

Kayako Support Suite Quick Start Guide

Kayako Support Suite (KSS) is easy to use to submit helpdesk requests and as you submit a description of your problem, it automatically searches our knowledgebase for possible solutions prior to you submitting your request. In time, the information in the knowledgebase archives will grow and the percentage of clients resolving their own issues will also grow as a result. In addition, KSS offers a robust interface which allows you to keep tabs on any helpdesk call you submit and view replies and updates by the staff members in Technology and Communications who work on your call tickets. You can also post replies to your existing tickets at anytime you choose. Email messages regarding submissions and ticket updates are also sent as reminders as well as updates to the progress of the work being done on each ticket. And, check this out, you and our support staff can even attach files to any ticket in the system. We have needed this feature for a long time! We look forward to using this new system and we also encourage you to provide us feedback accordingly. The link to access the new KSS helpdesk website can be found on your my.edinboro.edu portal page.

NOTE: Students and Employees have a slightly different interface and this document uses screen captures from the employee interface only.

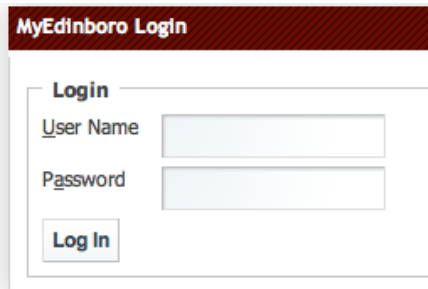
Each of the next several pages shows an individual screen capture of the new KSS website. Each screen is divided into different areas and each area is numbered and referenced below the image.

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I. How to Log in

1. Log into the my.Edinboro portal at: <https://my.edinboro.edu/web/mycampus/home> with your network account username and password.



The image shows a login form titled "MyEdinboro Login". It features a dark red header with the text "MyEdinboro Login" in white. Below the header, the word "Login" is displayed in a bold font. There are two input fields: "User Name" and "Password", each with a light blue border and a white background. Below the "Password" field is a "Log In" button with a light blue border and a white background.

2. Click the "Tech Help" Launch Pad item located on the left side of your screen.



II. Main Page

Edinboro University of Pennsylvania - Powered By Kayako SupportSuite - Windows Internet Explorer

http://techhelp.edinboro.edu/index.php?loginresult=1&group=employees

Edinboro University of Pennsylvania - Powered B...

EDINBORO UNIVERSITY
of PENNSYLVANIA

31 Dec 2008

EUP Technology Help Center

Logged in successfully

1

2 **3**

4

5

My Account [Logout]
Logged In: Bradley, Dennis

Search

-- Entire Support Site --

Latest News

» December 31: KSS - Going Live February 2nd, 2009

» September 30: New my.edinboro!!!!

Popular Knowledgebase Articles	Views
Administrative Privileges Instructions	27
How to take a screenshot in Windows XP	18
How to take a screenshot Mac OS X	15
Backup mail in Microsoft Outlook 2007, 2003, 2002; .pst files	11

Latest Knowledgebase Articles	Date Added
How to Clear your Browser's Cache	16 Dec 2008 11:45 AM
User Service Requests Instructions	10 Dec 2008 10:38 AM
How to access a shared folder on Windows XP/2000	01 Dec 2008 01:43 PM


Home | View Tickets | Submit a Ticket | Knowledgebase | TAC News and Alerts | SCOTS Tools | Print System Management | EUP Directory Search | Downloads

Language: English (U.S.)

Internet | Protected Mode: Off | 100%

1. Search and Logout Box - Use this area to:

- Logout
- Search our Knowledgebase for a solution. This doesn't search your tickets.
- View the latest news

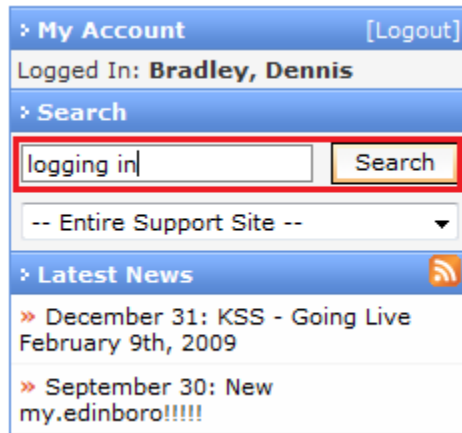
2. Click on the "View Tickets" link (or the  icon) to view all the tickets that you have requested or submitted to the Technology Help Center (see the "KSS View Tickets Page" below for more information).

