

ACE ONLINE HELPDESK

Guidance Notes V1

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Introduction

The purpose of this document is to provide you with guidance relating to the new online Helpdesk feature that is now part of ACE.

The Helpdesk offers an increased emphasis on customer service with faster response times, and by providing efficient support and guidance to ACE users.

The Helpdesk is an internal messaging system enabling you to raise tickets (queries) on any issue or question that you have relating to apprenticeship certification. These tickets are automatically picked up by the Federation System Support Team, who will either respond with an answer to your query or redirect it to the appropriate member of Federation staff.

Please read through this guide to familiarise yourself with the system's functionality and processes involved. If you have any difficulties whilst using the Helpdesk, or require more information please contact us on ace@fiss.org or 0300 303 4444.

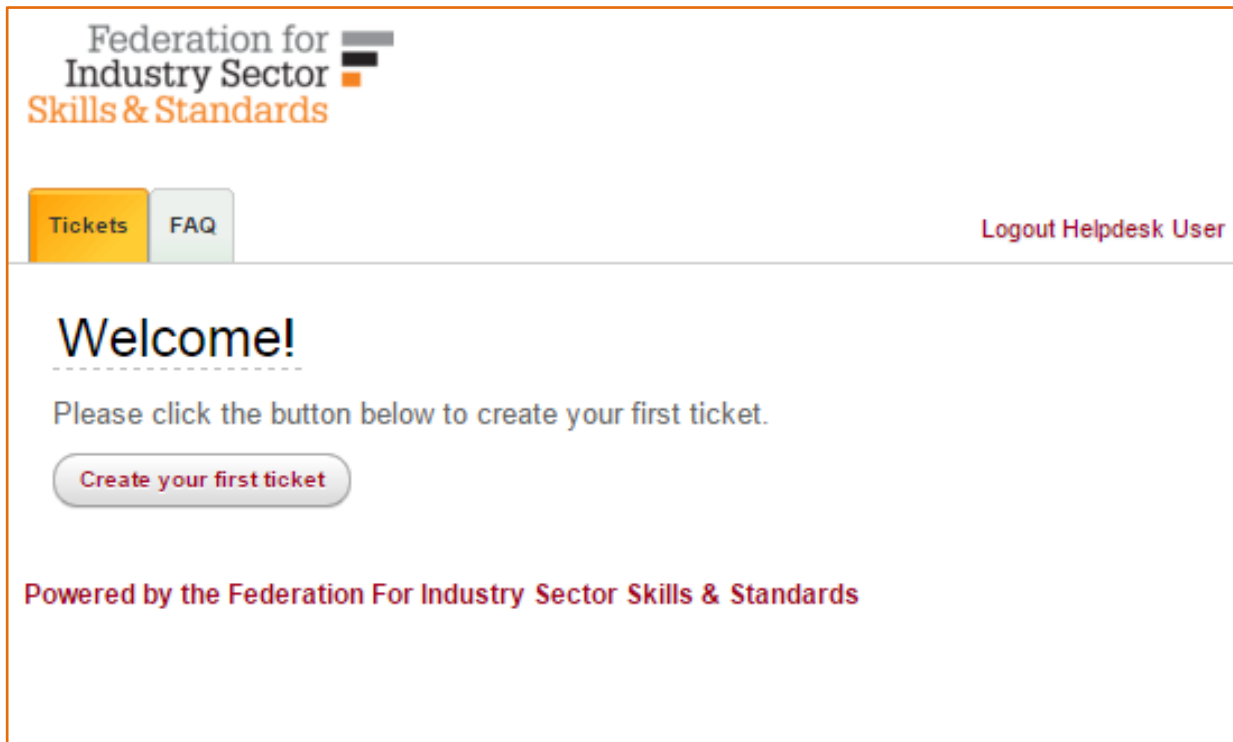
Accessing the Helpdesk for the first time

The Helpdesk is fully integrated with the ACE system meaning that once you are logged-in you can access the Helpdesk with a simple click.

You will find the Helpdesk tab next to the ACE Logout tab.



