



# INFORMATION TECHNOLOGY SERVICES

## CRM Agent Training Solving a case

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Service Management Deployment

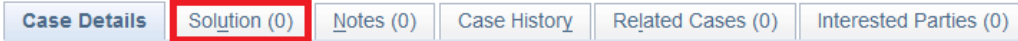
April 13, 2015

## Overview

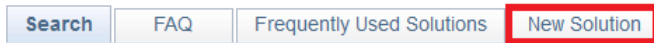
A step-by-step guide explaining how to solve a case.

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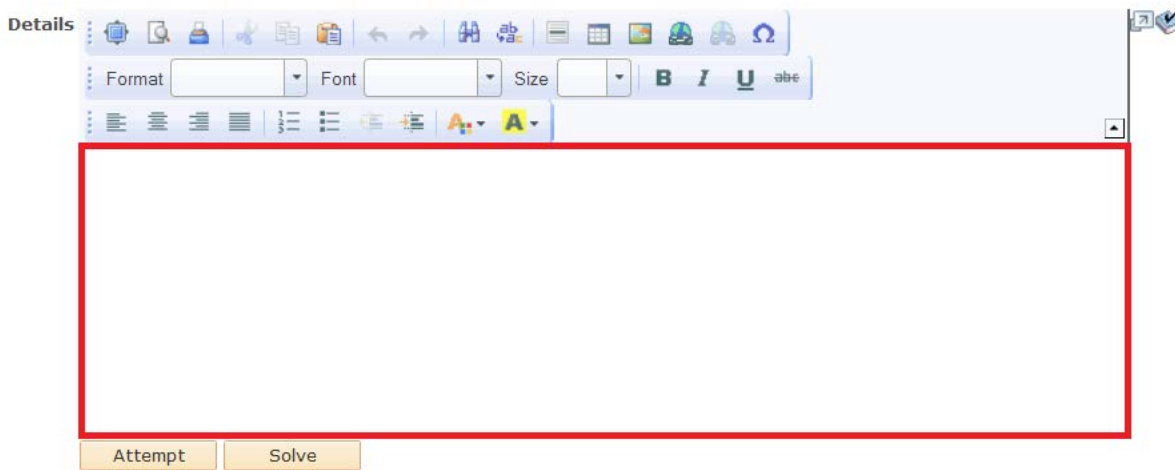
1. Log in to servicecenter.fsu.edu.
2. From within an open case, navigate to the **Solutions** tab.



3. Select the **New Solution** tab.



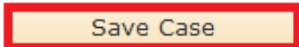
4. Enter your solution into the blank **Details** field.



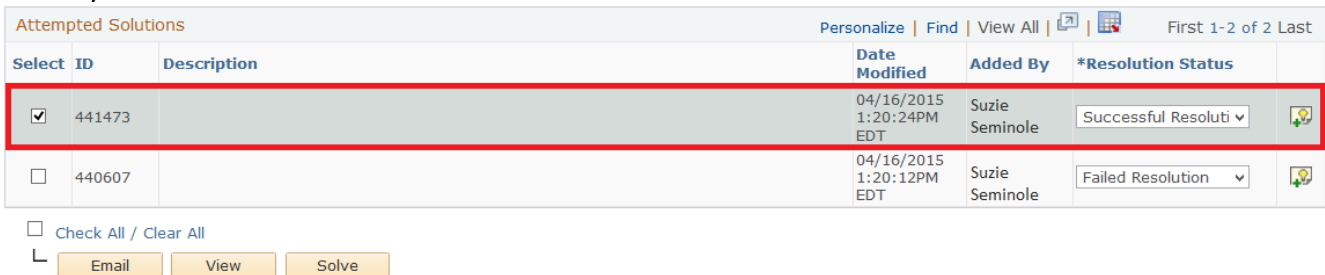
5. Select **Solve**.



6. Select **Save**.



7. Select your solution.



8. Select **Email**.

Attempted Solutions Personalize | Find | View All | | First 1-2 of 2 Last

Select	ID	Description	Date Modified	Added By	*Resolution Status	
<input checked="" type="checkbox"/>	441473		04/16/2015 1:20:24PM EDT	Suzie Seminole	Successful Resoluti	
<input type="checkbox"/>	440607		04/16/2015 1:20:12PM EDT	Suzie Seminole	Failed Resolution	

Check All / Clear All

**Email** View Solve

9. A list of possible recipients will appear. Select the appropriate box(es) under **To**.

Recipients Personalize | Find | | First 1-2 of 2 Last

To	CC	BCC	Name	Email Address	ID	Email	Worklist	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Suzie Seminole	sseminole@fsu.edu	10085876	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ITS-SERVICE MANAGEMENT-DEPLOYMENT	ITS-ServiceManagement-Deployment@fsu.edu	ITSCRM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

10. Select **Send**.

Outbound Notification History Select One...

**Send** Send Later | Send and Solve | Add Recipients | Add Attachments

