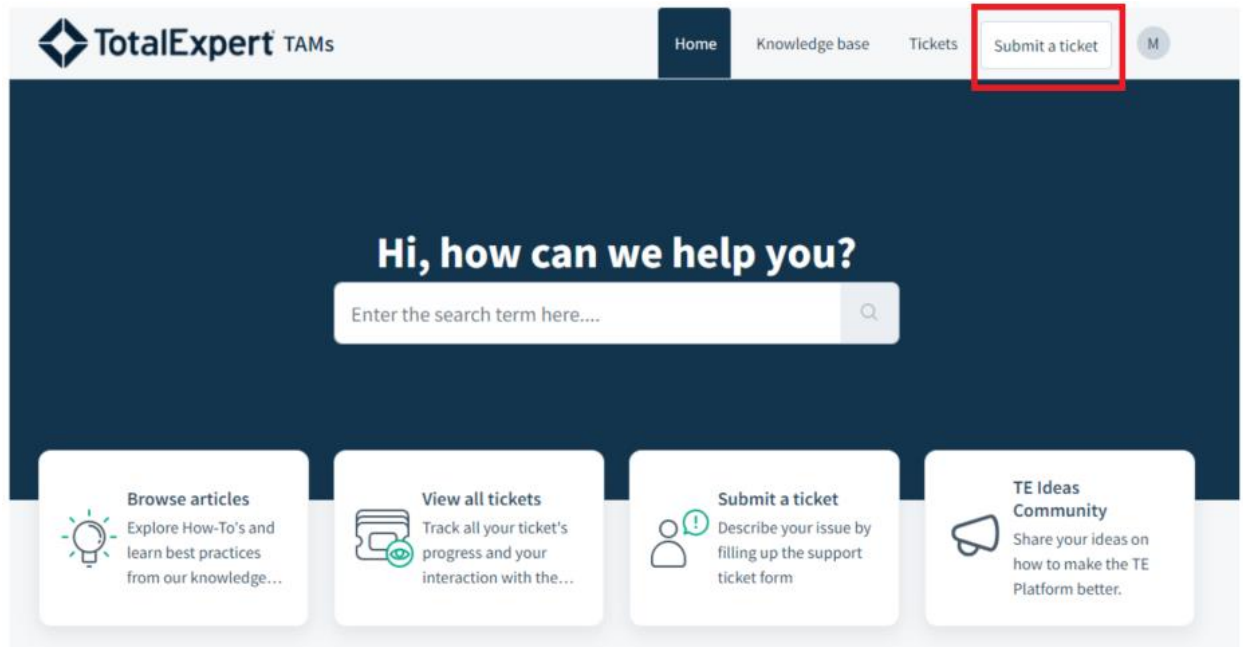
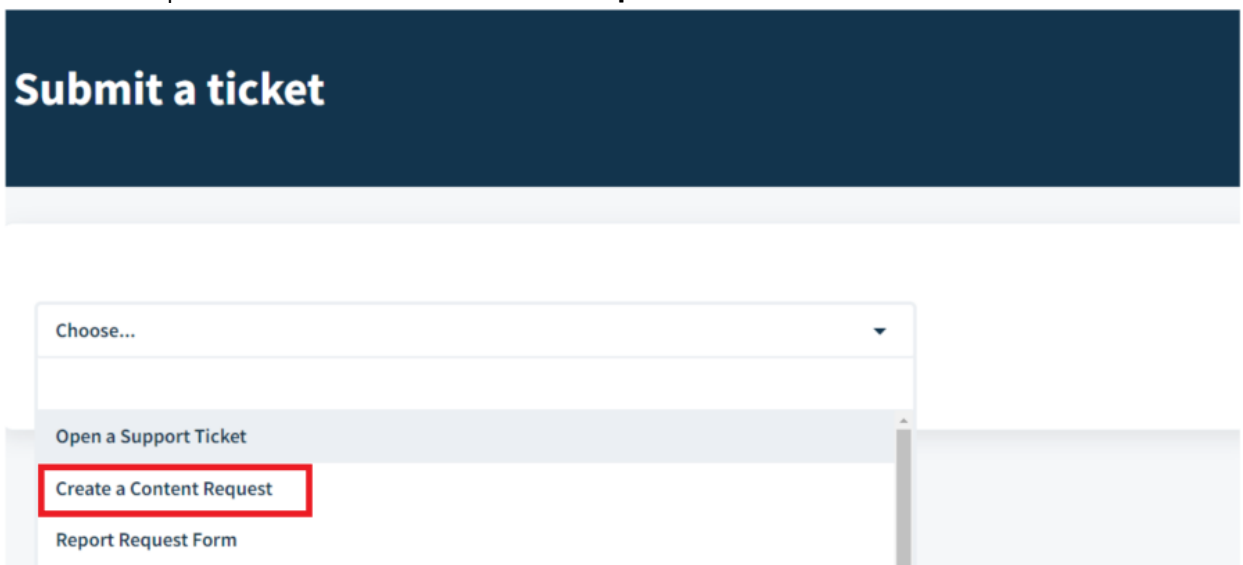