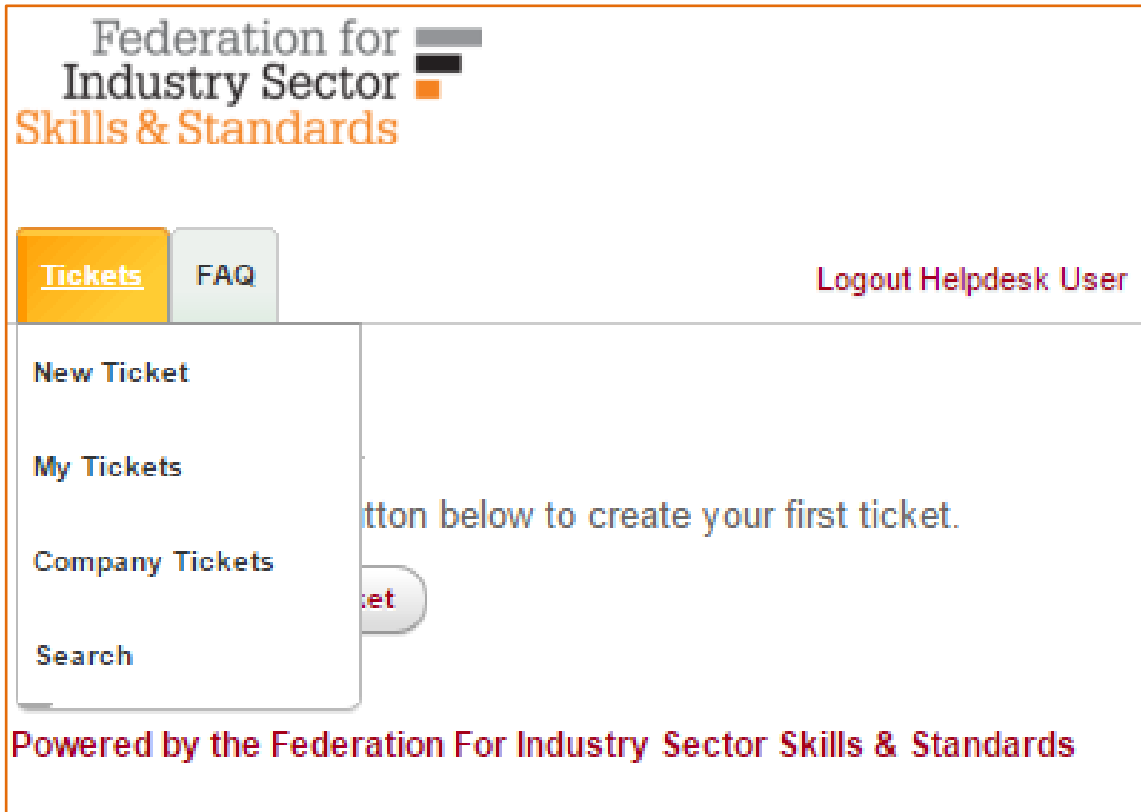
Simply click on the Helpdesk button which will take you to the Helpdesk welcome page. If this is the first time you have used the online Helpdesk you will see the screen below -



Raising your first ticket

Once you have accessed the Helpdesk successfully you will be able to raise a ticket.

To do this please click on the button displaying 'Create your first ticket', or you can select the 'Tickets' tab and choose the 'New Ticket' option from the drop down menu.



The screenshot displays the top navigation area of the Helpdesk. At the top left is the logo for the Federation for Industry Sector Skills & Standards. Below the logo are two tabs: 'Tickets' (highlighted in orange) and 'FAQ'. To the right of the tabs is a link for 'Logout Helpdesk User'. A dropdown menu is open under the 'Tickets' tab, listing four options: 'New Ticket', 'My Tickets', 'Company Tickets', and 'Search'. Below the dropdown, a button labeled 'Create your first ticket' is visible. The footer of the page reads 'Powered by the Federation For Industry Sector Skills & Standards'.

Once you have either clicked 'Create your first ticket' or selected 'New Ticket' from the drop-down menu you will be taken to the following screen.

