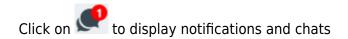
Notifications and user satisfaction survey

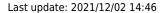


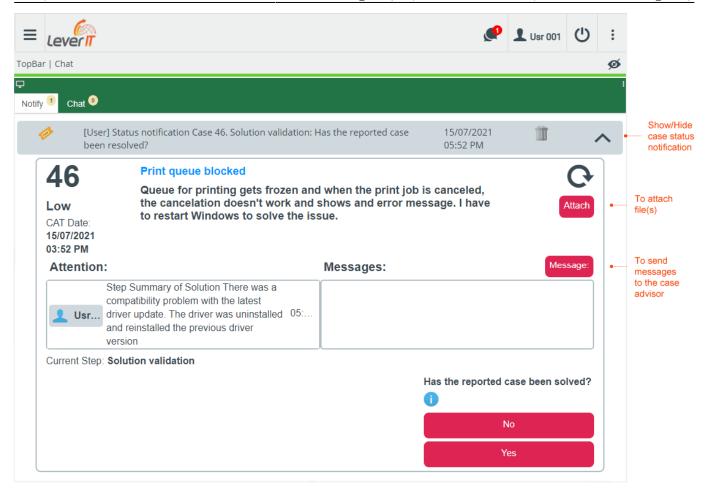
When logged into the ITHC portal, the system may display more than one form for each pending case to be rated; after one case is rated, subsequent forms will be displayed until all cases are rated.

Besides email messages, notification messages will be sent to the end-users that can be viewed when logging into the ITHelpCenter portal. Notification events can be configured by the system administrator.

Console notifications

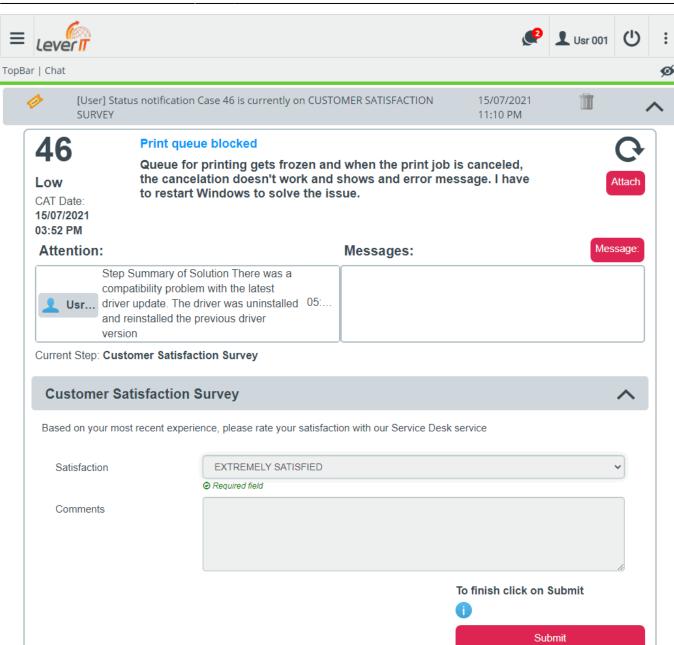






Satisfaction survey

Once the case reported is solved, a customer satisfaction survey will be sent. Rate the service, include comments and save.



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