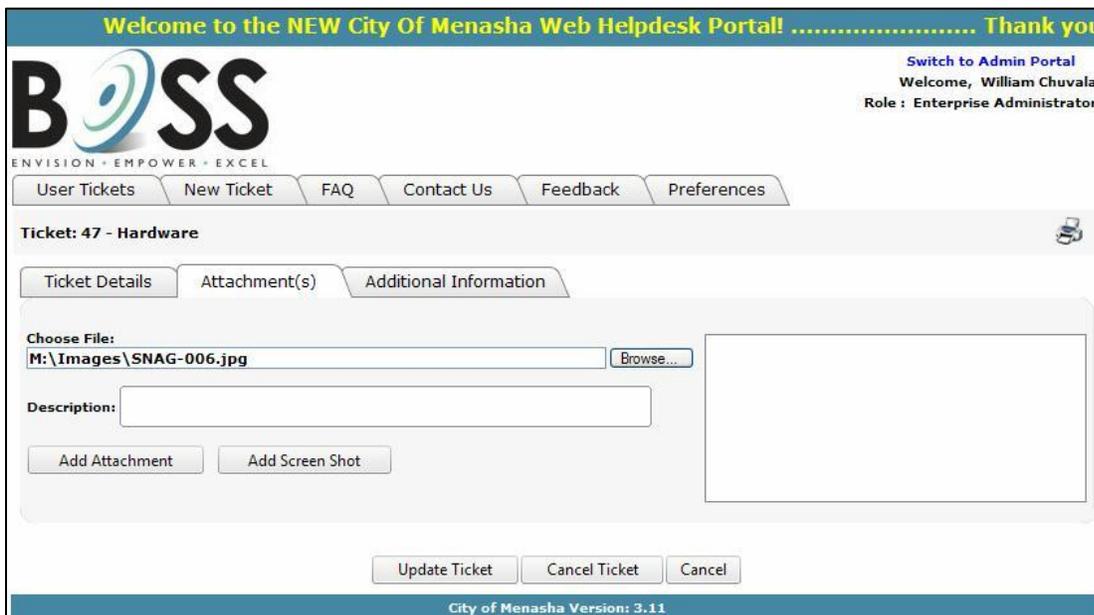


Fig 3.14

Select the **Description:** text box by clicking anywhere in the white part of the box to enter a description for the attached file see **Fig 3.15**.

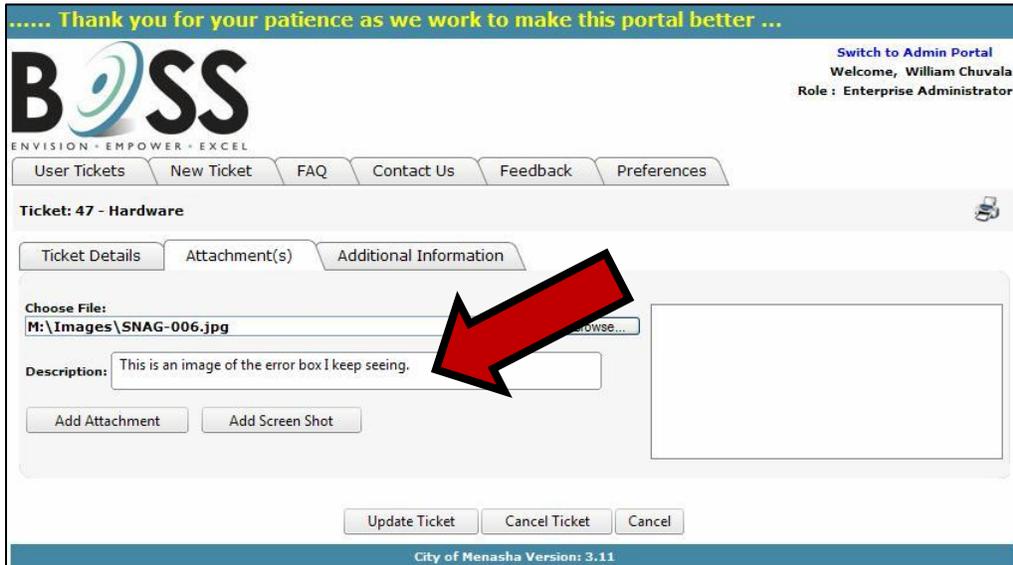


Fig 3.15

If this is all you wanted to do you would select ; your screen should look similar to **Fig 3.16**.

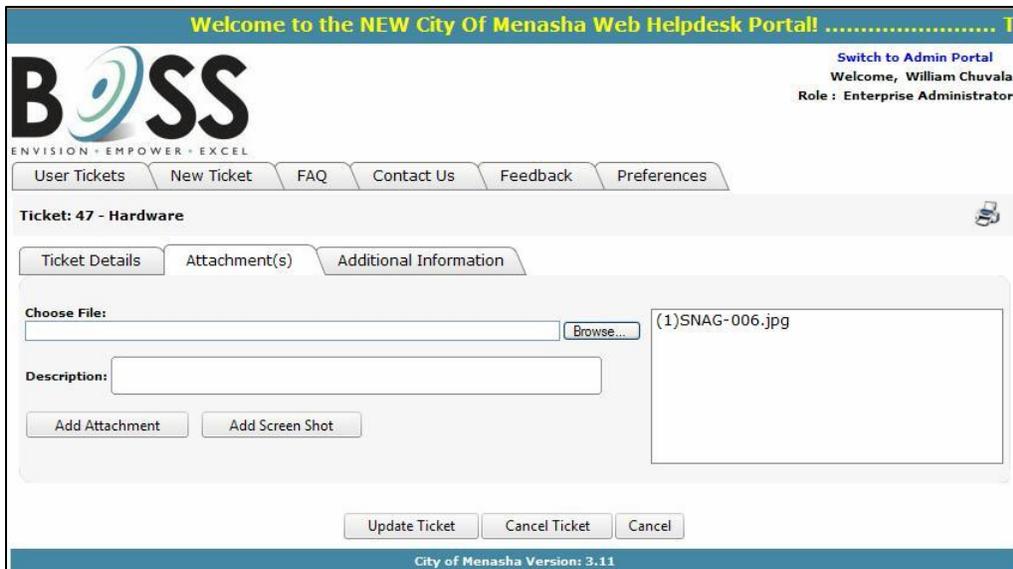


Fig 3.16

If you didn't already have an image of your error message, you can use the button that was next to called . When selected your window will look similar to the image **Fig 3.17**.