3. Click on the "Submit a Ticket" link (or the  icon) to enter a new ticket (see the "KSS Submit a New Ticket Page" below for more information).

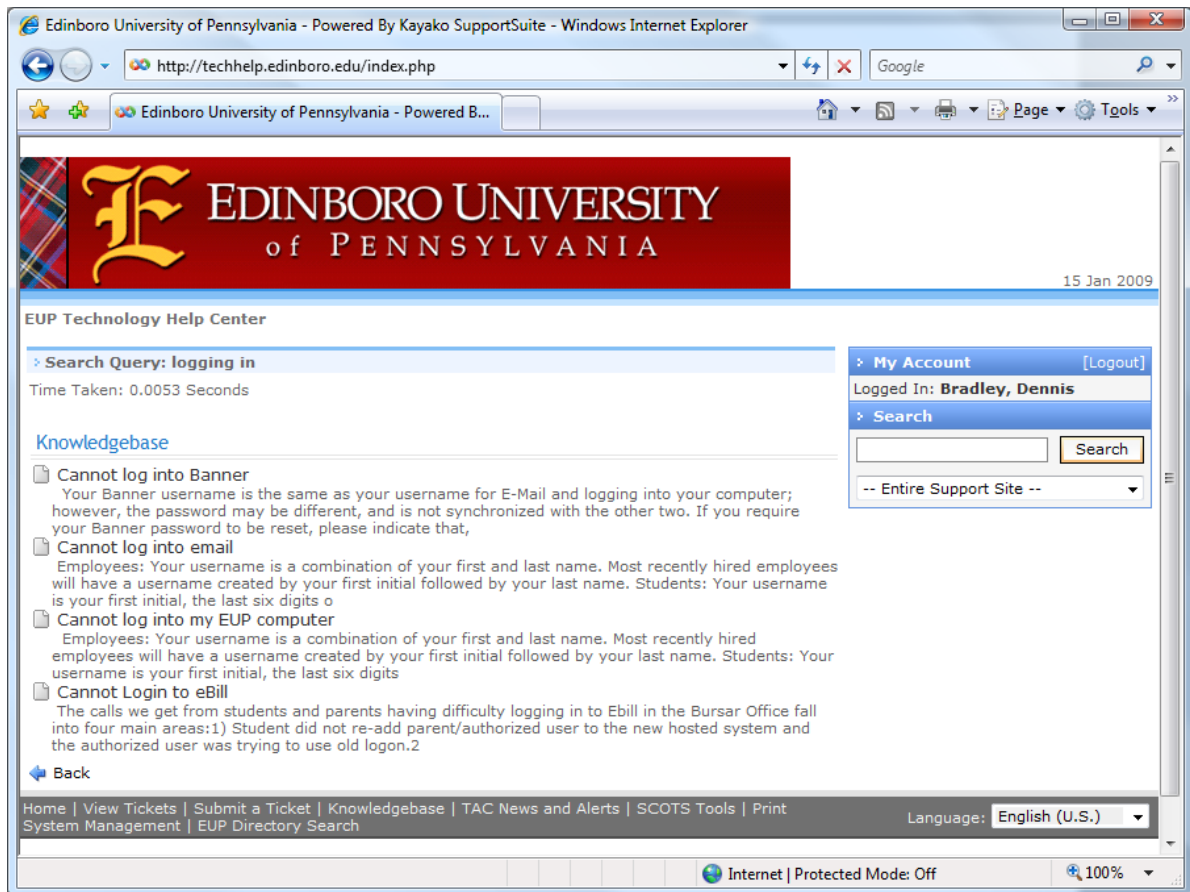
4. Click on the "Knowledgebase" link (or the  icon) to access the knowledgebase database.


