











Use case for Ticketing System Integration with NISC

 CCL-29584: Reduce call resolution time by integrating with ticketing system (NISC) RESOLVED

 The Required Reviewers Panel is handled by the system, as explained in [Use Case and Functional Specification Doc Review Workflow Overview](#) ARCHIVED

Required Review Panel

Overall Status: Approved			
CCL-29584		Approved	
Functional Area	Reviewer	Action	Approved
Customer Service	Tarun Singh		
Engineering	Ajit Singh		
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PLL	Kashyap Merchant		
System Test	Bryan McKenney		

[Approvals History](#)

Additional Reviewers

Functional Area	Reviewer	Status
Customer Service		
Engineering		
PLL		
System Test		

MR Documents

<link to MRs>

Use Case Documents

Background: CSRs use ticketing systems and Support Cloud to troubleshoot and record subscriber call outcomes. Currently they need to swivel across ticketing system and Support Cloud to perform the below operations for each call. This results in increased call resolution times.

- Swivel Ticketing System to Support Cloud: To start troubleshooting CSR needs to search for subscriber record and reach the cockpit view to start the troubleshooting

2. Swivel Support to Ticketing System: After completing troubleshooting CSR needs to remember and manually the call outcome from Support Cloud to ticketing system

Goal: Reduce call resolution time by integrating Support cloud with Ticketing system (NISC iVue) to eliminate both above mentioned swivel issues. Using this integration CSR can get to the Support Cloud subscriber record directly, diagnose the support issue, complete the Call Outcome information and save it and then get back to the ticket in NISC iVue system with call Outcome information in the Comments. See attached screenshot of workflow below.

CSR Use Case and Requirements

Below are the steps for onboarding this integration

1. Org Administrator will setup the integration with NISC iVue system by setting up the configuration under Cloud Administration section by providing the API endpoint with username and password details.
2. Org Administrator will also need to know the status of iVue API endpoint with Up/Down status so "Test" button should be provided to validate the status.

Below are the set of steps CSR will perform after the onboarding to complete the ticketing workflow

- CSR receives subscriber call for troubleshooting and resolution
- CSR opens NISC ticketing system, goes through the flow of populating needed information and creates the ticket
- CSR is redirected to Support Cloud web session for troubleshooting
- CSR reviews subscriber details, any issues/warnings, Wi-Fi status and performs any recovery steps
- CSR saves Call Outcome details.
- Once the call Outcome details are saved and transmitted to NISC iVue then status should be updated to CSR to confirm the same.
- In case transmission to NISC iVue fails then CSR should be instructed about the same and asked to manually save the status in NISC ticket and check the connection status on the administration section and troubleshoot the connectivity,
- Support Cloud publishes the Call Outcome details along with NISC ticket information using one of the two options mentioned below
- NISC ticketing system receives the Call Outcome information and saves the result in the Ticket
- CSR reviews the ticket and performs next steps as needed

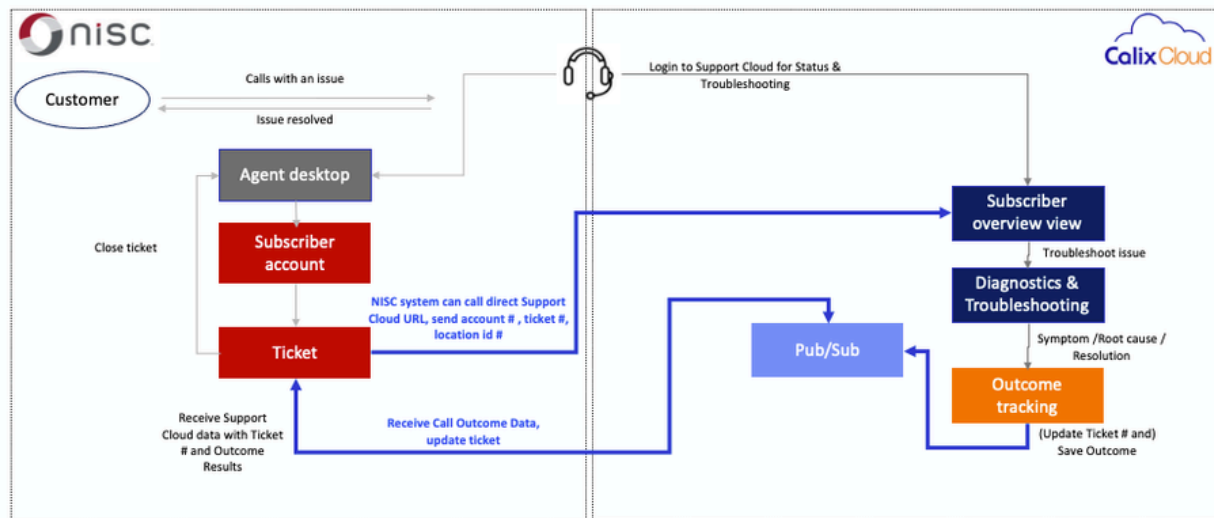
Future items

1. Which dashboard can be enhanced / added to capture the value of this integration and show the value of reduced call resolution times eg: CSR coming directly to subscriber record directly from NISC?

Acceptance Criteria

- Validate the integration across deployment of NISC iVue and Support Cloud allows the CSR to eliminate the two swivel actions mentioned above.
- RBAC controls in Cloud Administration for Org admin to be able to complete the onboarding steps mentioned above.
- URL to reach a specific subscriber so 3rd party ticketing providers can reach subscriber record directly

CSR driven troubleshooting & resolution Workflow



Benefits

1. Increased BSP satisfaction (CSAT)
2. Reduced BSP call resolution time

Test Cases

<Description>

<JIRA filter or list of TCs>

Internal use: baseline 1