

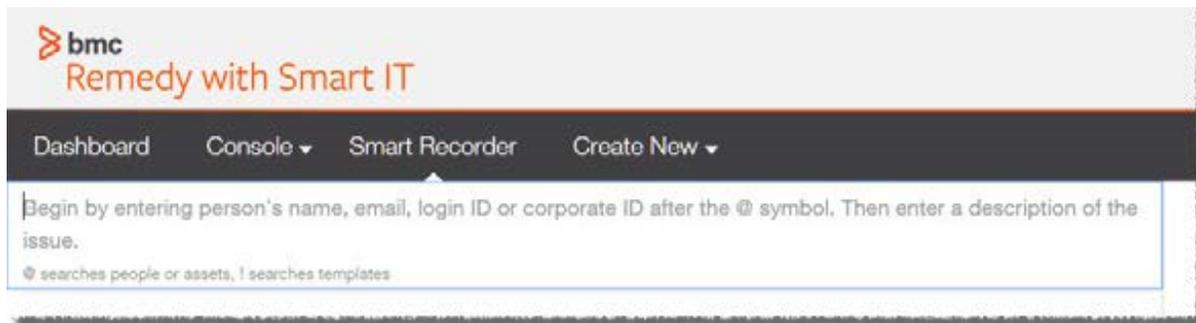
Creating Work Orders using Work Order Templates

Work Order Templates are used for request types that have new services created or to update existing services.

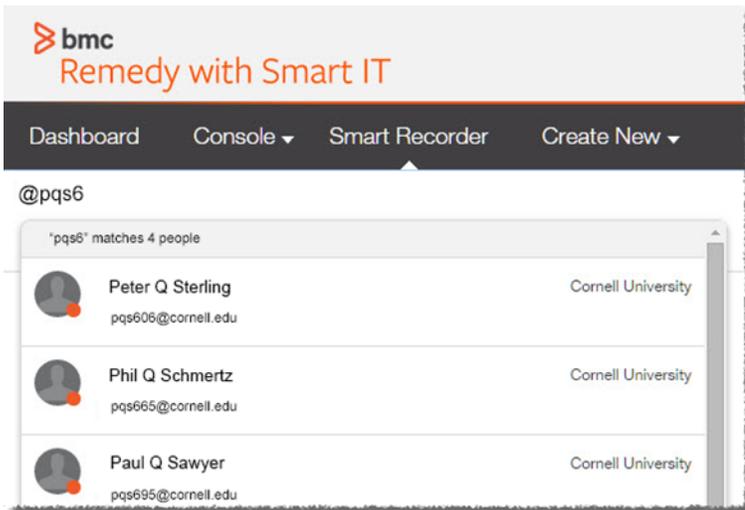
Smart Recorder

Smart Recorder uses a free-form text entry field to help you focus on what the customer is saying, instead of filling out fields in a structured form. This way of creating a ticket helps you to capture information in real time, directly from the customer and in their own words. Smart Recorder helps you to create tickets of all kinds more quickly and with greater accuracy.

1. Click **Smart Recorder** in the Remedy toolbar.



2. Beginning with the @ symbol and a letter, enter the beginning of the customer's name, Employee ID, or email address, then select the customer from the list of all possible matches that pops up.



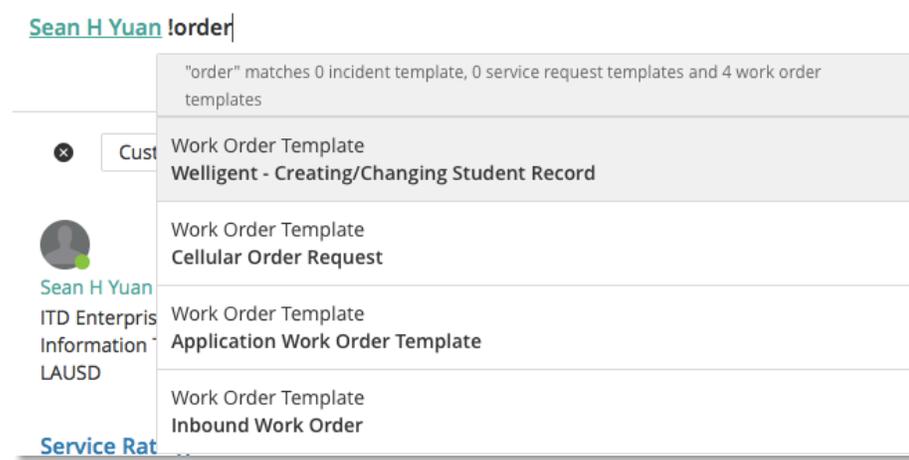
(Optional) Identify additional people by using the @ symbol again. Using the menu next to each person's name, identify one (and only one) person as the customer, and all others as contacts or persons mentioned in the issue.

