

# 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:** **Messages:**

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

Usr...

Current Step: **Solution validation**

Has the reported case been solved?

No

Yes


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

**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.**

**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:...

 Usr...

and reinstalled the previous driver version

**Messages:**

Current Step: **Customer Satisfaction Survey**

**Customer Satisfaction Survey**


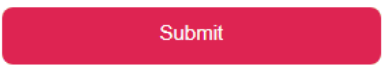
Based on your most recent experience, please rate your satisfaction with our Service Desk service

Satisfaction EXTREMELY SATISFIED

Ⓞ Required field

Comments

To finish click on Submit

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

Permanent link:  
[http://www.leverit.com/ithelpcenter/en:user:notice\\_survey](http://www.leverit.com/ithelpcenter/en:user:notice_survey)

Last update: **2022/07/22 02:15**

