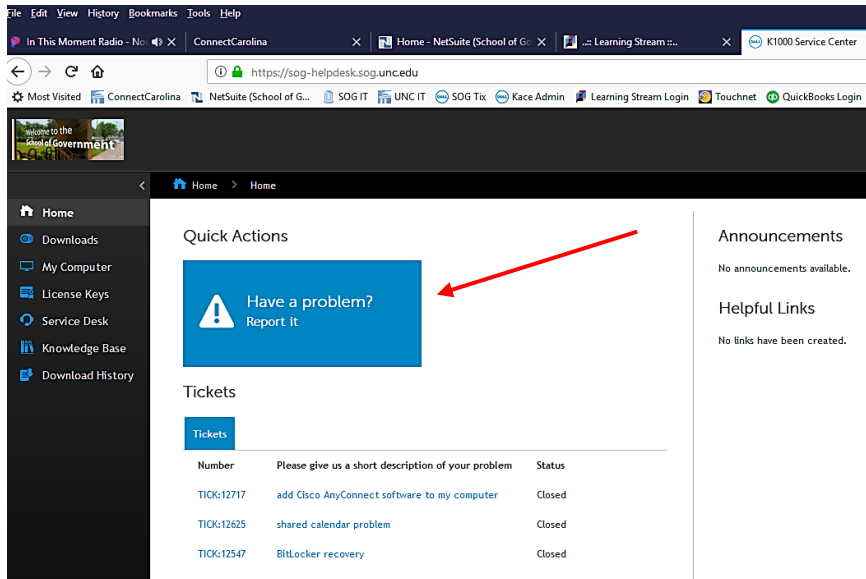


UNC School of Government Business Office Ticketing System FAQ

How do I submit a ticket for the business office?

Please submit a ticket to <https://sog-helpdesk.sog.unc.edu>. Please click on “Have a Problem? Report it” blue box as seen below. Select Business Office from the drop down box on the next screen.



What do I do if I don't see "Have a problem? Report it" screen?

Navigate to <https://sog-helpdesk.sog.unc.edu>. Click on "Queue" and then "Business Office". Once there, please click on "Choose Action" - to "New Ticket from Queue" which then drops the option box to select "Business Office" option (as seen below).

The screenshot shows the Sog Helpdesk interface. The top navigation bar includes "My Computer", "Service Desk", "Knowledge Base", and "Download History". The main content area is titled "Tickets | Business Office". A dropdown menu "Choose Action" is open, showing options: "New Ticket From Queue", "Set Default Queue", "Set Default View", "Business Office", "Facilities Division", "IT Service Desk", "SOG Apps", "SOG Publications Orders", and "SOG Publications Support". The "Business Office" option is selected. Below the menu, a table lists tickets with columns: Number, Technician assigned, Created, Priority, Status, and Modified. The table shows 9 tickets, with the first one being "TICK:13115" assigned to "Forchette, Traci".

Number	Technician assigned	Created	Priority	Status	Modified
TICK:13115	Forchette, Traci	05/23/2018 13:18:43	Work in progress	Work in progress	05/25/2018 10:47:25
TICK:13116	Forchette, Traci	06/18/2018 10:10:00	Work in progress	Work in progress	06/20/2018 11:26:41
TICK:13117	Forchette, Traci	06/18/2018 10:16:50	Work in progress	Work in progress	06/20/2018 11:27:07
TICK:13118	Forchette, Traci	07/24/2018 15:34:43	Closed	Closed	07/24/2018 15:56:11
TICK:13119	Forchette, Traci	07/24/2018 16:53:23	Closed	Closed	07/25/2018 09:50:13
TICK:13120	Forchette, Traci	07/24/2018 16:55:16	Closed	Closed	07/25/2018 15:20:58
TICK:13121	Forchette, Traci	07/24/2018 16:57:57	Closed	Closed	07/25/2018 15:08:12
TICK:13122	Forchette, Traci	07/24/2018 16:58:12	Closed	Closed	07/25/2018 15:08:12
TICK:13123	Forchette, Traci	07/24/2018 16:58:12	Closed	Closed	07/25/2018 15:08:12

What do I do when I submit the ticket?

At the main screen of the Business Office ticket page (as seen below) fill out the required information.

The screenshot shows the 'New Ticket | Business Office' form. The left sidebar is circled in red, with the 'Service Desk' link highlighted. A red arrow points to the 'Category' dropdown menu. The form includes fields for 'Please give us a short description of your problem: (required)', 'Phone Number', 'Status' (set to 'New'), 'Technician assigned' (set to 'Unassigned'), 'Voucher Number', 'Program Code', 'Vendor', 'Category' (set to 'Other'), 'Priority' (set to 'Low'), 'Invoice Number', 'Requisition Number', 'Course Code', 'Due' (set to 'None'), and 'Submitter' (set to 'Agnes, Joshua Lynn'). There are also buttons for 'Save', 'Apply Changes', and 'Cancel'.

You can submit travel reimbursements, personal reimbursements, independent contractors, service agreements, invoices, requisition requests (purchases over \$5,000) and supply order requests from the drop down box listed as **Category**. There is an option for **other** in the drop down box if you are submitting something else that does not correlate to an already supplied category.

What information is required?