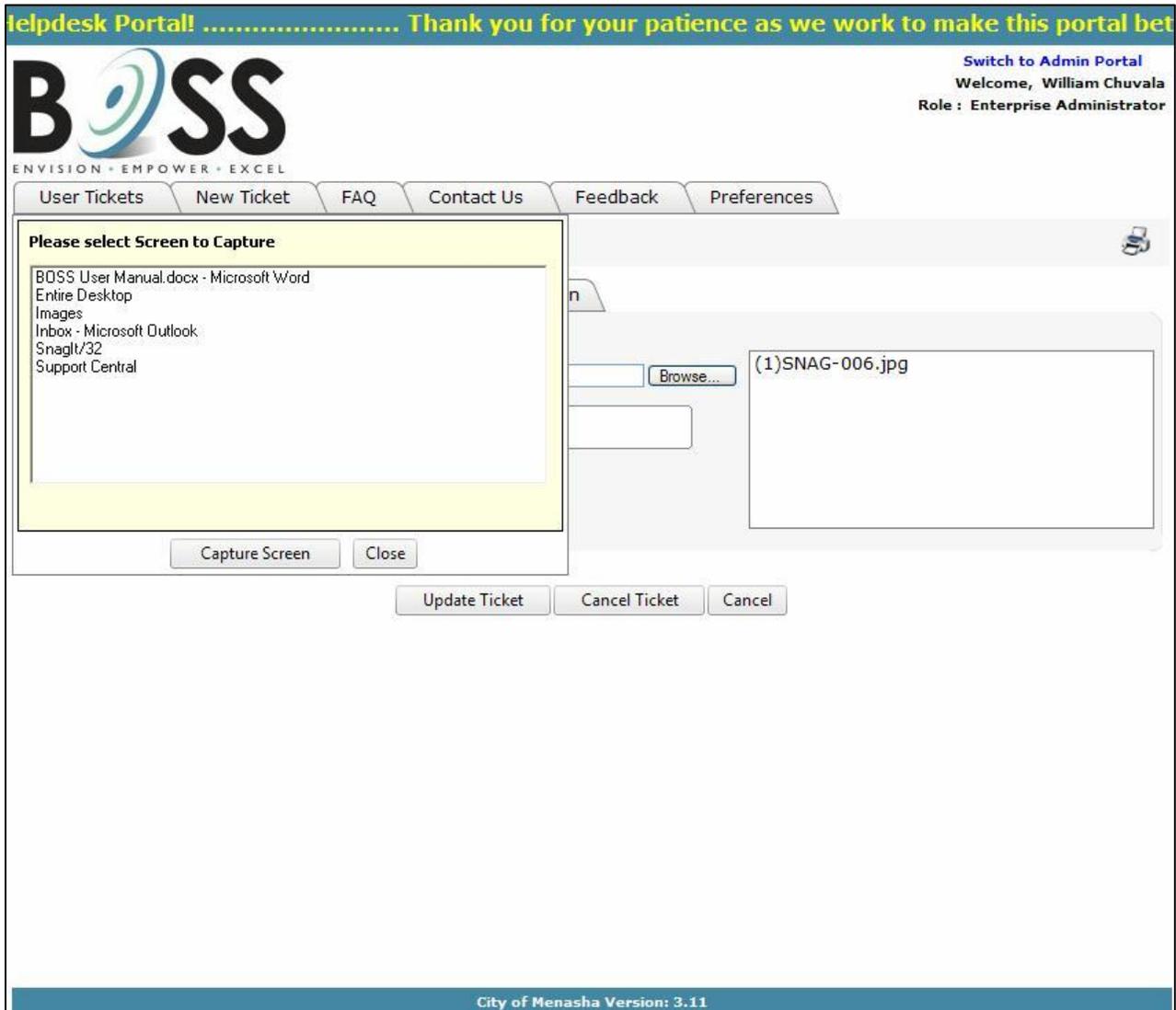


Fig 3.17

You would select the application window that is having the issue. This is assuming that the error message is occurring inside a program listed and not a program that isn't listed. If it is a program not listed, call IT to help with taking a screen shot.

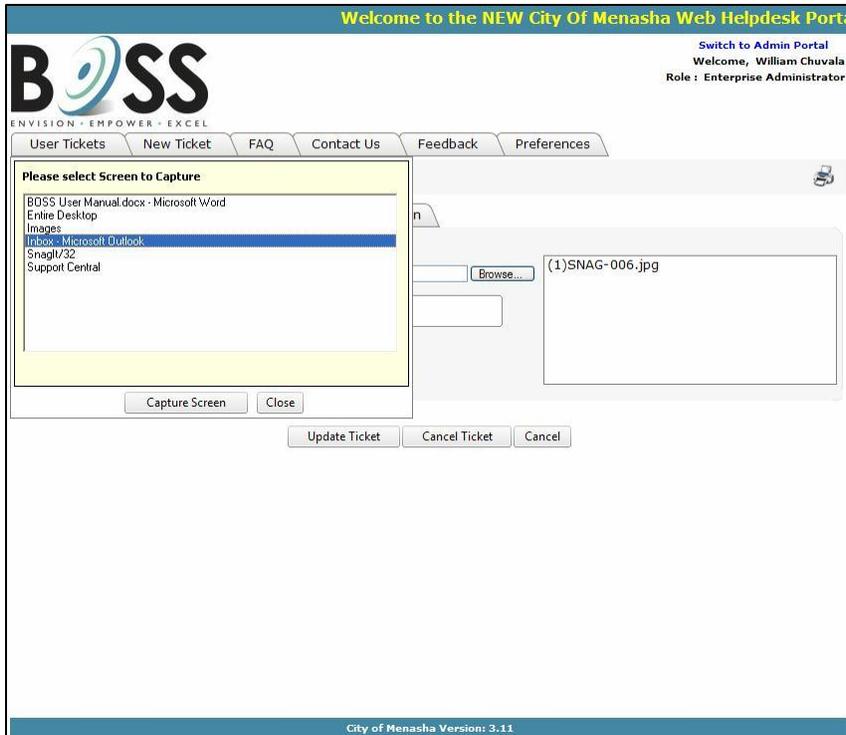


Fig 3.18

When you select your program, it is highlighted **Fig 3.18**. When you press the button it will take a screen shot of the program that you have selected, otherwise you can select to cancel this Ticket update. If you chose to select screen capture your screen should look similar to the image **Fig 3.19** and the screen capture will look like an attached file.

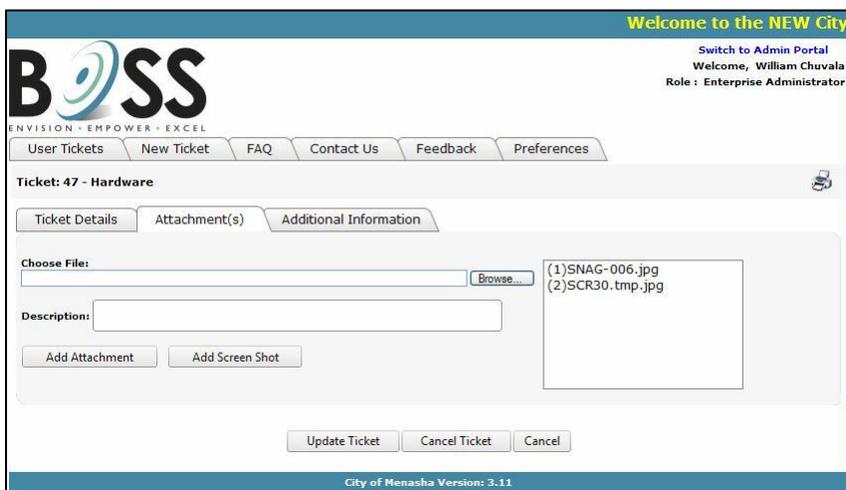


Fig 3.19

When you select , you may see a message similar to **Fig 3.20**.