Submitting a ticket in Freshdesk

1. From the [Freshdesk portal](#), select **Submit a ticket**



2. From the dropdown, select **Create a Content Request**



3. Confirm your email address populates in the **Requester** field.
 - a. Then, just like in Smartsheet, add the **Content Name**. The Content Name should be the existing name if request is for an update, the new title for a new request, or a summary of the request (ex. "Update cost center").
 - b. Once you've filled that in, enter the **Description** of the ask. This would operate the same as your Smartsheet notes and should be the primary details of the request.










Create a Content Request

Requester *

Add CC


Content Name *

Description *

B *i* U  |   |   |   |  

Type something

4. Next choose the remainder of the details by selecting the **Content Category**

Choose... 

Choose...

Print Media

Social Media

Email Signature

- a. The options are:
- i. Print Media
 - ii. Social Media
 - iii. Email Signature
 - iv. Misc (see options below)

5. Once the content category is selected, a secondary drop down will appear.

Content Category

Print Media

Level 1

Choose...

Choose...

New Single Branded

New Co-Branded

New Generic Brand

- a. For Print Media, Social Media, and Email Signature, the options are:
- i. New Single Branded
 - ii. New Co-branded
 - iii. New Generic Brand
 - iv. Update Existing Single Branded
 - v. Update Existing Co-branded
 - vi. Update Existing Generic Brand
- b. For Misc, the options are
- i. Upload
 - ii. Disclaimer
 - iii. Brand/DBA/JV

Content Category

Misc

Level 1

Upload

Choose...

Upload

Disclaimer

Brand/DBA/JV

- c. Additional Level 2 Choices are
- i. PowerPoint (Level 1 – Upload)
 - ii. Video (Level 1 – Upload)
 - iii. Create Disclaimer Logic (Level 2 – Disclaimer)
 - iv. Update Disclaimer Logic (Level 2 – Disclaimer)
 - v. Change Logo/Color on existing branding (Level 2 – Disclaimer)

- vi. Add DBA/JV (Level 3 – Brand/DBA/JV)
- vii. Update Brand information (Level 3 – Brand/DBA/JV)

Content Category

Misc

Level 1

Brand/DBA/JV

Level 2

Choose...

Choose...

Change Logo/Colors on Existing Branding

Add DBA/JV

Update Brand Information

6. Finally, add the direct link to your sharefile, just like Smartsheet, and denote if this is a rush request. If marked as rush, your request will be invoiced for an additional \$150 at the end of the month.

Share file Link

Direct link to design file/content

will incur \$150 charge

Rush Request ⓘ

Choose...

Choose...

