*Maintainer: Wool, Benjamin Connor*

*CougTech, Tech 2 | CUE 302*

*CougTech customer logger*

Design and Reference Guide

Table of Contents

[SECTION 1: Introduction to the System 3](#_Toc466539947)

[Purpose of the System 3](#_Toc466539948)

[An Example of Use 3](#_Toc466539949)

[SECTION 2: Implementation of the Customer Logger System 4](#_Toc466539950)

# SECTION 1: Introduction to the System

## Purpose of the System

The CougTech Customer logger system exists to make tracking customer tickets easier. It allows customers to create their own tickets in the OTRS system, which are then picked up by the tech while working on issues. This helps replace the previous process, where techs had to manually create a ticket for each customer interaction, and there was a very low actual rate of ticket creation. By having each customer create their own ticket on a mostly automated system, it offloads some of the ticketing work to the customer, and has succeeded in increasing the percent of customer interactions that are tracked on the OTRS system.

## An Example of Use

A customer named John Smith comes into CougTech looking for help installing Windows Updates. They are greeted at the front desk, and asked to create a ticket on the Customer Logger. They input their WSU ID number (8 digits long), and press enter. Next, they are asked if they have an appointment, and select no. The next page asks them to briefly describe their issue. They select “software”, and type a description into the box at the bottom, “need help installing Windows Updates”. Finally, they are taken to the confirmation screen, and the greeter will have them take a seat.

At this point, the customer’s interaction with the system is now complete.

The Customer Logger will now package up the information and sent it as an email to the OTRS ticketing system. In addition, it spoofs the client’s WSU email address so that the ticket originates from the customer. How this is managed will be discussed later.

The greeter will take the new ticket in the OTRS queue and will assign it to the tech currently helping the customer.

# SECTION 2: Implementation of the Customer Logger System