Fig 3.20

The reason for this message is because the application wants to know the justification for these added files. Add some notes for the files on **Ticket Details** tab and select again.

Finally you have the **Additional Information** tab **Fig 3.21**. This contains information similar to what is shown below. This is your own personal contact information used by the Technician.

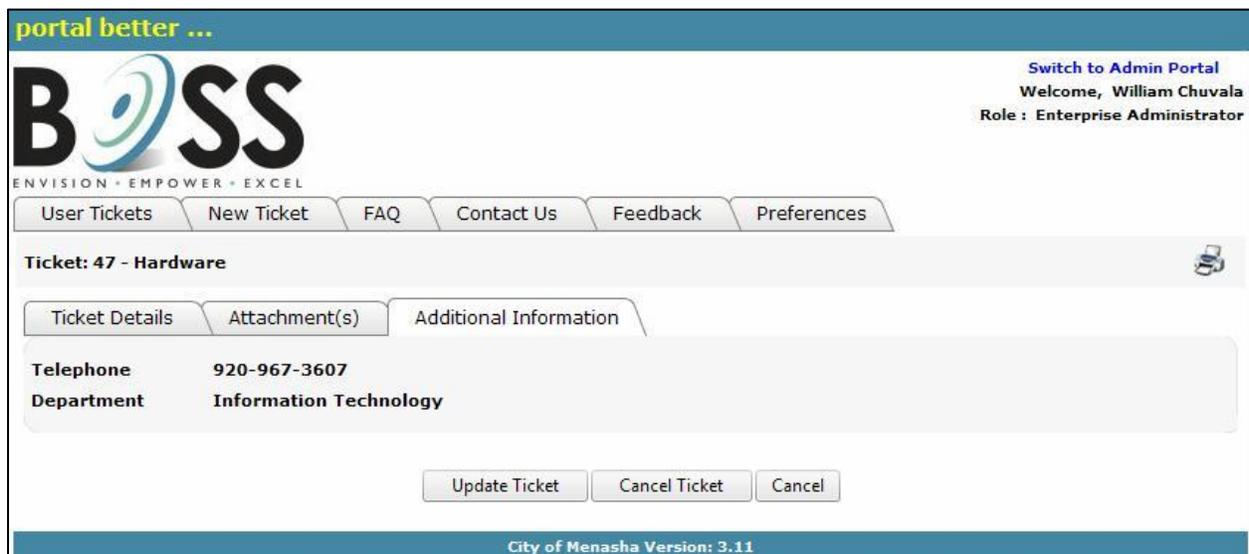


Fig 3.21

Creating a New Ticket

We will now discuss ticket creation. Selecting the **New Ticket** tab will display a window like *Fig 4.1*.

The screenshot shows the BOSS (Business Operations Support System) interface for creating a new ticket. The header includes the BOSS logo with the tagline "ENVISION • EMPOWER • EXCEL" and a user greeting: "Welcome, William Chuvala" with the role "Enterprise Administrator". Navigation tabs include "User Tickets", "New Ticket", "FAQ", "Contact Us", "Feedback", and "Preferences".

The "Ticket Details" section contains the following fields:

- Ticket Template: --Select Template--
- Groups: HelpDesk
- Category: --Select One--
- Subcategory: --Select One--
- Asset: --Select One--
- Options: Email status updates
- Title: (empty text box)
- Description: (large text area with a small "ABC" icon)

The "Additional Information" section displays:

- Telephone: 920-967-3607
- Department: Information Technology

The "Attachment(s)" section includes:

- Choose File: (text box) [Browse...]
- Description: (text box)
- [Add Attachment] [Capture Screen Shot]

At the bottom, there are "Submit" and "Cancel" buttons. The footer indicates "City of Menasha Version: 3.11".

Fig 4.1

Some of these dropdowns may not be needed when creating a Ticket on your issue. Sometimes all of it may be needed, so we will review all options listed on the page. First, a quick break down of the use of each of the dropdown menus **Fig 4.2**.



Fig 4.2

The following dropdowns are present and the information will differ depending on what you select.

- **Ticket Template** --Select Template--
- **Groups** HelpDesk
- **Category** --Select One--
- **Subcategory** --Select One--
- **Asset** --Select One--

We will first discuss **Ticket Template**. The following examples are only a few options and they were created for training purposes. Templates are used to auto fill in the information for you.

When you select the drop down menu for **Ticket Template** shown in **Fig 4.3**.



Fig 4.3

It will expand into something resembling **Fig 4.4**.

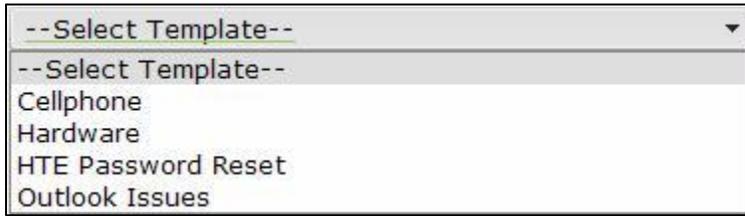


Fig 4.4

In this example there are 4 possible choices. The first one in this example is **Hardware**. When selected, the loading screen will look like the image **Fig 4.5** for a brief moment.