5. A list of the most popular and latest knowledgebase articles

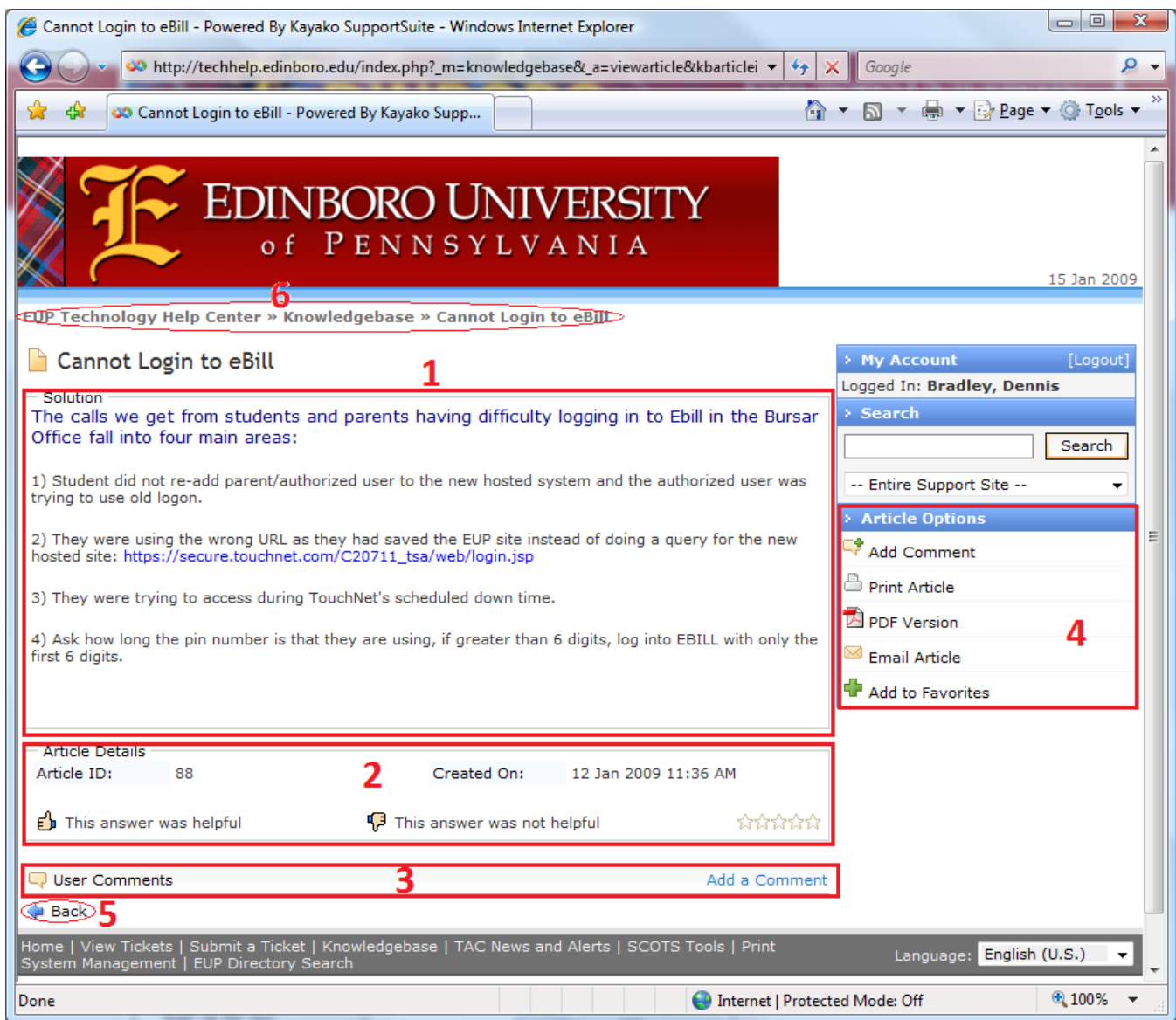
III. Searching the Knowledgebase for Solutions



If you just want to search for a possible solution to your technology problem prior to entering an actual help request ticket just type in a few keywords in the “Search” field (see above) and click on the **Search** button.



