

# MyAOR

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HELPDESK TICKETS

Australian Off Road

[WWW.MYAOR.COM.AU](http://WWW.MYAOR.COM.AU) | [PROD.MYAOR.COM.AU](http://PROD.MYAOR.COM.AU)

## Contents

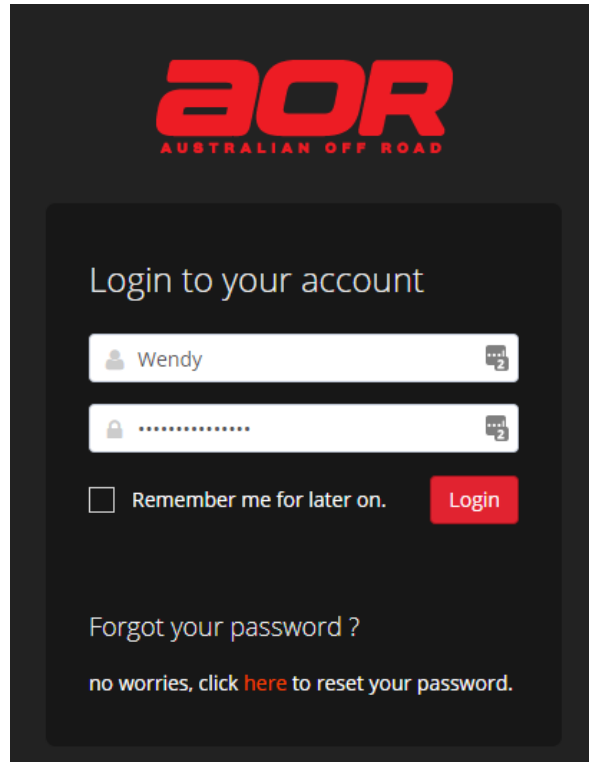
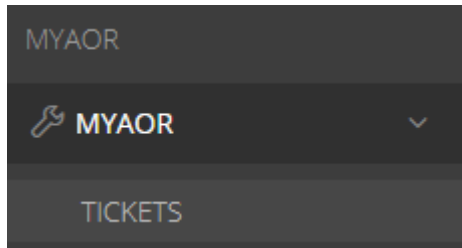
MyAOR HelpDesk Tickets - Staff .....	2
Staff Screens MyAOR .....	2
<b>Filtering status jobs</b> .....	2
<b>Filtering headings</b> .....	2
<b>Export information</b> .....	2
AOR logo .....	3
Lodge a ticket on behalf of a customer.....	3
Managing a ticket.....	4
View - Ticket Summary .....	4
Respond - Ticket Summary .....	5
Close - Ticket Summary.....	5
Status drop down.....	6
Recontact Date.....	6
Assigned to.....	6
Enquiry type .....	6
Which password / login do I use? .....	7
Which enquiry type should I choose? .....	7
Response times .....	7
Can I use my mobile phone or tablet.....	8
Why didn't I receive an email?.....	8
Forgot your password? .....	8
Text in the comments box .....	8
Why do I need to enter my state information? .....	8
Workflow.....	8
Dates / New .....	9
Adding Departments, Enquiry Type, Emails in Email Builder .....	9
Edit customer details .....	9

# MyAOR HelpDesk Tickets - Staff

## Staff Screens MyAOR

Each user is required to have a MyAOR account before they can logde a ticket.

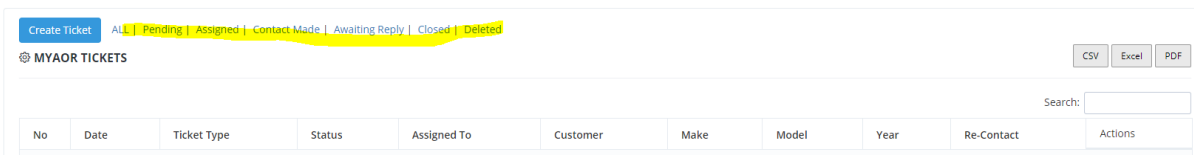
- See admin for login details
- Navigate to the MYAOR section on the left nav
- Open the "Tickets" menu



## Understanding the menus

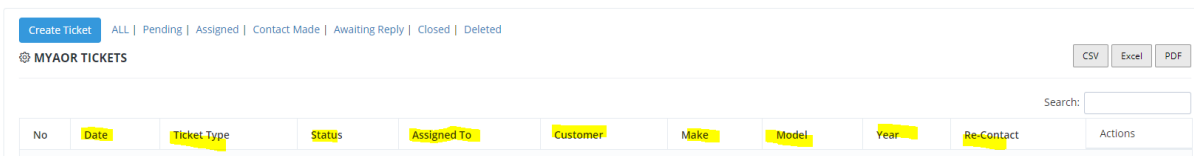
### Filtering status jobs

- Click on the links ALL / Pending / Assigned ..etc at the top
- This will display only the jobs in that status on each page



