

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

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

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 and error message. I have to restart Windows to solve the issue.



Attach


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:



Message:

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:administrator:notice_survey

Last update: **2022/07/22 01:47**