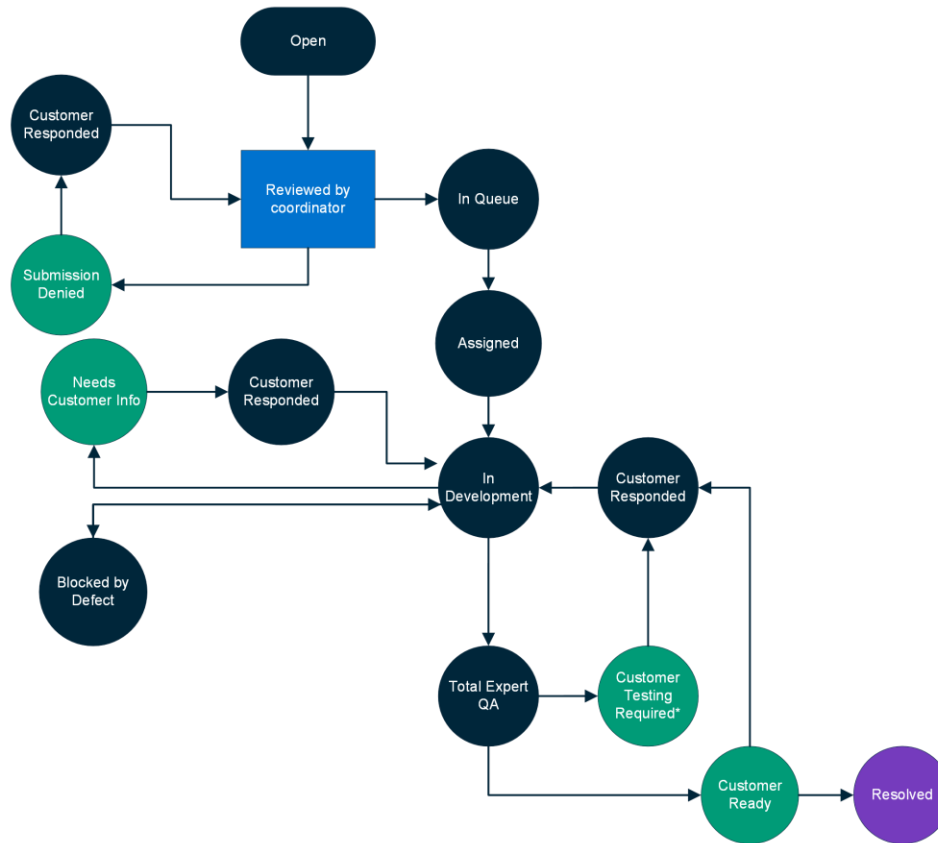
Yes – I agree to be charged

No

Repeat for each request and/or branding type (ex. single branded and co-branded)

Content Request Workflow

Once your request has been submitted, it will proceed through this workflow –



Status Definitions:

Open: request has been submitted and is waiting for review

Submission Denied: The submission can not be completed because it is missing required materials.

Examples:

- Missing bleeds on design file
- Missing fonts or linked images required to build the design
- Missing a marked up PDF noting desired functionality

In Queue: A coordinator has reviewed the submission and all required items are included. Submission will proceed to be created

Assigned: a Digital Content Developer has assigned themselves the ticket

In Development: the request is actively being built or created

Blocked by Defect: request is unable to proceed because a defect is preventing our developers from creating it as requested

Needs Customer Info: Questions have come up during development and customer input is needed in order to proceed.

Total Expert QA: A content coordinator is reviewing the request to confirm it matches the original request

Customer Testing Required: This status is used when a template, existing branding, or email signature is updated and the update requires testing and approval prior to making the change on the live/"production" assets.

Customer Ready: The request has been reviewed by a coordinator and is ready for you to review

Resolved: Once a request has been in Customer Ready status for 7 days, the ticket will automatically close. Any changes or updates will need to be a new request.

Closing a ticket:

Any ticket without a response will close after 7 days and a new ticket will need to be created if you have any feedback or changes. If you want to indicate your approval prior to this, you can simply close the ticket yourself.

M Mykayla Zwiener reported about 1 month ago

Response Received

notes etc

M Mykayla Zwiener said about 1 month ago

Updated the file in the fileshare, take a look!

Reply Add people Close issue

Exception: a ticket in Customer Testing Required will remain open for 14 days to give you time to test the changes on a test version of the request. If this ticket closes without a replied approval to apply the changes made, your changes will not be made live.