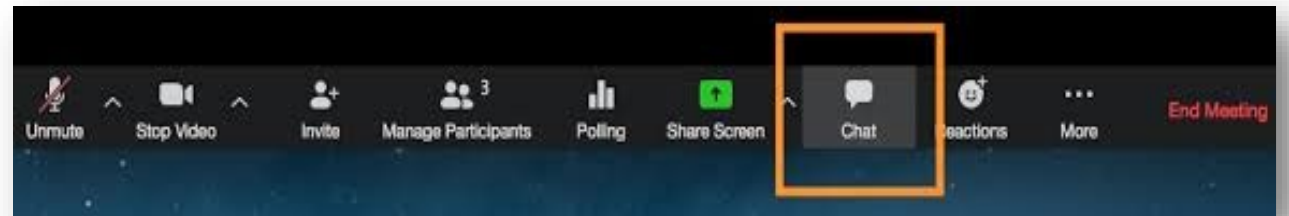


WELCOME TO THE WEBINAR! THANK YOU FOR JOINING US!

- In order to allow us to efficiently get through today's material, everyone is **currently muted and should remain muted.**
- **Any questions should be submitted through the chat option** and we'll address questions submitted through the chat immediately following the presentation. Please share any additional questions via email after the webinar to Ryan Winchell at rwinchell@thearcccr.org
- Today's webinar is being recorded so that we can share this presentation in the future with others who are interested in the information shared today.





FMS CUSTOMER SERVICE TICKET SYSTEM & OTHER SUPPORT RESOURCES

TODAY'S PRESENTERS



Ryan Winchell

FMS Data & Reporting Analyst, The Arc Central Chesapeake Region
(rwinchell@thearcccr.org)

Tracy Davis

Senior Director of Self-Directed Initiatives, The Arc Central Chesapeake Region
(tdavis@thearcccr.org)

Peggy Swift

FMS Customer Service Specialist, The Arc Central Chesapeake Region
(pswift@thearcccr.org)

TODAY'S AGENDA



- What is a customer service ticket system and why is one needed
- Other customer support options/tools
- Using the customer service ticket system

WHAT IS A CUSTOMER SERVICE TICKET SYSTEM?

- Aids in providing all stakeholders with the accountability and responsiveness they deserve
- Manages, organizes and archives all your support requests and responses in one place
- Integrates inquiries into a simple easy-to-use interface
- Provides trend data to The Arc FMS for large scale follow-up (sharing general communications or creating new tool or resources)



WHY DO WE NEED A CUSTOMER SUPPORT TICKET SYSTEM?

- Based on the 2019 Participant Satisfaction Survey, customer service was identified as the #1 area for improvement
- People reported that they were unsure who to reach out to for resolution of issues/questions
- Implementation of a ticketing system helps The Arc FMS better serve your needs



WHAT OTHER SUPPORT OPTIONS ARE AVAILABLE TO ME?

- Based on the 2020 Participant Satisfaction Survey, respondents shared that they would like the ability to call and spea**k with someone directly** regarding urgent matters or those matters needing more explanation.
 - Effective Jan 1, 2021, **Peggy Swift** was identified in the new role of FMS Customer Service Specialist!
 - pswift@thearcccr.org or direct at 443.808.1924
- The Arc FMS is working to create robust resources and increase proactive communications. All new tools will be available on The Arc FMS website at thearcccr.org/fms/





USING THE CUSTOMER SERVICE TICKET SYSTEM

Enter Website:

<https://thearcccr.supportsystem.com/>

A screenshot of the The Arc Central Chesapeake Region FMS Support Center website. The page features the organization's logo in the top left, a navigation bar with links for 'Support Center Home', 'Knowledgebase', 'Open a New Ticket', and 'Check Ticket Status', and a search bar. The main content area includes a welcome message and a 'Featured Questions' section with links to 'Employee Timesheet Entry', 'Employer Timesheet Entry & Approval', and 'Paycom Login'. The user is identified as a 'Guest User' in the top right corner.