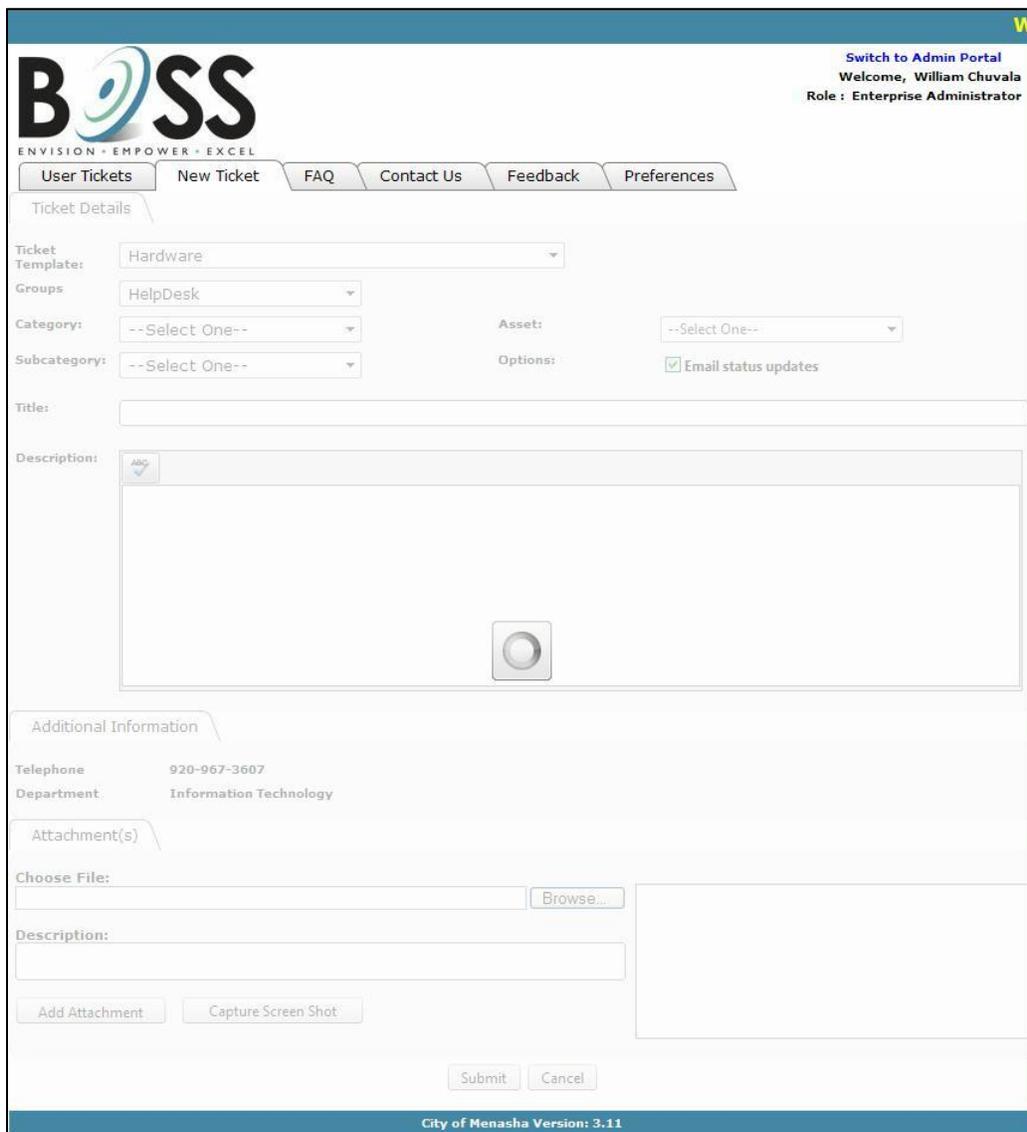
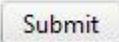


Fig 4.5

The form should auto fill and look similar to **Fig 4.6**.

The screenshot shows the BOSS (Business Operations Support System) web portal. At the top, it says "Welcome to the NEW City Of Menasha Web H". The BOSS logo is on the left, with the tagline "ENVISION + EMPOWER + EXCEL". On the right, there are links for "Switch to Admin Portal", "Welcome, William Chuvala", and "Role : Enterprise Administrator". Below the logo is a navigation menu with "User Tickets", "New Ticket", "FAQ", "Contact Us", "Feedback", and "Preferences". The "New Ticket" tab is active, showing the "Ticket Details" section. The form includes fields for "Ticket Template" (Hardware), "Groups" (HelpDesk), "Category" (Hardware), "Subcategory" (PC), "Asset" (--Select One--), and "Options" (Email status updates checked). The "Title" field is filled with "Hardware". The "Description" field contains the text: "The following hardware will not work. - List Hardware Below -". Below the description is the "Additional Information" section, which shows "Telephone: 920-967-3607" and "Department: Information Technology". There is also an "Attachment(s)" section with a "Choose File:" field, a "Browse..." button, a "Description:" field, and "Add Attachment" and "Capture Screen Shot" buttons. At the bottom of the form are "Submit" and "Cancel" buttons. The footer of the page says "City of Menasha Version: 3.11".

Fig 4.6

If the Template you selected addressed your problem, you can simply select  and you will get a window that looks like **Fig 4.7**.

The screenshot shows a success message window with a light gray background. The message reads "Ticket # - 48 Successfully Created." in bold black text. Below the message is a "Close" button.

Fig 4.7

That is how you would create a Ticket using a Template, but what if you couldn't find your particular issue listed in the Templates dropdown; what would you do?

You would create your own custom Ticket, using the same form **Fig 4 8**.

The screenshot shows the BOSS (Business Operations Support System) interface. At the top left is the BOSS logo with the tagline "ENVISION • EMPOWER • EXCEL". On the top right, there is a "Welcome" message and a "Switch to Admin Portal" link. Below the logo is a navigation bar with buttons for "User Tickets", "New Ticket", "FAQ", "Contact Us", "Feedback", and "Preferences". The main form is titled "Ticket Details" and contains the following fields:

- Ticket Template:** A dropdown menu with "--Select Template--".
- Groups:** A dropdown menu with "HelpDesk".
- Category:** A dropdown menu with "--Select One--".
- Subcategory:** A dropdown menu with "--Select One--".
- Asset:** A dropdown menu with "--Select One--".
- Options:** A checkbox labeled "Email status updates" which is checked.
- Title:** A text input field.
- Description:** A large text area with a small "ABC" icon and a blue checkmark.

Below the "Ticket Details" section is an "Additional Information" section with the following fields:

- Telephone:** 920-967-3607
- Department:** Information Technology

At the bottom is an "Attachment(s)" section with the following fields:

- Choose File:** A text input field with a "Browse..." button.
- Description:** A text input field.
- Buttons:** "Add Attachment", "Capture Screen Shot", "Submit", and "Cancel".

The footer of the page reads "City of Menasha Version: 3.11".

Fig 4.8

Now this time skip the **Select Template** dropdown and move to **Groups** (**Fig 4.9**) with **HelpDesk** displayed.

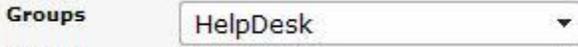


Fig 4.9

When you select the dropdown to try and change it you see **Fig 4.10** there is no other options you will always use the default **HelpDesk**.

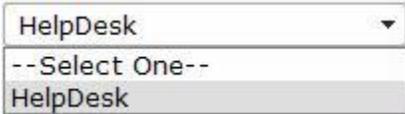


Fig 4.10

- *Always keep the default value of HelpDesk.*

The **Category** dropdown (**Fig 4.11**) allows the user to select from a list of categories that match their issue.



Fig 4.11

Selecting the dropdown you will see several options **Fig 4.12**.

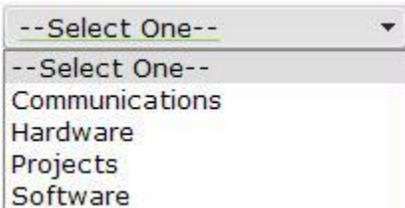


Fig 4.12

We will be adding categories as issues warrant. But for this example we will select **Hardware**: (**Fig 4.13**)

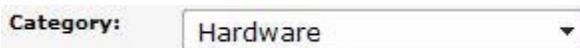


Fig 4.13

Once a **Category** is selected we need to select a **Subcategory** (*Fig 4.14*) which will narrow the field further.

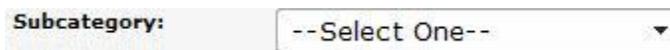


Fig 4.14

Select the dropdown menu and a list of different hardware will appear. Select the type of hardware you are having an issue with (*Fig 4.15*).

