BTOTS SUPPORT: TICKETS, PROCESSES, AND EXPECTATIONS

Last revised: 6/5/2024

OVERVIEW

- What is a Support ticket?
- What is the Support process?
- What can you, the BTOTS user, expect from Support?

WHAT IS A SUPPORT TICKET?

• A support ticket is:

- A form you, as a user, can fill out if you encounter a problem or have a question;
- A way for Support to keep track of incoming questions and/or problems;
- A way for the user to get in contact with Support; and
- A way for the user to check on the status of a specific support request, problem, etc.

DO I NEED A TICKET?

• No. If you are more comfortable contacting Support over the phone, we will create a ticket while we are talking with you (again just so we can track questions and problems).

HOW DO I GET TO THE SUPPORT LINK TO ASK A QUESTION OR CALL SUPPORT?

- Use the Support link on the BTOTS home page.
- Call the BTOTS Helpline telephone number found on the BTOTS Support page.
- See the example on the next slide.



This screen will appear once you have clicked on the support link. There are two options to choose from when you need help:

- 1. Fill out the form you see below and click the green "Report Issue" button; or
- 2. Call the BTOTS Helpline number shown at the top of the form to receive help.

| BIOIS Support | |
|---|--|
| Contact Technical Support | Notes |
| Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call XX XX XX to chnical support. | Your user account information along with the issue described above will |
| Report Subject* | be sent to BTOTS Support Staff. |
| | A backup of this issue report will also |
| When did the reported issue occur? | be stored on BTOTS server. |
| | |
| | Your System Information |
| Detailed description of the problem.* | System Version: Mozilla/5.0 |
| | (Windows N 1 6.1; WOW64) AppleWebKit/537.31 (KHTML like Gecko) Chrome/26.0.1410.43 Safari/537.31 Window Size: 947 X 1903 |
| Upload Screenshot(Optional) Choose File No file chosen | |
| | |

EXAMPLE OF GOOD SUPPORT TICKET ENTRY

Good ticket entry because it includes detailed information.

BTOTS Support

| BTOTS Support Request | Support Quick Links |
|--|--|
| Fill in the following form to report your issue to BTOTS Support Staff. This form is secure and is the preferred method of requesting support. A detailed support requests will assist us in resolving the issue in a timely manner. | Phone Support |
| Report Subject* Show Example | Known System Issues |
| Error occurs on Contact Tab | Review the list of known issues to |
| Priority 🤨 | see if there is a work around |
| Medium 🗸 | available for your issue. |
| Issue Scenario: What specific folder/wizard were you on when the issue occurred (include Child ID if possible)?* | Your System Information |
| Under the contact tab. Child ID #: KM123456 | System Version: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML like Gecko) Chrome/30.0.1599.101 Safari/537.36 |
| Issue Description: Detailed description of the problem and resulting outcome of the error.* | Window Size: 1520 X 758 |
| While under the contact tab I was trying to edit the e-mail for the child mother, and I received the following error: | Remote Screen Share |
| "Error message contact Support" | Enter Session ID Connect |
| Upload Screenshot (optional) Choose File 11.png | |

EXAMPLE OF POOR SUPPORT TICKET ENTRY

• Poor ticket entry because it lacks detailed information.

| BTOTS Support | |
|---|--|
| Contact Technical Support | Notes |
| Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call XXXXXXXXXXxxxxxxxxxxxxxxxxxxxxxxxxxx | Your user account information along with the issue described above will |
| Report Subject* | be sent to BTOTS Support Staff. |
| Transition | A backup of this issue report will also |
| When did the reported issue occur? | be stored on BTOTS server. |
| 3/29/13. | |
| | Your System Information |
| Detailed description of the problem.* | System Version: Mozilla/5.0 (Windows NT 6.1: WOW64) |
| Under transition tab will not work. | AppleWebKit/537.31 (KHTML like Gecko) Chrome/26.0.1410.43 Safari/537.31 Window Size: 632 X 1269 |
| Upload Screenshot(Optional) Choose File No file chosen | |

SUPPORT TICKET ENTRY: UPLOADING A SCREENSHOT

A great way to give the exact details of the problem is to upload a screenshot, as shown below.

| Contact Technical Support Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX | |
|---|-----------|
| Report Subject* be sent to BTOTS Support St When did the reported issue occur? A backup of this issue report Detailed description of the problem.* Your System Information System Version: Mozilla/5.0 Windows NT 6 1: WOW/64 | n along |
| When did the reported issue occur? A backup of this issue report be stored on BTOTS server. Your System Information System Version: Mozilla/5.0 Detailed description of the problem.* Windows NT 6.1: WOW/64.1 | aff. |
| When did the reported issue occur? be stored on BTOTS server. Your System Information System Version: Mozilla/5.0 Windows NT 5.1: WOW/64) | vill also |
| Detailed description of the problem.* Your System Information System Version: Mozilla/5.0 (Windows NT 5.1: WOW/64) | |
| Detailed description of the problem.* System Version: Mozilla/5.0 (Mindows NT 6.1: WOM/64) | |
| | |
| AppleWebKit/537.31 (KHTML | like |
| Gecko) Chrome/26.0.1410.4. Safari/537.31 | } |
| Window Size: 947 X 1903 | |
| Upload Screenshot(Optional) Choose File No file chosen | |