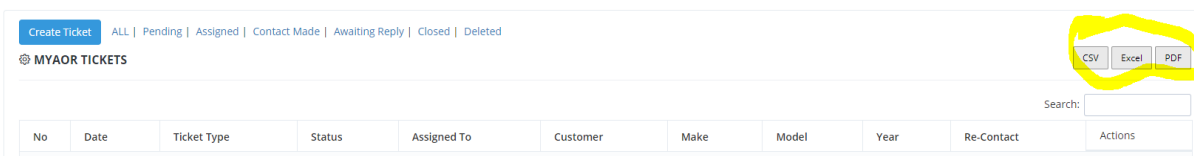
### Filtering headings

- Click on the headings to sort the list on the page alphabetically



### Export information

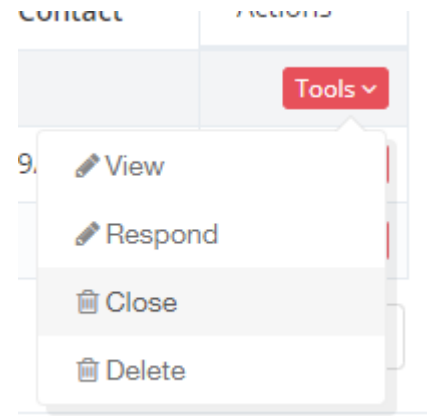
- Click on the CSV / EXCEL / PDF to download a file of the information on the page
- It is best to sort the information using the headings first to group like items, then export
- If you export to Xcel or CSV, use XCEL filter options to continue to filter the information





## Managing a ticket

- [https://prod.myaor.com.au/\\_myaor/tickets.aspx](https://prod.myaor.com.au/_myaor/tickets.aspx)
- You will only see tickets for a department that you are assigned to.
- Click on the “Tools” button
- The drop down menu will appear
- Choose from the options View / Respond / Close / Delete



## View - Ticket Summary

- This will show you all the Ticket Summary

**MYAOR TICKET 49**

### Summary

Status:  Re-contact Date:

Assigned to:  Enquiry Type:

Notify Department:

[Back](#) [Update Ticket](#) [Respond](#) [Close](#)

#### Submitted Details

First Name: ALAN  
Last Name: STEVENSON  
Email: stevo47@bigpond.net.au  
Contact Number: 0408710092  
State:


[Edit Customer](#) | Currently linked to Customer ID: 0 (change)

Comments/Description: Leak on rear shock absorber. This one done on computer. Jobs 47 & 48 done on phone

#### Vehicle Details

Make:   
Model:   
Year:

### UPLOADED IMAGES



General Photo

### TICKET HISTORY

25 entries Print PDF CSV Search:

Date	Response	Response By	Actions
9/09/2021 12:07:32 PM	REsponse	Wayne Lawson	<a href="#">View Full Response</a>

Showing 1 to 1 of 1 entries < 1 >

## Respond - Ticket Summary

- This will allow you to respond to the customer from within the MyAOR portal
- Uncheck the checkbox “Will not be sent to the customer or displayed on their screens” – if you want the customer to see the response
  - Type response
  - Click “Record Response”
  - Saved entry will become part of the History logs
  - Email will be sent to customer
- This is ticked by default – so any notes taken are not sent to the customer
- Customer cannot see responses if this is ticked.
  - Type the response
  - Leave ticked and this will also become part of the History log but unseen by customer

**MYAOR TICKET 49**

Response

Image Upload

Internal Only

Close Ticket

0 WORDS POWERED BY TINYMCE

Choose File No file chosen

Will not be sent to the customer or displayed on their screens

Ticket will be closed and the response sent to the customer. WARNING: this will override the Internal Only checkbox

Back Record Response

## Close - Ticket Summary

- Type response
- If no email is required to be sent to customer – uncheck box
- If you need the system to send the response to the customer – leave box checked
- This response becomes part of the History logs
- The status will be changed to “Closed”

**MYAOR TICKET 47**

Close Reason (Optional)

Send Response to Customer

0 WORDS POWERED BY TINYMCE

Choose File No file chosen

Will not be sent to the customer or displayed on their screens

Ticket will be closed and the response sent to the customer. WARNING: this will override the Internal Only checkbox

Back Close

## Status drop down

- This drop down is used to communicate the status of the job
- Keep this field up to date as the customer can also see this status
- Assigned – all jobs logged through the form will be set to “Assigned “
  - Assigned to the department nominated
  - Contact made – change the status to this once you have made contact with the customer
  - Awaiting reply – change the status to this if you have asked a question of the customer and are needing a reply before you can move forward
  - Closed – closes the job
  - Click “Update Ticket “ to save your changes
  - All changes to the ticket for this field will update the History and the customer

## Recontact Date

- Use this date field if you need to set a date to continue working on this ticket
- The customer can also see this date
- Change date and save
- All changes to the ticket for this field will update the History and the customer

## Assigned to

- This drop down is for the department the ticket is assigned based on the initial entry of the form
- If you need to reassign the job, change this field
- The job will then be automatically moved from your ticket que to the other department que
- Only use this for incorrectly assigned jobs