Guest User | Sign In

The Arc
Central Chesapeake Region

Support Center Home Knowledgebase Open a New Ticket Check Ticket Status

Search our knowledge base Search

Open a New Ticket

Check Ticket Status

Featured Questions

- Employee Timesheet Entry
- Employer Timesheet Entry & Approval
- Paycom Login

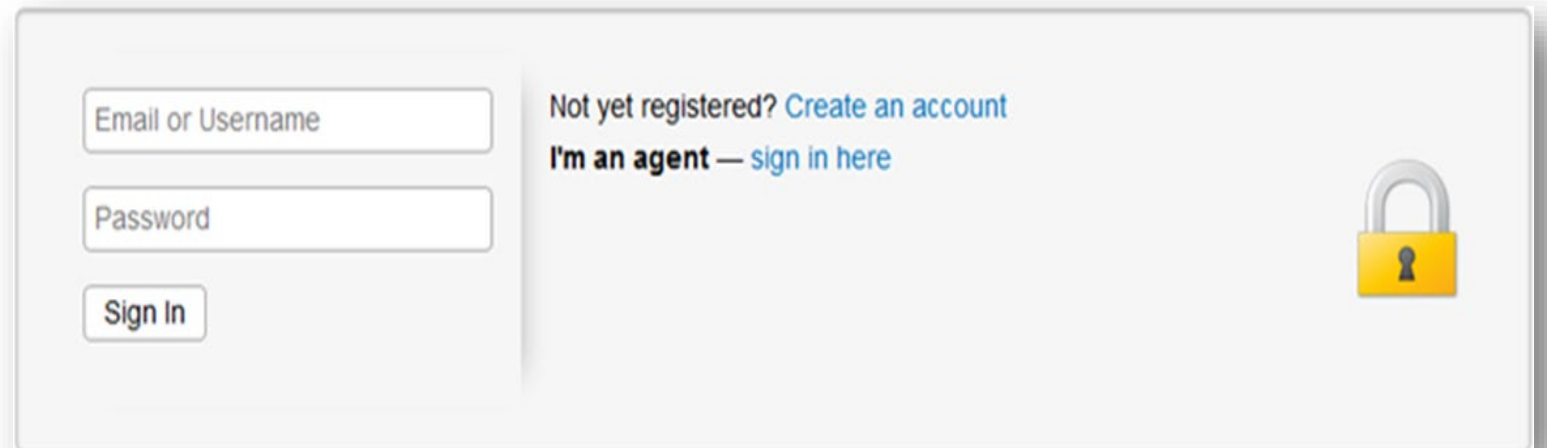
Welcome to The Arc Central Chesapeake Region FMS Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

USING THE CUSTOMER SERVICE TICKET SYSTEM

Sign In

- Enter Email Address
- Enter Password
- Click Sign In



The screenshot shows a sign-in interface with the following elements:

- Input field: Email or Username
- Input field: Password
- Button: Sign In
- Text: Not yet registered? [Create an account](#)
- Text: I'm an agent — [sign in here](#)
- Image: A yellow padlock icon on the right side of the form.

TIP: Be sure to register so you can track your ticket history!

