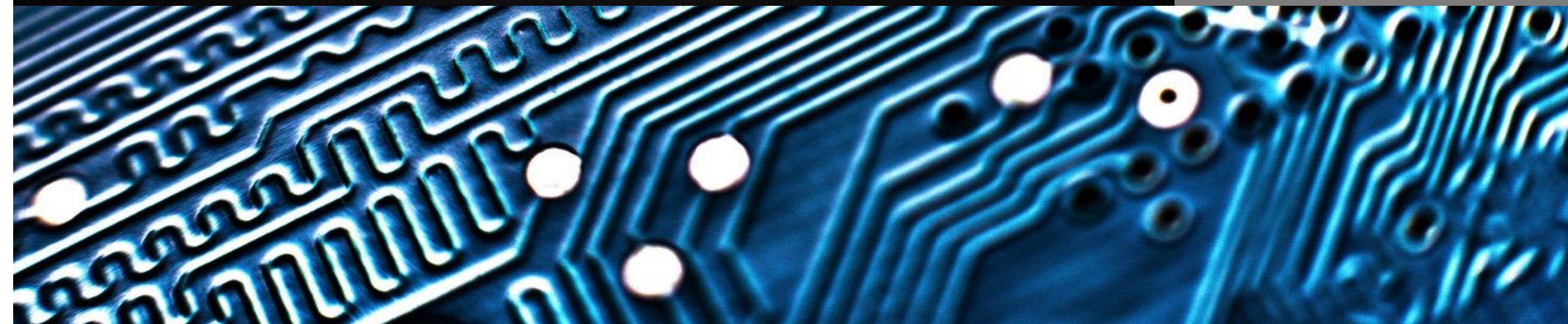


OneUSG Connect

Enhanced End User Experience

March 17, 2020



- Current vs Enhancement Comparison
- Self Service Portal Snapshot
- Self Service Portal Demo
- Future State

End User Experience

Current Experience

- **Submitting a ticket**
 - Via Phone
 - Via Email
 - Via Help Tile in OneUSG Connect
 - Via Help Form on OneUSG Connect SSC Webpage
 - Via Logging in to ServiceNow
- **Viewing a ticket**
 - Logs in using <https://usg.service-now.com> to see the details of a ticket
 - Click take me to the ticket in the email and returns a view of the ticket activity history
 - Receives email with Customer Visible Comment
- **Job Aids/Resources/Training Tools**
 - Located on various OneUSG Connect related webpages

Enhanced Experience

- **Submitting a ticket**
 - Via Self Service Portal
 - All Help Tiles and Webpage forms will direct here
 - Via Phone
 - Via Email
- **Viewing a ticket**
 - Logs into Self Service Portal <https://usg.service-now.com/usgsp> to see the details of a ticket
 - Take me to the ticket link will direct here
 - Receives email with Customer Visible Comment
- **Job Aids/Resources/Training Tools**
 - Located in the Self Service Portal by using keywords in the search field

Self Service Portal

Search Knowledge →

How can we help?

Start here: For example type "OneUSG Connect" 🔍

Review my Incidents/Requests →

Submit a Ticket →

Need Additional Assistance
Didn't find what you were looking for? Click Here

Call Us
Toll Free at 1-877-251-2644

CONTACT
270 Washington Street, S.W.
Atlanta, GA 30334
U.S.A.

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Self Service Portal Demo



Future State of ServiceNow

- Expansion of Knowledge Content
- Expansion of Self Service Portal to include other Business Services for the University System
- Collaboration with other Business Services to improve end user, practitioner and analyst experience

Questions

