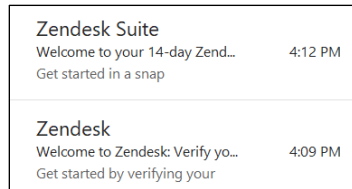


01 Assignment 1

Directions: Use an ITSM tool to simulate basic service management. **(20 points)**

1. Visit <https://www.zendesk.com/> and register for a free trial account using your Office 365 email account.
2. Fill in your account information and wait for verification and confirmation emails.



3. Open the link and match the information below if the same panel shows.

The image shows the 'Improve your trial experience' form on the Zendesk website. It includes a photo of a woman working on a laptop. The form asks: 'Have you ever set up a customer support solution?' (dropdown: 'No, I'm new to this'), 'How do people reach you?' (buttons: 'Chat', 'Phone', 'Email', 'Help center', 'Social media'), 'Who do you help?' (dropdown: 'Consumers (B2C)'), 'How many agents will use Zendesk?' (dropdown: '4-9'), and 'When do you plan to launch?' (dropdown: 'As soon as possible'). At the bottom are 'Continue' and 'No thanks' buttons.

4. Start the free trial and explore the website as much as possible. Note that this trial only lasts for 14 days.
5. Clicking the **Dashboard** will display unresolved and unassigned sample ticket requests. Assign each request's Type (Question, Incident, Problem, Task) and Priority (Low, Normal, High, Urgent) based on their attached message/concern. Include a screenshot. See the image below as a reference format.

<input type="checkbox"/>	Ticket status	ID	Subject	Requester	Requester updated	Group
Priority: Urgent						
<input type="checkbox"/>	Open	#4	SAMPLE TICKET: Item restock	Ella Rivera	20 minutes ago	Support
Priority: High						
<input type="checkbox"/>	Open	#2	SAMPLE TICKET: Damaged product	Taylor Moore	20 minutes ago	Support
<input type="checkbox"/>	Open	#6	SAMPLE TICKET: Are products ethically sourced	Zhang Wei Xu	20 minutes ago	Support
Priority: Normal						
<input type="checkbox"/>	Open	#1	Sample ticket: Meet the ticket	The Customer	22 minutes ago	Support
<input type="checkbox"/>	Open	#12	SAMPLE TICKET: Cancel order	Luka Jensen	20 minutes ago	Support
Priority: Low						
<input type="checkbox"/>	Open	#9	SAMPLE TICKET: Free repair	Marcus Allen	20 minutes ago	Support

6. Using the exact sample ticket requests, set the status of four (4) tickets from **Open** to **Pending**. Go to **Views** and attach a screenshot of the requests. Make sure the **Type** of ticket is shown.
7. Go to **Customers**, select one (1) customer, and edit their information (Tags, Org., Time zone, Details). Send a screenshot of their filled-up user profile.
8. In at least three (3) sentences, comment on the tool's user interface based on its functionality, features, and user-friendliness.

GRADING RUBRIC:

Performance Standards	Points
All submitted screenshots show the correct requirements.	3 x 5 pts
The conclusion effectively tackles the tool's functionality, features, and user-friendliness.	5
Total	20