Federation for
Industry Sector
Skills & Standards

Tickets FAQ Logout Helpdesk User

* To: -

* Subject: ACE-IT
Appeals
Evidence
Framework
Other
Reports
Technical Support

* Text:

Attachment: Choose File No file chosen

Submit

Powered by the Federation For Industry Sector Skills & Standards

From here you can select which area your query is related to. The areas available are –

- ACE-IT – *for queries relating to the ACE-IT exercise.*
- Appeals – *if you need to raise an appeal against a rejected claim.*
- Evidence – *for queries relating to certification evidence.*
- Framework – *for queries relating to frameworks.*
- Other – *for queries not covered by any of the other areas.*
- Reports – *to request a report specific to your organisation and/or learners.*
- Technical Support – *if you are experiencing any technical or operational difficulties with the ACE system.*

Once you have selected your desired query area, please add additional details, in the same way as you would do in an email.

Subject – *the title of your query.*

Text – *the main text of your query.*

Attachment – *attach any additional documents as necessary.*

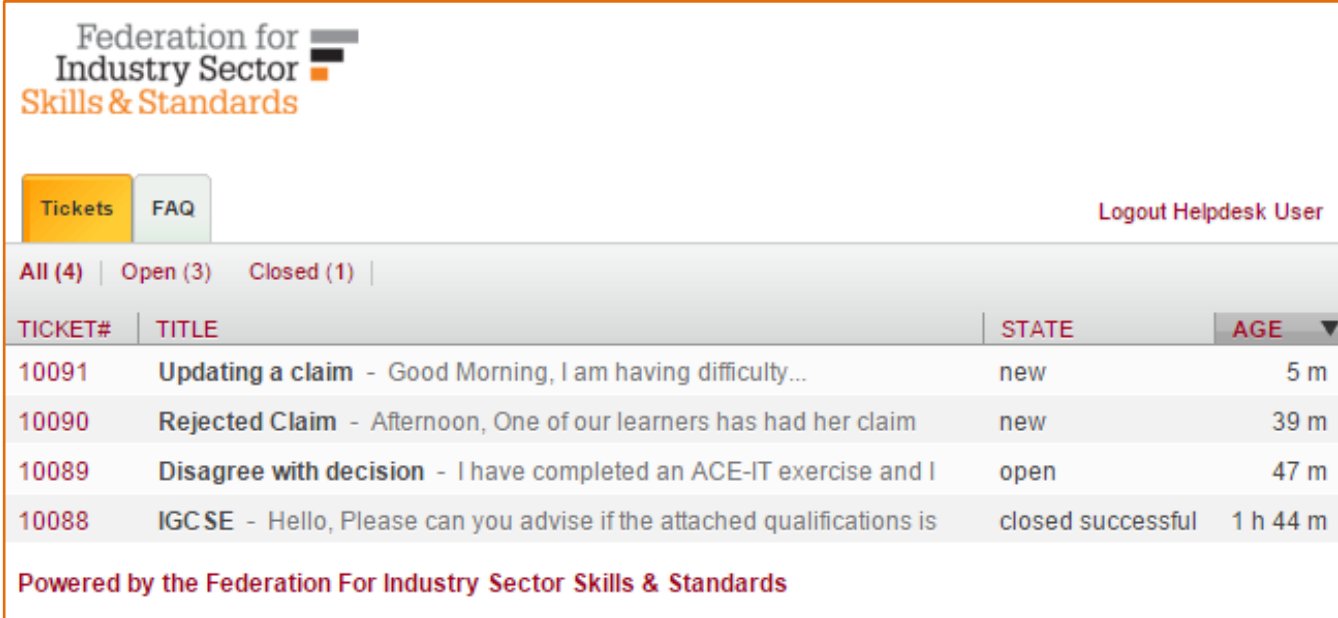
The screenshot shows a web-based helpdesk form for the Federation for Industry Sector Skills & Standards. At the top left is the logo with the text 'Federation for Industry Sector Skills & Standards'. Below the logo are two buttons: 'Tickets' and 'FAQ'. On the top right, there is a link that says 'Logout Helpdesk User'. The main form area has three input fields: '* To:' with a dropdown menu set to 'Evidence', '* Subject:' with the text 'IGCSE', and '* Text:' which is a large text area containing the message: 'Hello, Please can you advise if the attached qualifications is an exemption toward the apprenticeship? Thanks Helpdesk User'. Below the text area is an attachment section with a 'Choose File' button, the text 'No file chosen', and a file entry 'IGCSE 2013.docx (12.2 KBytes)' with a 'Delete' button. At the bottom of the form is a 'Submit' button. At the very bottom of the page, it says 'Powered by the Federation For Industry Sector Skills & Standards'.