HOW TO UPLOAD A SCREENSHOT

• Find the below information at: : <u>http://www.take-a-screenshot.org/</u>

| Windows | Mac iPhone, iPod | , iPad KDE | GNOME Websites |
|----------|--------------------------|-------------------|--|
| | | | |
| How do | l take a screensho | ot? | |
| | press | PrtScn SysRq = | Windows captures the entire screen and copies it to the clipboard . |
| Where ca | n I find that key? | | |
| | PrtScn SysRq SysRq | Pause Break | Look for this group of keys at the upper right of your keyboard. Note: Print Screen (PrtScn) might have been abbreviated differently on your keyboard. |

HOW TO UPLOAD A SCREENSHOT continued...

How do I take a screenshot of a single window?



 Windows captures only the currently active window and copies it to the clipboard.

I guess it's in the clipboard now. How can I paste it into a document or something?



Windows pastes the screenshot (that is in the **clipboard**) into a document or image you are currently editing.

ONCE YOU HAVE SAVED THE SCREENSHOT

- Click "choose file" then open the folder where you saved the screenshot, select the file, and then click "open."
- Support will remove Personally Identifiable Information (PII) from the screen shot (this is the *only* place it is acceptable to have PII).

| | BTOTS Support | |
|---|---|---|
| Contact Technical Support Fill in the following form to report your issue to BTOTS Support S support. | Staff, or you may try to call XXXXXXXechnical | Notes Your user account information along with the issue described above will |
| Report Subject* | C Open | he cost to BTOTS Support Staff. |
| Transition | 💭 - 🔳 Desktop 🕨 🔹 4+ Sear | ch Desktop 🔎 🖇 issue report will also |
| When did the reported issue occur? | Organize • New folder | 🔉 🔹 🕤 👩 OTS server. |
| 3/29/13. | Favorites 78.0 KB Desktop Profile_MDSC Downloads Profile_MDSC Recent Places Profile_SS KB | Information In: Mozilla/5.0 |
| Under transition tab will not work. | Microsoft Word Document Z76 KB Type: Microsoft Word Document Z76 KB Type: Microsoft Word Document Support Authors: Jenni Borg Microsoft Word Document Support Jose Support Jose Support Support Jose Support Support Jose Support Jose Jose Support Jose J | 1; WOW64) 37.31 (KHTML like ∋/26.0.1410.43 ■ 632 X 1269 |
| Upload Screenshot(Optional) Choose File No file chosen | File name: Screenshot Example All Files Open | Cancel |

SUPPORT PROCESS

 You have filled out the support form and you have sent it to Support OR you have called the BTOTS Helpline for support.

Next Steps:

- Support now has your question, problem, or idea for an upgrade.
 - Please feel free to send suggestions!

SUPPORT PROCESS continued

- A notification is sent to Support.
- Support will send you a notification e-mail indicating that we have received your ticket and we are working on a solution. Support will send another notice when the problem is fixed.
- Support will read through the problem/question, then assign a ticket number and also someone to work on the issue.

SUPPORT PROCESS continued

- If the problem is a bug or system issue, Support will notify the developers at MDSC.
- If it is a question regarding policy or training, Support will contact Baby Watch.
- The support process will be documented and tracked via systems called "ZOHO Support" and "ZOHO Assist."

FYI: WHAT ZOHO ALLOWS SUPPORT TO DO

- Zoho Support allows Support to connect with multiple people (i.e., Baby Watch, MDSC, users).
- Zoho Assist allows Support to share a user's screen to physically see the problem or question at hand.
- Zoho will help Support solve issues and the information contained within Zoho, other than that found on the customer support portal, is for Baby Watch use only and will not be available to the user.

ZOHO continued...

- Support ticket in Zoho
- This is the form that Support fills out when a user sends or calls in a support request.



SAMPLE E-MAIL VERIFICATION

Dear Jenni,

Welcome to the BTOTS Customer Self Service Portal!

You are invited to access BTOTS <u>Customer Self Service</u> <u>Portal</u>. By accessing this portal you can now track your requests online.

Your User Name: jenni@email.com

Please <u>click here</u> to accept this invitation.

If you are not the intended recipient of this invititation, please contact BTOTS Support at <u>btotshelp@utah.gov</u>.

