

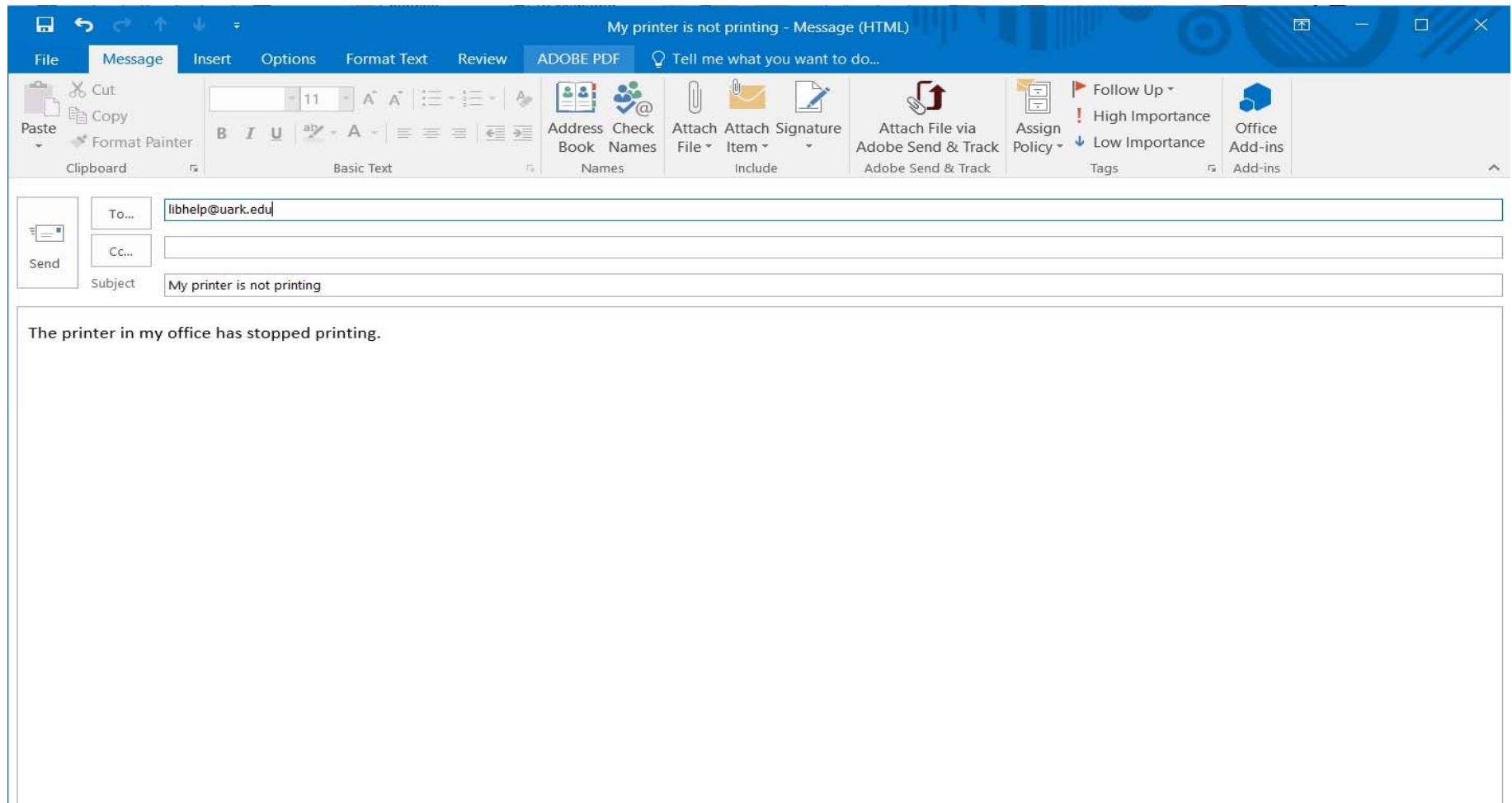
University of Arkansas Libraries

CHERWELL

Helpdesk Ticketing and Tracking

- Mullins library is moving to a new email based Helpdesk solution to replace the StaffWeb Problem Report Log.
- Cherwell will help LibIT provide a more seamless IT support experience for all library faculty and staff.

Open IT support tickets by sending email to libhelp@uark.edu.