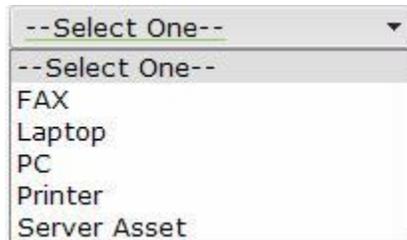


Fig 4.15

We will select **Printer** in this example.

There is one more dropdown menu we haven't talked about and that is **Asset** (*Fig 4.16*). These are the hardware devices assigned to you by the City of Menasha. This would then add that piece of hardware to the Ticket allowing the Technician to look up the device and see any problems it may have had before.



Fig 4.16

In the example *Fig 4.17* there is only one **Asset** assigned to the login account. This asset would be assigned to your network user account and done by IT.

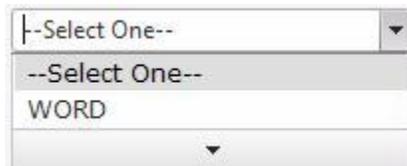


Fig 4.17

Here we see only one **Asset**. This is a computer with the name WORD. If this was the hardware in question, it will be helpful to the Technician to know so you would select it from the dropdown menu. However we selected a Printer and since this is the name of a Computer and not a printer this would only confuse the Technician, so you should leave it blank in this case.

The Ticket will need the **Title** filled out (*Fig 4.18*).



Fig 4.18

Since we are having a Printer issue we could put in “Printer will not print my document” (*Fig 4.19*).



Fig 4.19

Once that is filled in you need to fill out the **Description** field explaining, in as much detail, your exact issue. There is a place for **Additional Information**. This is where you can attach files and take screen shots *Fig 4.20*.

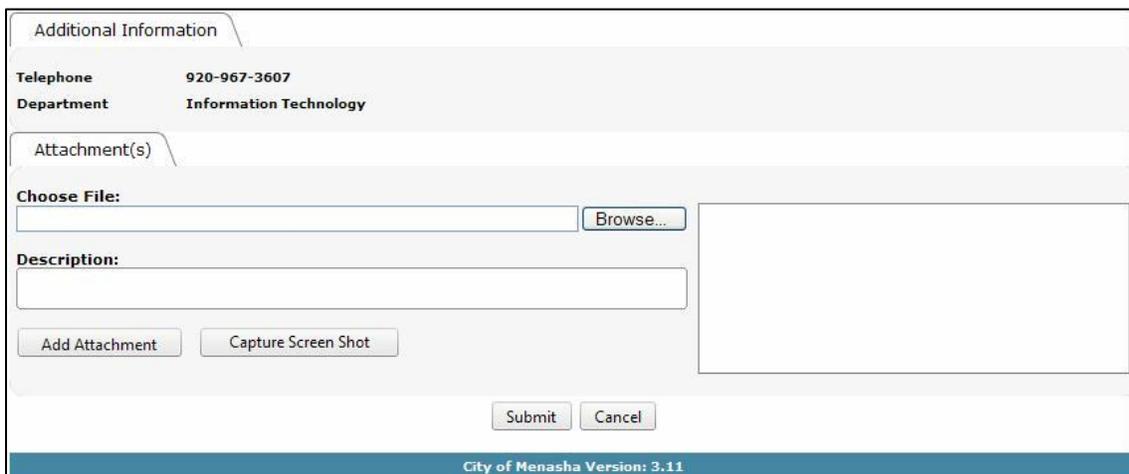


Fig 4.20

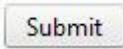
Once you have attached any files you feel are needed to address your issue or attached screenshots showing the issue you are encountering, you would select  and create your **New Ticket** resulting in a window like in *Fig 4.21*.



Fig 4.21

Selecting will bring you back to the **User Tickets** tab with the addition of the ticket you just created, in this case it's **Ticket # 48** see **Fig 4.22**.

48	09/28/2012	09/28/2012	William Chuvala	Hardware	Medium	Assigned	In Progress
----	------------	------------	-----------------	----------	--------	----------	-------------

Fig 4.22

Additional Information will not be the same from template to template. Below is an example of this:

This is the **Additional Information** Tab from the **Hardware** template as seen in **Fig 4.23**.

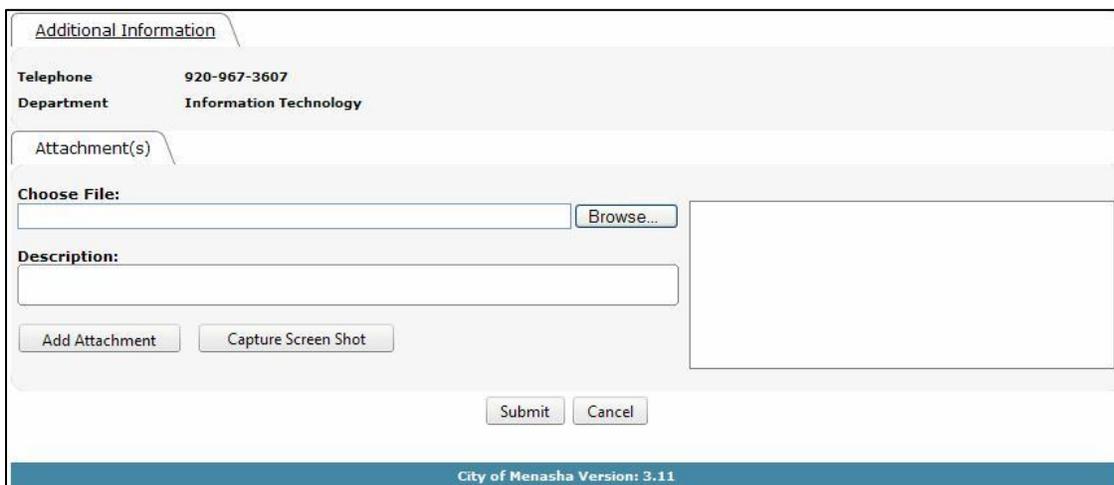


Fig 4.23

Here is the **Cellphone** template **Fig 4.24**. There is an addition to this Tab that was not previously available on **Hardware**. The name of the new dropdown is called **Cellphone issue**.

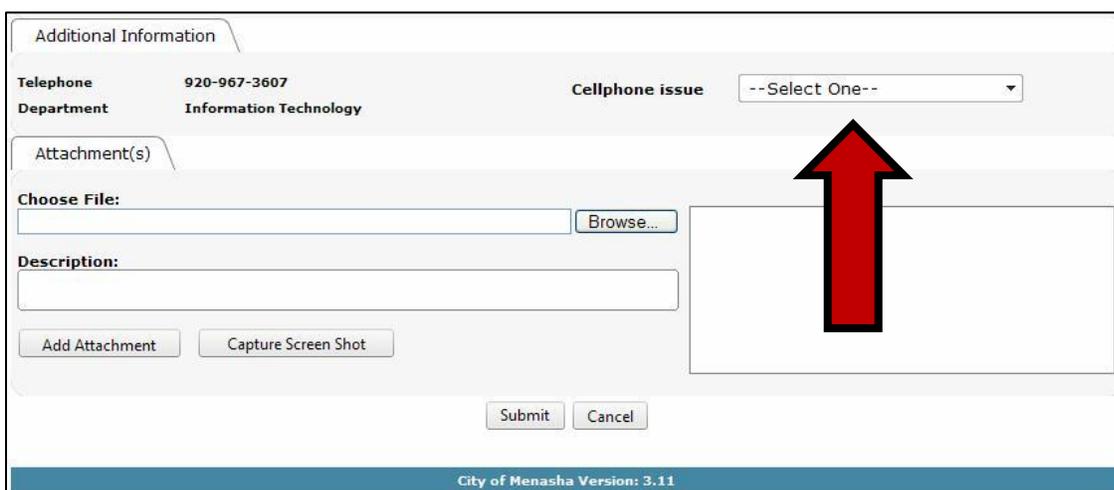


Fig 4.24

When the dropdown is selected, a list of common issues are displayed see **Fig 4.25**.

