



SERVICE SUPPORT GROUP TICKET BEST PRACTICES



WAYS TO OBTAIN TECHNICAL ASSISTANCE:



CHATBOT



YOUSUPPORT



X4500



ACCESS REQUEST

EDGE, EASE, etc.

Public folders

Email distribution lists



PHONE REQUEST

Reset your PIN

Request a headset

Phone/Cisco Jabber

ACADEMY HELP

Access permission

Errors

Transcript removals



MOST COMMON TICKET TYPES

SERVICE DESK INCIDENT

All other technical issues



EXEMPLARY TICKET CHECKLIST:



DETAILED DESCRIPTION OF THE ISSUE



LOAN NUMBER AND/OR BROKER ID INCLUDED IF APPLICABLE



HIGHLIGHTED SCREENSHOTS ATTACHED