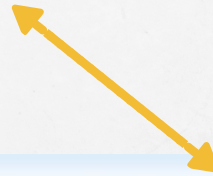




CLIENT PORTAL

AGMN WOULD LIKE TO INTRODUCE TO YOU OUR NEW CLIENT PORTAL. WE HAVE DEVELOPED A SPACE WHERE YOU CAN EASILY LOG SUPPORT TICKETS, TRACK THE PROCESS OF OPEN TICKETS AND VIEW YOUR TICKET HISTORY.

Shortly you will be receiving an email with a secured link to access your portal as well as your user name and password. Your password can be changed from your portal homepage at anytime

A screenshot of the AGMN Client Portal interface. The header shows 'AGMN NETWORKS INC.' on the left, the user 'Francesca Licursi' with links to 'Edit Profile' and 'Change Password' in the center, and 'Logout' and 'Help' links on the right. Below the header is a navigation bar with tabs for 'Tickets', 'Projects', and 'Reports'. Under 'Tickets', there are sub-tabs: 'New Ticket', 'New Quick Ticket', 'My Tickets', 'Open Tickets', 'Recently Completed Tickets', 'My Change Approvals', and 'Ticket Search'. A yellow announcement banner reads 'Announcement: Welcome to the new Client Portal [More]'. Below the banner is a table with columns 'TICKET NUMBER', 'TICKET TITLE', and 'CREATE DATE'. The table has one empty row with input fields for each column. A yellow arrow points from the 'Ticket Search' tab to the table, and another yellow arrow points from the 'New Ticket' tab to the text below.

Once logged in you can easily create a new support ticket by choosing "NEW TICKET".

Use TICKET SEARCH to search all tickets, you can choose to search by ticket number, title or create date.

CLIENT PORTAL

CREATING A NEW TICKET

When creating a ticket you will be required to input the following mandatory fields:

REQUEST TYPE :

(Select One)

Data

General Inquiry

Landline

Wireless

PRIORITY:

(Select One)

Critical

High

Medium

Low

TICKET TITLE:

This is where you can give the ticket an easily referenced title, for example *Printer in the mail room is not working*

TICKET DESCRIPTION:

This is where you will give the technician additional details that they will need to begin to resolve the issue. For example *Printer keeps giving us an error message "not connected to server"*.

SAVE AND CLOSE

Once form is completed select SAVE AND CLOSE. You will receive an automatically generated email from the system confirming your ticket was submitted and it will also recap all the information provided.

New Ticket

Save

Save and Close

Save and Create New

Cancel

Request Type *

(Select)

Priority *

(Select)

Ticket Title *

Description *

Contact Information

Ticket Contact *

Licursi, Francesca

Email Address

francesca.licursi@aqmn.ca

Phone

905-305-2040

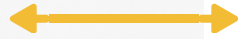
Follow-up Questions

CLIENT PORTAL

EMAIL NOTIFICATION OF TICKET STATUS

Here is an example of a the email notification you will receive once you create a ticket on our portal. You will also get a similar notification when your ticket status is changed to completed. .

Selecting the linked Ticket Number will bring you to the ticket where you can see the status and any work completed to date



Client Portal Ticket Notification:AGMN NETWORKS INC.
T20170615.0017- Printer in the mail room is not working

Today at 2:59 PM

[AGMN NETWORKS INC.](#)

Printer in the mail room is not working

[T20170615.0017](#)

Ticket Information

Account

AGMN NETWORKS INC.

Request Type

Medium

Ticket Contact

Francesca Licursi

Created

15.06.17 by Francesca Licursi

Status

New

Description

Printer keeps giving us an error message "not connected to server".

Original Priority: Medium

Ticket Idle

0 minute(s)

15.06.17 2:59 PM (ET)

Work History

