

Smartsheet to Freshdesk Webinar

August 24, 2023



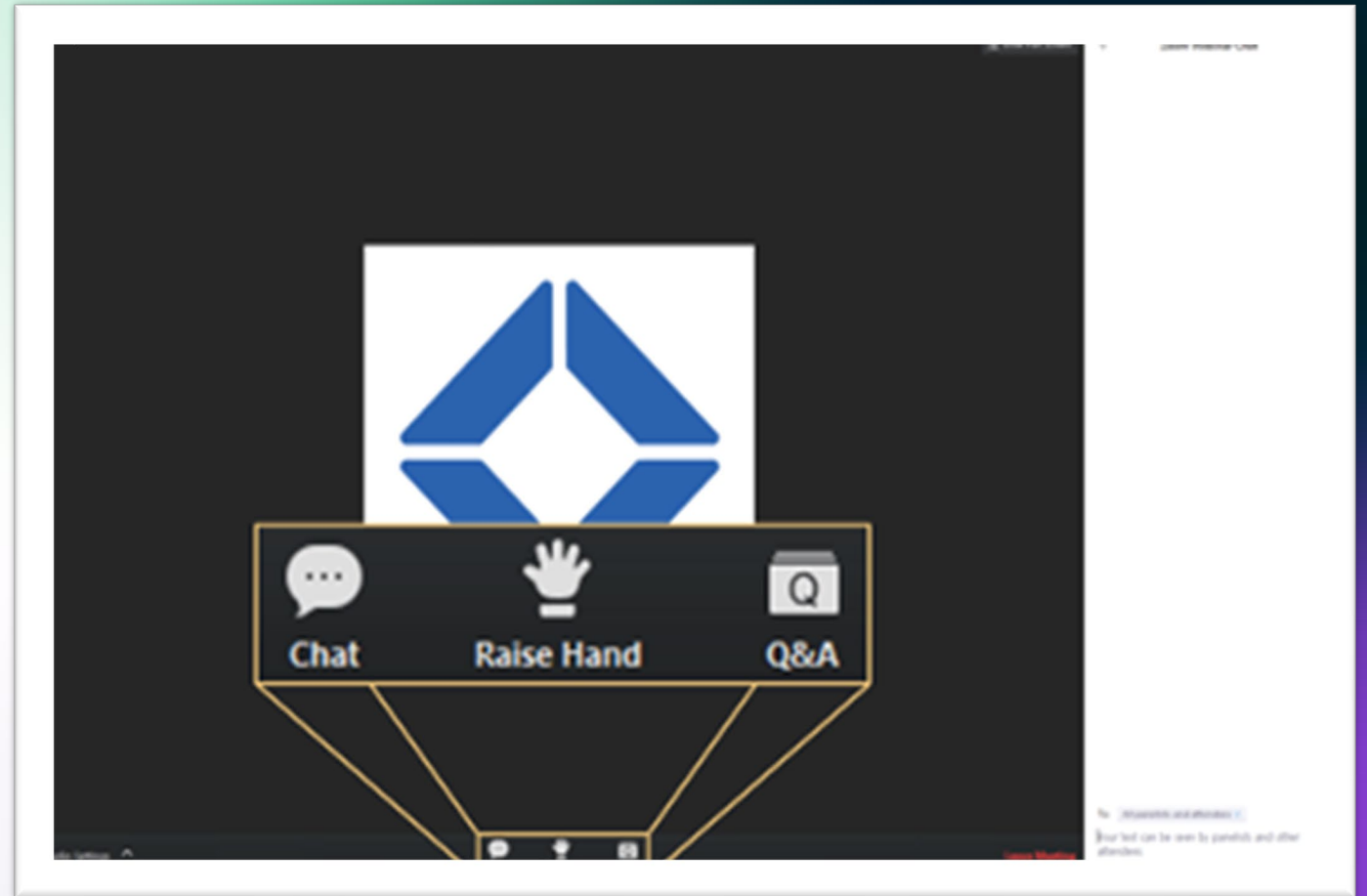
How to participate



Chat



Q & A



Agenda

1. Submission Process Demonstration
2. Status Overview
3. Submission Overview
4. Questions

Freshdesk Submission Demonstration



Status Overview



Statuses and Workflow



- Open: You've submitted ticket and Coordinator can review it.
- In Queue: all items are present and ready for a developer to pick up.
- Assigned: A content developer has put it in their daily queue.
- In Development: Actively being developed.
- Total Expert QA: a coordinator is confirming that accuracy of your request.
- Customer Ready: ready for you to review.

Statuses and Workflow



- Submission Denied: something is missing from your submission and we can't proceed.
- Blocked by Defect: a defect is preventing us from continuing
- Needs Customer Info: new questions have come up regarding the request
- Customer Testing Required: Unique to specific updates
 - Requires approval before applying changes to life requests

SLO is 10 business days

Statuses and Workflow



- Tickets auto-close after 7 days
 - Submission Denied
 - Needs Customer Info
 - Customer Ready
- Tickets auto-close after 14 days
 - Customer Testing Required
 - **Approval reply required to apply changes**

Submission Overview



Why was my submission denied?



Unpackaged design file or .indd file *only*. Missing fonts or linked images that are required for developing the request.



Printed items that are missing bleeds.




Missing marked up PDF specifying the desired functionality of the request



Q&A

Important Dates

August 25: Start on Freshdesk 

September 1: No longer accept new requests on Smartsheet

September 15: Cease monitoring Smartsheet

Note: Remove all files from Smartsheet

Important Resources

Submission requirements: [Link](#)

Marked up PDFs: [Link](#)

Freshdesk Quick-Start Guide: [Link](#)

Thank you

FAQ

Is this the same link as the Support portal?

Currently, there is a different URL for submitting these requests. Please use this [link](#) to access the submission form.

Do we use this form to submit logos and color updates?

Yes! Please use this form and send us the links to the logos. This should go under "Misc" > "Branding/DBA/JV" > "Change logo/colors on existing branding."

Can we attach files?

Directly attaching files is not supported. All submissions require a sharefile link to ensure you retain the master version of your request as Total Expert does not store designs or files.

What are rush requests?

Rush requests are submissions that you need completed in two business days. Rush request incur an additional \$150 per request, invoiced separately. Rush submissions must be submitted and accepted prior to 12 PM CST. Submissions after 12 PM CST, two days begins the next business day.

If a ticket closes, how do we continue the request?

If a ticket closes, we are unable to reopen it. A new request will need to be submitted to update and continue the original request.