How an user can ask for assistance

ITHC provide end-users with a chat tool, allowing live, real-time assistance.

To start a chat session with a service desk advisor

1. Login to the ITHelpCenter¹⁾ portal with the user assigned by the ITHC²⁾ administrator.

Once logged in, go to page bottom and click on Online chat to open **Chat** form. Fill **Subject** and **Description** fields, and explain the issue you need help with.

Chat Support	
Subject Monitor issues	
Description	
Hi, recently I've started to notice that sometimes my monitor flickers or show waves, making it very difficult to work with it	
	17
	Create chat

2. According to active advisors and the support queue, the system automatically will assign an advisor to initiate the chat.

	e chat ending it)	nd Delete hat (after e	End		
Show /Hide chat	^•		ам 🧟	15/07/2021 11:57 AM	Monitor issues
	1	15/07/2021 11:57 AM	15 11	Hi, recently I've started to notice that my monitor sometimes flickers or shows waves, making it very difficult to work with it	1
	1	15/07/2021 11:57 AM	15 11:	user assigned Service desk advisor	[UsrSrvDsk1]
	1	15/07/2021 12:02 PM	15 12	Hi, my name is Mark, I'm glad to assist you today. Please make sure all connections for the monitor are properly connected.	[UsrSrvDsk1]
	B			ed them, and it's properly connected, is there something else I can try?	Yes, I've already check
Fo send	-				

To review chat history

1. On the top bar, click on Notifications icon to display notices and chats. Go to **Chat** tab and select a chat to review.



2. If the indications and instructions given by the administrator does not resolve your inquiry, the administrator must open a new case.

How to create a new case

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Permanent link: http://leverit.com/ithelpcenter/en:user:ask_assitance

Last update: 2022/07/22 02:14

