



## ECR Requests

Chris Ilstrup - 2020-05-21 - ECR

Scenario:           Somebody from the courts reaches out directly to anybody at RIS about an ECR request

Process:            Instruct the user to fill out the ECR form, email the helpdesk with the form attached. Helpdesk routes the ticket to Kathleen with Jim and Carolyn as followers.

Scenario:           If an ECR request ticket is submitted with a form

Process:            Send it to Kathleen within Deskpro with Jim and Carolyn as followers.

Scenario:           If an ECR request ticket is submitted without a form

Process:            The Helpdesk provides the form for the user to fill out. Once it's filled out attached to the ticket, the ticket is sent to Kathleen with Jim and Carolyn as followers.

Scenario:           If a user calls the Helpdesk about an ECR request

Process:            The helpdesk provides the form and tells the user to email the Helpdesk once the form has been filled out. Once completed the ticket is sent to Kathleen with Jim and Carolyn as followers.

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Any questions about completing the ECR can be sent to Kathleen Lott.

Form located here:

<https://vermontgov.sharepoint.com/sites/JustUsNet/project/ng-cms>

<https://vermontgov.sharepoint.com/sites/JustUsNet/Projects/NG-CMS/Team%20Documents/900-00051%20%20ECR%20Request.pdf>

Tags

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