

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



Click on  to display notifications and chats

TopBar | Chat

Notify 1 Chat 0

[User] Status notification Case 46. Solution validation: Has the reported case been resolved? 15/07/2021 05:52 PM

46 **Print queue blocked**

Low

CAT Date: 15/07/2021 03:52 PM

Attention:

Step Summary of Solution There was a compatibility problem with the latest driver update. The driver was uninstalled 05:... and reinstalled the previous driver version

Current Step: **Solution validation**

Messages:

Has the reported case been solved?

No

Yes

Attach

Message:






Show/Hide case status notification


To attach file(s)




To send messages to the case advisor

Satisfaction survey

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


 Usr 001

TopBar | Chat

 [User] Status notification Case 46 is currently on CUSTOMER SATISFACTION SURVEY 15/07/2021 11:10 PM

46
Low
CAT Date:
15/07/2021
03:52 PM


Print queue blocked
Queue for printing gets frozen and when the print job is canceled, the cancelation doesn't work and shows an error message. I have to restart Windows to solve the issue.


Attach

Attention:


Messages:

Message:

 Usr...


Step Summary of Solution There was a compatibility problem with the latest driver update. The driver was uninstalled 05:00 and reinstalled the previous driver version


Current Step: **Customer Satisfaction Survey**

Customer Satisfaction Survey

Based on your most recent experience, please rate your satisfaction with our Service Desk service


Satisfaction

EXTREMELY SATISFIED

 Required field

Comments

To finish click on Submit


Submit

From:
<http://www.leverit.com/ithelpcenter/> - IT Help Center

Permanent link:
http://www.leverit.com/ithelpcenter/en:saved:notifce_survey

Last update: 2021/12/02 14:46