When you have completed the form and are ready, click 'Submit' and your ticket will be sent to the ACE System Support Team.

When a ticket is raised you will receive an automated response, advising that the ticket has been successfully raised.

Managing my tickets

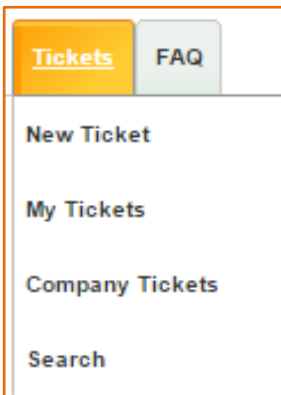
Once a ticket has been raised you will be able to view it, along with any other raised tickets on the overview page.



The screenshot shows the Federation for Industry Sector Skills & Standards Helpdesk interface. At the top left is the logo. Below it are 'Tickets' and 'FAQ' tabs. On the right, it says 'Logout Helpdesk User'. Below the tabs, there are filters for 'All (4)', 'Open (3)', and 'Closed (1)'. A table lists tickets with columns for 'TICKET#', 'TITLE', 'STATE', and 'AGE'. The table contains four rows of ticket information. At the bottom, it says 'Powered by the Federation For Industry Sector Skills & Standards'.

TICKET#	TITLE	STATE	AGE
10091	Updating a claim - Good Morning, I am having difficulty...	new	5 m
10090	Rejected Claim - Afternoon, One of our learners has had her claim	new	39 m
10089	Disagree with decision - I have completed an ACE-IT exercise and I	open	47 m
10088	IGCSE - Hello, Please can you advise if the attached qualifications is	closed successful	1 h 44 m

You will be automatically directed to this page once a ticket has been raised, or you can navigate via the Tickets tab, selecting 'My Tickets'. You can also view tickets raised by your colleagues by selecting 'Company Tickets'.



The screenshot shows the 'Tickets' dropdown menu. It has two tabs: 'Tickets' (selected) and 'FAQ'. The menu items are: 'New Ticket', 'My Tickets', 'Company Tickets', and 'Search'.

Tickets will be displayed with the following information –

- Ticket# - each ticket receives a number, allowing for easier management and retrieval, if required.
- Title – this will be the title you gave the ticket, along with some of the text included.
- State – Tickets -
- **New** (the ACE team has yet to pick this up),

- **Open** (the Ace team have responded),
- **Closed Successful** (your query has been resolved).

You can further expand any ticket by hovering over it, making sure it is highlighted, and clicking into it –

The screenshot shows the helpdesk interface for the Federation for Industry Sector Skills & Standards. At the top left is the logo. Below it are 'Tickets' and 'FAQ' buttons. On the top right, it says 'Logout Helpdesk User'. Below the navigation is a filter bar showing 'All (4)', 'Open (3)', and 'Closed (1)'. The main area is a table with columns: TICKET#, TITLE, STATE, and AGE. The table contains four rows of tickets, with the third row (Ticket # 10089) highlighted in orange.

TICKET#	TITLE	STATE	AGE
10091	Updating a claim - Good Morning, I am having difficulty...	new	3 h 17 m
10090	Rejected Claim - Afternoon, One of our learners has had her	new	3 h 51 m
10089	Disagree with decision - I have completed an ACE-IT	open	3 h 58 m
10088	IGCSE - Hello, Please can you advise if the attached	closed successful	4 h 55 m

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The raised ticket will be displayed with the response beneath -

Federation for Industry Sector Skills & Standards

Tickets FAQ Logout Helpdesk User

← Back

Disagree with decision 10089

Helpdesk User – Disagree with decision 4 h 0 m

From: Helpdesk User
To: ACE-IT
Subject: Disagree with decision

Information
State: open
Queue: ACE-IT

I have completed an ACE-IT exercise and I disagree with one of the answers provided.
The code is - TM 134 FOR
Please can this be looked into?
Helpdesk User

OTRS System – Disagree with decision 3 h 13 m

From: OTRS System
To: Mark Schulz
Subject: Disagree with decision

Dear Helpdesk User,
Please complete the attached form and provide some further details regards the rejection..


