INFORMATION TECHNOLOGY SERVICES

CRM Agent Training
Adding Solutions to a Solutions Library

Service Management Deployment
June 14, 2018
Overview

This Job Aid includes step-by-step instructions for adding a solution to a Solutions Library in the FSU Service Center (CRM).

1. Sign in to servicecenter.fsu.edu

3. Under the Search Results pagelet, select Add Solution.

4. Enter “SHARE” in the field labeled SetID. Select Add.
*The page below will appear.*
5. In the **Details** box, change the following fields:
   - **Type:** Standard or Workaround
   - **Status:** Active
   - **Visibility:** All- searchable by customers as an FAQ and Internal – for agents only

6. In the **Description** box, enter the following fields:
   - **Summary:** Enter a short description of the solution
   - **Keywords:** Enter searchable keywords or phrase for the solution
   - **Template:** Leave field blank
   - **Details:** Enter a full explanation of how to solve the problem.

7. Navigate to the **Libraries** Tab.
8. Select a library to which you wish to associate this solution by:
9. Select the **Add Library** button.

10. Select the search icon under *Library.*

11. Select whether the FAQ will be Internal, External, or both
   - **Internal FAQ:** Select this check box to make this solution available to agents searching Frequently Asked Questions on cases.
External FAQ: Select this check box to make this solution available to external customers using the self-service Frequently Asked Questions page.

12. Select Save