FEATURES

- CHERWELL uses an email-based system.
- No logins required, just send requests to **libhelp@uark.edu**
- Email requests are sent directly into a ticketing queue. Library IT personnel are immediately notified via email that a new request is in the system.
- Once a request is in the ticket queue, it will be reviewed and assigned to the appropriate technician.
- When a technician takes ownership of a ticket, the requestor will be notified via email that their request is being processed.

Automatic system generated response email. The request has been assigned an incident number.

The screenshot shows an Outlook window titled "Inbox - tgarner@uark.edu - Outlook". The interface includes a ribbon with tabs for File, Home, Send / Receive, Folder, View, and ADOBE PDF. The Home tab is active, showing various email actions like New, Reply, Forward, and Delete. The left sidebar displays the folder structure for the account "tgarner@uark.edu", including Inbox, Drafts, Deleted Items, and Groups. The main pane shows a list of emails, with the selected one from "University of Arkansas..." titled "Incident 116011: My Printer is n...". The right pane displays the email content, which is an automatic response from the University of Arkansas ServiceDesk. The email includes a blue header with the incident number "Incident 116011" and a detailed description of the printer issue, contact information for IT Services, and a reference to the IT Help Portal.

University of Arkansas ServiceDesk
Incident 116011: My Printer is not printing (CMI: MCID133861)

To: Trent Garner

Incident 116011

Trent Garner,

Thank you. Your request has been submitted to the IT Help Portal. Your reference number is **116011**. Please retain this number for your records. One of our representatives will contact you before 12/13/2017 10:00 AM.

Description:
Mail Message From: (Trent Garner) tgarner@uark.edu
Sent: 12/13/2017 7:52 AM

My Printer is not printing

The printer in my office has stopped working
Customer Name: Trent Garner
Phone: (479) 575-7219
Email: tgarner@uark.edu

Visit the IT Help Portal to view more details: [Incident 116011](#)

Please do not hesitate to contact us if you have any questions.

University of Arkansas IT Services
Administrative Services Building (ADSB)
155 Razorback Road Fayetteville, AR 72701
Tech Spot HQ | 479-575-2905

Items: 5 | This folder is up to date. Connected to: Microsoft Exchange | 100%

USER BENEFITS

- The email-based system allows for a two-way conversation between the assigned technician and the requestor.
- The entire process, from original request to final remediation, will occur via email.
- LibIT technicians can ask for additional information or data to assist with troubleshooting.
- Requestors can respond to technicians questions easily, as well as attach files, like spreadsheets or screenshots, to email responses.

Technicians may require more information. Email is used to manage the conversation.

 Reply  Reply All  Forward

Wed 12/13/2017 9:46 AM



University of Arkansas ServiceDesk

Re: Service Request 116011 {CMI: MCID133921}

To Trent Garner

Service Request 116011

Dear Trent,

Regarding your [Service Request 116011](#) , logged on 12/13/2017 7:52 AM, we have the following question or update:

Hello Trent,

Can you please tell me when the printer stopped working? Are there any error messages?