Reply

Powered by the Federation For Industry Sector Skills & Standards

These tickets can be printed out if required via the printer icon –

The screenshot shows a helpdesk interface for the Federation for Industry Sector Skills & Standards. At the top left, there are 'Tickets' and 'FAQ' buttons. At the top right, it says 'Logout Helpdesk User'. Below this is a navigation bar with a 'Back' button. The main header of the ticket is 'Disagree with decision' with the ID '10089'. To the right of the header, there is a printer icon and a document icon, both of which are circled in yellow. Below the header, the ticket details are shown: 'Helpdesk User - Disagree with decision' with a duration of '4 h 0 m'. The sender is 'Helpdesk User' and the recipient is 'ACE-IT'. The subject is 'Disagree with decision'. The ticket status is 'open' and the queue is 'ACE-IT'. The main body of the ticket contains the following text: 'I have completed an ACE-IT exercise and I disagree with one of the answers provided. The code is - TM 134 FOR. Please can this be looked into? Helpdesk User'. Below this, there is a response from 'OTRS System' to 'Mark Schutz' with a duration of '3 h 13 m'. The response text is: 'Dear Helpdesk User. Please complete the attached form and provide some further details regards the rejection..'. At the bottom left, there is a 'Reply' button. At the bottom of the page, it says 'Powered by the Federation For Industry Sector Skills & Standards'.

And you will receive the following print out similar to the one below –

Open Technology
Real Services

Ticket#10089

Disagree with decision

printed by Helpdesk User (mark.schulz@fiss.org) 06/11/201[...]

Ticket Print

State:	open	CustomerID:	Schulz
Queue:	ACE-IT	Age:	4 h 7 m
		Created:	06/11/2014 12:11:31

Customer Information

Firstname:	Helpdesk
Lastname:	User
Username:	Helpdesk User
Email:	mark.schulz@fiss.org

Articles

1

From:	Helpdesk User <mark.schulz@fiss.org>
To:	ACE-IT
Subject:	Disagree with decision
Created:	06/11/2014 12:11:31 by customer
Type:	webrequest

I have completed an ACE-IT exercise and I disagree with one of the answers provided.

The code is - TM 134 FOR

Please can this be looked into?

Helpdesk User

2

From:	OTRS System <otrs@localhost>
To:	mark.schulz@fiss.org
Subject:	Re: [Ticket#10089] Disagree with decision
Created:	06/11/2014 12:58:42 by agent
Type:	email-external

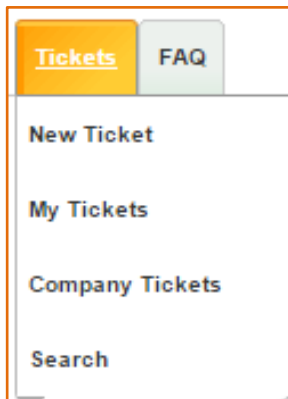
Dear Helpdesk User,

Please complete the attached form and provide some further details regards the rejection..

