



September 22, 2010

Dear Campus Community:

Thank you for your continued feedback and ideas for the Technology Support Center (TSC). We're pleased to share our progress.

SELF-SERVICE ONLINE TICKETING: Self-Service online ticketing service is up and running with a steady increase of users. To further promote Self-Service, a campus promotion will run through October. Those who use the Self-Service ticketing from October 1- 31 will receive a free 1G USB flash drive, a useful tool for copying and storing files. Self-Service ticketing is just one more way you may contact the TSC and does not replace phone or e-mail options. This promotion is being offered to encourage users to try the Self-Service system to learn about its advantages, including:

- The system is easy to use and available online any time that's convenient for you.
- It allows you to submit tickets for yourself, a colleague, or for a classroom.
- You can easily check the status of each of your tickets online, whether it's submitted through Self-Service ticketing or by phone, e-mail, or in person.
- When you use one of the pre-made "Common Needs" templates, all the right information will be captured so that we can act quickly on your ticket.
- You will typically receive a resolution to your issue or request, an update on the ticket status if the resolution requires additional resources, or a follow-up phone call for more information within 30 minutes of submitting your ticket.

Remember, if you have a need to for TSC Helpdesk support during October, you will receive a 1G USB Flashdrive when you opt to make your request using Self-Service Online Ticketing.



To use Self-Service ticketing, go to iconnect.uww.edu. If you'd like more information on Self-Service ticketing, contact the TSC at (262) 472-HELP (4357) or helpdesk@uww.edu.

FEEDBACK/QUESTIONS: Please continue to provide feedback on our service, whether it is delivered online or through the Call Center phone system. Your input helps assure that our service is meeting your needs. Here's a summary of recent topics.

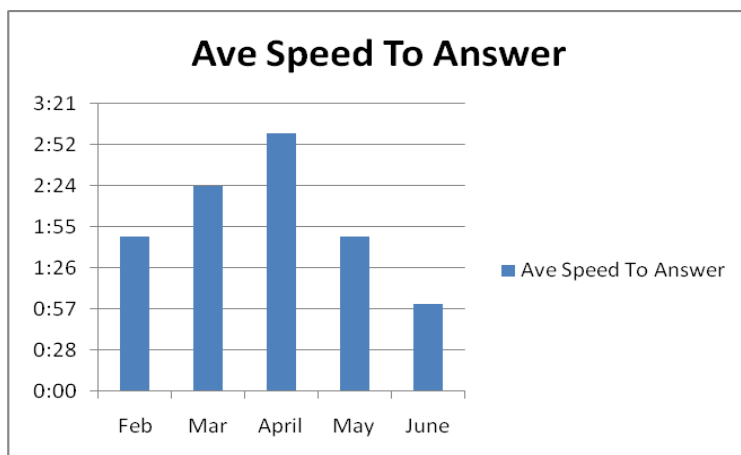
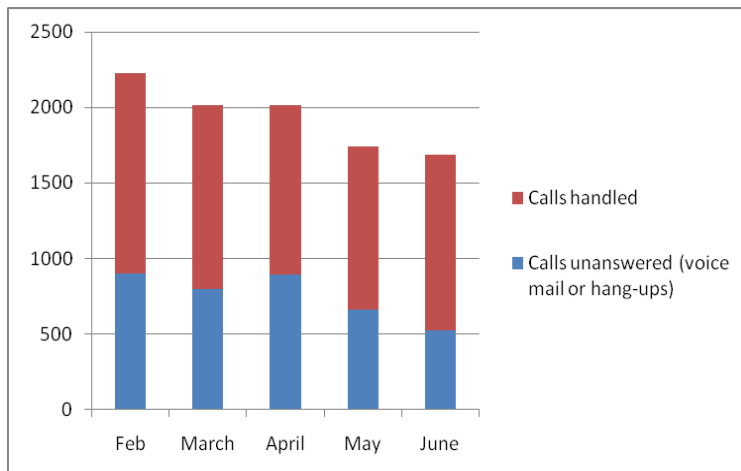
Your feedback /questions	Response
You asked us to inform callers of the average wait time when an agent is not available.	Your expected time on hold and your position in the queue is communicated to you when an agent is not available.

<p>How do I know that my request has been received if I don't talk to an agent?</p>	<p>Requesters automatically receive e-mail notification from TSC.noreply@uww.edu when tickets are created, thus offering assurance that the request is in process. A notification e-mail is sent when the work ticket is closed. The auto reply feature is built in to the Self-Service ticketing process.</p>
<p>The new auto-reply e-mails do not communicate the details of my project.</p>	<p>The e-mail notifications are one step in the communication process, and are intended to confirm the ticket was created and/or resolved. Using the Self-Service ticketing system, you now can view your tickets status in detail by searching for the ticket number. This may be used whether your ticket was created online, by phone or in-person.</p>

CALL CENTER METRICS

Our Call Center system makes possible the detailed tracking of calls, problems and service requests. Over time, these metrics will enable us to accurately analyze our service levels, and allow us to identify areas for improvement, establish service level goals, make staffing adjustments, and generally improve our response to your needs. The charts below show the call volumes and average speed to answer for February through June 2010.

Monthly Call Volumes – TSC Call Center



We welcome your thoughts and comments and ask you to continue to provide your feedback as we implement these new services.

Elena Pokot, CIO

Kent Steinike, Customer Technology Service Support Director