Click on the  icon next to any of the articles to open that article, for example, clicking on the last article titled “Cannot log into eBill” in the image above displays the following screen:



1. The solution is listed in this area.
2. This section includes details about the article such as the id number and when it was created. This article ID number is important if you feel the information is incorrect and you would like to report this to someone in Technology and Communications. Also, you can provide a “Thumbs Up” or “Thumbs Down” vote on whether or not you felt this answer was helpful. This will help the Technology and Communications staff evaluate the effectiveness of the article. Over time, the 5 star rating will show you the percentage of thumbs up versus thumbs down votes the article has received.
3. The user comments section allows you to share your comments specifically about this article. Sharing is good. If you have a comment about a particular article, please feel free to share. The comments might be reviewed by our staff, and may require approval before being posted. Please note however that this is not intended for you to post questions. It is intended for you to comment specifically about how helpful or unhelpful the instructions in the article were to you.
4. This area allows you to print or email the article or add it to your favorites.
5. Click the [Back](#) button to return to the list of articles
6. Breadcrumb links to allow you to navigate quickly to previously visited pages.

IV. Submitting a New Ticket

The screenshot shows the 'Submit a Ticket' page of the Edinboro University of Pennsylvania's help center. The page is titled 'EUP Technology Help Center » Submit a Ticket' (labeled 3). Below the title, there is a section for 'Submit a Ticket' with instructions: 'If you can't find a solution to your problems in our [knowledgebase](#), you can submit a Ticket by selecting the appropriate Pool below. Please click [HERE](#) if you are not sure which category to select for your particular issue.' A list of categories is provided (labeled 2), with 'Other (not listed)' selected by default. The categories include: Classroom Technology (projectors, smart boards...), Telecom/Network(phones/voice mail/wiring/ports), Software (Errors, Difficulties, or Installation), Computer Hardware & Peripherals, User Service Request, Computer Rebuild & Operating System Upgrade, Administrator Privileges Request, Password Reset/Log on Issues (SCOTS, Email, SES,...), Printer Supplies (paper and toner), Printers (hardware repair, installation, sharing), Email (Faculty/Staff), EUP Computer Lab Issues or Software Requests, Keyword Request, DotCMS / Website Issues, Special Accounts Request (Visitor Accounts), and Other (not listed). Below the list are 'Next >' and 'Reset' buttons. On the right side, there is a 'My Account' section (labeled 1) with a '[Logout]' link, 'Logged In: Bradley, Dennis', and a search bar with a 'Search' button and a dropdown menu for 'Entire Support Site'. The footer contains navigation links: Home | View Tickets | Submit a Ticket | Knowledgebase | TAC News and Alerts | SCOTS Tools | Print System Management | EUP Directory Search | Downloads, and a language dropdown set to 'English (U.S.)'.

1. Use this area to “logout” or search our Knowledgebase for a solution. Note: this doesn’t search your tickets.
2. This is the first page of the interface to entering a new helpdesk ticket. Click on the category that most closely relates to your particular issue and click the button. By default, the “Other” category is selected for you but your issue will get to the most appropriate support person much sooner if you can choose one of the listed categories. So please choose one and depending on the category you have chosen, you will be asked to fill in appropriate information on the next screen that pertains to that category. This information is important for the support staff person to adequately troubleshoot your particular issue in the most efficient and productive time frame. When you fill in the ticket details field, the knowledgebase will search for possible resolutions based on the text you enter (see example on the next page). This will be a powerful tool once we obtain more data.
3. Breadcrumb links to allow you to navigate quickly to previously visited pages.

KSS Sample Ticket Details Field

•
•
•
•






Message Details (a subject and description MUST be provided). Be sure to look below while typing for possible immediate solutions to your issue.

Subject: *


My banner printer is not working

Knowledgebase Suggestions

There were some possible answers to your question in our Knowledgebase. Please review the suggestions below before submitting the Ticket.

-  Banner printouts are not working
Relevance: 100.00%
-  My printer is grinding, thumping, squealing, or making other unusual noises when it tries to print.
Relevance: 72.62%
-  Trying to print, gives me an error message, or nothing happens at all.
Relevance: 68.01%
-  Cannot log into Banner
Relevance: 56.56%
-  My printer prints, or attempts to, but the result is garbled, illegible or of poor quality.
Relevance: 53.01%

Upload file(s) or screenshots of your issues.