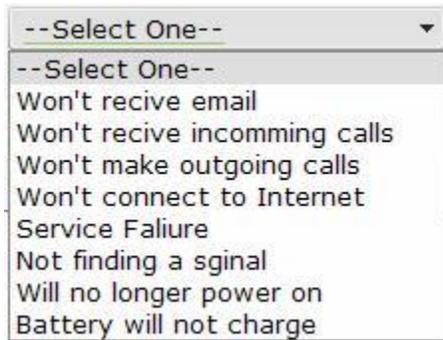


Fig 4.25

Once an issue is selected you will be able to create your Ticket by selecting , but you will see a message similar to **Fig 4.26**.



Fig 4.26

The **Description** text box (**Fig 4.27**) is prompting for a description of the issue you are experiencing. The description helps narrow down the issue for the Technician assigned to your Ticket.



Fig 4.27

In the **Description** you would add information that pertains to the selected issue from the **Cellphone issue** dropdown menu. Once you have filled this out and you are satisfied with the result, you can select . The **Fig 4.28** is indicating that the ticket was created without any issues is displayed.

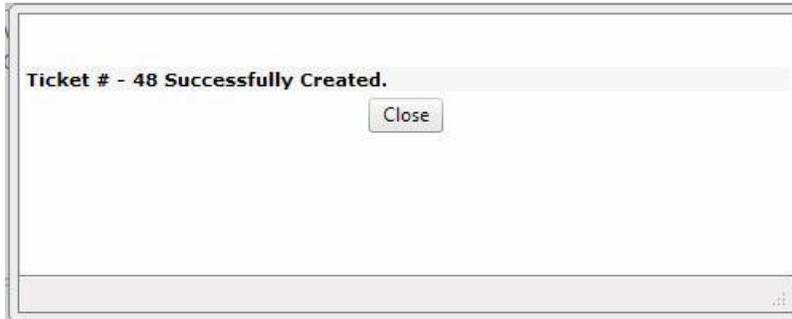


Fig 4.28

Using FAQ

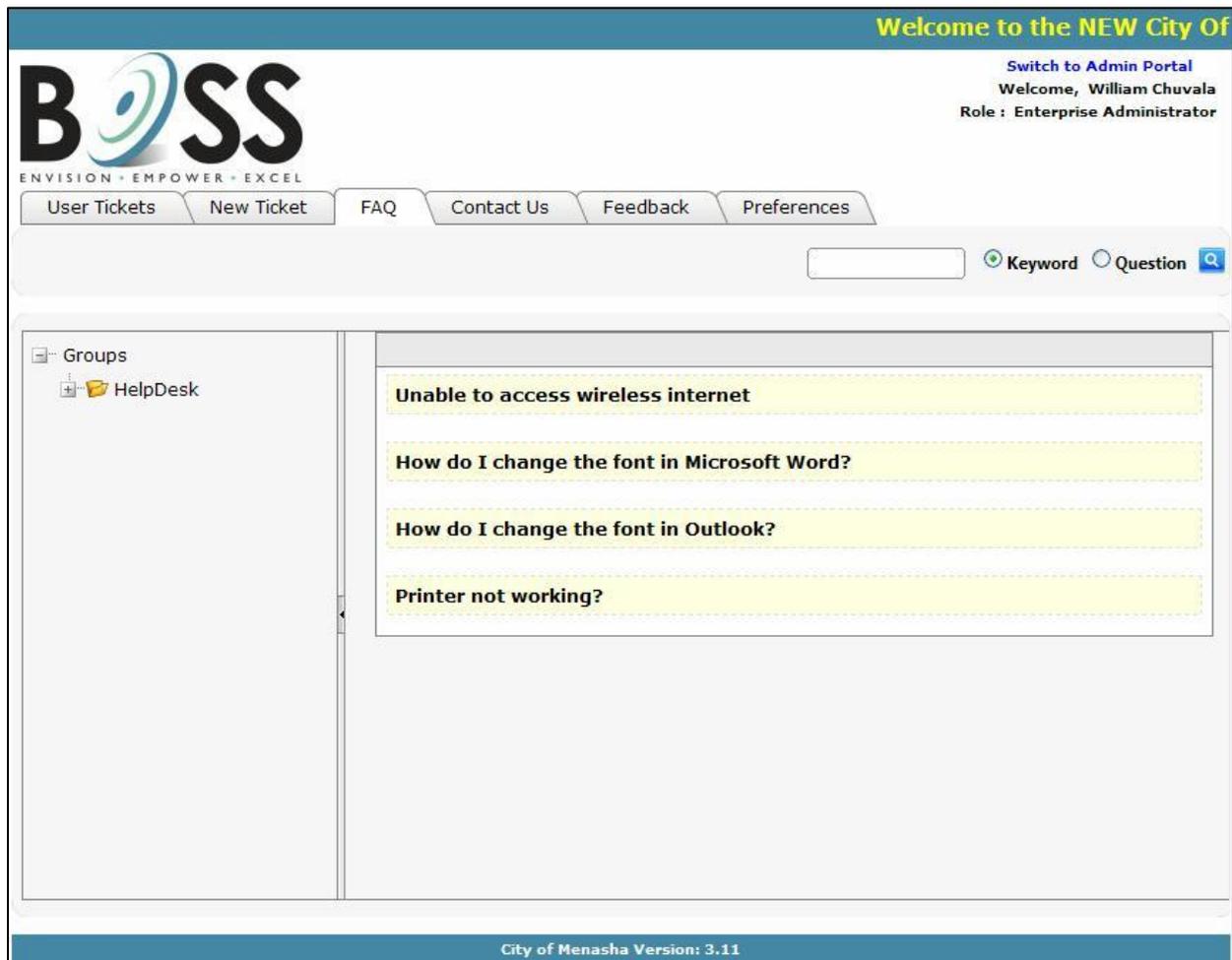


Fig 5.1

The **Frequently Asked Questions** or **FAQ** is your resource for solving your issue on your own. This is the 1st place you should look when you have an issue. Most issues a Technician has encountered, and the solutions that were found, are here. This is only for commonly found issues and ones the IT department feel confident that the end-user (You) can solve on their own, rather than wait for a Technician to arrive. When you select an issue from the list, a solution will be displayed **Fig 5.1**.