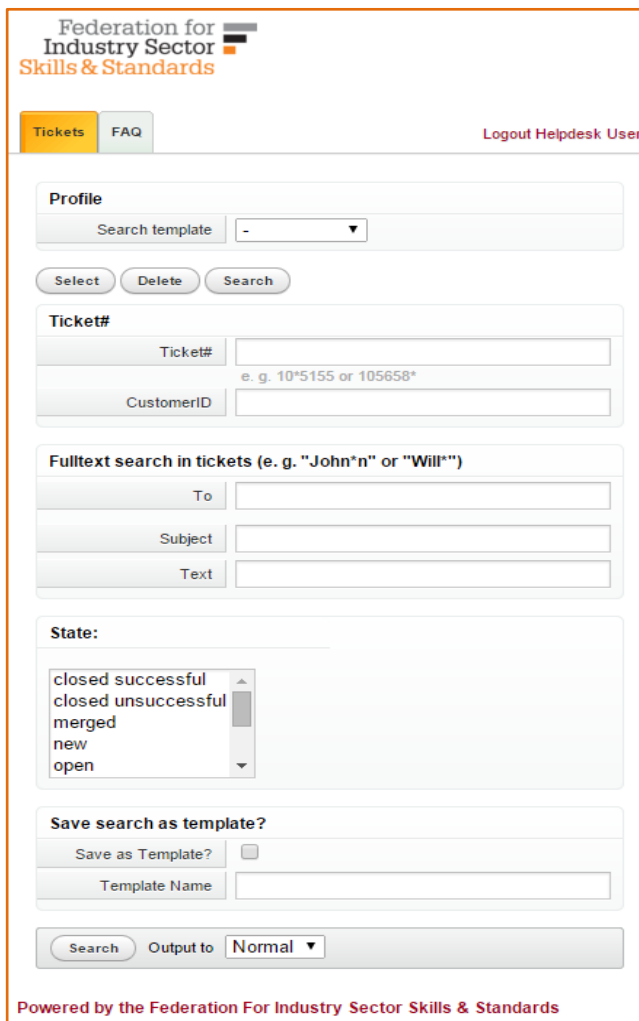
Searching through your Tickets -

When you have raised several tickets you may find the search ability useful.

The Search feature can be found by selecting 'Search' via the drop-down list from the 'Tickets' tab.



You will then be taken to the following screen –

A screenshot of a search interface for tickets. At the top left is the logo for 'Federation for Industry Sector Skills & Standards'. To the right of the logo are 'Tickets' and 'FAQ' tabs, and a 'Logout Helpdesk User' link. Below the tabs is a 'Profile' section with a 'Search template' dropdown menu. Underneath are 'Select', 'Delete', and 'Search' buttons. The 'Ticket#' section has a 'Ticket#' input field with a hint 'e. g. 10*5155 or 105658*' and a 'CustomerID' input field. The 'Fulltext search in tickets (e. g. "John*n" or "Will*")' section has three input fields for 'To', 'Subject', and 'Text'. The 'State:' section has a dropdown menu with options: 'closed successful', 'closed unsuccessful', 'merged', 'new', and 'open'. Below that is a 'Save search as template?' section with a 'Save as Template?' checkbox and a 'Template Name' input field. At the bottom is a 'Search' button and an 'Output to' dropdown menu set to 'Normal'. At the very bottom, it says 'Powered by the Federation For Industry Sector Skills & Standards'.

You can search for tickets via –

- Ticket# - *the number allocated to your ticket*
- To – *the topic selected for your ticket*
- Subject – *the title given to your ticket*
- Text – *any keyword used within your ticket text*
- State – *the current state of your ticket (New, Open, Closed Successful)*

The following search example uses the allocated ticket number – Ticket# 10089

Federation for Industry Sector Skills & Standards

Tickets FAQ Logout Helpdesk User

Profile

Search template -

Select Delete Search

Ticket#

Ticket# 10089
e. g. 10*5155 or 105658*

CustomerID

Fulltext search in tickets (e. g. "John*n" or "Will*")

To

Subject

Text

State:

closed successful
closed unsuccessful
merged
new
open

Save search as template?

Save as Template?

Template Name

Search Output to Normal

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This search example provided the following response –



The screenshot shows the Federation for Industry Sector Skills & Standards Helpdesk interface. At the top left is the logo with the text 'Federation for Industry Sector Skills & Standards'. Below the logo are two buttons: 'Tickets' (highlighted in orange) and 'FAQ'. On the top right, there is a link for 'Logout Helpdesk User'. Below this is a search bar with the text 'Search Results for: TicketNumber: 10089' and a link to 'Change search options'. A table displays the search results:

TICKET#	STATE	SUBJECT	AGE
10089	open	Disagree with decision - I have completed an	4 h 12 m

At the bottom of the screenshot, it says 'Powered by the Federation For Industry Sector Skills & Standards'.

As the system develops further we will add to this guidance to ensure you are familiar with all the features, functions and processes.

If you have any queries or questions please direct them to ace@fiss.org