

NC FAST Help Desk Customer Service Process

Additional Information Process:

1. If the Points of Contact (POC) cannot resolve the issue, then the POC will submit a ticket to the Help Desk (via email to the incident tracking tool or by phone).
2. If the Help Desk agent needs additional information, the POC will receive a request for response via email within 5 business days. The County Champion will also be copied on this email (please ensure your County Champion is correct on the POC List).
3. If no response is received within 5 business days, the POC & County Champion will receive a 2nd communication requesting a response within 2 business days.
4. If no response is received from the POC by close of business on the 7th day, the ticket will be marked as resolved on the morning of the 8th business day.
5. A final communication will be sent to the POC indicating the ticket was resolved.
6. If the POC notifies the Help Desk within 15 calendar days that a resolution provided was not effective or the ticket was resolved due to no response from the POC, the Help Desk agent can reopen the ticket. The agent will continue to troubleshoot/investigate the initial Help Desk ticket issue. If the POC notifies the Help Desk after 15 calendar days a "NEW" ticket will need to be created because our statewide ticketing system automatically closes the ticket after 15 calendar days.

Resolution Confirmation Process:

1. After a case has been reviewed, and a resolution has been tested and verified in our testing environment, the Help Desk agent will first attempt to call the POC to review the resolution over the phone.
2. If the agent is unable to reach the POC, an email will be sent detailing the resolution steps, and the email will note that the ticket will remain open for 3 business days. This will allow the POC time to follow the steps or call the agent to get further clarification while the ticket is open.
3. The agent will attempt a call on the 2nd day to confirm that the email was received by the POC, and that the POC is able to follow the steps. If no response is received by the 3rd business day, the agent will then resolve the ticket and send a final resolution email to the POC.

The POC will still have 15 days to request the ticket be reopened. However, we anticipate that by holding the ticket open for 3 days, POCs will have a greater opportunity to review the case and confirm the Help Desk's resolution.