

NEW IT Support System

3 Waves of Wisdom

Part 1

1. What is the new IT Support System?



The new IT Support System is an advanced platform designed to provide efficient and streamlined technical support for all Team Members. It integrates phone calls to our Help Desk with our online ticketing system to assist with troubleshooting, ticket management, prioritizing, and better communication to you from our IT professionals.

2. Why can't I use email to create a ticket anymore?



Our new IT Support system has been designed to provide you with faster and more efficient service. We have transitioned from email-based ticket creation to our new Interactive Voice Response (IVR) system and web portal for the following reasons.

- **Streamlined Process:** The web portal and IVR system allow us to gather all necessary information upfront, ensuring that your issue is routed to the right support team quickly. This reduces the time it takes to resolve your issue.
- **Enhanced Tracking:** Our new system provides on-demand updates on the status of your ticket, which was not possible with email. You can easily track the progress of your request through the web portal or by receiving updates via IVR.
- **Improved Accuracy:** By using the web portal or IVR system, you can provide detailed information about your issue, which helps us diagnose and address your problem more accurately and efficiently.
- **Reduced Confusion:** The new system offers enhanced security features to protect your personal and sensitive information, which is more difficult to guarantee with email communication.

We understand that this transition might take some getting used to, but we are confident that it will lead to a better support experience overall. Thank you for your understanding and cooperation!

3. How do I access the new IT Support System?



Make quick phone calls to *Shelly* by calling either extension **8220** or **(609) 783-8220**. Another option is to log in through **The Ocean View** using your Ocean credentials. You may bookmark **<https://theoceanac.samanage.com>** to your browser for easy access.