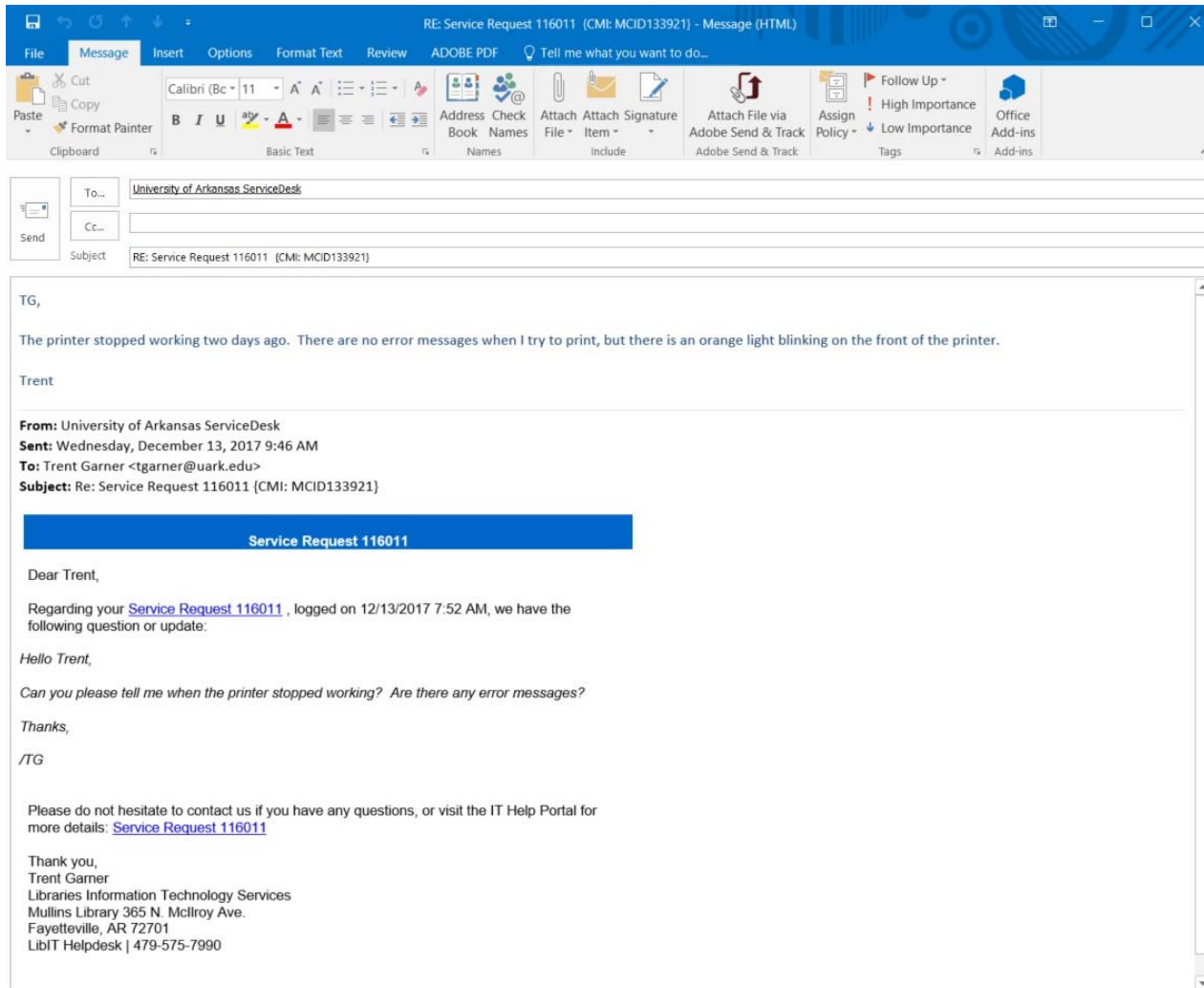
Thanks,

/TG

Please do not hesitate to contact us if you have any questions, or visit the IT Help Portal for more details: [Service Request 116011](#)

Thank you,
Trent Garner
Libraries Information Technology Services
Mullins Library 365 N. McLroy Ave.
Fayetteville, AR 72701
LibIT Helpdesk | 479-575-7990




Simply 'Reply' to this email as you would any other email. Responses are added to the open ticket.




CLOSING A TICKET

- Once a ticket has been resolved and the case has been closed, the requestor will be notified via email.
- The original requestor will have a three-day grace period to re-open any case, in the event that problems persist, as they sometimes do.

Automatic system generated email. Notification sent when service request has been resolved.

 Reply  Reply All  Forward

 Wed 12/13/2017 10:01 AM

University of Arkansas ServiceDesk
Service Request 116011: My Printer is not printing {CMI: MCID133934}

To Trent Garner

Service Request 116011

Trent Garner,

We are pleased to inform you that your Service Request 116011 has been resolved. If you believe this is in error, please [Reopen your Service%20Request](#) . Otherwise, your Service Request will be closed automatically in 3 business days.

Resolution:
Cycled power on the printer; checked for papaer jams; unloaded and reloaded the paper tray; printer is working normally again /TG


Description of the issue you reported:
Mail Message From: (Trent Garner) tgarner@uark.edu
Sent: 12/13/2017 7:52 AM

My Printer is not printing

The printer in my office has stopped working
Visit the IT Help Portal for more details: [Service Request 116011](#)

Please do not hesitate to contact us if you have any questions.

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155 Razorback Road Fayetteville, AR 72701
Tech Spot HQ | 479-575-2905

This folder is up to date. Connected to: Microsoft Exchange 

SUMMARY

- CHERWELL is the new Helpdesk system being implemented in Mullins Library to replace the old Staffweb Problem Report Log.
- The new system is entirely email-based. There are no logins or websites to remember, just email libhelp@uark.edu.
- All information and data related to each request will be stored within the ticketing system, where progress can be tracked, from start to finish.
- A knowledge base of problems and resolutions will slowly grow, based on the tickets that are processed through the system.