iSupport

Educational Technology’s ever evolving incident tracking system.
The Two Sides of iSupport

• The customer facing webpage can be referred to as mySupport.

• The back-end or tech interface is called the Rep Desktop.

• Here are the addresses for these two pages.
  • mySupport: http://ic-ispt/user
  • Rep Desktop: http://ic-ispt/rep
Customers interact with iSupport by accessing mySupport.

This is a dedicated webpage we (ET) designed for our specific needs and purposes.

An shortcut to this site is automatically copied to all staff and non-student Public desktop folders using SCCM.

The website has changed this summer and probably will change slightly throughout the year.

Push button style menu layout for easy access.

Conditional data fields based on incident templates guide customers through creating an incident as accurately as possible.
Here is a quick look at how the page is designed at the time this presentation was created.
mySupport

- There is a second tab in the mySupport portal called “Check on all your incidents”.
- This tab can be used by the customer to find incident information and status.
mySupport Feedback

• Feel free to create incidents using mySupport to see how the system works and what to expect. The better you know the system the more confident your customers will be with you and the system.
• Our suggestion is to simply enter the word TEST in the description and resolution fields if you are creating test incidents.
• Communicate with your DST about routing, escalation, and any test incidents you create.
• **MAKE SUGGESTIONS** and **REPORT ISSUES**! Please let us know what is needed and what isn’t working.
Rep Desktop

- We’ve updated the layout of how incidents are viewed.
- Tier 1 and Tier 2 escalation remains the same.
- Categories have been added and updated.
- More custom data fields have been added.
New Incident View

Customer:
Educational Technology
Instructional Center
Educational Technology
helpdesk@martin.k12.fl.us
Ticket Counts:
9 Open, 0 Suspended, 0 Closed, 0 Reopened

Number: F6MF686483
Category: Projects
Projects: Desktop Support
Created Date: 6/22/2015 2:57:53 PM
Modified Date: 6/30/2015 7:54:29 AM
Closed Date: Closed
Assignee: Peter Walentin
Priority: Medium
Status: In Progress
Author: Peter Walentin

Description:
Summer 2015 refresh.
Finished deploying new workstations.

Physical Damage: No
Is this a project incident: No
Incident Tag: Select
**iSupport and E-Mail**

- **MCSD Support** is a special account set up for the iSupport system.
- The iSupport system will send messages and process incoming ones using this account.
- Messages sent to this account with a valid incident ID number either in the subject or body of the message will automatically be added to the history of that incident.
- The assignee of that incident will be notified when their incident has been updated in this manner.
iSupport and E-Mail

- Customers with open incidents will be notified when their incident status has been changed to closed.
- A closure notification will include the text entered into the resolution field of the incident.
- This helps our customers follow what is happening with their incident without having to accessing mySupport.
- Messages from iSupport will have a link to the incident in mySupport or the Rep Desktop, depending on whether the message was sent to the customer or Rep.
iSupport and E-Mail

- Here are two examples of links.
- Customer link to mySupport
  - http://ic-ispt/user/Incident/View/27226
- Rep link to Rep Desktop
Make sure to enter your work history.

- This helps avoid duplication of troubleshooting steps.
- Work history is reviewed by other technicians to determine patterns of problems or potential issues.
- Work history shows communication other technicians may have had with the customer.
- Incidents are more than a description and a resolution.
- ET staff can help E1 and E2 students improve troubleshooting skill and efficiency is we see the steps taken to resolve the problem.
Thank You!