

5. How to Update an Open Call in the Ask IT Customer Portal

After you have logged a service request or incident, you may need to add some more information (including attaching a file), or ask for a status update.

Navigate to the call list *My Open Issues and Requests* and click on the call you wish to update. It will open into a new window. (See section/document 4 *How to Track the Progress of your Calls* for information on finding the call.)

The screenshot shows the Ask IT Customer Portal interface. The top header includes the Ask IT logo, user name Leigh Bateup, a logout button, a shopping cart icon, and a search bar. The left sidebar contains navigation links: Home Page, Message Center, My Shortcuts, Service Catalog, and Track Progress. The main content area is titled "Reference R111912 (Open)" and features a toolbar with buttons for "Customer Follow Up", "Provide Additional Info", "Resolve", "View Attachments (0)", and "Print". Below the toolbar is an "Overview" section with fields for Name (Leigh Bateup), Date Logged (09/30/2016 03:52 PM), Reference (R111912 (Open)), Response Due (No value set), and Summary (Syncplicity Sync and Share Request). The "Details" section contains input fields for Telephone (+64 3 479 8418), Extension, Service/Item (Syncplicity Sync & Share), Category (New), Description (Syncplicity Request Testing purposes only.), Email Subject (Syncplicity Sync and Share Request), Required By, and Justification.

Along the top of the request are five different buttons showing the actions that can be performed on this request. Use:

- **Customer Follow Up** to ask for an update on the progress of the call.
- **Provide Additional Info** to add more information. This may be text and/or a file such as a screen shot or the document you're having a problem with.
- **Resolve** to tell us that you have solved the issue yourself.
- **View Attachments** to look at any files attached to the call. See section/document 8. *Attachments* for information about this button.
- **Print** to print all the details of the call. This includes all the call **History** (action notes associated with the call).

Customer Follow Up

Click the **Customer Follow Up** button and a pop up window appears where you can ask for further information or what's happening with this call.

The screenshot shows a "Customer Follow Up" pop-up window for event 114235. The window has a title bar and a toolbar with an "Add Attachments (0)" button. The main area is a text input field with the placeholder text "Please let me know when this work will be done." and "Ok" and "Cancel" buttons at the bottom. A yellow tooltip points to the "Ok" button with the text "Click here to save changes".

You can also attach files if you think they might help to resolve your call. See section/document 8. *Attachments* to find out how to do this.

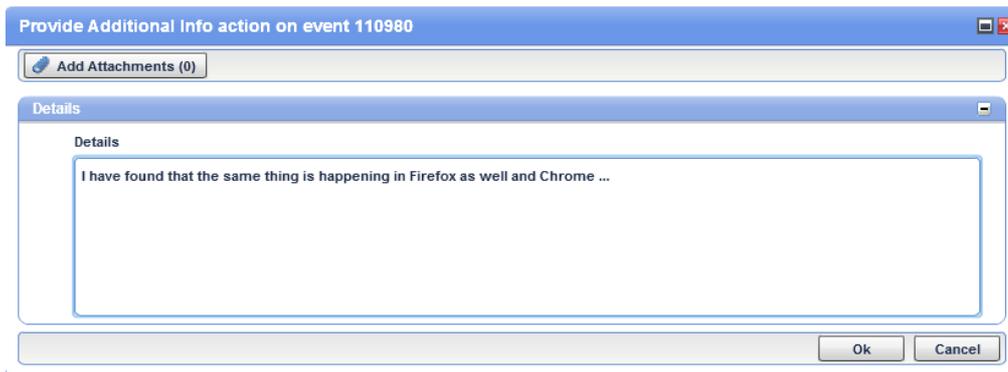
Once you click on the **Ok** button:

- the person who has been assigned your call to work on will receive an email with the information you have added.
- you will see that the **Customer Follow Up** action has been added to the **History** area of the call.

As your call is worked on, you will see several other kinds of actions listed in the **History** section. Looking at these will provide you with detail on how your call is progressing.

Provide Additional Info

Click the **Provide Additional Info** button when you need to add extra information that will help resolve the call. This may be information you might have been asked for or something that you've discovered since and that will help solve the problem.



Once you click on the **Ok** button:

- the person who has been assigned your call to work on will receive an email with the information you have added.
- you will see that the **Provide Additional Info** action has been added to the **History** area of the call.

As your call is worked on, you will see several other kinds of actions listed in the **History** section. Looking at these will provide you with detail on how your call is progressing.

Resolve

Click the **Resolve** button if you want us to tell us that no further action is needed. This may be because you have found out how to solve your problem and/or the service request has been completed.



Once you click on the **Ok** button:

- the person who has been assigned your call to work on will receive an email with the information you have added.
- you will see that the **Resolve** action has been added to the **History** area of the call.

This action will be only used occasionally by you as a customer. ITS will resolve your call as part of their standard operating procedure.

For more information about using the Ask IT Customer Portal, see the following sections/documents:

1. [How to Access the Ask IT Customer Portal](#)
2. [How to Log a Service Request](#)
3. [How to Log a Fault](#)
4. [How to Track the Progress of your Calls](#)
6. [How to Configure Your Home Page](#)
7. [How to Create Shortcuts](#)
8. [How to Add Attachments to your Call](#)