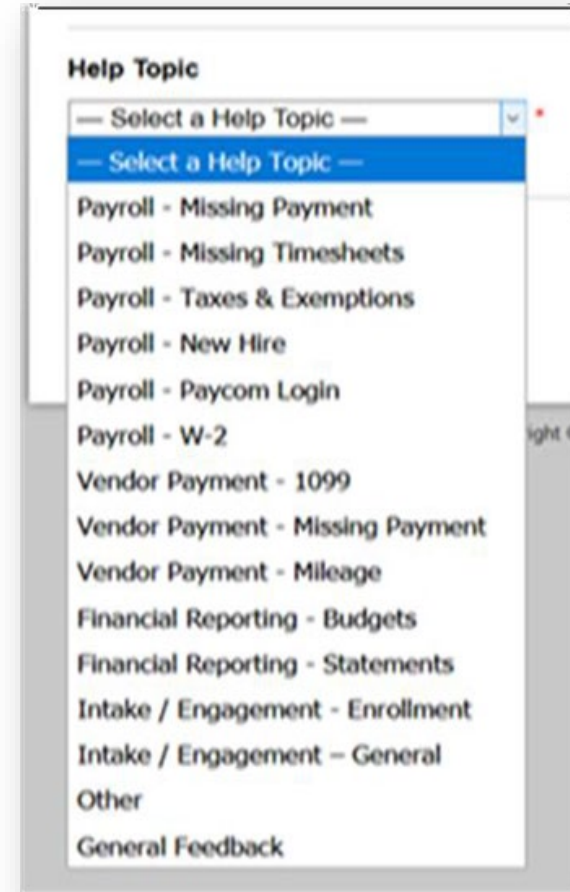
USING THE CUSTOMER SERVICE TICKET SYSTEM

Ticket Details

- Select “Help Topic” that applies to your question or issue

TIP: Create a separate ticket for each unique issue!

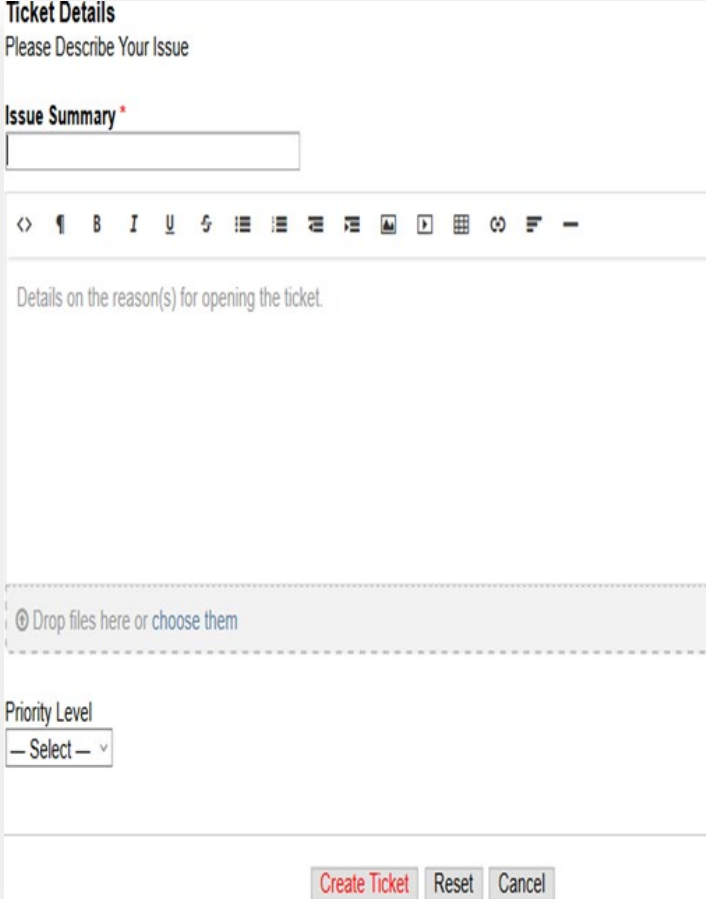
WHY? This helps us to route the ticket correctly for resolution and makes it easier for you to search your ticket history.



USING THE CUSTOMER SERVICE TICKET SYSTEM

Ticket Details

- Enter “Issue Summary”
- Type your narrative in “Details on the reason(s) for opening ticket”
- Set “Priority Level”
 - Normal is 1-2 business days
- Click “Create Ticket”



The screenshot shows a web form titled "Ticket Details" with the instruction "Please Describe Your Issue". It contains the following fields and elements:

- Issue Summary ***: A text input field with a red asterisk indicating it is required.
- Rich Text Editor**: A toolbar with icons for bold, italic, underline, link, unlink, bulleted list, numbered list, indent, outdent, insert image, insert video, insert table, undo, redo, and a minus sign.
- Details on the reason(s) for opening the ticket.**: A large text area for entering the narrative.
- File Upload**: A dashed border area with the text "Drop files here or choose them".
- Priority Level**: A dropdown menu currently showing "— Select —".
- Buttons**: "Create Ticket" (highlighted in red), "Reset", and "Cancel" are located at the bottom right of the form.



USING THE CUSTOMER SERVICE TICKET SYSTEM

Once Ticket is Created

- You can sign in to view your ticket(s) and follow any FMS responses
- You can post comments for your ticket
- You will receive replies via email on the status of your ticket

QUESTIONS?