Thank you,

BTOTS Support

KNOWN ISSUES

Please review the "Known Systems Issues" to find a fast solution to your question.

| BTOTS Support | |
|---|--|
| BTOTS Support Request Fill in the following form to report your issue to BTOTS Support Staff. This form is secure and is the preferred method of | Support Quick Links Phone Support |
| requesting support. A detailed support requests will assist us in resolving the issue in a timely manner. Report Subject* Show Example | 80%-X8428222X Known System Issues |
| Priority 0 Un-prioritized | Review the list of known issues to see if there is a work around available for your issue. |
| Issue Scenario: What specific folder/wizard were you on when the issue occurred (include Child ID if possible)?* | Your System Information |
| | System Version: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML like Gecko) Chrome/30.0.1599.101 Safari/537.36 |
| Issue Description: Detailed description of the problem and resulting outcome of the error.* | Window Size. 1/2/ X 801 |
| | Enter Session ID Connect |
| Upload Screenshot (optional) Choose File No file chosen | |
| © 2013 Utah Baby Watch | UDOH Use Disclaimer |
| | Version 3 1 5030 (undated 10/10/2013) |

WHAT YOU CAN EXPECT FROM SUPPORT

- Timely response to problems, questions, concerns, and/or suggestions.
- An e-mail notifying you that support has received your question.
- A response, as soon as possible, indicating a solution has been reached.
- If a solution will take longer than 24 hours to fix, a response will be sent indicating that we are working on the problem and will contact you when it is fixed.
- Live support from 9 a.m.-3 p.m. (telephone and screen share) and 9 a.m.-5 p.m. (BTOTS support link or e-mail).

WHAT YOU CAN EXPECT FROM SUPPORT continued

- "Known Systems Issues" and FAQ links in BTOTS to help you quickly find your own solutions to common problems and frequently asked questions.
- Professionalism in all aspects of support: questions, problems, and suggestions.
- Secure handling of child and family information.

CONTEXT-SPECIFIC HELP USING BTOTS FIELD DEFINITIONS

"Review Errors" messages will pop up if you are required to complete data entry before moving on.



CONTEXT-SPECIFIC HELP USING BTOTS FIELD DEFINITIONS

• Run your cursor over the blue dotted lines to see field definitions, instructions, and/or options on specific fields.

| DV120862 | Patricia Frankfoot | | Under IFSP |
|---|---|---|---------------------|
| Edit COSF | - 00 months | | ? X |
| Date Determined: * 1. Positive Social F Score: * Cor generate Rationale tree option. COSF score judgment, it does not ac COSF score: * COSF score: * Rationale: | 10/21/2013 Transferred COSF Relationships COSF score can be entered manually d automatically by using the decision Note: the automatically generated e can be overridden using professional the raters believe the COSF score courately reflect the child's functioning. | 3 Consecutive Months of Service COSF Note | X Cancel E Save |
| 3. Taking Appropri | ate Action to Meet Needs | | |

REQUEST SUPPORT WHEN SYSTEM ERROR MESSAGES APPEAR

• Adding a screenshot to your support request will be very useful in the situation when an error message appears during data entry.

Enter Referral Information Error saving child referral. New child has not been added to the system. Transaction Failed Inner Exception: null value in column "is_hispanic" violates not-null constraint Stack Trace: at Vitruvian.Data.DBConnection.EndTransaction() in C:\Projects!vitruvian\Dev\trunk\Framework\Vitruvian.Data\DBConnection.cs.line 170 at Domain.ViewModels.Child.NewReferralModel.Save(ModelStateDictionary modelState) in c:\cc\BTOTSWeb\code\trunk\Domain\ViewModels\ChildNewReferralModel.cs.line 1391

Enter the referral date, concerns, and notes for the child below.

| Referral Information | Transfer from anoth | ner El Program |
|----------------------|---------------------|----------------|
| Referral Date * | Sending Program | |
| 03/29/2013 | - | ~ |
| | | |
| Received By* | | |
| Received By* | Test | |

SUPPORT CONTACT INFORMATION

- In BTOTS:
 - Complete a support ticket.
 - *THIS METHOD WILL BE THE FASTEST WAY TO RECEIVE A RESPONSE FROM SUPPORT.*
- Call the BTOTS Helpline number:
 - This number can also be found on the "Support" link in BTOTS).
- To maintain system quality and integrity, direct calls to Baby Watch staff for assistance will be rerouted to the BTOTS Helpline and assigned a support ticket.

SECURITY REMINDER!

• ** DO NOT PUT THE CHILD'S OR FAMILY'S PII IN ANY E-MAIL OR SUPPORT REQUEST.**

• **PLEASE USE ONLY THE CHILD ID (NO CHILD or FAMILY NAMES) ON THE BTOTS HELP REQUEST FORM AND IN ALL SUPPORT REQUESTS.**

QUESTIONS/CONCERNS

- Support tickets
- Support process
- User expectations of Support
- PLEASE USE CHILD IDs, NOT CHILD NAMES!