No matter which category you chose you will have several custom fields of information to fill out but the last three sections of the form are all the same and they are depicted in the image above. The message details section requires a subject which you can enter anything that makes sense regarding your particular issue. Below the subject field there is a text area for you enter a description of your issue. As soon as you start typing, the KSS application begins to look for keywords in our knowledgebase and display them directly below this description area. As you can see in the example above, the user typed in the following text “My banner printer is not working” and various knowledgebase articles appeared (see the green boxed area). Each knowledgebase article begins with an  icon and the percent of relevance is listed directly below that article. You can click on any of the articles to determine if they have information that will resolve your issue. If they do, then you do not need to submit the call. The final section of the form allows you to attach up to two files to your helpdesk ticket. Just click on the browse button to upload the file. This could be particularly useful for example if you performed a screen capture during the time you were having an issue on your computer and you could upload the screen captured file. Click on the button when you have entered in all your information to submit the ticket.

V. Viewing Your Tickets

The screenshot displays the Edinboro University of Pennsylvania Ticket List page. The page header includes the university logo and the date 31 Dec 2008. The breadcrumb trail is "EUP Technology Help Center » Ticket List". The main content area is titled "Ticket List" and contains a list of tickets. The table has columns for Last Update, Last Replier, Status, Priority, and Pool. The tickets listed are:

Last Update ^	Last Replier	Status	Priority	Pool
30 Dec 2008 10:15 AM	DJ Bradley	Open	Medium	TAC Project
30 Dec 2008 10:10 AM	Bradley, Dennis	Open	Medium	TAC Project
30 Dec 2008 10:06 AM	DJ Bradley	Closed	Medium	TAC Project
30 Dec 2008 08:35 AM	Bradley, Dennis	Open	Medium	TAC Project
30 Dec 2008 08:34 AM	DJ Bradley	Open	Medium	TAC Project
23 Dec 2008 03:31 PM	Bradley, Dennis	Open	Medium	TAC Project
16 Dec 2008 02:45 PM	DJ Bradley	Closed	Urgent	TAC Project
16 Dec 2008 10:30 AM	Bradley, Dennis	Open	Medium	TAC Project

The page also includes a "My Account" section with a "Logout" link, a search bar, and a dropdown menu for "Entire Support Site". The page navigation shows "Page 1 of 3" with links for "1", "2", "3", and ">". A "Back" link is also present.

1. Use this area to “logout” or search our Knowledgebase for a solution. Note: this doesn’t search your tickets.
2. This area contains a list of your tickets. We have the system set to display 8 tickets per page. Click on any ticket number to view additional information about that ticket (see diagram below).
3. This shows you how many pages of your tickets are available. Click on a page number to see that page of tickets or click on the < > icons to go to either the previous or next page of tickets.
4. Breadcrumb links to allow you to navigate quickly to previously visited pages

The screenshot displays the Edinboro University of Pennsylvania ticketing system. At the top, the university logo and name are visible, along with the date 31 Dec 2008. The breadcrumb navigation (5) shows the path: EUP Technology Help Center » Ticket List » 113. The ticket subject (2) is 'Additional Scots Tools Stations'. The ticket details (3) include: Ticket ID: 113, Status: Open, Created On: 23 Oct 2008 10:11 AM, Pool: TAC Project, Priority: Medium, and Last Update: 30 Dec 2008 10:15 AM. The conversation (4) shows a reply from DJ Bradley (STAFF) to Bradley, Dennis (USER). DJ Bradley's reply asks if there is any chance of doing the task before the start of the Spring Semester. Bradley, Dennis's original message states the need for two more scots tools stations and the plan to reorganize the old student lab monitor area. The right sidebar (1) contains 'My Account' with a 'Logout' link, 'Logged In: Bradley, Dennis', and a search box.

1. Use this area to “logout” or search our Knowledgebase for a solution. Note: this doesn’t search your tickets.
2. The Ticket Subject
3. The ticket details are listed in this area including the ticket number, status, priority, creation date and the date the ticket was last updated. The pool is a predefined descriptive topic area which the ticket falls under. Technology and Communications assigns support staff to monitor and respond to tickets within pools that fall under their responsibility. This particular ticket in the example above was placed in a general TAC Project pool.
4. This contains the original description of the request along with any posted replies by either the support staff or the user who submitted the ticket. In this example above, Dennis Bradley submitted the call as the user (notice the USER icon to the right of his name) and DJ Bradley posted a reply as a staff member (notice the STAFF icon to the right of his name).
5. Breadcrumb links to allow you to navigate quickly to previously visited pages