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Project: **South Carolina Breach**

Company: South Carolina DOR

Hunter Nelson posted a new message:
CSID Announces a New Ticketing System

CSID Announces a New Ticketing System! Customer Request for Support (CRS). CSID's new support ticketing system will replace the current NOC system on **April 30 of 2014** .

Attached, is an overview of what you can expect with the release of the new ticketing system and provides answers to some general questions you may initially have.

We will also be providing a more detailed instruction guide to outline "how to" access the new ticketing system. The instructions will be posted to basecamp in the next couple of weeks.

If you have any questions at this time, please let me know.

Thanks,
Hunter Nelson

CSID_New Ticketing Sys_ 4 2014.pdf
229 KB