



FEI Systems

Connecting Every Dimension of
Health and Human Services

FASAMS Requirements Document

Allow users to submit a ticket from the Portal WI 8355

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GENERAL

VERSION CONTROL

Date	Version	Author(s)	Brief Description of Change
09/13/2019	1.0	Jesse Lindsey	Initial document creation
09/23/2019	1.1	Jesse Lindsey	Update doc
09/26/2019	1.2	Jesse Lindsey	Update after review with dev team
10/3/2019	1.3	Jesse Lindsey	Updated with Final Estimate
10/4/2019	1.4	Jesse Lindsey	Update with Workspace after discussion with dev team

STAKEHOLDERS

Role	Name
FEI Implementation Manager	Jesse Lindsey
FEI Account Manager	Kory Schnoor
FEI Product Manager	Jessica Knott
DCF SAMH Project Director	Nathan McPherson
DCF SAMH Project Sponsor	
DCF Business Analyst	Gregory Nix / Victor Gaines

SUPPORTING DOCUMENTS AND REFERENCES

- [Submit Ticket template](#)
- [Submitted ticket example](#)

TERMS AND DEFINITIONS

Terms	Description

SCOPE

INITIAL REQUEST & ASSUMPTIONS

Business Statement

Users need an option within FASAMS to submit a support issue. Use of an external email address is not sufficient.

Scope Definition

The scope of this enhancement is to modify FASAMS to allow the user to submit a support issue from within FASAMS. In general, the requirements are:

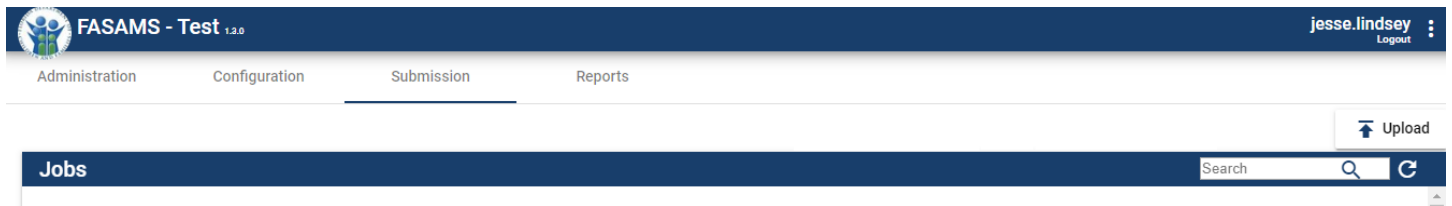
- Provide an option within FASAMS for the user to select when they need to submit a support issue.
- Ideally, a data entry form would display the following fields for user input:
 - Username – pre-populated
 - User email address – pre-populated

- Submitting Entity associated with User – pre-populated
- Date/Time – pre-populated
- Browser – pre-populated
- URL from page – pre-populated
- Briefly description of issue – text box
- Attach a screenshot

EXISTING FUNCTIONALITY

Currently there is no way for an end user to submit a support ticket from inside the FASMAS system.

Screenshot:



PROPOSED FUNCTIONALITY

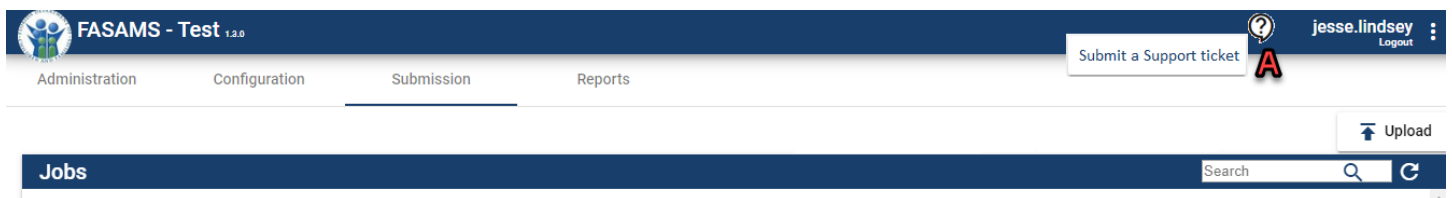
The end user will have the ability to click on the Submit a Support Ticket icon in the top ribbon of the system which will open a new window. The new window will have many pre-populated fields as well as a text box to describe the issue and the ability to attach a screenshot.

INITIAL ESTIMATE/ QUOTE HISTORY

Phase/ Quote Date	Item(s)	Description	Estimate/ Quote
5/9/2019	8355	Initial Estimate	180 - 375
10/3/2019	8355	Final Estimate	Final Estimate: Analysis - 40 Development - 52 Testing - 60 AM/PM - 18 Total: 170


REQUIREMENTS

1. OUTLINED 'CONTACT SUPPORT' ICON ADDED TO TOP BANNER OF PORTAL



Req. ID	Requirement	Ref. ID	Dev	QA
1.1	Add Outlined 'Contact Support' icon to top right of FASAMS top banner		<input type="checkbox"/>	<input type="checkbox"/>
1.2	Add Tooltip <ul style="list-style-type: none"> The tooltip displays when the mouse cursor hovers over the email icon Tooltip will say "Submit a Support Ticket" 		<input type="checkbox"/>	<input type="checkbox"/>
1.3	Clicking on the email icon opens a new window with the Support Ticket Email template filled out with the correct data for the FASAMS user <ul style="list-style-type: none"> New Ticket Email described in requirement 2.1 – 2.2 		<input type="checkbox"/>	<input type="checkbox"/>
1.4	New permission <ul style="list-style-type: none"> See requirement 4.2 		<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

2. NEW TICKET TEMPLATE W/ TEXT BOX AND ATTACHMENT UPLOAD



Support Ticket Submission

Support Ticket email: DCF.Support@myfifamilies.com

NOTE: Do not include Protected Personal Information in this support ticket.

