

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

The screenshot displays the LeverIT user interface. At the top, there is a navigation bar with the LeverIT logo, a notification bell with a red '1', a user profile 'Usr 001', and a power icon. Below this is a 'TopBar | Chat' section with 'Notify 1' and 'Chat 0' indicators. The main content area shows a case card for Case 46, titled 'Print queue blocked'. The case is categorized as 'Low' and has a 'CAT Date' of '15/07/2021 03:52 PM'. The description reads: '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.' To the right of the description are 'Attach' and 'Message:' buttons. Below the description is a 'Messages:' section with a message from 'Usr...' stating: 'Step Summary of Solution There was a compatibility problem with the latest driver update. The driver was uninstalled and reinstalled the previous driver version'. The current step is 'Solution validation'. At the bottom right, there is a question 'Has the reported case been solved?' with 'No' and 'Yes' buttons. Red annotations on the right side of the screenshot point to: 'Show/Hide case status notification' (pointing to the top bar), 'To attach file(s)' (pointing to the 'Attach' button), and 'To send messages to the case advisor' (pointing to the 'Message:' button).

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 and 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...

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





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Last update: **2021/12/02 14:46**

