



# Support Tickets

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### Description

Users appreciate having a single point of contact to get help for their issues. Here, users are able to submit problems, questions and requests using this form, indicating the urgency of the ticket in order that the support team, who receive, process and respond to them, are able to prioritise accordingly. There is no need to worry about members of the support team responding to the same ticket because everyone on the team can see who is working on the ticket and its status.

Conversations between the user and the support team take place in the dedicated 'notes' area within the ticket and attachments can be added using the file upload feature.

SLA's are in place to ensure user expectations are met. SLA timers are driven by the type and priority of the ticket and when an SLA is breached, the support team will be notified. Furthermore, the reporter of the ticket will be kept in the loop at all times, with automatic notifications letting them know when a response has been added or the status has been changed.

### Functionality Demonstrated

SLAs: 'Traffic Lights' take note of whether or not a ticket has breached its SLA. The SLA rules define how much time should pass before a breach has occurred. Inspect these rules and you will see that this can be set to different values, dependant on the urgency of the support ticket.

<input type="checkbox"/>	High Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Response Time Breached	Hours: 2
<input type="checkbox"/>	Medium Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Response Time Breached	Hours: 3
<input type="checkbox"/>	Low Problem Submitted	By stopwatch timer	Within SLA	0
<input type="checkbox"/>			Response Time Breached	Hours: 4
<input type="checkbox"/>	Critical Problem	By stopwatch timer	Resolution Time Breached	Hours: 4

Some of SLA rules in use here

Show/Hide Field Permissions: There are some fields on the form that are set to only be visible to those in the *Support* and *Admin* project roles.

[Support team](#)

Notes notes

Time spent time\_spent

Category category

Corrective Action Taken  
corrective\_action\_taken

	Users		Support		Admin		Submitter c
Field condition set	View	Edit	View	Edit	View	Edit	View
= Default (Always)	Deny	Deny	Allow	Allow	Allow	Allow	Default

A Field Permission rule that denies the 'Users' role the ability to see the group of fields collectively labelled 'Support Team'

Created on 28 January 2018 by [Jon Mulhern](#). Last modified on 4 May 2018

Tags: [form templates](#), [infocapture](#)