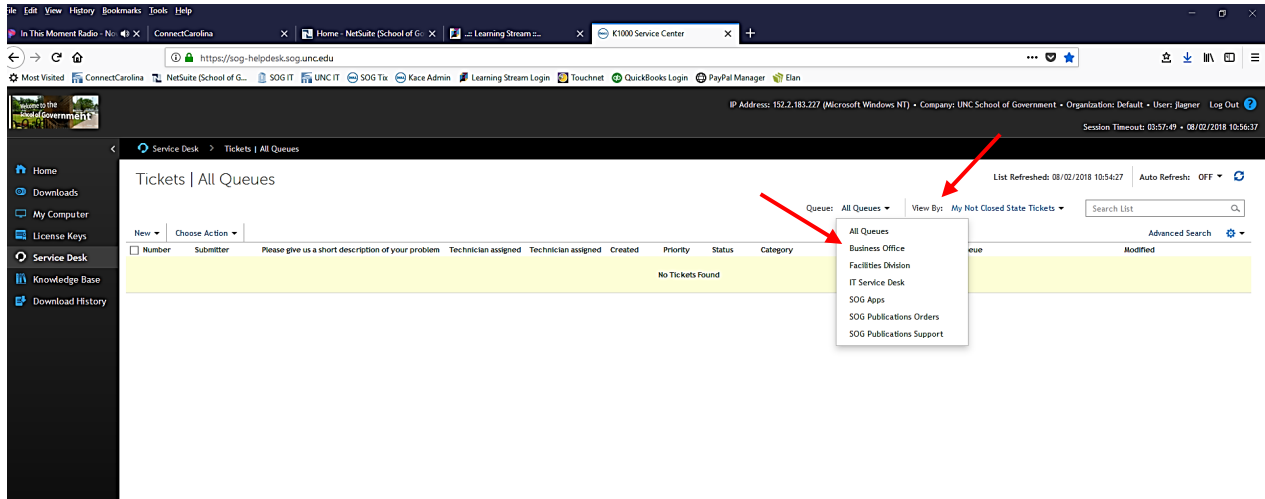
Please see the handouts supplied. If there are questions regarding the handout or questions about something else, please feel free to reach out to the Business Office and we'll be happy to help!

How do I see my ticket in the system?

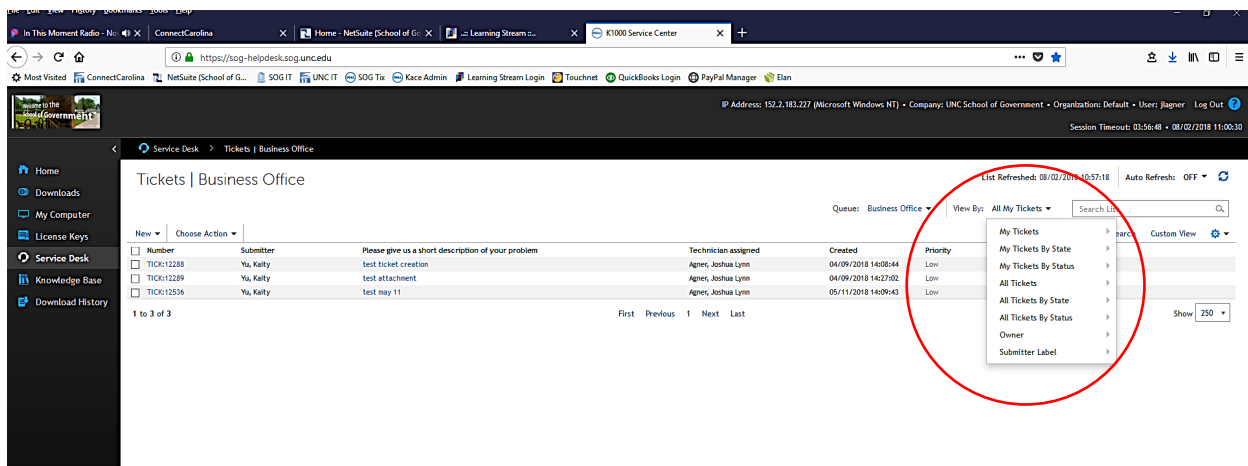
At the Ticketing System home screen page (as seen in FAQ question 1), on the far left side, there is a **Service Desk** link. Click on that link. At this point, you'll come to a screen that says Tickets | All Queues.

The screenshot shows the 'Tickets | All Queues' page. The left sidebar is visible, with the 'Service Desk' link highlighted by a red arrow. The main content area shows a table with columns: Number, Submitter, Please give us a short description of your problem, Technician assigned, Created, Priority, Status, Category, Device, Queue, and Modified. The table is currently empty, displaying 'No Tickets Found'. There are also filters for 'Queue: All Queues' and 'View By: My Not Closed State Tickets', along with a 'Search List' button.

Click on **Queue: All Queues** in the right hand corner and select **Business Office**.



You can view several different items as well by clicking on **View By** which is next to **Queue**. Select **My Tickets** to view all your options. **My Tickets by State** followed by **My Not Closed State Tickets** will display all tickets in current open status.



Can I submit feedback about the ticketing process?

Please do! We'd love to know your experience and how we can improve. Call, visit, email, or contact us by carrier pigeon, we're here to help.