## Enquiry type

- This is the initial Enquiry type the job was logged under

### MYAOR TICKET 49

#### Summary

Status

Assigned



Re-contact Date



Assigned to

Important



Enquiry Type

Important - needs to be fixed within a few



Notify Department

## Which password / login do I use?

- The MyAOR portal is a stand alone system and requires a new account to be set up to access the ticket system
- Customers cannot use their Forum account details
- Let customers know if they have forgotten their password, they can reset it on the myaor.com.au home page, and an email will be sent their stored email address
- Staff have no access to customer passwords

## Which enquiry type should I choose?

- There are levels of job types for Issues (Critical, Important, Assistance)
- Critical – impacting operation and currently travelling
  - If you are travelling and your issue is impacting the operation of your trailer, please choose this option.
- Important – needs to be fixed within a few days
  - If you are travelling or about to go travelling and your issue is not impacting the operation of your trailer, but requires attention please choose this option.
- Assistance – required but not urgent
  - If you would like assistance or advice but can continue using or storing your trailer, please choose this option.

- There are ticket types for requests

Based on your enquiry type, the screen may refresh and display extra fields that are required. Please complete the “Your Details” section and the extra form fields.

- Request a service
  - Please enter the extra fields for service type and service centre
- Request an insurance quote
  - The extra fields are all required to ensure that the correct information is gathered for us to help you with your insurance quote. Please upload the required photos in each section.
- Request an ATM upgrade
  - The extra fields are all required to ensure that the correct information is gathered for us to help you with your ATM upgrade. Please upload the required photos in each section.
- Request spare parts
  - Please upload photos in this section that may assist us in identifying the part you require.

## Response times

- Depending on the support request type, the ticket will be allocated to the relevant department for assistance.
- The timeframes for the customer will be set from the very first email after they log a ticket. These timeframes are communicated in the email.
  - Assistance - 7 working days
  - ATM Upgrade - 2 working days
  - Critical – QLD, SA, VIC, NT, WA
    - Before 3pm - Same day
    - After 3pm - Next day
  - Critical – NSW, ACT
    - Before 3pm - Same day
    - After 3pm - Next day
  - Important – 2 working days
  - Important - NSW/ACT – 2 working days
  - Insurance – 3 working days
  - Service – Caloundra – 3 working days



- Service – Gosford – 3 working days
- Service/Warranty – 3 working days
- Spare Parts – 3 working days

## Can I use my mobile phone or tablet

Yes! MyAOR works on all devices. If you are using a phone, the pages will be easier to read if you turn your phone to landscape.

## Why didn't I receive an email?

- Please check your spam folder and create a rule for our emails to go to your inbox.
- You will receive an email with the communication of the ticket.
- Check with admin if you're not receiving the emails

## Forgot your password?

- An Administrator can reset the password for staff

## Text in the comments box

- No there is no limit to the comments box.
- You can copy and paste text into the comments box
- This is useful if you need to send instructions or links from another source.
- You can also send photos using the upload photos function

## Why do I need to enter my state information?

For Critical, Important and Request a Service job types

- State information is used to determine which Service Centre is assigned.
  - NSW / ACT – is sent to the Gosford Service Centre
  - QLD, NT, VIC, SA, WA - is sent to the QLD Service Centre

## Workflow

- If a job has been assigned to you, and you require more information in order to complete the ticket
  - Update the Recontact date, so the customer knows it's being worked on
  - Update the ticket Status to "Contact Made" – and let the customer know you are investigating
  - The ticket should stay in your que until it is completed
  - Save all relevant steps in the communication logs
  - Once the ticket is resolved, Close the ticket
  - Its is your job to manage the ticket from Open to Close, even if you require assistance from another staff.
- Request a Service jobs
  - Once the request has been booked into the system Mechanic Desk, the job can be closed
  - Add some detail to say that the job has been booked in

## Dates / New

- The date – is the date the job was first logged
- The NEW – is highlighting all NEW jobs that have been put into the system in the last two days

No	Date
49	9/09/2021 11:42:00 AM (NEW)
48	9/09/2021 11:34:11 AM (NEW)

## Adding Departments, Enquiry Type, Emails in Email Builder

- To add a new
  - Department
  - Enquiry Type
  - Email in "Email Builder"
- Admin will need to request the developer to change the code to link it up

## Edit customer details

- Log into the ticket and click on the 'Edit customer' link
- 5 editable stored fields

Assigned to:  Enquiry Type:

Notify Department:

[Back](#) [Update Ticket](#)

**Submitted Details**

First Name	WENDY
Last Name	MACLEAN
Email	74wendymaclean@gmail.com
Contact Number	0412466156
State	<input type="text" value="Queensland"/>

[Edit Customer](#) | Currently linked to Customer ID: 0 (change)

Comments/Description: asd

**Vehicle Details**

Make	
Model	
Year	

**CUSTOMER**

First Name	<input type="text" value="WENDY"/>
Last Name	<input type="text" value="MACLEAN"/>
Email	<input type="text" value="74wendymaclean@gmail.com"/>
Contact Number	<input type="text" value="0412466156"/>
State	<input type="text" value="Queensland"/>

[Back](#) [Update](#)