SEARCH SYMBOLS

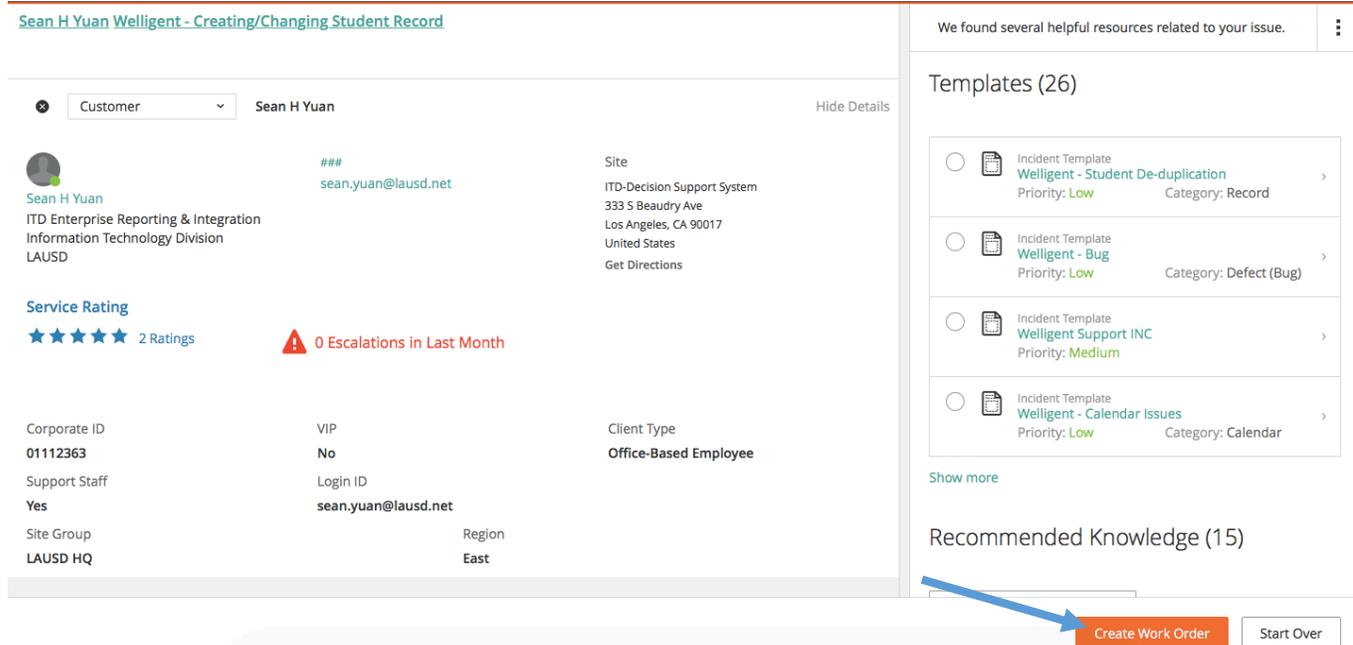
» To help Smart Recorder recognize keywords on which it will run searches, type a special character in front of the keyword.

Symbol	What follows is...
@	A person or asset
!	A template

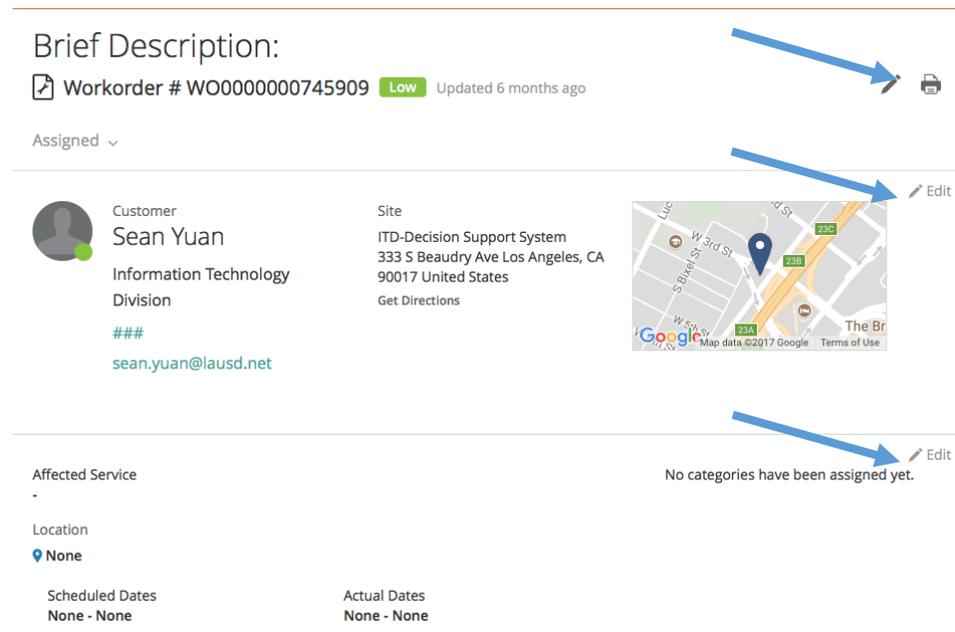
3. Start describing the issue by typing the ! symbol and then entering an issue type, term, or phrase. The system will search for suggested resources. Select the appropriate Work Order Template from the drop-down list.



4. After selecting the appropriate Work Order Template from the drop-down list, click on the **Create Work Order** button.



5. If necessary, edit ticket information by clicking on the pencil icon next to the corresponding section.



6. Click the **Confirm+Save** button to save the ticket.

Assigned to
None Yet
Support Group
Welligent Support
[Assign to me](#)

Request Manager
None Yet
Support Group
Welligent Support
[Assign to me](#)

[Edit](#)

Additional Info [Edit](#)

This section is currently empty. You may edit the section to fill in additional fields.

Tasks (0)	Related Items (0)
-----------	-------------------

[+ Add Task](#)

Tasks are ordered within each section by sequence (first to last). Tasks can't be moved into or out of task groups.
You have not saved any task yet

✓ All Required fields complete!

[Show more](#)

[Confirm + Save](#) [Cancel](#)

- KBA00000718
RECORDS REQUEST
Updated: Sep 6, 2017
0% 13 views 0 linked tickets
- KBA00001101
Update Student Home Language
Updated: Sep 6, 2017
0% 11 views 0 linked tickets
- KBA00000710
UPDATE A STUDENT'S ENROLLMENT RECORD
Updated: Aug 8, 2017
0% 15 views 0 linked tickets
- KBA00000711
WITHDRAW A STUDENT ENROLLMENT RECORD
Updated: Sep 6, 2017
0% 7 views 0 linked tickets