Web request process guide.

The web team request process has been update to provide a faster and fairer service to the entire university. This document will help you through the new process.

**Please bookmark our new portal.**

https://westernsydneyu.atlassian.net/servicedesk/customer/portal/2/

1. Create a customer account.

The first time you visit our portal you will need to **Sign up** to the portal.

Once you are a customer, you will be able to lodge tickets and track the progress of any of your tickets in one central easy to use location.

**NOTE:** Please use your **staff email address** as all comments on the ticket and status updates will now automatically be sent to your account email address.
2. Select a type of ticket.

There are different types of tickets that you can raise that we believe will cover all request types. We can also add more as required in the future.

NOTE: Please do not use this portal to have your workflow processed. Any tickets raised for this will be automatically deleted.

Below is an explanation of how the new portal works, to guide you through requesting a ticket.
3. Fill in the new form.

The new forms are specific to each request type to streamline the process.

If a new field is needed in any of the ticket requests, please let us know. We welcome your feedback.

Each field will have the tool tips on the right hand side to aid in completing the request.
4. The ticket activity.

The next window is your ticket activity stream.

From this screen you can see all the content you entered in the request form.

You can also update the ticket at any time, this will automatically update us on the request (removing the need for email updates).

If the web team comments on the ticket, you will be able to see it in the activity feed as well as receiving an automated email to your customer email address.

Yes, you can also reply to any email about your ticket and that information will automatically be updated on your ticket.

This will improve the transparency with the tickets and help us communicate more efficiently without draining our resources.
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The activity stream in use.

The next sample ticket below shows what to expect when information is added to the ticket by the requester and the web team.

![Web request process guide example](image-url)

- Current status of the ticket.
- This stream shows when the priority was updated and a reply was added from the status email.
Why have we changed the process?

The Web Team found that the process was not working with one form, as it could not enable us to track or automate our workload. There was a need to increase the amount of communication around the tickets submitted to us.

The new process allows us to improve on the deficiencies of the old process and scale this new process with improvements over time if either workload or staff levels change.

What are the benefits of the new process?

The following features are what we have built the new process around.

- One place for all request types
- Better communication with requester from start to finish
- The ability to update tickets after submission
- Transparency in resolution times
- The ability to report on task types and identify where resources are required
- Able to scale with the business needs
- Knowledge base (coming soon) to quickly answer frequently asked questions on site maintenance and training material.

We welcome any feedback on the new process and any ideas that you feel may improve the process will be taken on board.