



Ticket Type: ePAY Dashboard Service Request

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ePAY Dashboard Service Request

A Ticket Type of [ePAY Dashboard Service Request](#) is typically submitted when a Participant wishes to have updates applied to existing entities within Dashboard. If the Participant is adding a new service to Dashboard, then the appropriate workflow to reference would be found in the appropriate ePAY New Service Workflow document.

Ticket Subtypes

When opening a Ticket Type of [ePAY Dashboard Service Request](#), there are multiple Subtypes that may be selected to better identify the category of the Participant’s request.

- **Modify Payment Type** – Participant is requesting updates to a Payment Type already in Dashboard.
- **Modify Department** – Participant is requesting updates to a Department already in Dashboard.
- **Modify Terminal** – Participant is requesting updates to a terminal’s settings in Dashboard under Devices.
- **Modify IVR** – Participant is requesting updates to their IVR settings already in Dashboard.
- **Modify “Sub Payment Type”** – Participant is requesting updates to a Sub Payment Type already in Dashboard.
- **Third Party Integration** – Participant is making an update to an existing third-party integration. ***If Participant is looking to add a new third-party integration, then please refer to the appropriate ePAY New Service Workflow document.
- **Other** – Participant is requesting something that would impact Dashboard, but none of the other Subtypes seem applicable.

Ticket Type: ePAY Dashboard Service Request - Ticket Progression

Who can make the request?

When a Participant initiates contact to request a change to Dashboard, either via phone, email, or directly submitting a ticket themselves, please keep in mind that the party making the request must either be the **Principal Authority** or the **Primary Contact**.

Who is responsible for fulfilling the request?

Dashboard

NCR is responsible for:

- Contacting the submitting party if clarification is needed to fulfill the request.
- Fulfilling the request in Dashboard.
- Adding notes to the ticket in the ePAY Portal detailing the modifications made to Dashboard.
- Confirming with the Participant that the request has been fulfilled.

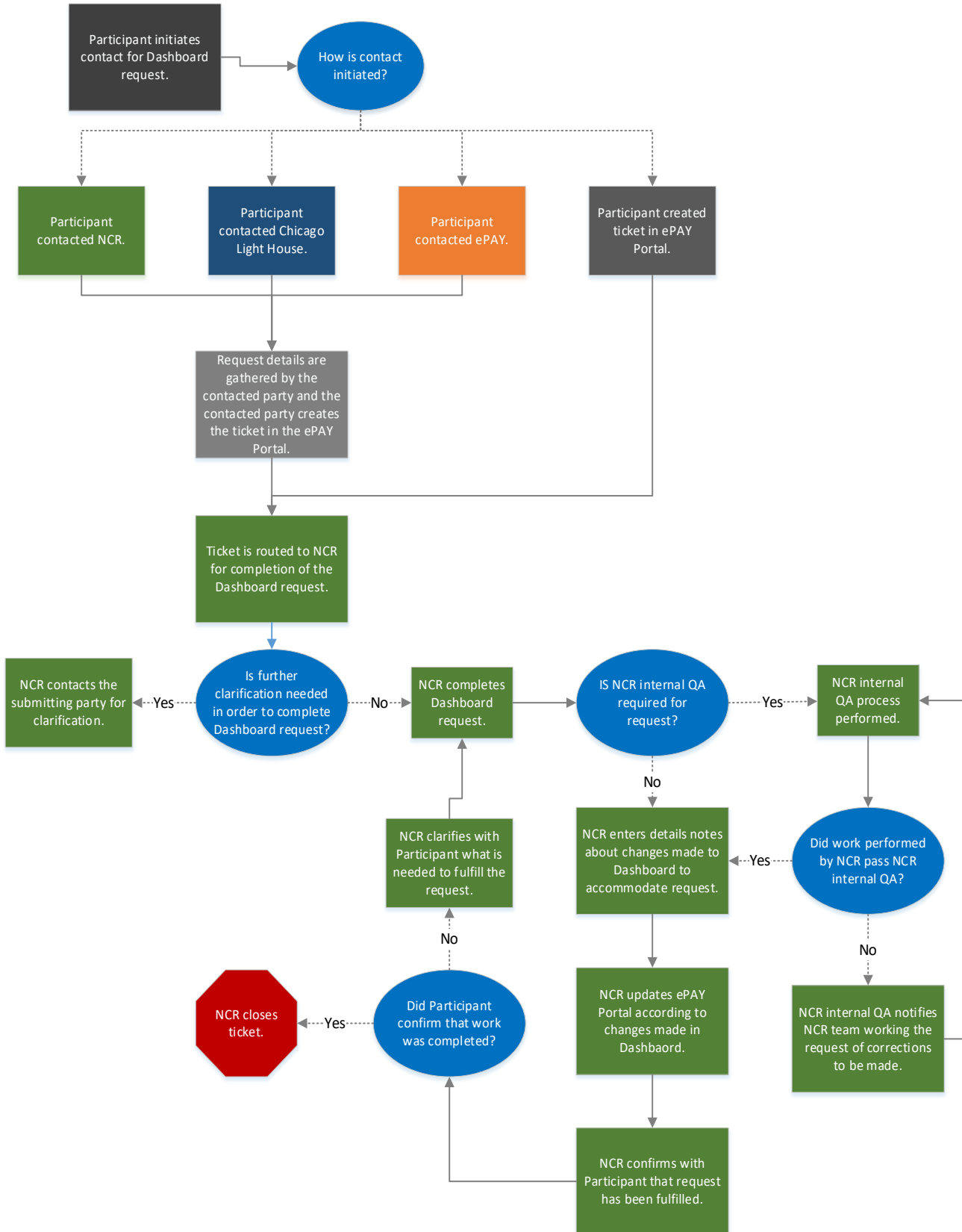
ePAY Portal

NCR is responsible for:

- Making the appropriate changes in the ePAY Portal so that it correctly reflects the changes made in Dashboard.
- Closing the ticket.



Workflow



Participant makes contact to modify an aspect of their Dashboard setup.

- How did the Participant initiate contact?
 - Submitted ticket directly through the ePAY Portal – that ticket type is directly routed to NCR.
 - Contacted ePAY, Chicago Light House, or NCR – Contacted party gathers all request requirements and creates ticket in the ePAY Portal.
- NCR begins work to fulfill the request.
 - Is more information or clarification needed to fulfill the request?
 - Yes – NCR reaches out to the party that submitted the ticket for additional information or clarification.
 - No – NCR fulfills the requests.
 - Does modification requested require NCR internal QA?
 - No – NCR proceeds to next step in workflow.
 - Yes – NCR internal QA process initiated.
 - Do changes made pass NCR internal QA process?
 - No – NCR internal QA notifies NCR team working the request of errors, resulting in corrections and resubmission for NCR internal QA process.
 - Yes – NCR proceeds to next step in workflow.
- NCR notes the ePAY Portal ticket with details regarding the modifications made in Dashboard.
- NCR updates the ePAY Portal to reflect changes made in Dashboard.
- NCR contacts Participant to ensure that request has been fulfilled.
 - If additional work or clarification for request is needed, NCR will handle.
- NCR closes the ticket.