Please complete this form to submit a support ticket. Once submitted, the ticket will be reviewed by DCF staff and routed the correct group to resolve the issue. Upon resolution you will be emailed notification that the issue has been resolved and will be asked to verify and confirm. Thank you for submitting your ticket. Please provide as much information as possible on the below sections:

- Username:** <user.name> -- auto-populated in form
- User Email Address:** <Email address> -- auto-populated in form
- Submitting Entity associated with user:** <all SEs associated with user> -- auto-populated in form
 - Big Bend Behavioral
 - Central Florida Cares
 - Central Florida Behavioral
 - SE 4
 - SE 5
 - SE 6
 - SE 7
 - SE 8
- Date and Time:** <date time Submit Ticket button was clicked> -- auto-populated in form
- Browser:** <browser used> -- auto-populated in form
- URL:** <web address when support button is clicked> -- auto-populated from browser
- Briefly describe the issue:**

- Textbox here
- Attach a screenshot. NOTE: Do not send files containing PHI in a support ticket**

- Upload Attachment button here

Submit

Sample support ticket:

From: eric.roth@feisystems.com
 Sent: Thursday, October 10, 2019 9:40 AM
 To: Ryan Yang <Ryan.Yang@feisystems.com>
 Subject: FASAMS Notification: Support Ticket

Hello,

A support ticket has been submitted.
 User: admin
 User Email: eric.roth@feisystems.com
 Submitting Entity associated with user: FEi Test Submitter, Florida State Hospital - Civil, Northeast Florida State Hospital, North Florida Evaluation Treatment Center, South Florida Evaluation Treatment Center, South Florida State Hospital, Treasure Coast Forensic Treatment Center, West Florida Community Care Center, Big Bend Community Based Care (BBCBC), Central Florida Cares Health System (CFCHS), Lutheran Services Florida (LSF), Southeast Florida Behavioral Health Network (SEFBHN), Broward Behavioral Health Coalition (BBHC), Central Florida Behavioral Health Network (CFBHN), South Florida Behavioral Health Network (SFBHN), Automation Testing, Developer Test

Date and Time: 10/10/2019 1:39:10 PM
 Browser: Chrome 77.0.3865.90
 URL: <https://localhost:44349/administration>
 BrieflyDescription:

Thanks!
 FASAMS

Email - ryan.yang@feisystems.com

Req. ID	Requirement	Ref. ID	Dev	QA
2.1	New Ticket header <ul style="list-style-type: none"> Header will display the following: Title will be "Support Ticket Submission" <ul style="list-style-type: none"> Bold and centered Under title will show: <ul style="list-style-type: none"> "Support Ticket Email: <populates email address from "Support Ticket Email" section of the "Support Ticket Workspace" -- described in requirement 3.4 "NOTE: Do not include Protected Personal Information in this support ticket." 	B	<input type="checkbox"/>	<input type="checkbox"/>
2.2	New Ticket body <ul style="list-style-type: none"> Message to Users section: <populates from the "Message to Users" section of the "Support Ticket Workspace" defined in requirement 3.4 <ul style="list-style-type: none"> Will be centered and at the top of the body of the email form Automatically populated information section: this section cannot be edited by the end user <ul style="list-style-type: none"> "Username" – <automatically populated from FASAMS> "User email address" – <automatically populated from FASAMS> "Submitting Entity associated with User" – <automatically populated from FASAMS> 	C	<input type="checkbox"/>	<input type="checkbox"/>

Req. ID	Requirement	Ref. ID	Dev	QA
	<ul style="list-style-type: none"> ▪ This will show all submitting entities associated with the user ○ "Date/Time" – <automatically populated from FASAMS> ○ "Browser" – <automatically populated from browser data> ○ "URL" -- <automatically populated from browser> • User populated information section: this section is edited by the user <ul style="list-style-type: none"> ○ Display: "Briefly describe of issue" <ul style="list-style-type: none"> ▪ Textbox is shown under the above display label ▪ Textbox will have a maximum of 1000 characters ○ Display: "Attach a screenshot." <ul style="list-style-type: none"> ▪ User has the ability to attach up to 3 files • "Submit" button added at the bottom of email template <ul style="list-style-type: none"> ○ Once clicked the email will be sent to the email identified on the Support Ticket Workspace>Support Ticket Email (req. 3.4) 			
2.3	Non-visible portion of the email <ul style="list-style-type: none"> • This will include technical information not visible to the end user that will specifically be useful when analyzing the issue • FEI dev team is identifying pertinent information to include in this section 		<input type="checkbox"/>	<input type="checkbox"/>
2.4	Email origin <ul style="list-style-type: none"> • When this email is sent, the receiver of the email should see that it came from the User's email address <ul style="list-style-type: none"> ○ Note to DCF: this allows the user to receive automatic replies from the FootPrints system 	J	<input type="checkbox"/>	<input type="checkbox"/>

3 SUPPORT TICKET TILE

E
D

Support Ticket

Support Ticket Email: DCF.Helpdesk@myflfamilies.com

Message to Users:

F

Please complete this form to submit a support ticket. Once submitted, the ticket will be reviewed by DCF staff and routed the correct group to resolve the issue. Upon resolution you will be emailed notification that the issue

