BTOTS SUPPORT: TICKETS, PROCESSES, AND EXPECTATIONS

Last revised: 10/23/13
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 found on the BTOTS home page.
- Call the BTOTS Helpline telephone number found on the BTOTS Support page.
  - 801-584-8222
- See the example on the next slide.
To Access Support or Get Help:

1. Click on the “Support” link if logged off.
2. Click on the “Support” link while on the page with the issue.
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.
EXAMPLE OF GOOD SUPPORT TICKET ENTRY

Good ticket entry because it includes detailed information.

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 requesting support. A detailed support requests will assist us in resolving the issue in a timely manner.

Report Subject *

Error occurs on Contact Tab

Priority  

Medium  

Issue Scenario: What specific folder/wizard were you on when the issue occurred (include Child ID if possible)? *

Under the contact tab. Child ID #: KM123456

Issue Description: Detailed description of the problem and resulting outcome of the error. *

While under the contact tab I was trying to edit the e-mail for the child mother, and I received the following error:

"Error message contact Support"

Upload Screenshot (optional)  

Show Example

BTOTS Support

Support Quick Links

Phone Support
801-584-8222

Known System Issues
Review the list of known issues to see if there is a work around available for your issue.

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

Window Size: 1520 X 758

Remote Screen Share

Enter Session ID  

Connect

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EXAMPLE OF POOR SUPPORT TICKET ENTRY

- Poor ticket entry because it lacks detailed information.
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.
HOW TO UPLOAD A SCREENSHOT

- Find the below information at: http://www.take-a-screenshot.org/

How do I take a screenshot?

press PrtScn SysRq = Windows captures the entire screen and copies it to the clipboard.

Where can I find that key?

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 do I take a screenshot of a single window?

hold down Alt and press PrtScn SysRq = 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?

hold down Ctrl and press V = 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).
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!
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.
Support ticket in Zoho
This is the form that Support fills out when a user sends or calls in a support request.
Dear Jenni Borg,

Welcome to the BTOTS Customer Self Service Portal!

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

Your User Name: jenni.borg@mdsc.com

Please click here to accept this invitation.

If you are not the intended recipient of this invitation, please contact BTOTS Support at btotshelp@utah.gov.

Thank you,

BTOTS Support
KNOWN ISSUES
Please review the “Known Systems Issues” to find a fast solution to your question.
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.

<table>
<thead>
<tr>
<th>DV120862</th>
<th>Patricia Frankfoot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under IFSP</td>
<td>Coordination нарушен</td>
</tr>
</tbody>
</table>

**Edit COSF**

**1. Positive Social Relationships**
- **Score:** 1
- **Rationale:** Score: The COSF score can be entered manually or generated automatically by using the decision tree option. Note: the automatically generated COSF score can be overridden using professional judgment, if the raters believe the COSF score does not accurately reflect the child’s functioning.

**2. Acquiring and Using Knowledge and Skills**
- **Score:** 1
- **Rationale:**

**3. Taking Appropriate Action to Meet Needs**
- **Score:** 1
- **Rationale:**
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.
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:
  - 801-584-8222
  - 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 re-routed 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!