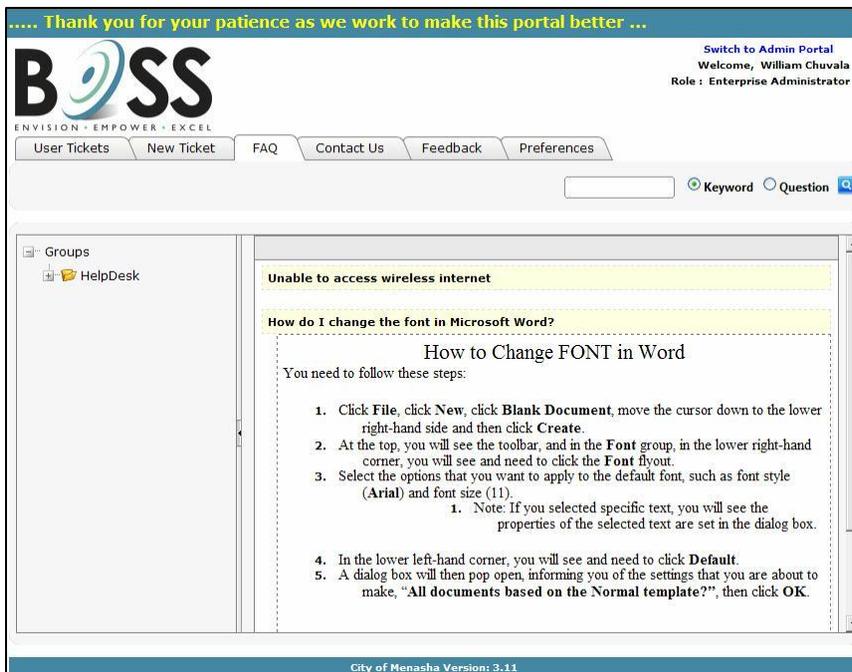


Fig 5.2

There are sometimes directions on how to correct the problem; other times there are a list of various issues to why you may be encountering a problem **Fig 5.2 / Fig 5.3**.

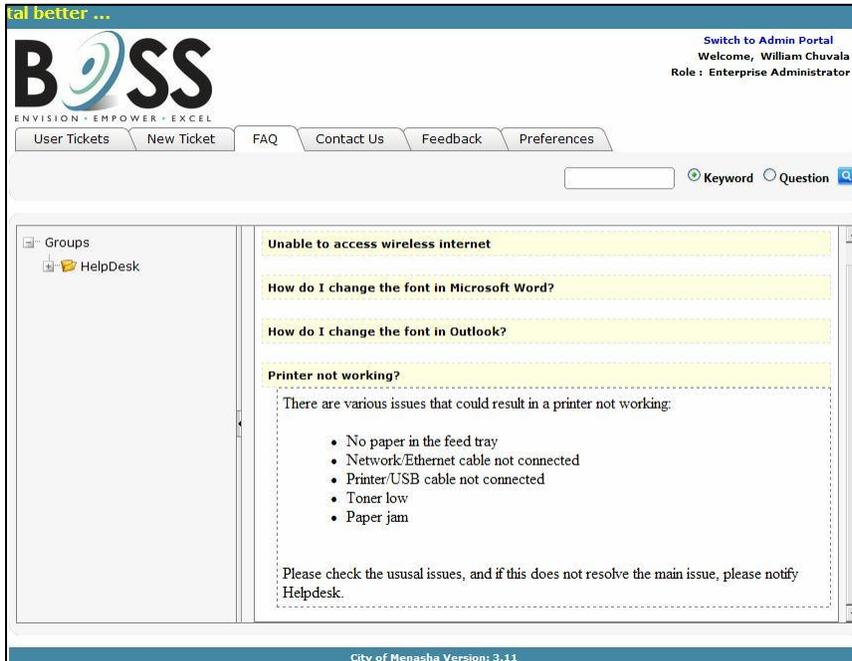


Fig 5.3

If you have tried these solutions, and you are still having an issue, you can then create a Ticket for the problem you have encountered.

Contact Us Tab

Welcome to the NEW City Of Menasha Web Helpdesk Portal!

BOSS
ENVISION · EMPOWER · EXCEL

[Switch to Admin Portal](#)
Welcome, William Chuvala
Role : Enterprise Administrator

User Tickets | New Ticket | FAQ | **Contact Us** | Feedback | Preferences

First Name	Last Name	Phone Number	Email Address
Jeff	Lacey	920-967-3637	jlacey@ci.menasha.wi.us
Patrick	James	920-967-3636	pjames@ci.menasha.wi.us
William	Chuvala	920-967-3607	wchuvala@ci.menasha.wi.us

City of Menasha Version: 3.11

Fig 6.1

In **Fig 6.1 (Contact Us Tab)** you will find contact information for City of Menasha IT department. This is provided in case you are unable to create a Ticket or if the issue you are encountering cannot be created as a **New Ticket**.

Feedback Tab

The screenshot shows the BOSS (Business Online Service System) interface. At the top left is the BOSS logo with the tagline "ENVISION • EMPOWER • EXCEL". On the top right, there are links for "Switch to Admin Portal", a welcome message "Welcome, William Chuvala", and the user's role "Role : Enterprise Administrator". Below the logo is a navigation menu with tabs for "User Tickets", "New Ticket", "FAQ", "Contact Us", "Feedback", and "Preferences". The "Feedback" tab is selected. The main content area starts with the heading "Tell us what you think!!" followed by a blue banner stating: "Your opinions and comments are very important to us and we read every message that we receive. Due to a high volume of mail, we're not always able to provide a personal response, but we do appreciate you taking the time to fill out our feedback form below." Below this is a "Message Type:" dropdown menu set to "[select one]". There are four radio button options: "Comment" (selected), "Suggestion", "Complaint", and "Request". Underneath is a "Your Message:" section with the instruction "[complete all fields below]". It contains three input fields: "Full Name:" with the value "William Chuvala", "Email Address:" with the value "wchuvala@ci.menasha.wi.us", and "Message:" which is a large text area with a small "ABC" icon and a dropdown arrow. At the bottom of the form are "Clear" and "Submit" buttons. The footer of the page reads "City of Menasha Version: 3.11".

Fig 7.1

This is where you can create a message **Fig 7.1**. There are 4 options to choose from when creating an email using **Feedback** as seen in **Fig 7.2**.

This is a close-up of the "Message Type:" section from the feedback form. It shows a dropdown menu set to "[select one]". Below the dropdown are four radio button options: "Comment" (selected), "Suggestion", "Complaint", and "Request".

Fig 7.2

Comment: would be a comment on the service received with your issue.

Suggestion: is for something you feel needs to be added or changed in the process or whatever else you want to suggest.

Complaint: can be about anything pertaining to the service received on your issue to the time frame even the level of customer service received.

Request: could be for anything you might need to request from IT. This could be anything from a conference room setup to a new toner cartridge, again do not feel limited in filling these out.

