



# 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

## MOST COMMON TICKET TYPES

### ACADEMY HELP

Access permission

Errors

Transcript removals



### 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