MAUELL TROUBLE TICKET SYSTEM

CUSTOMER USER GUIDE

ISO 9001
Certified System

1. SYSTEM OVERVIEW

The **Mauell Corporation Trouble Ticket System** is a web based help desk system. It allows efficient processing of customer inquiries. Each inquiry is referred to as a *ticket*. A ticket consists of one or more *messages* arranged in chronological order. A message is very similar to an email message. Each message represents a note added by a *customer* or an *operator* (Mauell personnel) and includes who added the message, when the message was added, the text of the message, and any file attachments. The Trouble Ticket System allows tracking of ticket status, which operator owns the ticket, what product group the ticket belongs to and the detailed progress being made toward resolving the ticket.

2. TICKET SUBMISSION

A new ticket may be submitted by browsing to http://support.mauell-us.com and completing the *New Ticket* form. The following image shows the *New Ticket* form.
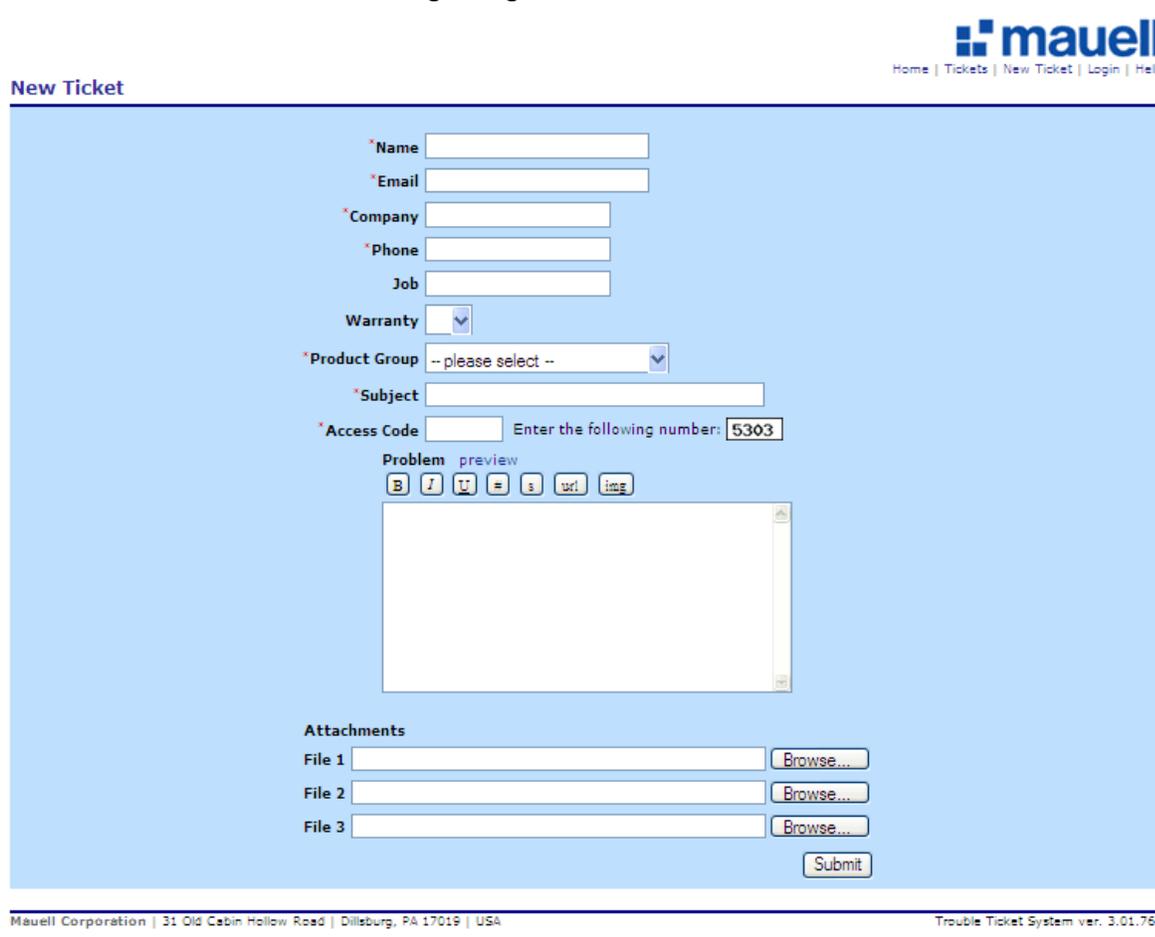
A red asterisk before a field name indicates a required field. The number to the right of the *Access Code* field must be typed into the *Access Code* field before submitting the form. Use of an access code reduces the likelihood of automated systems submitting large quantities of false tickets. The number to the right of the *Access Code* field is automatically generated and will be different each time the *New Ticket* form is displayed.

Upon submission, the Trouble Ticket System assigns a status of *Pending* to the new ticket, displays a confirmation page, sends a confirmation email to the customer and sends a notification email to any operators that are members of the selected Product Group. Both the confirmation page and confirmation email provide instructions for accessing the ticket. The customer does not need to register with or log into the Trouble Ticket System in order to access a ticket. A unique access key is automatically generated and provided on the confirmation page and in the confirmation email along with a hyperlink that already has the access key imbedded in it. The customer can access the ticket by either clicking on the hyperlink on the confirmation page or in the confirmation email just received or by browsing to http://support.mauell-us.com, clicking Tickets from the menu under the Mauell logo and entering the Access Key provided on the confirmation page and in the confirmation email just received.

3.   SUBMISSION OF A FOLLOW-UP MESSAGE

When an operator adds a new message to a ticket, the Trouble Ticket System sends an email notification to the customer. The email contains the text of the new message and provides a link to access the ticket page. A customer may submit a follow-up message by either clicking on the hyperlink embedded in the email just received or by browsing to http://support.mauell-us.com, clicking Tickets from the menu under the Mauell logo and entering the Access Key provided in the email just received.

Submission of a follow-up message results in an email notification being sent to the operator that owns the ticket only. Other operators can access the communications within the ticket, but will not be automatically notified unless they are the Owner.

Upon the customer submittal of a follow-up message, the customer will receive an email message containing a copy of their message and access instructions. This process is repeated for every follow up communication on the ticket.

4.   CLOSING A TICKET

By default, the Trouble Ticket System will change the ticket status to *Responded* after a non-internal message is added by an operator. In order to close the ticket an operator must explicitly select a new status of Closed.

The ticket status will change to Solved when a ticket is closed. The customer view does not include any internal messages and does not allow re-opening a ticket. Although the customer view still includes a message box, any message added will open a new ticket.