Understanding Preferences

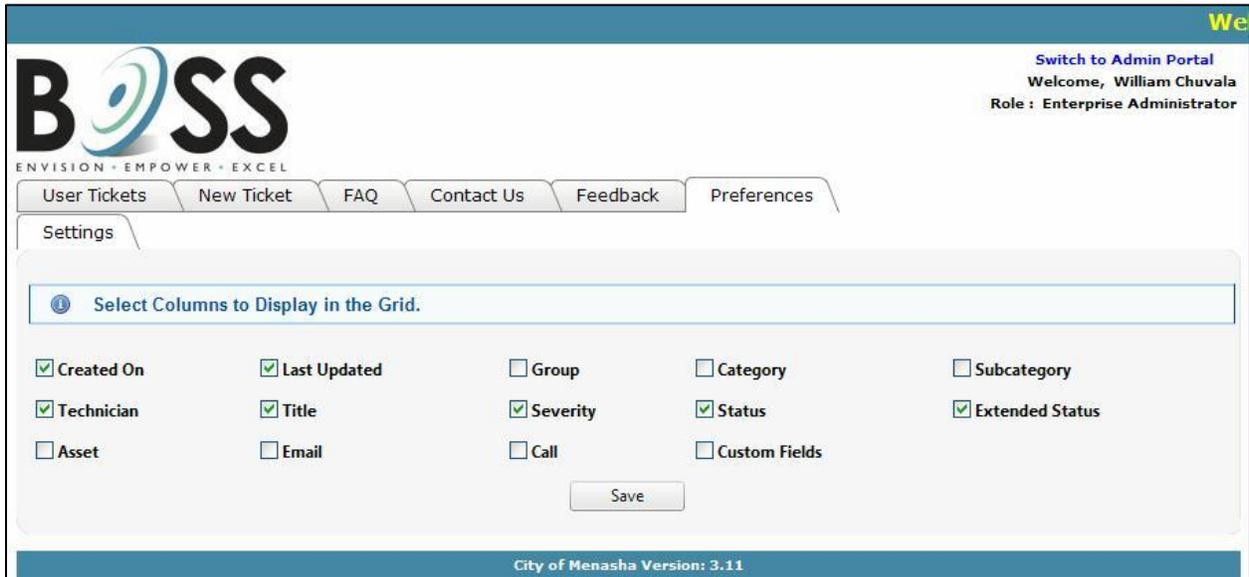


Fig 8.1

The final Tab, **Preferences (Fig 8.1)** is where you would add additional information to the front page called **User Tickets**. By default **Fig 8.1** is what is selected, but that doesn't mean you need to keep it this way. In **Fig 8.2** the defaults are unselected and the other options are then selected and the button is pressed.

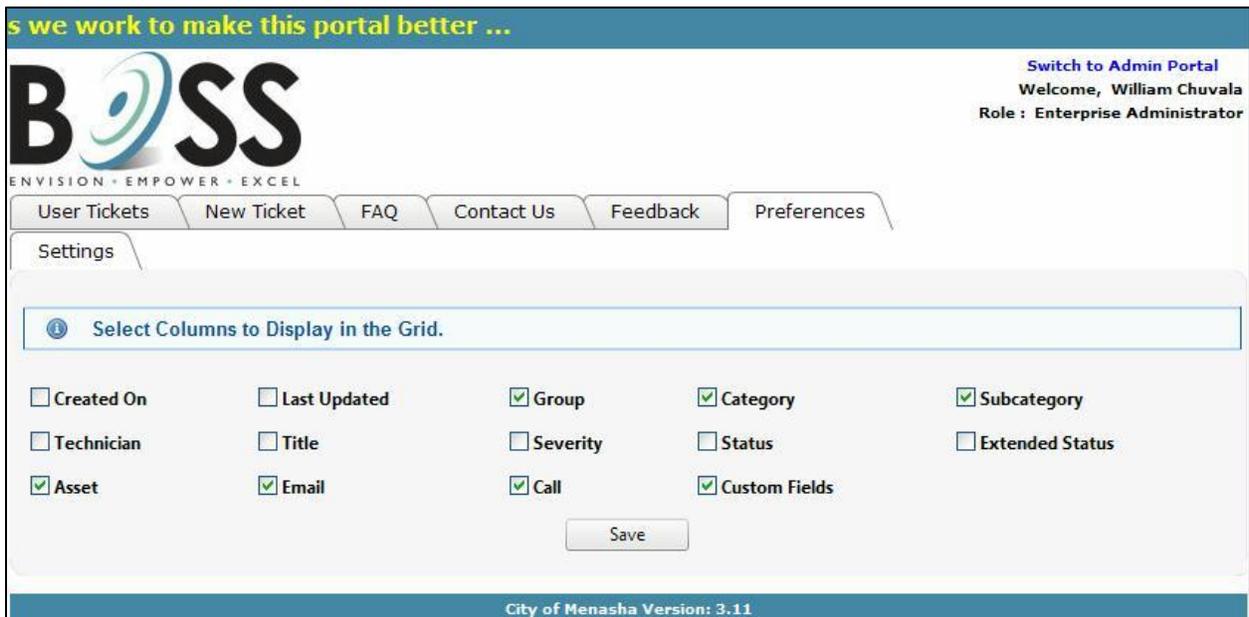


Fig 8.2

Now when the **User Tickets** tab is selected we see the updated page **Fig 8.3**.

The screenshot shows the BOSS (Business Operations Support System) interface. At the top, there is a header with the BOSS logo and the tagline "ENVISION • EMPOWER • EXCEL". To the right, it says "Welcome, William Chuvala" and "Role : Enterprise Administrator". Below the header, there are navigation tabs: "User Tickets", "New Ticket", "FAQ", "Contact Us", "Feedback", and "Preferences". The "User Tickets" tab is selected. Below the tabs, there is a dropdown menu for "Tickets" set to "Assigned (5)" and a "Tickets : All Tickets" label. A table of tickets is displayed with the following columns: ID, Group, Category, Sub Category, Asset, Email, Call, Telephone, and Department. The table contains five rows of ticket data, each with a green checkmark in the "Email" column.

ID	Group	Category	Sub Category	Asset	Email	Call	Telephone	Department
49	HelpDesk	Communicati...	Cellphone		✓		920-967-3607	Information Technology
48	HelpDesk	Hardware	PC		✓		920-967-3607	Information Technology
47	HelpDesk	Hardware	PC		✓		920-967-3607	Information Technology
45	HelpDesk	Communicati...	Cellphone		✓		920-967-3607	Information Technology
44	HelpDesk	Software	Outlook		✓		920-967-3607	Information Technology

City of Menasha Version: 3.11

Fig 8.3

Here is a breakdown of these options.

ID: The number that is assigned to your Ticket and may be referred to when multiple Tickets are shown.

Group: This is by default set to **HelpDesk** so it shows the **Group** always as **HelpDesk**

Category: This is the **Category** that the Ticket you created is in.

Subcategory: This shows the **Subcategory** that the Ticket created is under.

Asset: Unless this was selected when the Ticket was created this is going to be blank.

Email: This indicates that you will be receiving email as your issue is worked on by the Technician this includes any notes they may have added to your Ticket.

Call: This is not used.

Telephone: This is your contact number.

Department: This is the **Custom Fields** option.